

8 September 2011

Update on Street Cleansing Review – Action Plan

Ward(s) All

Portfolios: Councillor Ansell – Transport and Environment

Summary of report:

The Street Cleansing Review Working Group produced a report that was submitted to the Environmental Scrutiny Panel on 4 January 2010 making recommendations for improvements to the service which was subsequently approved as investment bids by Cabinet. At the Environment Services Scrutiny and Performance Panel meeting on the 27 April 2010, an update report was provided detailing progress on the action plan for street cleansing service improvements.

This report provides a further update on the actions and details effectiveness of those actions and identifies additional improvements in service

Background papers:

1. Environment Services Scrutiny and Performance Panel report 29 July 2009
2. Note of Environmental Scrutiny Street Cleansing Working Group meeting 25 September 2009
3. Environmental Scrutiny Panel Briefing Note 16 November 2009
4. Street Cleansing Review, Report of Street Cleansing Working Group as reported to the Environment Scrutiny & Performance Panel on 4 January 2010.
5. Environment Services Scrutiny and Performance Panel report 27 April 2010

Reason for scrutiny:

During the 2009/10 financial year, a review of street cleansing service by this Scrutiny and Performance Panel sub committee was carried out and, separately, a consultant reviewed the wider street scene service against other similar local authorities. Based on these reviews, an improvement action plan was produced and reported to this Scrutiny and Performance Panel in April 2010 This report provides an update on the action plan and improvements to date.

Resource and legal considerations:

The information below identifies the main resources employed on Street Cleansing activities within the borough:

| | |
|------------------------|--|
| Employees | 54 |
| Vehicles and Machinery | 30 Sweepers and ancillary vehicles |
| Depots | Work is mobile and operates from 3 depots Pelsall Road Depot Grange Willenhall Lane |

Legal

There are no anticipated legal resource implications in this review.

Citizen impact:

The service covers all street cleansing issues including, sweeping, litter picking and the removal of fly tipping and graffiti.

The Street Cleansing service affects all people who live within or visit the borough. The most recent Place Survey results showed that littering continues to be one of the biggest concerns for residents across the borough

Environmental impact:

Street Cleansing service is a high priority service for the Council and for the local residents who take a keen interest in the use and maintenance of the street scene. As such, the level of cleanliness within neighbourhoods across the borough is an important factor in the quality of life of residents.

Performance management:

National Indicator 195 (formerly NI 199) measures standards of litter, detritus, graffiti and fly-posting across the borough which are considered unacceptable. This information is scheduled to be collected three times per year the results for the last three financial years are as follows:-

| | Litter NI 195a | Detritus NI 195b | Graffiti NI 195c | Fly Posting NI 195d | Fly Tipping NI 196 |
|---------|-------------------|---------------------|---------------------|---------------------------|-----------------------|
| 2008/09 | 7% | 17% | 7% | 0% | Very Effective |
| 2009/10 | 3% | 7% | 4% | 0% | Not Effective |
| 2010/11 | 2% | 6% | 2% | 0% | Not Effective |

% figure Identifies % of streets identified as unacceptable

Guidance requires three surveys per year to be completed, the first between April and July, the second between August and November and the third between December and March. The above data takes account of only two inspections in 2010/11 due to operational restraints

It can clearly be seen from the above data that there has been continued improvement in all areas of cleansing other than Fly Tipping over the last three years. The main reason for Fly Tipping being classed as “Not Effective” is due to the number of prosecutions which is currently being addressed. Early indications show that the preliminary results for 2011/12 will show the management of Fly Tipping is “Effective”

Fly Tipping has also been part of a recent Working Smarter review which has reduced the average time taken to remove fly tipping from 9.4 days per occasion to 3.3 days per occasion Further details are provided as part of the updated action plan

Equality Implications:

An Equality Impact Assessment was carried out in 2003 on litter collections, this and the whole service will need to be reviewed following the completion of the action plan.

Consultation:

Walsall residents play a vital role in helping to develop the service and their views are always taken into consideration when alterations are made.


Consultation over the last few years has always put street cleansing near the top of the residents' need to improve list.

Working with communities, partners, (including Housing Trusts, Police, Fire Service and the Probation Service) and other Council services has improved cleansing performance in many areas of the borough in recent years.

Consultations with local communities via the new Area Managers are continuing and new working arrangements are being developed.


