



Report Reference Number: S/18/12

To: Scrutiny Committee
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Status: Non Key
Ward(s) Affected: All
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Lead Executive Member: Councillor Chris Pearson, Lead Executive Member for Housing, Health and Culture
Lead Officer: Julie Slatter, Director of Corporate Services and Commissioning

Title: Report on Street Cleansing

Summary: To provide street cleansing information relating to contract specification, cleansing zones and standards, resources deployed and current performance levels to inform the scrutiny process.

Recommendation: To note the street cleansing provision within the district.

Reason(s) for recommendation: The Committee ensures the contribution of Scrutiny is effective in supporting service improvement and delivery against district wide and Council priorities.

1. Introduction and background

1.1 The Environmental Services contract was awarded to Enterprise Managed Services Ltd (now known as Amey Plc) commencing 1st October 2009 for a period of 7 ½ years (to align the contract with the financial year), with an option to extend for a further 7 years. The contract extension was taken up in April 2017 and the agreement will run until March 2025. The contract consists of the following three service streams:

- Waste and recycling collections
- Street cleansing
- Ground maintenance.

1.2 Each service stream has a service specification that details the work requirements, performance standards, quantum and working parameters, such as hours or days of operation, which the service provider is required to deliver.

1.3 The contract is an outcome based contract that requires the service provider to deliver performance outcomes such as clean streets rather than an input frequency based contract. An outcome based contract enables a more flexible use of resources that can be changed to meet differing demands and seasons during the contract period without recourse to a formal contract variation. Therefore the deployment of resources (operatives and plant) evolves over the contract period to maintain “clean streets”.

2. The Report

2.1 The street cleansing service

2.2 The Street Cleansing function is carried out in conjunction with the Environmental Protection Act 1990 (EPA) and the Code of Practice on Litter and Refuse. Both pieces of legislation are very complex but basically require local authorities to operate their cleansing operations to meet specific standards and to react within a specified timescale if areas fail to meet the standard required. Every adopted highway and area of council owned land open to the public within the district (excluding motorways) is given a category, or zone, according to the intensity of activity that takes place in the area from people and vehicles. This in turn will determine how regularly cleaning takes place and how quickly the area should be brought back up to standard if the level of litter etc. accumulates.

2.3 The service consists of the following work elements:

- Cleansing of highways, footways and council owned land (mechanical and manual)
- Emptying of litter and dog bins
- Fly tipping removal
- Removal of dead animals
- Drug waste clearance
- Leaf fall removal
- Graffiti removal.

2.4 The main element of the service is the cleansing of highways, footways and council owned land.

2.5 Street cleansing volumes and service standards

2.6 The district has approximately 975 linear kilometres of adopted highway (2000 roads) that require cleansing to maintain the contract standard or outcome. Each road in the district has been zoned from Zone 1 (town centres) to Zone 7 (rural roads) and it is the Zone that defines the cleansing standard to be maintained. In simple terms, the frequency of sweeping required to maintain service standards.

2.7 The Zone of a road determines how long the service provider has to bring the road up to standard should the standard of cleanliness fall below a grade A for Zones 1 to 3 or a grade B for Zones 4 to 7 for either litter or detritus. The timescales for rectifying the cleanliness of a road range from 6 hours to 4 weeks depending on the

Zone and the level of litter or detritus present at the time. Generally, the lower the Zone numbers the shorter the rectification period.

- 2.8** Response times will be subject to overriding requirements, especially in relation to health and safety and traffic management, where the regulations or procedures laid down in the relevant legislation must be adhered to in the first instance. An example of this would be the A64 where there are sections of the road that we can only access with traffic management and road or lane closures in place. Work in this area is carried out in conjunction with Highways England and their contractors AOne+ to ensure as little disruption to road users as possible.
- 2.9** The service standards are defined by a grading system from A – clean with no litter or detritus to grade D – heavily littered with accumulations of detritus.
- 2.10** Appendix A contains more detailed information together with photographic examples of grades A to D.
- 2.11 Resources deployed to maintain standards**
- 2.12** The integrated nature of the contract enables the service provider to switch resources between service streams as seasonal or logistical demands dictate, provided that the service outcomes are met. For example grass cutting operatives undertake seasonal cleansing activities such as leaf fall removal when the growing season is declining. Set out in the table below is a summary of the street cleansing service elements and the resources deployed.

Service	Where	When	How
Litter Clearance	All adopted highways and SDC owned land.	Daily across district in line with weekly street schedules.	3.5 tonne caged vehicles with crew operate across district.
	Deployed within Selby Town Centre and Tadcaster Town Centre.	Daily.	Dedicated barrow men in Selby and Tadcaster.
Street Sweeping	All adopted highways and SDC owned land.	8 week cycle district wide.	One large mechanical sweeping vehicle and one small footway/road sweeper.
	Selby Town Centre and Tadcaster Town Centre.	Minimum 3 x weekly.	As above.

