

FAREHAM

BOROUGH COUNCIL

Report to Streetscene Policy Development and Review Panel

Date **16 July 2015**

Report of: **Director of Environmental Services**

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 (EPA) 1990 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 & Refuse (Nov 2006).
2. To comply with this legislation the Council provides a service that is responsible for the following operations:
 - Cleaning of streets, footways and open spaces that are in public ownership.
 - Graffiti removal
 - Removal of fly-tipping
 - Emptying of litter and dog waste bins
 - Collection of dead animals (domestic and wild) from public land.
 - A chargeable domestic bulky waste service.

FINANCIAL INFORMATION

3. The Street Cleansing service operates on an annual revenue budget of £985,000. A small income of £2,100 is generated from small works contracts to empty bins on Hampshire County Council owned land and the domestic bulky waste service provided an income of £21,000 for the 2014/15 financial year (£20,000 2013/14).

STREET CLEANSING

4. All of the Borough's adopted roads and pavements are cleaned following a schedule which is set to reflect the amount of use an area receives. The frequency varies from daily, 7 days per week, in the busy Town Centre to approximately every 6 weeks on footpaths in suburban areas. The vast majority of the Borough's roads are swept approximately every three weeks by a mechanical sweeper whilst the Borough's primary roads are swept weekly.

LITTER BINS

5. There are 606 Litter bins located throughout the Borough. Bins are emptied on frequencies that vary from 3 times per day in the busy pedestrian shopping areas through to weekly for the less busy suburban streets and greenway locations.
6. The Council receive a number of requests for new installations. A total of 48 requests were received in 2014/15 compared with 52 in 2013/14. The area operatives working within the Street Cleansing team monitor their use and patrol the known litter/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.

7. 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 helps the Council to maintain the optimum number of litter bins in operation and keep the service costs to an acceptable level.
8. Of the 48 requests received in the last financial year 6 (7 in 2013/14) 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

9. In the last financial year the service responded to 395 (404) incidents. The total weight collected of 16 tonnes was again down from the previous year (33 tonnes 2013/14, 75 tonnes 2012/13) suggesting an on-going trend for fewer large scale fly tips, which is an encouraging trend to continue to be monitored. The vast majority of the fly tips are identified and removed by the area teams as part of their day to day operation and therefore, before members of the public need to contact the Council.

GRAFFITI

10. During 2014/15 the service responded to 33 incidents, a drop of nearly 50% when looking at the figures from the previous two financial years (2013/14 59 incidents and 57 incidents in 2012/13).
11. The service aims to remove all offensive graffiti on Council owned land within 5 working days and non-offensive graffiti within 30 working days of Streetscene receiving a reported incident.
12. The Council will also remove graffiti, free of charge, from private domestic property following the completion of an indemnity form by the resident. Graffiti on Highway structures and subways is cleaned by contractors employed by Hampshire County Council.
13. In the last financial year 81% (95%) or 13/16 incidents were cleared within the 5 day target and 88% (100%) or 15/17 incidents for non-offensive within the 30 day target.

The 81% offensive figures include a success rate of 100% cleared from FBC owned land within the target time. The remaining incidents fell short of the target time through delay by the resident returning the indemnity form and on one site there was a problem with the tarmac surface that required more time to resolve.

DEAD ANIMALS

14. Small to medium domestic or wild animals are collected from public land as part of the Council's cleansing service. Domestic pets are scanned, whenever possible, for micro-chips to allow owners to be informed. Requests for the removal of dead animals on public land are generally dealt with within 24 hours.

WASTE COLLECTION AND DISPOSAL

15. The total tonnages collected for disposal over the past three years are shown in the below table::

Operation	2014/15	2013/14	2012/13
Street litter & litter bin collection	705	740	655
Mechanical street sweeping	1,156	1,312	1,256
Fly-tipping	16	33	75
Bulky waste	65	111	52
Totals	1,942	2,196	2,038

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

SERVICE OPERATION

17. To maximise working efficiency the service operates by splitting 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

18. Areas 1 through to 6 include a dedicated operative (man and van) assigned to them. Each operative is tasked with the litter collection from the open spaces and main streets, emptying litter bins, patrolling busy shop front areas and removing small fly tips and incidents of graffiti in their area.
19. Area 7 is staffed by three members of the team with one team member covering the busy weekend period.
20. Two operatives cover the weekend operations to empty the most frequently used litter bins and to ensure busy shopping parades and main parks are cleansed. A team of six operatives with vans are deployed every bank holiday to maintain service standards across the Borough.
21. The Borough's streets are swept by a mechanical sweeper approximately every three 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 small compact sweepers are tasked with sweeping cul-de-sacs, pedestrian areas, wide footpaths, cycleways and shopping parades.
22. Two operatives patrol the streets of the borough on foot using hand barrows, with each operative covering 50% of the Borough. The operatives are tasked with sweeping areas where there is a build-up of detritus that the mechanical sweepers are unable to reach and litter picking the verges and footpaths. The operatives take around six weeks to cover the Borough.
23. 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 carry out some repairs to hard surfaces, water course revetments, replace broken manhole covers on FBC owned land and respond to large scale fly tips and graffiti incidents.
24. Two operatives make up an Area 8 team. This team responds to customer requests and assists with service resilience. Although the team report to the cleansing Supervisor, it operates across the Operations service providing a customer response for both the Street Cleansing and Grounds Maintenance teams.
25. 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.
26. A final member of the team provides cover for holiday and other absence in addition to providing extra cleansing duties to high usage areas and litter hotspots.

SERVICE DEVELOPMENT

27. The service continues to develop and strive for continuous improvement within the key areas of customer care and service standards:
 - Fareham once again achieved Gold for the Borough's 2014 entry in the South &

South East in Bloom competition.

- 100% of reported offensive graffiti incidents were cleared from FBC land within the 5 day target.
- 98% of the 395 reported or discovered fly tip incidents were cleared within the 5 working day target.
- The Service has assisted the recently obtained Daedalus Airfield with runway sweeping operations.
- The Service is assisting English Heritage by providing a litter bin collection service at their Titchfield Abbey site.

PROJECTS AND CHALLENGES

28. Training needs continue to be identified and delivered to provide service resilience and opportunities for career development. In 2014/15 staff received training on fast road working and safeguarding awareness.

29. Continue to focus on providing a flexible service able to achieve a high level of customer service standards and to work proactively to keep the Borough as clean and tidy as possible.

30. To prepare to review the service in the coming year as part of the on-going Vanguard assessment of Council services.

Background Papers:

None

Reference Papers:

None

Enquiries:

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