

Area North Committee – 27 October 2010

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 2010 – October 2010.

Public Interest

The report is to inform interested parties what the Streetscene team has been doing in Area North since April 2010, and to indicate what the service will be focussing on doing over the coming months.

Recommendation

Members are invited to comment on the report.

Report

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

- Initial NI195 inspection result in Street Cleaning of 8% in 2009/10
- Maintained our level 1, 'Very Effective' NI196 result for Fly tipping for 2009/10

Operational Works

Horticultural

We have been fully engaged in mowing; maintaining shrub beds, summer watercourse maintenance and hedge cutting. We will be starting our winter work programmes on the 1st of November, which will include the vegetation maintenance of all our watercourses, clearance of rubbish from 'trash' screens, winter mowing, and shrub bed maintenance. The Arboricultural team has continued to maintain our tree stock across the District in line with our tree risk management programme.

Our Landscaping Team worked with the regeneration officer to improve the Westover car park in Langport. The work involved removing of a number of existing trees that were replaced with species more suited to this area. The car park was resurfaced using a permeable layer allows water to pass through it while protecting the roots of the mature trees on the site. To complete the works, a small fence was erected to protect the cars

from the open ditch to the back of the Car park. Further tree planting will be carried out later this year.

The team also fenced around the open space at West End View in South Petherton in order to improve the site for users, especially children.

Street cleaning

We have been routinely cleaning the towns and villages and have completed two applications of weed control in Somerton, Langport, South Petherton, Curry Rivel, Martock, Stoke sub Hamdon, Montacute. Although the team has carried out two full applications of herbicide so far this year, due to growing conditions we have struggled to control this problem and further works will follow through the year to combat this.

In addition to the routine works, the team has been involved in cleaning up after the seasonal carnivals and we were very busy in Montacute clearing up after the recent gypsy incursion.

Enforcement

As usual we have been patrolling across the area, with dog related issues around Ham Hill again being a focus, although the team routinely tackle a wide range of issues.

We continue to encourage communities to get involved in looking after their neighbourhoods and have supported community litter picks at Langport and Stoke sub Hamdon.

The team is progressing the introduction of Dog Control Orders. A report was considered by District Executive in October 2010 with a final decision due to be made by full Council later in the year. The introduction of Dog Control Orders extends the powers available to councils to control the activities of dogs and their handlers mainly in areas used by the public. They have the potential to address a number of concerns raised by parish and town councils and members of the public during the recent consultation period. A link to the District Executive agenda report and decision is given below:

<http://www.southsomerset.gov.uk/media/13062/8.%20The%20Introduction%20of%20Dog%20Control%20Orders.pdf> and the decision <http://www.southsomerset.gov.uk/media/168081/dx%20exec%20decisions.pdf>

General issues

Within the team we have delivered some essential health and safety related training for our staff, we have:

- Completed the introduction of on board weighing equipment for street scene vehicles & trained all operational staff in its use.
- We have implemented a Health & Safety related vibration management program for the team which will prevent over exposure to machinery vibration that could otherwise lead to nerve damage amongst operators
- We have also commenced essential drivers certificate of professional competence for users of vehicles over 3.5t. This will be a legal requirement for all professional drivers of vehicles over 3.5t from 2014.

- Working in confined spaces with the use of gas monitors. This is related to the watercourse maintenance carried out by the team.
- The use of harness restraints to access difficult areas & water safety training. Again, this is to enable our staff to maintain watercourses in a safe manner.
- Carried out reversing assistant training for all our operational staff.

Break Down of Service Requests

The chart below is a break down of the nature of requests received by the service between April and September 2010 indicating the predominantly responsive nature of most of the contacts made to the service by the public, indicating that the routine maintenance works being delivered are to an acceptable standard, but a responsive approach is also very important.

The types of requests also give an indication of the seasonal variations in work. It is noted that as the lighter nights appear, the level of littering & fly tipping increases, as does the amount of dead animals as they roam in search of territory, this is reflected in the figures.

Area North Requests April – September

Job / Month	April	May	June	July	Aug	Sept	Total
Horticulture							
Trees	1	2	3	1	1	1	9
Grass	1	5	3	4	1	0	14
Hedges	1	2	6	7	2	1	19
Other	0	1	5	3	1	2	12
Street Cleaning							
Fly tips	25	20	16	17	13	9	100
Litter/glass	5	1	5	6	5	3	25
Litter Bins	1	1	1	1	1	3	8
Household Rubbish	3	2	2	3	1	0	11
Needles	0	0	0	0	0	1	1
Sandbags	0	0	0	0	1	0	1
Dead Animals	5	5	5	5	5	2	27
Graffiti	0	0	0	0	1	0	1
Sweeping	0	0	1	2	0	0	3
Dog Fouling	0	0	1	1	0	1	3
Enforcement							
Stray dogs	5	2	9	6	5	4	31
Abandoned Vehicles	1	3	5	1	5	4	19
Other	2	1	2	3	1	4	13
Flyposting	1	0	0	0	0	0	1
Dog Fouling	1	1	1	0	1	2	6
TOTAL							304

Once again this highlights that the main areas of concern for the public are fly tipping, hedges, stray dogs, abandoned vehicles, dead animals & litter/glass related requests.

