

## 10. Performance of the Streetscene Service

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### Purpose of the Report

To update and inform the Area North Committee on the performance of the Streetscene Service in the Area for the period April to September 2007.

### Recommendation

Members are invited to comment on the report.

### Background

The Streetscene service delivers the following functions across the district and is based at the Lufton depot in Yeovil:

- Streetcleaning – Litter control, road sweeping, removal of fly tips, servicing bins.
- Horticulture – Maintenance, design and landscaping, arboriculture, bedding plant production, machinery workshop.
- Environmental Enforcement – Dog related issues, abandoned vehicles, littering, flyposting, fly tipping, education programmes, etc.
- Support & Administration at Lufton Depot – Stores, administration, health and safety.
- Transport – The maintenance and repair of the Councils fleet of vans and heavy goods vehicles used by various services and under contract to ECT (Contractors delivering the refuse service for the Somerset Waste Partnership).

It is the practice for the service to regularly update members on how the Service has performed in their Area.

### Report

Overall, the service has had a busy six months, and we believe has once again achieved a great deal, both in routine maintenance and environmental improvements. The service has also been heavily involved in managing the waste transfer, and we are delighted to report that the transport section of the waste service now forms a part of the Streetscene service.

**The major achievements of the service so far for this period as affect Area North, are listed below.**

- Working with Yeovil Town Council to achieve a Silver Gilt award in Britain in Bloom
- Improved BVPI 199 result of 17% in the first and 13% in the second, of the three inspections following an annual BV199a result of 25.6% for 2006/7
- Continued success on performance on BVPI 218 (the investigation and removal of abandoned vehicles)
- Local Performance Indicator results – *detailed below*
- The appointment of an apprentice nursery grower
- Planted 90,000 spring flowering bulbs – *detailed below*
- Planted 20 Extra Heavy standard trees
- Acquired two pavement sweepers – one of which will serve Areas North & East
- Started a review of litter & dog waste bins across the district
- Successfully managed the highway weed control in partnership with Highways
- Set up a team working with County Training, to deep cleanse ‘difficult’ areas – Henstridge & Yenston were one of the first areas to be completed.

### **Horticultural & Streetcleaning Operations**

The main focus of the work during this period centres on the day-to-day grass cutting, bed maintenance, litter picking and servicing bins as is usual at this time of year for the horticultural staff. For the Street-cleaners it is always a busy time as longer evenings and better weather draw people outside, and some need cleaning up after! The team has also successfully managed the highway weed control and two applications of herbicide were applied. We were pleased with the results of this work, and received very few complaints regarding weeds as a result. My thanks to the team who stuck at this task and carried out spraying across half of the district!

The team have recently supplied and / or planted the spring flowering bulbs at Long Load, Huish Episcopi, Cartgate Picnic Area, South Petherton, Seavington, Lopen and Shepton Beauchamp. A mix of Narcissi, Crocus, Eranthis and Hyacinthoides non-scripta (English Bluebells!) have been planted.

**BVPI 199a** (the proportion of relevant land and highways, expressed as a percentage, that is assessed as having combined deposits of litter and detritus at or below an acceptable level)

Following the ‘tightening’ of the government performance target to 25%, the service narrowly missed this target, scoring 25.6% for the overall inspection scores for the year.

The first of its inspections of the year has recently scored 17%, the second inspection has recently scored 13% and following continued changes in working practices and we confidently predict that this improvement will continue with the use of the new machinery and through the more efficient use of resources resulting from the collation and management of streetscene related information.

### **Local Area Quality Inspections**

Following the appointment of Jane Peppard as Support Supervisor, we now have Jon Brown carrying out the monitoring of the overall standards of streetcleaning and grounds maintenance via the process of site inspections carried out in conjunction with the local ward member.

The results from these inspections are reported in the table below.

April – September 2007

Month	Location	Results
April	Montacute, Stoke, Norton, & Drayton	52 % Good 48% Fair 0% Fail
May	Tintinhull, Ash, Chilthorne Domer	46 % Good 50% Fair 4% Fail
June	Curry Rivel, Fivehead, Ilton, Barrington, West Lambrook, Shepton Beauchamp	65 % Good 35% Fair 0% Fail
July	South Petherton	78% Good 22% Fair 0% Fail
August	Ilchester, Martock & Long Load	44% Good 52% Fair 4% Fail
September	Drayton, Langport, Huish Episcopi & Long Sutton	93% Good 7% Fair 0% Fail
Target Set	90% Pass, 50% at Good Level	
Overall Performance	98% Pass, 63% at Good Level with 2% fail	

