

FAREHAM

BOROUGH COUNCIL

Report to Streetscene Policy Development and Review Panel

Date 11 July 2013

Report of: Director of Street Scene

Subject: STREET CLEANSING SERVICES

SUMMARY

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

RECOMMENDATION

That the Panel notes the contents of the 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, as detailed in the Code of Practice on Litter & Refuse (Nov 2006).
2. To comply with the legislation the Council provides a service that is responsible for the following operations:
 - Cleaning of all streets, footways and open spaces that are in public ownership.
 - Graffiti removal
 - Removal of fly-tipping on public land
 - Emptying of litter & dog bins
 - Collection of dead animals from public land (domestic & wild)
 - A chargeable service to collect domestic bulky waste

FINANCIAL INFORMATION

3. The Street Cleansing service operates on an annual revenue budget of £992,000. An income of £4,000 is generated from a small works contract to empty bins on Hampshire County Council land and the domestic bulky waste collection provided an income of £18,000 in 2012/13.

STREET CLEANING

4. Streets are cleaned following a schedule which is set to reflect the amount of use an area receives on a frequency that varies from daily 7 days per week in the town centre to 6 weekly on footpaths in suburban areas. The vast majority of roads are swept by a mechanical sweeper on a three week schedule.

LITTER BINS

5. There are 600 litter bins located throughout the Borough. The bins are emptied on a frequency that varies from three times a day, in the busy pedestrian shopping areas, through to weekly in some suburban streets and greenways.
6. The Council receive a number of requests for new installations each year. The area operatives working within the street cleansing team monitor their use and patrol the known litter/dog fouling hotspots. It is from their experience and departmental records of complaints and enquiries that inform if the service is adequately resourced in terms of number of bins in use and number of operatives employed to empty and dispose of the contents. This helps to ensure the Council provide a service that is both affordable and can offer value for money to our customers.
7. Individual requests for a new litter bin at a specific site will be given careful consideration before proceeding with an installation. An assessment is made of how far away the nearest litter bins are to the site which has been suggested, whether it is close to a school route, a bus stop, a popular thoroughfare or a seating bench 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 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. This assessment helps the Council to maintain the optimum number of litter bins and keep the service costs to an acceptable level.

FLY-TIPPING

8. In the last financial year the service responded to over 300 incidents (a 50% reduction from the previous year). This is a result of successful high profile prosecutions, high visibility patrols at known hotspots by both the Cleansing and Enforcement teams and the successful domestic bulky waste collection service. The vast majority of these incidents were identified and removed by the area teams as part of their day to day operation and therefore, before members of the public needed to contact the Council.

GRAFFITI

9. During 2012 the service responded to 57 incidents of graffiti (89 in 2011). 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 it being reported to Streetscene. The Council will also remove graffiti, free of charge, from private domestic property following the completion of an indemnity form from the resident. Graffiti on highways and subways is cleaned by contractors employed by Hampshire County Council.

DEAD ANIMALS

10. Small domestic or wild animals are collected from public land as part of the cleansing service. Domestic pets are scanned, if possible, for micro chips to allow owners to be informed. Requests for removal of dead animals are generally dealt with within 24 hours of a report.

WASTE COLLECTION AND DISPOSAL

11. During the last financial year the service collected and disposed of the following tonnages:
 - Street litter & litter bin collection - 655 tonnes
 - Mechanical street sweeping - 1,256 tonnes
 - Fly tipping - 75 tonnes
 - Bulky Waste - 52 tonnes
12. The above figures when combined give a total of 2,038 tonnes of litter, debris and detritus. The majority of this was removed from the Borough's streets, parks and public spaces.
13. 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) run by Veolia Environmental Services.

SERVICE OPERATION

14. For operational effectiveness the Borough is divided into the seven areas 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

15. Areas 1-6 include a dedicated operative and van assigned to them. The area operative is tasked with litter collection from the open spaces and main streets, emptying litter bins, cleaning busy shop front areas and removing small fly tips and graffiti.
16. Area 7 is staffed by three members of the team with one team member covering the busy weekend period. In 2013 the team's vehicle fleet of one Tennant ride-in sweeper and two Tennant pedestrian precinct sweepers has been upgraded to replace the ageing sweepers previously used.
17. Two van drivers cover weekend operations to empty the most frequently used litter bins and to carry out cleansing duties at busy local shopping parades and main parks. A team of six operatives with vans is deployed every bank holiday to maintain service standards across the Borough.
18. The Borough's streets are swept by a mechanical sweeper approximately every three weeks. Two large Johnston street sweepers operate by dividing the Borough into two on a rotating three week cycle. In addition to the large sweepers, the service also operates three Johnston compact ride-in sweepers. The compact sweepers are each assigned to two of the areas 1-6 above and are tasked with sweeping cul-de-sacs, pedestrian areas, wide footpaths, shopping parades and other small public spaces.
19. Two operatives patrol the Borough on foot with hand barrows, each covering half of the Borough. They are tasked with sweeping areas that are difficult for mechanical sweepers to reach, removing any build up of detritus from the footways and to litter pick the streets on a six weekly cycle.
20. Two operatives cover the weekly domestic bulky waste collection service; install street furniture, including litter bins, wooden bollards and park benches. The team also repair or replace damaged hard surfaces and manhole covers and respond to large fly-tipping and graffiti incidents.
21. A team of three operatives make up the Area 8 Team. The team respond to customer requests and assist 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.

22. During the summer months, a seasonal foreshore cleaner is employed to patrol the busy seafront areas from the Lee-on-the-Solent boundary through to Hill Head. The operative undertakes litter picking along the foreshore, in seafront car parks and in the surrounding public spaces.

23. A final team member provides some cover for holiday and sickness absence in addition to providing extra cleansing duties to high usage areas and litter hotspots.

SERVICE DEVELOPMENT

24. The service continues to develop and improve:

- Over 91% of graffiti cleared within 5 working days for offensive and 30 days for non-offensive.
- 96% of fly-tips cleared within 5 working days and 84% within 2 working days.
- Updated fleet of sweepers operating in the busy Town Centre.
- Working closely with the Enforcement team to combat issues such as dog fouling.
- Gold standard and category winners for the Borough's 2012 entry in the South & South East in Bloom competition

PROJECTS AND CHALLENGES AHEAD

25. The service will continue to replace dilapidated and damaged old style dog bins with the larger capacity mixed litter bins.

26. Training needs will be identified to improve service resilience and provide progression for employees.

27. Developing the team focus on customer service and working proactively to keep the Borough as clean and tidy as possible.

Background Papers:

None

Reference Papers:

None

Enquiries:

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