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1. Review and Action Plan

1.1 The Environmental Scrutiny Panel Street Cleansing Review

During 2009/10, the Environmental Scrutiny and Performance Panel sub-committee carried out a review of the street cleansing service. The review included consideration of:-

- Service Structure
- Local Neighbourhood Partnerships
- Graffiti Removal
- Reviewing the town centre,
- Fly Tipping,
- Preventative Work,
- Litter Bins
- Waste Issues
- Fly Posting,
- Enforcement issues

1.2 The Street Cleansing Review

Within the same period a specialist adviser, David Rosselli, was engaged to review the wider street scene service and compared Walsall with other similar local authorities. The areas of review were :-

- Street Cleansing
- Human Resources Issues
- Fleet Services Issues,
- Enforcement related issues
- Planning Related Issues
- Waste Collection Related Issues
- Contact Centre Related Issues

1.3 Outcomes From the Review

The actions identified from the Scrutiny Panel sub-committee review are listed below and are included in the Improvement Action Plan in **Appendix A**. The ones highlighted with a tick were approved in the budget 2010/11 and progress is updated within this report

- Introduce an additional Litter Hit Squad ✓
- Introduce additional barrow rounds ✓
- Trial and provide additional Litter Bins ✓
- Provide Graffiti cleaning to private residents ✓
- Introduce night time team on the ring road and red routes ✓
- Increase enforcement actions
- Improve Trade Waste collection service (Bins and Bags left on streets)
- Reporting of enforcement actions
- Use of enforcement powers for road closures to enhance street cleansing

Street Cleansing Improvement Action Plan

| | Original Action | | |
|-----|---|-----------|---|
| | Item | | |
| 1. | Operations | RAG | Update |
| 1.1 | Introduce new approach to graffiti removal on private housing | Completed | <ul style="list-style-type: none"> • Pilot for removal of Graffiti on private premises introduced • One day a week allocated for removal of Graffiti from private domestic properties • Approximately 1 property per week receives the free service |
| 1.2 | Assess scope for de-cluttering the street to help improve effectiveness of street cleansing | Completed | <ul style="list-style-type: none"> • List of potential street furniture for removal identified (28 locations) • Significant issue of bins on streets identified • Furniture for removal under consideration by Engineering and Transportation |
| 1.3 | Implement enhanced removal of leaf fall on a targeted basis | Completed | <p>Enhanced programme of autumn leaf removal implemented</p> <ul style="list-style-type: none"> • 106 locations identified • Additional resource deployed in autumn to assist with leaf removal. Refuse collection vehicle used to facilitate on site disposal direct from footway sweepers • Increased efficiency achieved by sweepers not travelling to disposal site |
| 1.4 | Identify privately owned cleansing hot-spots as a basis for enforcement action | Completed | <p>Privately owned cleansing Hot Spots identified and notified to Public Safety including:</p> <ul style="list-style-type: none"> • Bloxwich Road, Bloxwich - opposite BusStation • Derby Street, Bloxwich - (Centro) • St Annes Road, Willenhall – area to rear of properties • Bosty Lane, Rushall – Rear of 10 to 14 • Chapel Lane, Pheasey • Holly Hedge Road, Birchills – Rear of Orange Tree Public House |

| | Original Action | | | | | | | | | | | | | | | | |
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| | Item | | | | | | | | | | | | | | | | |
| | | | <ul style="list-style-type: none"> • Holly Hedge Road / Wolverhampton Road, Birchills • Wolverhampton Road, Birchills – Adjacent advertising Hoarding • Pougetter Road, Birchills – Bookmakers • Stringers Lane, Walsall – Derelict Factory Site <p>Public Safety are pursuing enforcement action to resolve the issues at all of the above locations</p> | | | | | | | | | | | | | | |
| 1.5 | Investigate scope for the cleansing service to further support the process of environmental enforcement | Completed | <p>Regular attendance at Joint Enforcement Board</p> <p>Review of Fly Tipping Removal arrangements carried out under Working Smarter identified a process improvement where Litter Hit Squads trained to gather evidence from Fly Tipping to support prosecutions</p> <p>One prosecution taken to court in first quarter of 2011/12, two scheduled for second quarter of 2012</p> <p>CCTV monitoring at key sites carried out in conjunction with Neighbourhood Management Teams</p> | | | | | | | | | | | | | | |
| 2 | Area Working | | | | | | | | | | | | | | | | |
| 2.1 | Implementation of Cleaner Greener Investment Programme | Completed | <p>Additional Litter Hit Squad deployed</p> <p>Additional highway weed spraying carried out</p> <p>Additional Barrowmen recruited and deployed</p> <p>New Ring Road Team on hold due to budget savings</p> | | | | | | | | | | | | | | |
| 2.2 | Review Service Requirements within each Area Partnership area to ensure an evidence-based approach | Ongoing | <p>Attendance at Neighbourhood Meetings by Technical Team</p> <p>Specific Tidy up Projects identified and completed</p> <p>Clean Street Action Plans developed</p> <p>Projects with Community Pay Back Teams developed</p> | | | | | | | | | | | | | | |