**Customer Feedback**

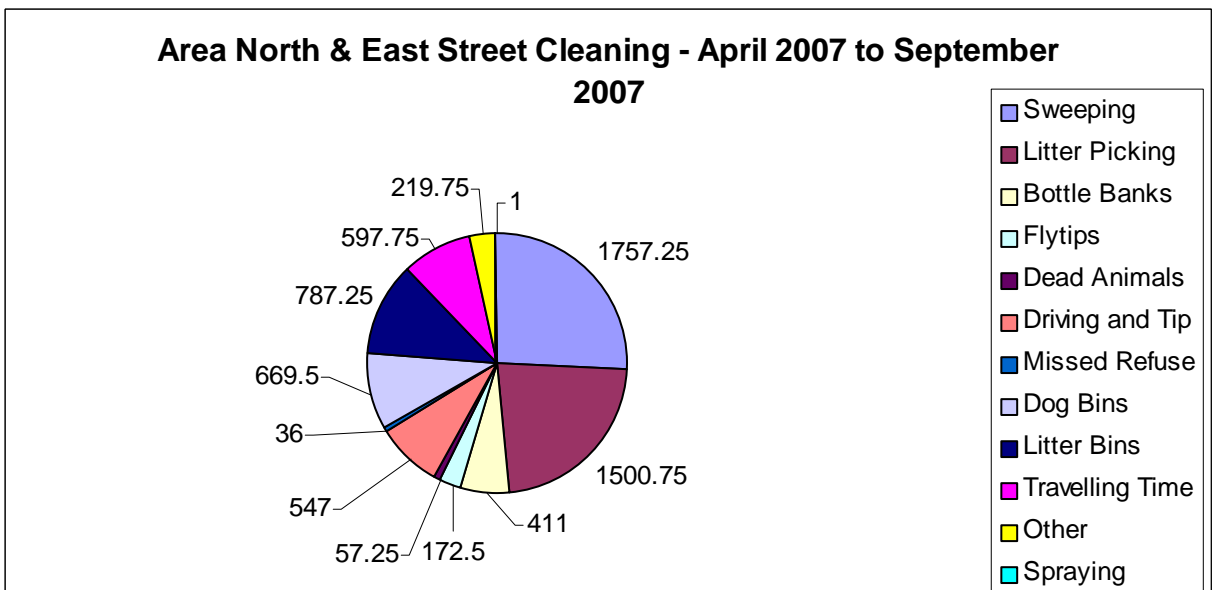
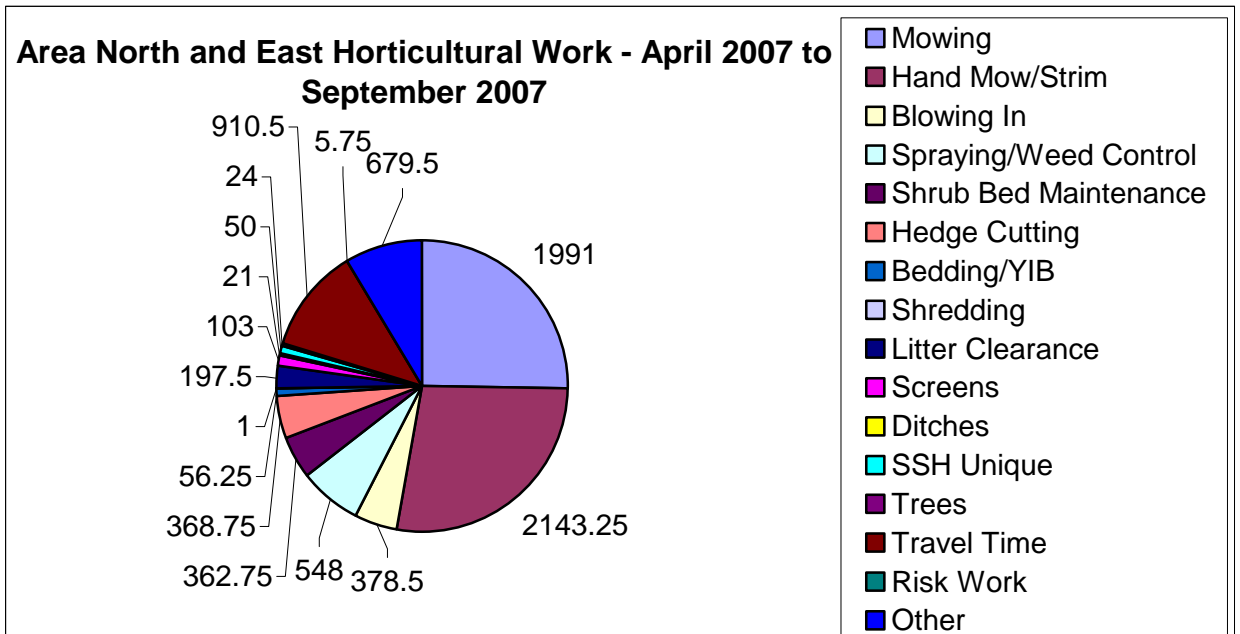
The service as usual, has dealt with a number of calls from customers and a general breakdown of the calls is detailed in the table below:

