

FAREHAM

BOROUGH COUNCIL

Report to Streetscene Policy Development and Review Panel

Date 13 July 2017

Report of: Director of Operations

Subject: **ANNUAL REPORT ON STREET CLEANSING SERVICE**

SUMMARY

The purpose of this report is to provide a summary of the Council's Street Cleansing service.

RECOMMENDATION

That the Panel notes the content of this report.

INTRODUCTION

1. Local authorities have a statutory duty under the Environmental Protection Act 1990 (EPA) to ensure public spaces and highways are kept free from litter and refuse as far as reasonably practicable and as detailed in the Code of Practice on Litter and Refuse Nov 2006.
2. To comply with the legislation the Council provide a service that is responsible for the following operations:
 - Cleaning of streets, footways and open spaces that are in public ownership.
 - Servicing of litter and dog waste bins
 - Removal of Fly Tipping from public land
 - Graffiti removal
 - Removal of dead animals from public land (domestic and wild)
 - A chargeable service to collect domestic bulky waste

FINANCIAL INFORMATION

3. The Street Cleansing service operates on an annual revenue budget of £936,000. A small income of £2,700 a year is generated from minor works contracts to litter pick and empty bins on Hampshire County Council and English Heritage land.
4. The Domestic Bulky Waste service provided an income for the Council of £32,000 (£27,000 in 2015/16).

STREET CLEANSING

5. The Borough's adopted roads and footpaths are cleansed following a schedule which is set to reflect the amount of use an area receives. The frequency varies from daily, 7 days a week, in the busy Town Centre to approximately every 6-8 weeks for suburban footpaths.
6. The majority of roads, streets and cul-de-sacs are swept every 3-4 weeks by the Council's small fleet of mechanical sweepers. The primary routes through the Borough are swept on a weekly schedule.

LITTER BINS

7. There are 609 litter and dog waste bins located throughout the Borough. Bins are emptied on frequencies that vary from 3 times per day in the busy Town Centre through to once a week for the less well used facilities located in suburban streets and greenways.
8. The Council receive a number of requests for new litter bin installations. A total of 50 requests were received In 2016/17 compared with 44 in 2015/16 and 48 in 2014/15
9. The 6 area operatives working within the Street Cleansing team monitor bin usage and patrol the known litter and dog fouling hotspots. It is from their knowledge and

familiarity of the local area, combined with the departmental records held of complaints and enquiries that inform the service if it is adequately resourced in terms of the number of bins in use and the number of operatives employed to empty and dispose of the contents. This balance helps to ensure the Council can continue to provide a service that is flexible, affordable and offers value for money to our customers.

10. Individual requests for a new litter bin will be given careful consideration. An assessment is made of how far away the nearest litter bins are to any proposal, whether it is close to a school route, a bus stop, a popular thoroughfare or close to a seating area and if there is a history of complaints for the area. It is also necessary to consider who owns the land, if an installation would upset a nearby resident, interfere with underground services or restrict a footway. Finally, the site is monitored for a six week period to see if the reported problem is an on-going issue. The above assessment criteria help the Council to maintain the optimum number of litter bins in operation and keep the service costs to an acceptable level.

11. Of the 50 requests received in the last financial year 5 (3 in 2015/16) have been approved and a new bin has been installed at an appropriate location. The figure for new installations is low due to one or more of the following reasons noted during the monitoring period

- During the six week monitoring period minimal litter was observed at the location.
- The problem was short lived and therefore not an on-going issue.
- The situation was resolved by re-locating an existing nearby bin.
- The situation could be resolved instead by occasional litter picking visits from the area operative.
- There is not an appropriate space for the litter bin to be sited in the problem area.

FLY TIPPING

12. In 2016/17 the service responded to 214 reported incidents (222 in 2015/16, 276 in 2014/15). The year on year drop in the number of incidents is encouraging to note. The vast majority of small fly tips are identified and cleared by the area operatives as part of their day to day patrolling and therefore, before members of the public need to contact the Council.

GRAFFITI

13. During the last financial year the service responded to 36 reported incidents of graffiti. The figure has been increasing over the previous three years (27 incidents and 24 in 2014/15).

