



**DISTRICT COUNCIL
NORTH OXFORDSHIRE**

**Resources and Performance
Scrutiny Board
Briefing Note**

Subject: Street Cleansing - Performance

**Head of Service /
Officer Responsible** Ed Potter, Head of Environmental Services

| | |
|---|--|
| <p>Reason for Briefing Note and Background</p> | <p>To receive a briefing on the Council’s street cleansing service</p> <p>The 2011/12 Quarter 3 Performance Management Framework indicated a reduction in customer satisfaction with street cleansing had reduced. Members requested that officers brief Members on this issue at a Board meeting.</p> |
| <p>Head of Service Comments</p> | <p>The Street Cleansing service carries out a wide range of activities including litter picking, litter bin emptying, sweeping of roads and pavements, fly tip removal & emptying dog bins in villages and in the three urban centres.</p> <p>To keep the district clean a combination of operational performance, education and enforcement is employed.</p> <p>The team is made up of a Street Cleansing Manager, two Street Cleansing supervisors and around 26 staff operating from the two depots.</p> <p><u>Keeping the district clean</u></p> <p>Urban centres – the three urban centres receive 7 day/week attention.</p> <p>In Banbury there are Street Cleansing activities from 06.00 to 18.00 Monday-Friday. At the weekends 06.30 – 16.00</p> <p>In Bicester there are Street Cleansing activities from 06.00 to 18.00 Monday – Friday. At the weekends Street Cleansing staff are present for around 7 hours each day.</p> <p>In Kidlington there are Street Cleansing activities from 07.30 to 16.30 Monday – Friday. At the weekends Street Cleansing staff are present for at least three hours each day.</p> <p>The residential areas are kept clean by dividing up the urban areas in to zones usually covered by one Street Cleansing staff member operating in a vehicle. The member of staff is responsible for keeping his zone clean and has the necessary equipment and skills to ensure standards are kept high. Performance is monitored by the Street Cleansing supervisors.</p> <p>The principals followed are that areas which need cleaning are cleaned. Areas which do not need cleaning are inspected but not cleaned. Hence individual</p> |

roads are not litter picked on fixed frequencies but when they need cleaning.

Neighbourhood blitz events are carried out in urban areas. Usually four or five Neighbourhood blitz events take place each year. Each event covers a defined area and is planned before. Each event involves a number of participants including Street Wardens, Landscape services, Councillors etc. The aim of each blitz is to identify areas which require additional cleaning, to commit extra resources and bring areas back to a high standard. The blitz events also aim to engage local areas to take pride in their area and to encourage residents to help maintain good cleanliness standards.

The villages are cleaned three times per year. Two dedicated gangs one in the North and one in the South clean the village. The gangs usually work closely with the large mechanical sweepers.

Mechanical sweepers

Mechanical sweepers operate to keep the district clean and to remove detritus build up.

There are two large mechanical sweepers which tend to cover the villages and main roads.

There are two small mechanical sweepers which cover the urban centres and the residential areas in the urban centres. In addition there is a sub - compact sweeper which covers Banbury town centre, residential areas and tight access areas

Verges

The verges on main roads and the roads between villages are litter picked on a regular basis. The 'A' roads are litter picked monthly, the B roads three monthly and the unclassified roads when needed but at least on an annual basis. The A34 is the most difficult road to keep clean and the verges are cleaned early on Sunday mornings with the use of Traffic Management

Gum removal & Graffiti removal

Long term contracts exist for both activities although increasingly graffiti is removed by the Street Cleansing team using wipes and a pressure washer. The contractor is only used for large amounts of graffiti and for removing from difficult surfaces.

The gum removal contractor is called in to clean the centre of Banbury and Bicester each year. On average the centre of Kidlington is cleaned every other year. Usually the central areas are cleaned prior to In Bloom competitions.

Recycling

On street recycling bins exist in all three urban centres. Most of the Street Cleansing vehicles are caged vehicles which are split with one compartment for recycling and one for litter

Supporting activities – education and enforcement

To try and stop litter occurring educational activities are carried out. Our two litter wardens deliver 'Major Sparkle ' to primary schools. The Major Sparkle programme concentrates on an anti litter message but also covers recycling and energy efficiency.

Litter patrols take place several times per week and 75 – 90 fixed penalty notices(FPN) are issued each year. Each FPN is £75 although it is reduced to £50 if paid within 7 days. Where FPNs are not paid prosecution for littering is pursued. 23 successful litter prosecutions for litter have been achieved since 2008.

All fly tips are investigated and until last year fly tips had substantially reduced from 670 in 2008/09 to 420 in 2010/11. In 2011/12 there was a small rise in fly tip numbers. Several successful; prosecutions for fly tipping are achieved each year.

At the end of 2011/12 and into 2012/13 the number of fly tips involving tyres seemed to have substantially grown.

Customer satisfaction

Annual satisfaction survey

The annual customer satisfaction survey has shown consistent rises in satisfaction levels until 2011

2006 59%
2007 63%
2008 66%
2009 67%
2010 72%
2011 64%

A customer satisfaction survey used on bulky waste customers asks about satisfaction levels with Street Cleansing – the returns for last year are set out below 2011/12 Satisfaction survey on Street Cleansing taken from bulky waste customers

| | Level of Satisfaction | | Level of Satisfaction |
|-----------|-----------------------|----------|-----------------------|
| April | 87% | October | 85% |
| May | 87% | November | 82% |
| June | 87% | December | 81% |
| July | 88% | January | 74% |
| August | 80% | February | 81% |
| September | 79% | March | 90% |

Actions since the last Customer satisfaction survey

The fall in customer satisfaction in 2011 has been difficult to understand. There appears to be no fall in Street Cleansing standards and in some areas standards are still increasing.

| | |
|--|--|
| | <p>To test out standards, Cherwell have entered the Clean Britain awards. This involves a days unannounced independent inspection sometime during July or August. The result of this award will be known in mid- September and a report will be received.</p> <p>Since the survey the profile of the service has been increased through increased press releases, through more articles in Cherwell Link and ensuring the few areas which can get dirty (which are often on private land) get attended to quickly. In addition Neighbourhood blitz events have been broadened to try and involve more organisations and individuals.</p> <p>The results of the 2012 Customer satisfaction survey will be known in September 2012</p> |
| Documents Attached | None |
| <p>Completed by: Ed Potter, Head of Environmental Services Date: 29 June 2012</p> <p>Presented to: Resources and Performance Scrutiny Board Date: 10 July 2012</p> | |