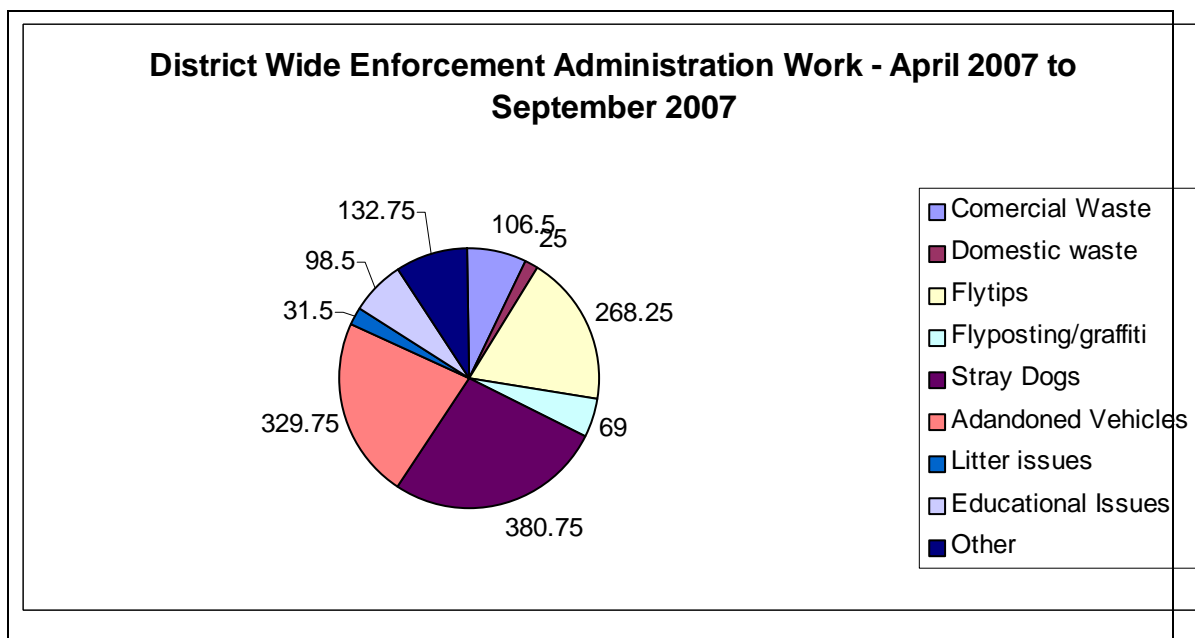
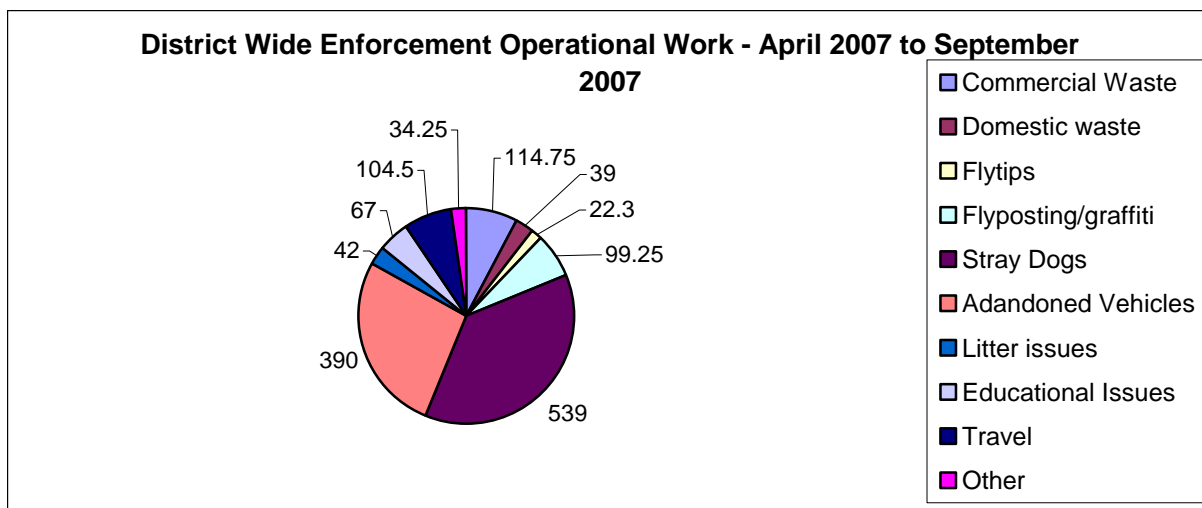
	Horticulture	Streetcleaning	Enforcement	Total
<b>Request</b>	85	239	73	397
<b>Complaints</b>	3	0	0	3
<b>Compliments</b>	1	4	1	6

