

Joint Area Committee – West – 15th April 2009

## **6. Report for Joint Area Committee - West on the Performance of the Streetscene Service**

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### **Purpose of the Report**

To update and inform the Joint Area Committee - West on the performance of the Streetscene Service in the Area for the period October 2008 – February 2009.

### **Recommendation**

Members are invited to comment on the report.

### **Report**

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

- Improved NI 195 average result for the first two, of the required three inspections, of 10.5%
- BV199a result of 12.6% for 2007/8
- BVPI 218a & b results of 100% for 2007/8
- Completed the review of litter & dog waste bins across the district
- Carried out extensive bulb planting
- Completed customer satisfaction surveys across the district
- Responded to recent flooding incidents across the district

### **Operational Works**

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

The Enforcement officers have, as usual, been kept busy dealing with a wide range of both dog-related problems & abandoned vehicles, however the team has also been involved in a range of enforcement related issues across the area, including:

- Supporting community litter picks at Tatworth
- Working with local PCSOs patrolling in Chard area for dog fouling and littering
- Patrolling and signage in Henhayes, Crewkerne for dog fouling
- Continual work is being done checking that businesses are managing their waste correctly and have the required waste transfer notes & arrangements.

More bulb plantings of both Narcissi & Crocus were undertaken this winter, with 22,000 spring flowering bulbs being planted across Area West. Sites included in the planting programme included:

Chiselborough, Hinton St George, Chard, Knowle St Giles, Buckland St Mary, Broadway, Ashill, Ilton, Ilminster and Barrington.

Further tree planting was carried out at Snowdon Park and fencing work was carried out at The Butts, Ilminster to improve a Health & Safety issue with youngsters climbing.

More recently the team was involved in the response to the widespread flooding that hit the area, delivering sandbags to households affected by the flooding, and clearing the streets & roads up when the waters had receded.

Over the past six months the team has delivered 510 sandbags in the Area at locations including Ilminster, Combe St Nicholas, Donyatt, Barrington, Ashill, Ilton, Crewkerne, Puckington, Dowlish Wake, Haselbury Plucknett, Shepton Beauchamp and Winsham.

Additional works were also carried out on the Minnows Pond in Chard in conjunction with the Councils Property & Engineering team to repair the bank of the pond and address leakage issues.

Following the service review that was started early in the year, we have reorganised some of the operations in order to make time efficiencies and use this time to provide a safer, more structured, thorough service. As a result, the Streetcleaners will focus on specific tasks, with responsive works being attended to by a specialist team who visit the Area on set days; in Area West the team will deal with additional work requests on Thursdays, and Fridays should the workload require two visits.

The team recently carried out a joint cleaning venture of an industrial estate in Chard with the Town Council's street cleaning team. This has made a considerable improvement to the area.

We have also been working with the 'Crewkerne Clutter Clearout Team' to make better use of litterbins around Crewkerne town centre, and works resulting from this are currently underway.

In addition to this, the area has been visited by the service's Pavement Sweepers, which we believe has greatly contributed towards the improvements in the National Indicator scores.

## **National Indicators**

The Best Value Performance Indicators (BVPI's) for Street Cleaning have recently been reviewed, and are now reported as National Indicators.

The National Indicator 195 replaces the old BVPI's 199a, b & c for street cleaning, widening the scope of the inspections to reflect performance on cleanliness and graffiti / fly posting.

National Indicator 196 is used to report service performance on managing fly tipping, replacing BVPI 199d.

So far this year, our NI 195 average result for the first two, of the required three inspections, is 10.5% compared to a BV199a result of 12.6% for 2007/8.

The other national indicator NI196 relates to our performance on dealing with fly tipping, and these results are produced annually. For the year 2007/8 the service scored a level 2 in this indicator, indicating that the service is good & effective.

Although the measurement for abandoned vehicle management has not been reproduced as a national indicator, we have retained the measurements of BVPI 218a &

b relating to dealing with abandoned vehicles, and again this information is reported annually.