14. The service aims to remove offensive graffiti on Council owned land within 5 working days and non-offensive graffiti within 30 working days of a report received by the Streetscene office.

15. The Council will also attempt to remove graffiti, free of charge, from private domestic property provided a signed and completed indemnity form is received from the

resident. Graffiti located on Highway structures and subways is cleaned by Hampshire County Council's contractors and graffiti on motorway bridges is removed by contractors employed by the Highways Agency.

16. In the last financial year 94.5% of incidents were cleared within 5 days for offensive graffiti and 30 days for non-offensive graffiti. This compares with 83% cleared within the same time scale in 2015/16
17. There are a number of reasons that delay the clearing of graffiti and the most common are land ownership enquiries and delays with the return of a signed indemnity form for removal from a private property.

DEAD ANIMALS

18. Small to medium domestic and wild animals are collected from public land as part of the Street Cleansing service. Domestic pets are scanned, wherever possible, for microchips to allow owners to be informed. Requests for removal of dead animals on public land are generally dealt with within 24 hours.
19. In an average year the team respond to around 140 individual requests to collect/remove dead animals that range in size from mice to deer.

WASTE COLLECTION AND DISPOSAL

20. The total tonnages collected for disposal of waste for the past five years are shown in the below table:

Operation	2016/17	2015/16	2014/15	2013/14	2012/13
Fly-tipping, bulky waste, street litter & litter bin collections	849	779	786	884	782
Mechanical street sweeping	876	935	1,156	1,312	1,256
Totals	1,725	1,714	1,942	2,196	2,038

21. The majority of the waste is taken to the Warren Farm waste transfer station at Downend. Waste that is made up of entirely combustible material is sent to the Portsmouth energy recovery facility (ERF).

CUSTOMER CONTACT

22. From the data available between January 2013 and January 2017 the most frequent street cleansing issue the public contacted the team about was fly tipping. The team receive, on average, over 6 calls a week about this issue.
23. The next most common enquiry was litter with an average of over 4 a week. The data also revealed that dog fouling was the third most reported issue with an average of 4 calls a week and leaf fall/tree debris fourth with less than 2 a week.

LOCAL AND NATIONAL CAMPAIGNS

24. At the meeting of the Council in February 2015, the Executive Leader of the Council raised dog fouling and littering as two of the issues in need of attention and in November 2015, the Executive approved that a consultation exercise be run on a draft Public Spaces Protection Order (PSPO). If approved, the PSPO would allow the Council's Enforcement Officers to issue Fixed Penalty Notices to those failing to clear up after their dog has fouled. The Executive also approved a budget for a dog fouling awareness campaign.
25. The Council consulted with residents on the proposed PSPO and the majority expressed their support. A number of dog fouling hot spots were also identified by respondents.
26. At a meeting of the Executive in March 2016, the Executive authorised the making of the proposed Public Spaces Protection Order (Dog Fouling 2016). The order came into force on 1 April 2016 and will remain in place for a period of three years.
27. The 'Let's Take the Oops out of Poops' dog fouling campaign was launched in spring 2016. As well as Borough wide advertising taking place, residents also had the opportunity to collect a supply of dog bags free of charge from the Council offices and three dog bag dispensers were trialled in hot spot areas in Portchester. The campaign raised awareness and resulted in an increase in the volume of dog fouling reports being received.
28. The success of the campaign is difficult to measure exactly, however since the launch of the campaign in April 2016 a total of 34 cases for the dispensers have been ordered. Each case has 800 bags so this equates to 27,200 bags in total. As these have not been found littering the Borough, indications are that these are being used properly to collect dog mess.
29. A litter campaign was also developed this year and was approved at the June Executive. The litter campaign will be rolled out alongside enforcement action, The awareness campaign entitled 'Let's Keep it Clean' will help to raise awareness and encourage residents of the Borough to dispose of their litter appropriately.
30. As well as advertising, the campaign will include giveaways such as branded cigarette end pouches which can be given out at reception. It is also proposed to purchase badges to give out to children, to encourage them to dispose of their litter appropriately.
31. Litter is a problem not just in Fareham but across the country. The Government has recently published a new anti-littering strategy for England to curb littering, with proposals for new enforcement, education and community engagement.
32. Under the new measures, the most serious litterers could receive fines of £150, whilst vehicle owners could receive penalty notices when it can be proven litter was thrown from their car, even if it was discarded by somebody else. DEFRA has just completed a consultation on the proposals, which closed in June 2017.

