

Area North Committee – 22 June 2011

9. Performance of the Streetscene Service

Strategic Director: Vega Sturgess, Operations and Customer Focus
Assistant Director: Laurence Willis, Environment
Service Manager: Chris Cooper, Streetscene Manager
Lead Officer: Jon Brown, Streetscene Coordinator
Contact Details: chris.cooper@southsomerset.gov.uk or (01935) 262840

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 2010 – May 2011.

Public Interest

The report is to inform interested parties what the Streetscene team has been doing in Area North since October 2010, and to indicate what the service will be focussing on 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, that affect Area North are listed below.

- Initial two NI 195 (National Indicator) inspections average result in Street Cleaning of 8% in 2010/11
- Retained our level 1 'Very Effective' NI196 result for Fly tipping for 2010/11

National Indicators (NI's) are set by DEFRA. All Councils' have to submit data returns for National Indicators.

NI 195 is a combined average score of the level of litter and detritus from 300 transects. The NI 195 inspections are carried out 3 times a year and the 8% comes from the average of these scores.

NI 196 is scored by the amount of flytips and also the amount of Enforcement actions. A 'Very Effective' score is a decrease in flytips from the previous year and also an increase in enforcement actions from the previous year.

Operational Works

Horticultural

We continued with grass cutting over the winter period and restructured the mowing rounds for the start of the new season in March. This was to allow for the reduction in the budget from Somerset County Council on the maintenance of their verges. This has changed from 16 cuts per year to 11.

We have delivered our vegetation maintenance program on SSDC/Environment Agency water courses and continued with the fortnightly inspections of the trash screens in the area

Our Landscape team carried out re-landscaping works at the entrances to Tintinhull and Ilton Gypsy sites to enhance the areas.

Street cleaning

Our focus during December to March was litter picking of the A and B roads across the district. In Area North this included the A303 and its Lay-bys and:

A378 Fivehead to Langport
B3153 Langport to Somerton
B3165 Long Sutton to A303
B3168 Curry Rivel to Ilton
B3088 Cartgate to Yeovil

Due to the removal of Somerset County Councils weed control budget the District Council will carry out one full spray of all the town and parishes in North, rather than our current process of two visits to South Petherton, Stoke Sub Hamdon, Martock, Curry Rivel, Somerton, Langport and Norton Sub Hamdon. Completed to date are South Petherton, Stoke Sub Hamdon, Martock, Curry Rivel, Somerton, Langport and Huish Episcopi.

The street cleaners are now working in pairs and covering an Area per team in North, East and West. This has made a considerable saving on vehicle costs and allows us to dedicate a team to carry out litter picking of the main roads and weed control.

Enforcement

The final part of the introduction of Dog Control Orders has been rolled out and will come into effect on the 1st of July 2011, this is:

- the Fouling of Land by Dogs which is any person in charge of a dog, without reasonable excuse does not remove faeces deposited by the dog at any time, commits an offence and shall be liable to a fixed penalty notice of £80 or on summary conviction to a fine up to £1000 and;
- the Dogs on Leads by Direction whereby a dog must be put on a lead when an authorised officer of the council has directed them to do so, this also carries a fixed penalty notice of £80 or on summary conviction of up to £1000 if there is failure to comply.

The enforcement of this new legislation will be carried out by the Environmental Enforcement team. Further information about the Dog Control Orders is attached as Appendix A.

We are continuing to support community litter picks and attending schools to give talks on awareness of environmental enforcement issues.

Training

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

- First Aid refresher
- Annual machinery assessment

- Annual Driver assessment
- Professional development for the Arboricultural team

The annual refresher training is essential to the health and safety of our staff as well to their personal development in their roles.

Break Down of Service Requests

The chart below is a break down of the nature of requests received by the service between October 2010 to March 2011 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 October 2010 – March 2011

Job / Month	Oct	Nov	Dec	Jan	Feb	Mar
Horticulture						
Trees	1	0	1	0	0	2
Grass	2	0	0	0	0	3
Hedges	1	0	0	0	0	0
Other	0	0	0	0	1	0
Street Cleaning						
Flytips	16	12	7	29	28	29
Litter/glass	3	6	0	2	4	6
Litter Bins	4	0	0	0	3	4
Household Rubbish	3	4	3	0	3	2
Needles	1	0	0	1	0	0
Sandbags	1	0	0	0	0	0
Dead Animals	2	3	0	2	5	4
Graffiti	0	0	0	0	0	1
Sweeping	2	3	0	1	1	2
Dog Fouling	3	0	1	2	1	2
Enforcement						
Strays	2	4	6	0	3	4
Vehicles	2	2	1	0	0	4
Other	8	0	1	2	1	1
Flyposting	0	0	0	0	0	0
Dog Fouling (E)	0	1	3	5	3	5
TOTAL						276

National Indicators

We were pleased to announce that in 2009/10 we have scored an average of 8.6% in NI 195 inspections, this is the averaging of three inspection results carried out throughout the year.

In 2010/11 we have completed the initial two inspections and recorded an average result of 8% that we are delighted with. We are currently carrying out the third inspection and the result will be due soon.

Our other national indicator NI 196, relating to our performance on dealing with fly tipping, in 2009/10 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. We are currently awaiting the 2010/11 result which is sent via DEFRA.

Local Area Quality Inspection Results

Month	Location	Results
October 2010	Montacute Norton Sub Hamdon Stoke Sub Hamdon	37% Good 45% Fair 18% Fail fail due to - Hedges & Hard Areas – NSH & SSH
November 2010	Kingsbury Episcopi Barrington Hambridge Shepton Beauchamp	66% Good 29% Fair 5% Fail fail due to - Sweeping - Kingsbury
December 2010	N/A – DUE TO SNOW & ICE	N/A
January 2011	Compton Dundon Seavington St Mary High Ham Curry Mallet	62% Good 38% Fair 0% Fail
February 2011	Martock Long Load	43% Good 50% Fair 7% Fail fail due to - Litter - Martock
March 2011	Langport Long Sutton Drayton	74% Good 26% Fair 0% Fail
Target Set	90% Pass, 50% at Good Level	
Overall Performance	94% Pass, 56% at Good Level with 6% Fail	

The local area quality inspections are completed by Martin Hacker who is a member of the Streetscene Services, but not in direct supervision of any members of staff. Martin carries out inspections because he is an impartial member of the service along with local Councillors if available. Inspections carried out in this manner helps the service to maintain a very high standard of work and identify areas that need improving.

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, which, although successful, adversely affected the quality of the road sweeping service for a limited period.

Watercourse Vegetation Maintenance

The table below shows the watercourse vegetation maintenance carried out by the Streetscene teams 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
N4a	Compton Dundon	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 Street (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 summer horticultural maintenance mowing and shrub bed maintenance programs.
- In Martock, Stoke Sub Hamdon and Montacute, we are having a concerted blitz on people who do not pick up after their dog has fouled and we will be issuing Fixed Penalty Notices.
- Adopting the inputting of the NI196 figures which were previous completed by the Environment Agency.
- The delivery of a power washer for graffiti removal which will enable us to carry out the required work without hiring in the equipment.
- £121,000 for the purchase of our new road sweeper via capital bid money to replace a 12 year old sweeper.

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 change in Streetscene Services because we have:

- Reduced the number of vehicles in the area
- Purchased an electric van
- Purchased some low-emission vehicles

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*
