

Area North Committee – 23rd July 2008

8. Report for Area North Committee on the 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 October 2007 – May 2008.

Recommendation

Members are invited to comment on the report

Report

Overall, the service has had a great end to a successful year and has achieved a great deal the main points are listed below.

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

- Improved BVPI 199a result of 12.6% for the year compared to a BV199a result of 25.6% for 2006/7
- BVPI 199 b & c results of 0%, both of which improved from 1% last year
- BVPI199d – fly tipping performance has improved to a good level (an improvement of two places)
- 100% performance on BVPI 218a & b – last year we scored 94% for 218a
- Continued the review of litter & dog waste bins across the district
- Completed the first application of herbicide in line with the street weeds control partnership with Highways
- Renewed the Cartgate Picnic area contract
- The service completed the year on budget

Horticultural & Streetcleaning Operations

As well as the normal routine works around the Area, the team completed the maintenance of watercourses and delivered the Councils out of hours service.

The main focus of the work during this period centred on winter maintenance tasks of maintaining planted areas, although the team did carry out a complete grass cut which has made a great difference to the look of the Area over both the winter & early spring periods.

Considerable bulb plantings were undertaken this winter.

We have received great interest for this coming seasons plantings following an invite that was sent to towns & parishes, asking for invitations to naturalise bulbs across the area.

BVPI 199a

Following a program of constant small changes to the streetcleaning service, we are pleased to show that our performance in this area has improved considerably from 25.6% in 2006/7 to 12.6% in 2007/8.

We are confident that we can continue to improve our performance in 2008/9 as a result of ongoing improvements that we are making to the service.

In 2008/9 the performance indicator that reflects this subject changes to NI 195, and this indicator is a combination of BVPI 199a, b & c. NI 196 relates to Fly Tipping.

Local Area Quality Inspections

Once again we have carried out monitoring of the overall standards of streetcleaning and grounds maintenance via the process of site inspections carried out in conjunction with the local ward members. The results from these inspections are reported in the table below.

April – September 2007

Month	Location	Results
October	Norton, Montacute, Stoke	35% Good 65 % Fair 0% Fail
November	Hambridge, Barrington, Kingsbury Episcopi, Shepton Beauchamp	17% Good 83% Fair 0% Fail
December	Chilthorne Domer, Ash, Tintinhull	29% Good 64% Fair 7% Fail
January	Done in March	% Good % Fair % Fail
February	Done in March	% Good % Fair % Fail
March	Langport, Drayton, Long Sutton, Huish Episcopi	12.5% Good 81% Fair 6.5% Fail

Target Set	90% Pass, 50% at Good Level
Overall Performance	73% Pass, 23% at Good Level with 4% 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
Request	113	381	190	684
Complaints	0	0	0	0
Compliments	10	6	0	16

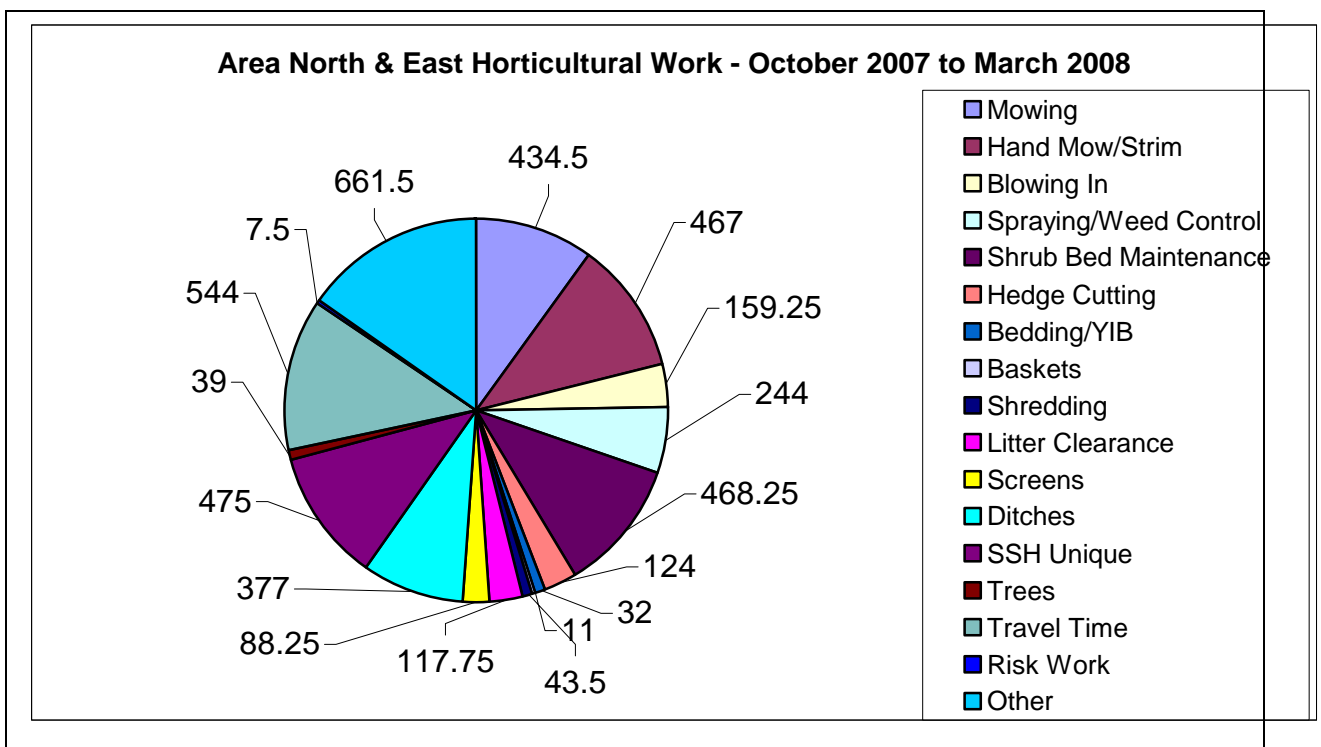
We are pleased to note the lack of formal complaints that we have received regarding the service, the majority of calls once again are for information or requests for work.