National Indicators

- We were pleased to announce that in 2009/10 we have scored an average of 8.6% in NI195 inspections, this is the averaging of three inspection results carried out throughout the year.
- In 2010/11 we have completed the initial inspection and recorded a result of 8% that we are delighted with.
- Our other national indicator NI196, relating to our performance on dealing with fly tipping, in 2008/9 we scored a level 1 in this indicator (very effective), indicating that the service increased the number of actions it took regarding fly tipping and reduced the number of fly tips reported to us.
- In 2009/10 we were delighted to find that we had retained this level of performance, indicating that we are continuing to be effective in tackling this issue.

Local Area Quality Inspection Results

Month	Location	Results
April 2010	Montacute Stoke Sub Hamdon	31% Good 69% Fair 0% Fail
May 2010	Chilthorne Domer Tintinhull Ash	88% Good 6% Fair 6% Fail <i>(Fail due to road sweeping Tintinhull)</i>
June 2010	Shepton Beauchamp Barrington Curry Rivel	78% Good 14% Fair 8% Fail <i>(Fail due to road sweeping & weeds Curry Rivel)</i>
July 2010	Fivehead South Petherton	68% Good 26% Fair 6% Fail <i>(Fail due to road sweeping in South Petherton)</i>
August 2010	Compton Dundon Martock Long Load	58% Good 42% Fair 0% Fail
September 2010	Long Sutton Marston Magna	35% Good 65% Fair 0% Fail
Target Set	90% Pass, 50% at Good Level	
Overall Performance	97% Pass, 60% at Good Level with 3% Fail	

These results reflect that the quality of the service being delivered is high, and the effect of focussing on rural roads litter during the winter, although successful, adversely affected the quality of the road sweeping service for a limited period.

Watercourse Maintenance

The table below shows the water courses that the service will maintain in the coming season on behalf of SSDC and the Environment Agency. The Councils Engineering service specifies the work program and our teams deliver the operational works.

SSDC Watercourses		
Ref	Parish	Location
N1	Ash	Yeovil Road, Ash to Foldhill Lane
N3	Bower Hinton	Rear of Rose & Crown to Dimmocks Lane; Hoop Lane; Broad Lane
N4	Compton Dundon	Compton Street, Combe Hollow, Moor Close
N5	Curry Rivel	Parsonage Place - Dyers Road; Drayton Lane
N 6	Curry Rivel	Portfield Lane
N7	Drayton	East Street, roadside collector
N 8	Huish Episcopi	Wagg Drove, rear of Mill Brook
N9	Ilton	Podgers Lane
N11	Montacute	Townsend, rear of Yeovil Road, Montacute Park, Mill Copse
N13	Pitney	Various
N14	Shepton Beauchamp	Buttle Close; Sheepway; rear of North St., Silver St., Lambrook Road
N17	Stocklinch	Stoney Lane; Owl Street
N18	Westport	B3168
N19	Isle Brewers	Monks Dairy to Northmead Lane
N20	Seavington	Water St (down stream of Winchester Cott's)
Environment Agency Watercourses		
N16	South Petherton	Hele Lane to Silver St
N 8	Huish Episcopi	From railway bridge at Wagg Drove to junction with Mill Brook (south of A372)

What's coming next?

- Deliver the winter horticultural maintenance mowing and shrub bed maintenance programs
- Leaf clearing programme to be carried in the Area
- The fence at Bracey Road recreation ground will be replaced with a metal bow top style
- The path leading to the play area in Hills Lane Park in Martock will be resurfaced with a tarmac finish
- Deep cleaning behind the lay byes on the A303 and industrial estates across the area

- We are developing and delivering a program of site-specific risk assessing of our major open spaces to address issues such as mowing steep grass banks.

Financial Implications

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

Corporate Priority Implications

- 2.8 Improve Street and environmental cleanliness by reducing levels of graffiti, litter, detritus, fly-tipping and Flyposting
- 2.9 Increase resident satisfaction on country parks, open spaces, street cleaning, car parks and public toilets

Carbon Emissions & Adapting to Climate Change Implications (NI188)

Carbon emissions arising from use of vehicles will not change because no increase or decrease in the level of Streetscene activity has been proposed. The maintenance of water courses described will ensure good resilience to extreme flooding events that can be increasingly be expected in the future.

Equality and Diversity Implications

There are no implications for equalities or diversity associated with this report

Background Papers: *Previous progress reports to Area Committees on Performance of Streetscene*