**Analysis of the Time Recording System**

Detailed below is the breakdown of the work carried out by the service over the period April to September. It should be noted that this information has been reported in hours worked.

As is normal for the Street-cleansing teams, most of our work centres around litter picking, sweeping and servicing bins.





**Enforcement**

We have also continued the Environmental Education Programme and as a result we have carried out the following events in Area North since April.

PLACE	EVENT	DATE
Norton Sub-Hamdon	Litter Pick	14 <sup>th</sup> April 07
Ilton Youth Parish Council	Litter pick	28 <sup>th</sup> July 07
Area North Parish Council	Display	4 <sup>th</sup> September 07
Ham Hill Country Fayre	Display	8 <sup>th</sup> September 07

In addition to this, the team continues to pursue the opportunity to work with the Community Services Agency on cleansing related works, and progress is being made in this area, although not at the pace that we would like. However we hope to have implemented the first of these projects in time for your next update.

A considerable amount of work was done with regards to waste enforcement and the transfer of the service to the Somerset Waste Partnership and ECT Contractors respectively. This work is still continuing.

The team has also been carrying out patrolling across the area to discourage offences and educate the public in order to influence their behaviour especially with regards to cigarette related litter.

We have purchased a second set of surveillance cameras to help us target fly tipping areas and a work program for these is being followed. Should Members have any specific areas where fly tipping is a problem and they contact us, we will work with you to address these issues.

Below is a chart detailing the annual data relating to fly tipping produced from the Fly Capture system. This is the national database for recording the number of fly tipping incidents experienced, and the Councils level of response to this problem.

<b>Council</b>	<b>Incidents Reported</b>	<b>Most Common Land Type</b>	<b>Most Common Waste Type</b>	<b>Number of Actions</b>
West Dorset	1,239	Highway	Other Household Waste	126
North Somerset	1,464	Highway	Other Household Waste	189
West Somerset	155	Highway	Black Bags - Household	164
Taunton Deane	427	Highway	Other Household Waste	209
Sedgemoor	903	Highway	Other Household Waste	3
East Devon	241	Highway	Other Household Waste	0
South Somerset	1,378	Highway	Black Bags - Household	607

You will see from these figures that we have one of the highest amounts of fly tipping in our area, however we are a large district, but we are by far the most active in addressing this issue.