Leaf Clearance	All adopted highways and SDC owned land. Special attention to known 'leaf hotspots'	Between September and December but period adjusted as weather dictates.	As above but with additional mechanical 'leaf vacuum'
Emptying Litter and Dog Bins	All SDC owned litter and dog bins across the district, and Parish and Town Council owned bins on request – approx. 640 bins in total	Frequency based on location and usage. From twice daily to once a week with 48hr response for full bins.	3.5 tonne caged vehicles with crew operate across the district.
Removal of Fly Tipping (illegal dumping)	All adopted highways and SDC owned land (647 incidents in 17/18)	Inspected by Community Warden within 7 days of report being received. 24hrs if hazardous.	3.5 tonne caged vehicles with crew operate across the district.
Removal of Graffiti	SDC owned land and buildings only	Offensive within 24hrs. Non offensive within 7 days.	3.5 tonne caged vehicles with crew operate across the district. Graffiti machine available if required.

2.13 Performance Measures

2.14 Street cleansing performance is measured through a number of performance indicators and management information that is reviewed on a monthly or quarterly basis. Set out below are the descriptions of the street cleansing performance measures:

- SC8 - Number of complaints regarding litter and dog bins
- SC9 - Number of ratified complaints for street cleansing service (excluding complaints about litter and dog bins)
- SC10a and SC10b - Percentage of relevant land and highways assessed as being within contract standard for levels of litter and detritus respectively
- SC12 - Percentage of fly tips removed within contract timescale.

2.15 Data for the performance indicators is gathered in a number of ways including number of customer complaints (SC8 and SC9), visual inspections carried out by SDC Officers (SC10a and SC10b) and reports taken from our complaint management system (SC12).

2.16 In addition to the above, the service provider is required to provide a monthly statement for:

- Number of sickness days expressed as a % of available days
- Vehicle downtime expressed as a % of available vehicle time
- Numbers of injuries, days lost and reported near misses.

2.17 Current Performance

2.18 Table 1 below shows the total street cleansing tonnage (excluding fly tipping) collected and disposed of in the last two financial years.

Table 1

Description	2016/17	2017/18
Total cleansing tonnages (excluding fly tips)	1,591 tonnes	1,364 tonnes

2.19 Table 2 shows performance against indicators for the same period and also includes performance for April to June 2018.

Table 2

PI	Target	2016/17	Target	2017/18	Target	2018/19 Q1
SC8	< 8 per month	85	< 8 per month	143	< 8 per month	36 1
SC9	< 24 per month	252	< 23 per month	230	< 22 per month	46
SC10a (litter)	> 97.5%	97.53%	> 97.5%	95.99%	> 97.5%	97.93%
SC10b (detritus)	> 88.76%	87.70%	> 88.76%	92.23%	> 88.76%	76.19% 2
SC12	> 95%	91.72%	Not monitored	N/A	> 95%	80.28% 3

1. Number of litter and dog bins in the district: 640

Minimum collections per month: $640 * 4 = 2560$ or 7680 per quarter.

36 complaints in Q1 out of 7680 collections = 99.53% of bins emptied as scheduled.

2. Q2 has seen an improvement in street cleansing performance with 84.68% of roads being at standard for levels of detritus.

3. 3 During Q1, 114 out of 142 fly tips were cleared within contract timescale (7 days).

2.20 Performance in some areas has been below target for the first quarter of this year. Street cleansing resource has historically be used to deliver waste and recycling containers (new and replacement) and the increase in new build properties in the

last 18 months has had an adverse impact on the level of cleansing activity resulting in a reduction in standards achieved in some areas. A revised methodology for container deliveries has been implemented to ensure that containers continue to be delivered within agreed timescales and cleansing standards are improved and maintained.

3. Alternative Options Considered

None for this report.

4. Implications

None for this report.

4.1 Legal Implications

Under the Environmental Protection Act 1990 The Council is responsible for keeping public highways and land under the council's control free from litter.

4.2 Financial Implications

Any alterations to the basis of the service would incur additional contract costs.

4.3 Policy and Risk Implications

None for this report.

4.4 Corporate Plan Implications

None for this report.

4.5 Resource Implications

Any alterations to the basis of the service may require additional resources.

4.6 Other Implications

None for this report.

4.7 Equalities Impact Assessment

None for this report.

5. Conclusion

Whilst performance in some areas has been below target for the first quarter of this year, the targets are very tight and the street cleansing service continues to work to a high standard.

6. Background Documents

Not applicable.

7. Appendices

Appendix A – Litter and Detritus Grading Photos

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