SERVICE OPERATION

33. To maximise the working efficiency of the team, the service operates by dividing the Borough into the seven areas listed below:
- Area 1 – Portchester
 - Area 2 – Fareham North
 - Area 3 – Fareham South
 - Area 4 – Stubbington & Hill Head
 - Area 5 – Locks Heath, Titchfield Common & Whiteley
 - Area 6 – Warsash
 - Area 7 – Fareham Town Centre
34. The areas 1 through to 6 include a dedicated operative (man and van) assigned to patrol an area. These operatives are tasked with collecting litter from the open spaces and main roadsides, emptying litter bins, patrolling shopping parades and removing small fly-tips and incidents of graffiti in their zone.
35. Area 7 is staffed by three members of the team. The team is equipped with both compact and pedestrian sweepers. One team member is allocated to cover the busy weekend period.
36. Weekend operations across the Borough are covered by two members of the team. They empty the most frequently used litter bins and ensure the main parks and shopping parades are cleansed. A team of eight operatives are deployed every bank holiday to maintain the service standards throughout Fareham.
37. The Borough's adopted streets (410 km) are swept by a mechanical sweeper approximately every three to four weeks. Two large sweepers patrol the main roads of the Borough whilst three compact ride-in sweepers are each assigned two of the areas listed above. These compact sweepers are tasked with sweeping small cul-de-sacs, wide pedestrian areas and footpaths and shopping parades.
38. Two operatives patrol the streets of Fareham on foot using hand barrows. Each operative covers 50% of the Borough taking six to eight weeks to complete the work that includes the 528 kilometres of footpaths and pavements. The operatives are tasked with litter picking verges and footpaths in addition to clearing any build-up of detritus that is missed by the mechanical sweepers.
39. Two operatives provide the weekly domestic bulky waste collection service and install street furniture such as litter bins, park seats and bollards. The team also respond to large scale fly-tips and graffiti incidents in addition to undertaking small scale landscape works.
40. Two operatives make up the Area 8 team. This team responds to customer requests and assists with service resilience during the peak seasonal demands. This team

functions across the Operations Service supporting both the Street Cleansing and Grounds Maintenance teams.

41. During the summer months a seasonal operative is employed to patrol the busy seafront areas from the Lee-on-the-Solent boundary through to Hill Head. The operative is tasked with litter picking the foreshore, seafront car parks and adjacent open spaces.
42. A final member of the team is utilised to provide necessary cover for holiday and other absences within the team in addition to providing extra cleansing duties to high usage areas and known litter hotspots.

SERVICE ACHIEVEMENTS

43. The service continues to develop and strive for continuous improvement within the key areas of customer care and service standards.
 - Fareham once again achieved a Gold award and Small City Category winner for the Borough's 2016 entry in the South and South East in Bloom competition.
 - 99.5% of the fly-tips that occurred in the Borough during the last financial year were cleared within the 5 day target.
 - 94.5% of graffiti cleared within our target timescales.
 - A total of 1,725 tonnes of waste collected from the Borough's streets, parks and open spaces.

PROJECTS AND CHALLENGES

44. Training needs continue to be identified and delivered to provide service resilience and opportunities for career development. In 2016/17 staff received training for the new fleet of compact sweepers, Driver CPC (Certificate of Professional Competence) training and Mobile Elevated Working Platforms (MEWPS) certification or more commonly known as cherry pickers.
45. Continue to review the service as part of the on-going Vanguard assessment of Council services with the aim to improve customer service and therefore, reduce the need for our customers to contact us.
46. Continue to focus on providing a flexible and efficient service that is able to achieve a high level of customer service standards. To support and promote the team to work proactively in helping to keep the Borough as clean and tidy as possible.

RISK ASSESSMENT

47. There are no significant risk considerations in relation to this report

Background Papers:

None

Reference Papers:

None

Enquiries:

For further information on this report please contact Mick Gore. (Ext 4459)