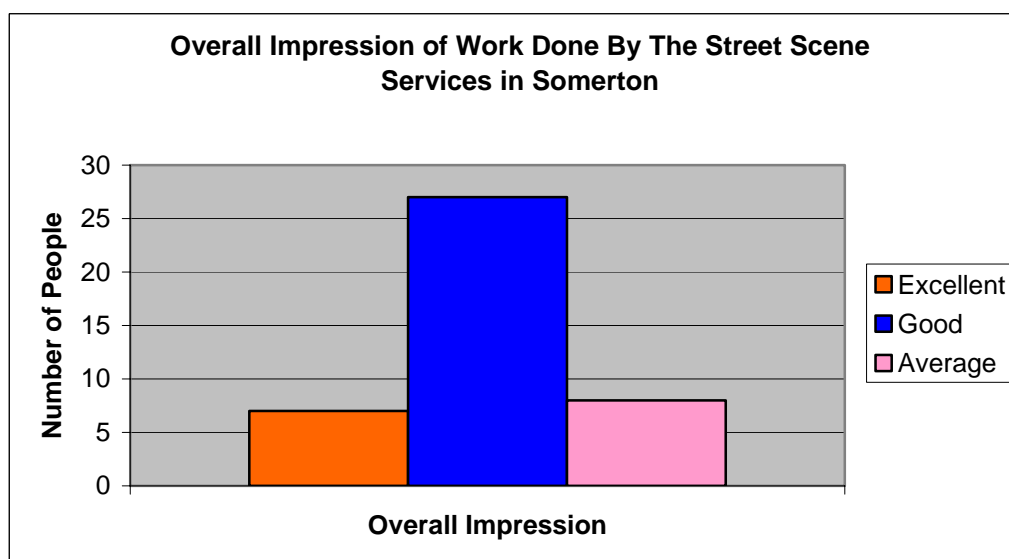
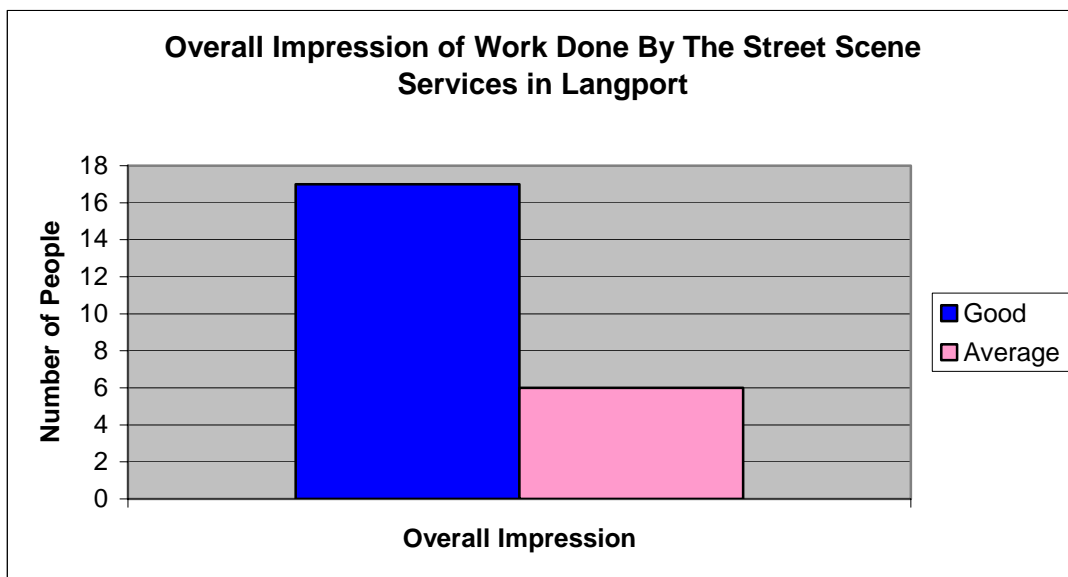
### **Support Services**

Much of the support teams work has centred on the depot changes resulting from the waste transfer, and the accommodation of ECT who are delivering the refuse service for South Somerset from the depot.

The team has also still keeping the vehicles running, teams supplied with resources and managed the public contacts and paperwork that accompanies delivering the service.

We have recently carried out a Customer Satisfaction Survey in conjunction with Property Services. This comprised of two of the team interviewing members of the public on the streets and gaining their views on the work that the service does.

The Area North feedback results are detailed below:



As you can see we have considerable levels of customer satisfaction in Area North and we are continuing to work to improve these levels of satisfaction even higher. We have more detail from this survey available should members request it.

**Actions following the last report**

In the last report submitted to the Committee, we set the ‘what’s coming next’ targets. Here is an update on the progress that we have made towards these:

- **Winter Development Programmes – Expand the spring flowering bulbs across the Area - Completed**
- **Complete the development programme at Minchington Rec, Norton sub Hamdon – Completed**
- **Continue the development programme for Bracey Road, Martock -** Developments arising from the initial assessment have been completed, although a reassessment of the tree planting is needed due to vandalism.

- **Revamp the open space areas at St Mary's Park, Huish Episcopi** - Bulb and tree planting completed, the remaining works are programmed in for the 2009 Winter Development Programmes.

#### **What's coming next?**

- A review of bin provision and development of a policy covering the installation, maintenance and level of provision of bins across the District.
- Ditch maintenance works
- Installation of pavement sweeper work schedules
- A fundamental review of service, costs, work study and consequential reworking of the operational service will be started
- Progress on the Greenspace Strategy and Open space needs assessment will be made
- Clarifying refuse related enforcement with the Somerset Waste Partnership
- Continuation of the work being done by the Deep Cleansing Team (Hit Squad) – a new team set up in 2007 to thoroughly cleanse identified villages and areas.

**Background Papers:** *Progress report on the performance of the Streetscene Service Area North Committee – November 2006*

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