

FAREHAM

BOROUGH COUNCIL

Report to Streetscene Policy Development and Review Panel

Date **04 September 2014**

Report of: **Director of Environmental Services**

Subject: **ANNUAL REVIEW OF 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, 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 £983,000. An income of £2,100 is generated from small works contracts to empty bins on Hampshire County Council land and the domestic bulky waste collection service provided an income of £20,000 in 2013/14 (£18,000 2012/13).

STREET CLEANSING

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 the Borough's roads are swept by a mechanical sweeper on a three week schedule.

LITTER BINS

5. There are 606 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 (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 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.

8. Of the 52 requests received in the last financial year 7 have been approved and a new bin has been installed at the agreed locations. The new installation figure is low because during the six week period of monitoring it is often discovered that litter is not a regular problem at the requested location or that the issue can be resolved by the re-location of a nearby bin to a more suitable location. This is why a number of the requests are refused and in most cases an alternative and more appropriate measure can be put in place.

FLY TIPPING

9. In the last financial year the service responded to over 400 incidents (a 30% increase from the previous year) although the weight collected was down by 50% from 75 to 33 tonnes. This suggests that large volume fly tipping is reducing in the Borough. 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

10. During 2013/14 the service responded to 59 incidents of graffiti (57 2012/13). 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 report of an incident. 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.
11. In the last financial year 95% of Offensive graffiti was cleared within the 5 day target and 100% of the non-offensive was cleared within the 30 day target.

DEAD ANIMALS

12. 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 & DISPOSAL

13. During the last financial year the service collected and disposed of the following tonnages:
 - Street litter & litter bin collection – 740 (655) tonnes
 - Mechanical street sweeping – 1,312 (1,256) tonnes

- Fly tipping – 33 (75) tonnes
 - Bulky Waste – 111 (52) tonnes
14. The above figures when combined give a total of 2,196 (2,038) tonnes of litter, debris and detritus. The majority of this was removed from the Borough's streets, parks and public spaces.
15. 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

16. 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

17. 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.
18. Area 7 is staffed by three members of the team with one team member covering the busy weekend period.
19. 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.
20. 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.
21. 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 an approximate six week cycle.

22. 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 small areas of damaged hard surfaces, manhole covers and respond to large fly-tipping and graffiti incidents.
23. 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.
24. 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.
25. 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

26. The service continues to develop and improve:
- 100% of reported or discovered fly tips cleared within 5 working days.
 - 100% of non-offensive graffiti cleared within 30 days and 95.5% of offensive graffiti cleared within 5 working days.
 - Gold standard and category winners for the Borough's 2013 entry in the South & South East in Bloom competition.

PROJECTS AND CHALLENGES

- A condition survey is underway to assess the standard and capacity of the bin provision in the Borough.
- On-going replacement of old style dog bins.
- Training needs continue to be identified to provide service resilience and to provide career progression.
- Continue to focus on providing a high level of customer service standards and encourage the team to work proactively to keep the Borough as clean and tidy as possible.
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Background Papers:

None.

Reference Papers:

None.

Enquiries:

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