

# APPENDIX B

## WAVERLEY BOROUGH COUNCIL

EXECUTIVE– 29 JUNE 2010

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**Title:**

**PROPOSED IMPROVEMENTS TO STREET CLEANING IN WAVERLEY**

**[Portfolio Holder: Cllr Bryn Morgan]  
[Wards Affected: All]**

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**Summary and purpose:**

To present proposals for the improvement of street cleaning in Waverley, and to seek approval for the allocation of funds to enable this initiative to take place.

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**How this report relates to the Council's Corporate Priorities:**

The proposals contained within this report relate to the Council's 'Environment' priority- specifically the stated aim of ensuring that Waverley is among the 25% best performing councils in England for litter and graffiti levels.

They also have the potential to impact upon the 'Value for Money' priority, by assisting in the achievement of the key delivery target of achieving upper quartile satisfaction ratings for the service.

**Equality and Diversity Implications:**

There are no equality and diversity implications.

**Climate Change Implications:**

There are no climate change implications.

**Resource/Value for Money Implications:**

The proposals contained within this report will cost the Council approximately £73,000 per annum.

For the current financial year it is recommended that LPSA performance rewards grant money is used to finance these proposals. Clearly, however, this is 'one-off' money, and a decision will be required longer term as to how any increase in service standards might be maintained going forward.

**Legal Implications:**

There are no legal implications.

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## **Introduction**

1. The Place Survey of 2008 revealed that overall, only 58% of Waverley residents were satisfied with the Council's performance in terms of keeping public land clear of litter and refuse.
2. The Council's Corporate Plan 2008-2011 sets out the following key delivery targets-
  - a. Safeguard the cleanliness of our physical environment by ensuring that, by April 2009, Waverley is among the 25% best performing Councils in England for litter and graffiti levels.
  - b. Demonstrate our commitment to excellence by achieving overall satisfaction ratings for Waverley's services that place us among the 25% best performing councils in England.
3. Over the past two years, a total of £55,000 has been removed from the street cleaning budget as part of the 'Star Chamber' budget-setting process. These savings have been achieved primarily by reducing frequency of cleans and/ or litter-picks in certain areas.
4. Against this backdrop, the Council's performance against National Indicator 195 (Improved Street & Environmental Cleanliness) has been good over the past year; Waverley achieved or exceeded the best quartile scores for 2008/09 (and improved performance against its own 2008/09 scores) in all areas except detritus. This is summarised in the table below.

<b>Description</b>	<b>WBC 2008/09 Performance</b>	<b>WBC 2009/10 Performance</b>	<b>2008/09 best quartile nationally</b>
NI 195a- Litter	7%	2%	3%
NI195b- Detritus	17%	20%	6%
NI195c- Graffiti	1%	1%	1%
NI195d- Fly-posting	0%	0%	0%

5. There is clearly an issue with detritus in Waverley, and this has historically been explained by the rural and leafy character of the borough when compared with more urban, less green areas. However more could, and should be done to improve on the relatively poor 2009/10 performance in this area.
6. Putting this issue aside however, it would appear from the above figures that there is currently a mismatch between public opinion and reality in terms of street cleanliness in the borough, and problems of littered and dirty streets would appear to be more issues of perception than reality.
7. In light of these conclusions, Officers have been working closely with the Council's street cleaning Contractor, Veolia Environmental Services, to explore ways in which improvements to the service, and public perception of

it, might be brought about, looking specifically at achieving the dual aims of raising the profile of the service, as well as bringing about material service improvements where needed (such as reducing detritus levels).

8. Veolia have now put together a broad package of proposals, which, it is felt, will deliver against this aim, and these are summarised below, with approximate costs where applicable.

<b>Timescale</b>	<b>Proposal</b>	<b>Funding required from Veolia</b>	<b>Funding required from WBC</b>
Immediate (within 1 month of WBC Approval)	Re-training of street-cleaning operatives	£TBC	Nil
	Extend 'barrowmen' beats to incorporate periphery of town centres	Nil	Nil
	Recruitment of new, dedicated street-cleaning supervisor	£TBC	Nil
By September (within 3 months of WBC approval)	Increase visibility of service- new uniforms, improved livery, etc, as agreed by WBC	£3k	Nil
	Production and issue of 'response cards'	Nil	£5k
	Provision of new 'community cleaning crew' (2 operatives and new vehicle)	Nil	£55k
	Provision of additional 'leafing' resource	Nil	£13k
By December (within 6 months of WBC approval)	Full review of current schedules and overall approach to street-cleaning	£TBC	Nil
	Consolidation of existing 'ad-hoc' works into scheduled works, to ensure available resources are optimised	Nil	Nil
<b>Total estimated cost</b>		<b>£3k +</b>	<b>£73k</b>

### **Recommendation**

It is recommended that the Executive

1. approve the proposals detailed within this report; and

2. agree to the allocation of £73,000 LPSA funding to finance this scheme in the current financial year.

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Background Papers

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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