Title:

STREET CLEANSING PERFORMANCE MONITORING IN WAVERLEY

[Portfolio Holder: Jim Edwards]  
[Wards Affected: All]

Summary and purpose:

Street Cleansing Services in Waverley are currently provided by Veolia Environmental Services. This report outlines how the performance they provide is monitored and managed against the specification in the contract.

How this report relates to the Council’s Corporate Priorities:

Community Wellbeing- A clean and pleasant environment enhances the sense of wellbeing within the community by making Waverley a better place to live and work.

Environment- Protecting and enhancing the environment is a core priority for Waverley. Officers work closely with the contractor to ensure the standards required in the contract specification and the code of practice on litter are met and standards of street cleanliness improve.

Financial Implications:

The cost of street cleaning is met within the existing revenue budget.

Background

1. The management of street cleaning in Waverley is the responsibility of the Environmental Services team, with the operational aspects carried out through a commercial contract with Veolia Environmental Services which runs until 2019.

2. The maintenance of a clean and tidy local environment is generally recognised as one of the highest-priorities amongst local people, and has the potential to significantly impact on the social and economic wellbeing of an area and its residents. It is also an extremely visible aspect of the role of the local authority and therefore has a direct impact on community satisfaction levels with the Council.

3. The Council has a legal duty under the Environmental Protection Act 1990 to keep streets clean and other places clear of litter and refuse. The specific activities covered by this legislation are:
   - Litter Collection
Street Sweeping
Pavement Sweeping
Litter bin provision and emptying
Graffiti removal
Fly tipping removal
Fly posting removal

4. A Code of Practice has been issued under the Environmental Protection Act and this defines the standards of cleanliness (graded A – D) that are expected in different types of locations and under different circumstances.

- Grade A (Pass): No litter or refuse
- Grade B (Pass): Predominately free of litter and refuse apart from some small items
- Grade C (Fail): Widespread distribution of litter and/or refuse with minor accumulations
- Grade D (Fail): Heavily affected by litter and/or refuse with significant accumulations

How the contract is monitored

5. There are several performance standards set out in the street cleaning contract as follows:

- **Street sweeping** - over 90% pass rate on inspection (Grade A or B when inspected).
- **Litter bin emptying** - Litter bins must never be more than 75% full
- **Graffiti removal** - removal within 2 working days (or 24 hours if offensive)
- **Fly tipping removal** - removal within 2 working days

6. There is currently a team of 2 (full time equivalent) Contract Monitoring Officers, reporting to the Environmental Enforcement Officer, who dedicate a significant amount of their time to monitoring street cleaning performance against the above targets across the Borough, as well as their new focus on environmental crime enforcement.

7. In terms of graffiti removal and fly-tipping, the team primarily monitor these Key Performance Indicators electronically, by checking dates that incidents were reported, and corresponding completion dates. These areas are generally within expected performance levels.

8. In terms of street sweeping and litter bins Waverley monitors this by inspecting streets based on the methodology used previously for the NI195 performance standards. This involves taking a random sample of streets that have had their clean completed in the most recent week, carrying out an inspection of the street and pavement to assess whether litter and detritus has been cleared, and grading the street accordingly.

Review of performance against current contract specification

9. The following graph shows the findings from the inspections carried out by the Contract Monitoring Team, and the levels of performance:
10. All scheduled cleans have been confirmed as having taken place, but over the past few months, it is fair to say that performance has dipped when inspected. This is due to a number of factors, such as instability in the management team at Veolia (now resolved), and also a change in stance on health and safety issues relating to roads that are 50mph, meaning crews have needed to be trained in traffic management and safe systems of working (now completed). It is therefore expected that performance improves in coming months.

11. In addition to our own inspections, we also rely on feedback from members of the public as to any cleanliness problems in their street. The following graph shows the level of complaints received over the last year, which considering the number of streets we clean each week, remains fairly low:

12. Where the contractor fails to perform in accordance with the contract and the code of practice there are rectification and default procedures in the contract. An explanation of how these work is attached as Annexe 1 to this report.
How might the limited resources of the Council be supplemented

13. Waverley has a strong track record of working hard to engage with volunteers, and encourage them to carry out community cleaning events where appropriate. We participate actively in events such as the Great British Spring Clean, where there were several community litter picks taking place across the Borough. Waverley supports these community events by providing litter picking equipment and PPE, and also collecting any litter that has been collected after the event. We write to all Town and Parish Councils each year and inform them of this equipment loan, and several Parishes carry out a few events per year.

14. Several years ago, Waverley had a scheme called ‘Street Watch’ where local residents would sign up to monitor a patch of streets that are local to them, based on the clean dates that we would provide (or have available on the website). At the time there were relatively few volunteers signed up to the scheme, and it was not adding much value to the monitoring of the service, so it was discontinued. However, due to the current level of interest in the service it would be possible to re-invigorate the scheme.

15. Were the scheme to be re-launched it would be important to ensure that volunteers are trained in and fully understand the standards in the code of practice and the requirements of the contract

Recommendation

That Members note the report and request officers to develop proposals for a possible relaunch of the ‘Street Watch’ scheme.

Background Papers

The full Code of Practice on Litter and Refuse can be found on the following link:


Annexe 1 – Rectification and Default procedures

CONTACT OFFICER:

Name: Richard Homewood  Telephone: 01483 523411
E-mail: Richard.homewood@waverley.gov.uk