| | Original Action | | | | | | | | | | | | | | | | |
|----------|---|--------------------|---|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| | Item | | | | | | | | | | | | | | | | |
| 2.3 | Prepare Programme of detritus blitz's one day per month in each Area Partnership area | | Scheduled and completed until autumn 2010 New zonal cleansing introduced day after waste collections superseded this action Additional clean ups completed following meetings with Neighbourhood Managers | | | | | | | | | | | | | | |
| 3 | Customer Relations | | | | | | | | | | | | | | | | |
| 3.1 | Prepare plan to capitalise on the opportunities to further improve the responsiveness of operational employees to the public within local areas | Completed | Plan Completed New Orange / blue uniform introduced with council logo introduced Updated communications plan developed Introduction of Calling Cards for all operatives planned for Spring 2012 Introduction of Satisfaction Survey planned for Spring 2012 | | | | | | | | | | | | | | |
| 4 | Vehicles and Equipment | | | | | | | | | | | | | | | | |
| 4.1 | Swap 3 channel sweepers for 6 footway sweepers to improve ability to clean restricted sites | Partially Complete | Operational Channel sweepers reduced from 5 to 3 Ongoing review of alternative intermediate sweepers underway, procurement dependant on budget availability | | | | | | | | | | | | | | |
| 4.2 | Maximum utilisation of cleansing vehicles | Ongoing | Utilisation of all cleansing vehicles is continuously under review together with consideration of appropriateness of the vehicle Final decisions on numbers and replacements will be made prior to renewals of footway sweepers in October 2012 | | | | | | | | | | | | | | |

| | Original Action | | | | | | | | | | | | | |
|----------|--|-----------------------|---|--|--|--|--|--|--|--|--|--|--|--|
| | Item | | | | | | | | | | | | | |
| 4.3 | Investigate options for enhanced electronic vehicle monitoring system | Ongoing | Looking to have sweepers on the same monitoring system as waste vehicles, BARTEC, when current Contract Hire arrangements end in October 2012 Bartec will allow real time monitoring of vehicle operations and effectiveness to be carried out from the depot | | | | | | | | | | | |
| 5 | Staffing | | | | | | | | | | | | | |
| 5.1 | Restructure service to deliver the neighbourhood agenda | Practically Completed | Street Pride Management and Administration re structure 95% complete Re designation of Street Pride Environmental Operatives completed for 95% of employees Greater flexibility introduced as all employees can now be utilised within any service area | | | | | | | | | | | |
| 5.2 | Increase in number of pool drivers to provide more flexibility in service delivery | Completed | Review of all Street Pride None Drivers carried out 31 None Drivers identified 8 Declined Driving 8 Accepted training 15 No response 1 Driver passed test | | | | | | | | | | | |
| 5.3 | Improve feedback to all employees regarding cleansing issues | Completed | Service Area working Group established Newsletter issued to all staff monthly / quarterly | | | | | | | | | | | |
| 5.4 | Design and deliver a training programme to ensure implementation of the Street Cleansing Improvement Action Plan | Ongoing | Can we give a couple of examples to show what this programme includes? | | | | | | | | | | | |

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|----------|--|-----------|---|--|--|--|--|--|--|--|--|--|--|--|--|
| | Original Action | | | | | | | | | | | | | | |
| | Item | | | | | | | | | | | | | | |
| 5.5 | Review terms and conditions of employees within the context of Single Status | Completed | 217 out of 230 Front Line employees have accepted new Environmental Operative Terms and Conditions New Environmental Operatives have been accepted under Single Status | | | | | | | | | | | | |
| 5.6 | Review Individual Performance Management Arrangements | Ongoing | No detailed progress on this action to date Employee Performance Assessments (EPAs to be re scheduled now that the re structure is practically complete | | | | | | | | | | | | |
| 6 | Performance Management | | | | | | | | | | | | | | |
| 6.1 | Review the range of area-based performance information collected | Ongoing | No detailed progress on this action to date To be developed now re structure practically complete | | | | | | | | | | | | |
| 7 | Monitoring & Evaluation | | | | | | | | | | | | | | |
| 7.1 | Evaluate delivery of the Action Plan | Ongoing | Ongoing | | | | | | | | | | | | |