Analysis of the Time Recording System

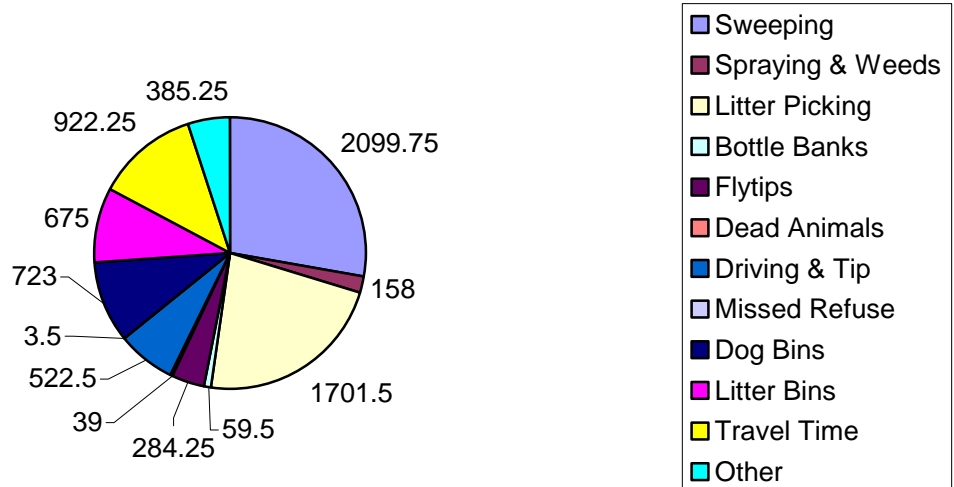
Detailed below is the breakdown of the work carried out by the service over the period October – March.

It should be noted that this information has been reported in hours worked.

These figures are typical of the varied work that is undertaken by the teams over this period of the year.



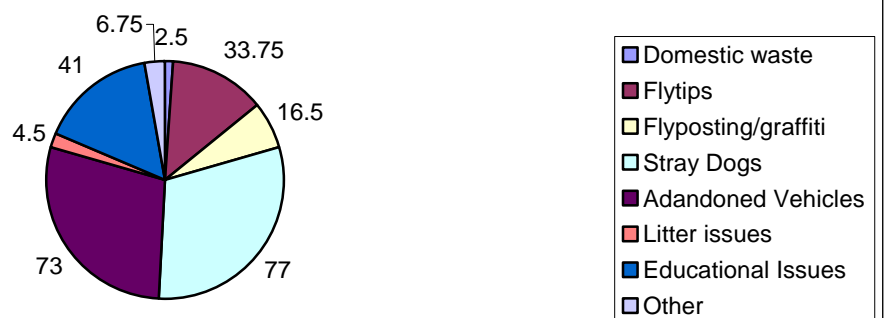
Area North & East Street Cleaning Work - October 2007 to March 2008



Area North Enforcement Operational Work - October 2007 to March 2008



Area North Enforcement Administration Work - October 2007 to March 2008



Enforcement

The enforcement team has once again been focussing on the issues of stray dogs and abandoned vehicles, as reflected by the time sheet analysis, however a considerable amount of time has been allocated to tackling littering over the Area, speaking with and making agreements with shopkeepers & businesses regarding litter control adjacent to their premises.

Actions following the last report

- A review of bin provision and development of a policy covering the installation, maintenance and level of provision of bins across the District.
This work is currently underway and making good progress.
- Ditch maintenance works – *completed*
- Installation of pavement sweeper work schedules – *completed & implemented*
- A fundamental review of service, costs, work study and consequential reworking of the operational service will be started – *Started*
- Progress on the Greenspace Strategy and Open space needs assessment will be made – *The work on the strategy has started and is being led by Steve Fox*
- Clarifying refuse related enforcement with the SWP – *This work has been started and will be ongoing until secure arrangements are embedded*
- Continuation of the work being done by the Deep Cleansing Team (Hit Squad) – *the team completed a number of projects and are now engaged in highway weed control*

What's coming next?

- A comprehensive review of street cleansing operations is being carried out aimed at maximising performance, efficiency & accountability.
- Production of plants and the installation of summer bedding schemes
- Continued development of enforcement actions against environmental crime
- Work with the SWP to tackle waste related issues
- Continued work on the Greenspace Strategy and Open space needs assessment
- Keeping South Somerset clean, green and well maintained!

Financial Implications

All issues highlighted in the report will be achieved within service budgets.

Implications for Corporate Priorities

Deliver well managed cost effective services valued by our customers
 Ensure safe sustainable communities
 Promote a balanced natural & built environment

Background Papers: *Progress report to Area Committees on the performance of the Streetscene Service – July 2008*