The team delivered fantastic performance in this area of work during 2007/8, achieving 100% performance against the targets set for this work.

**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.

**August 08 – February 2009**

<b>Month</b>	<b>Location</b>	<b>Results</b>
August	Kingstone, Donyatt, Horton, Broadway & Dowlish Wake	64% Good 15% Fair 21% Fail
September	Haselbury Plucknett, Misterton, Crewkerne & Merriott	88% Good 12% Fair 0% Fail
October	Ashill & Ilminster	25% Good 57% Fair 18% Fail
November	Buckland St Mary & Combe St Nicholas	57% Good 20% Fair 23% Fail
December	East Chinnock, West Chinnock & Chiselborough	72% Good 28% Fair 0% Fail
January	Winsham	71% Good 29% Fair 0% Fail
Target Set	90% Pass, 50% at Good Level	
Overall Performance	95% Pass, 63% at Good Level with 5% fail	

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## 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>	73	764	242	1079
<b>Complaints</b>	8	2	0	10
<b>Compliments</b>	11	10	0	21

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

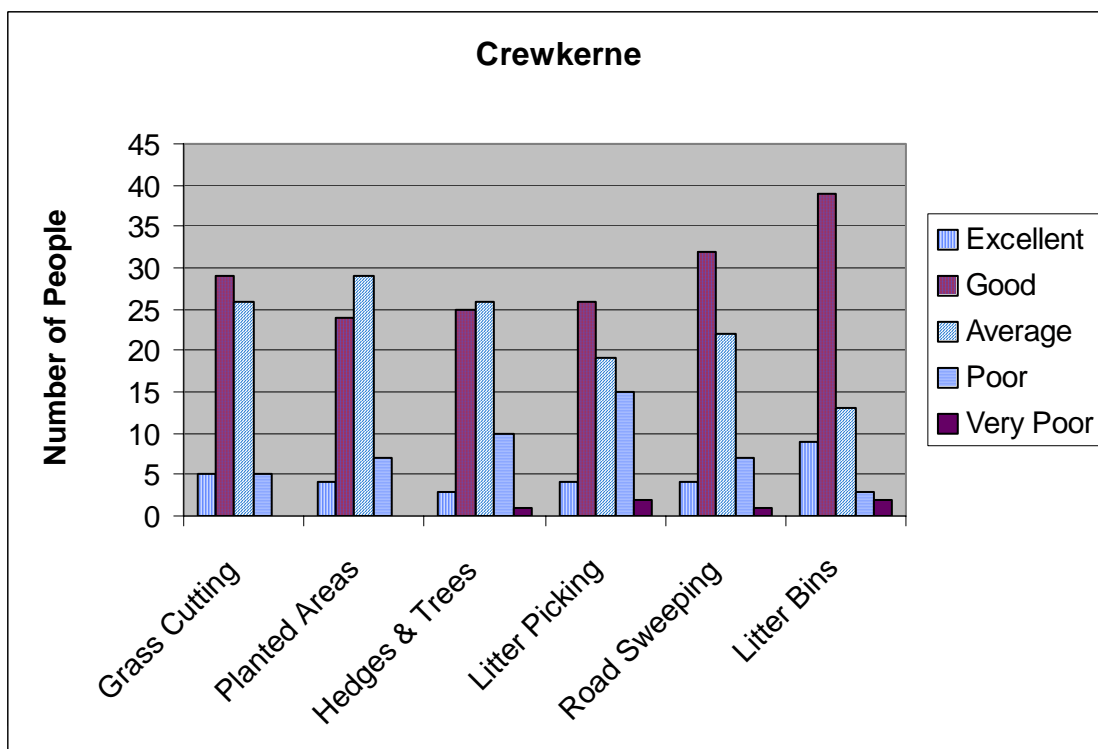
## Customer Satisfaction Survey

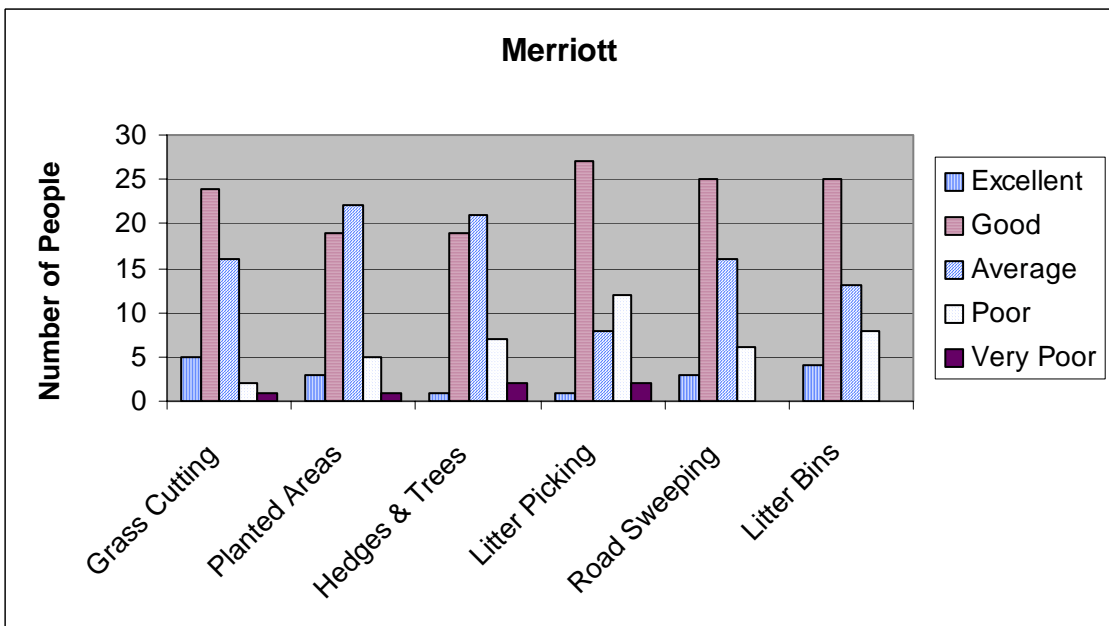
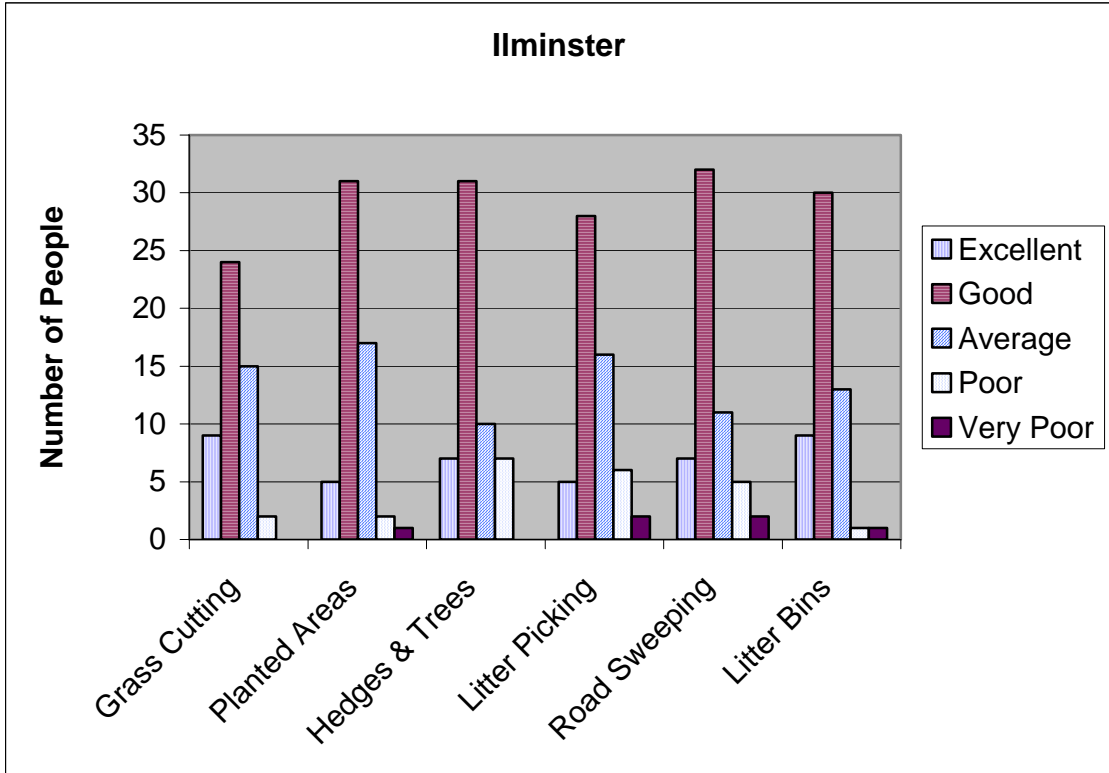
Once again this year, the service carried out the annual customer satisfaction survey.

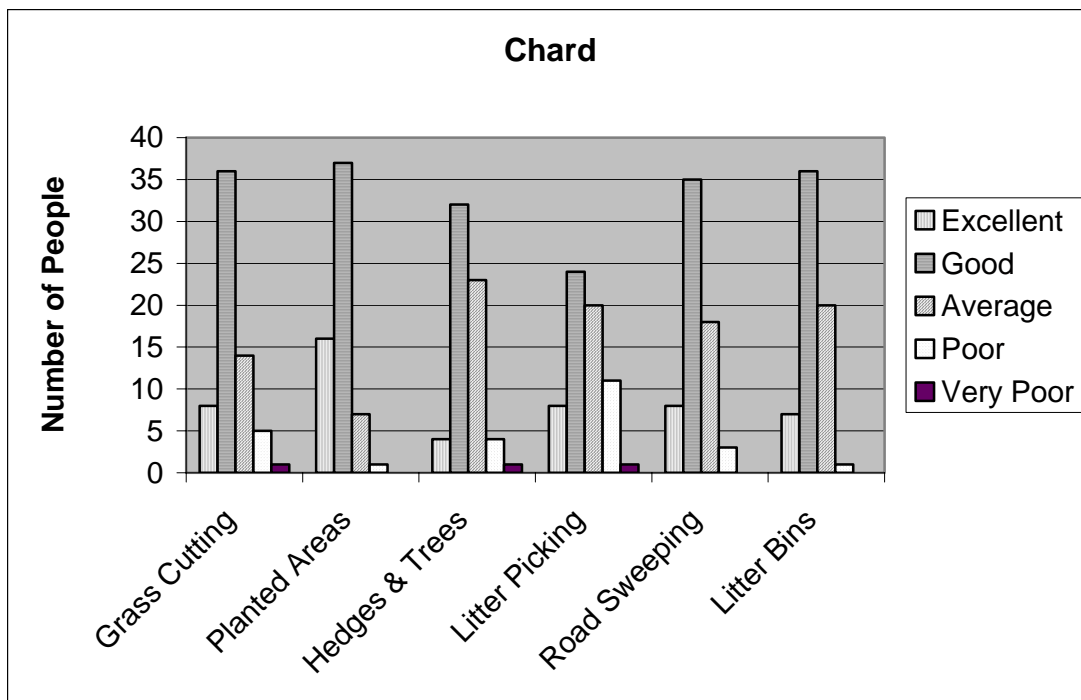
We asked members of the public what they thought of the services provided by Streetscene and Property / Engineering in the following towns:

- Crewkerne - 66 people surveyed
- Ilminster - 55 people surveyed
- Merriott - 50 people surveyed
- Chard - 64 people surveyed

All graphs read left to right – excellent to very poor







A number of comments were also collated from customers and have been assessed in order to help us ensure that the service is meeting the needs of the public.

As you can see from the results, the vast majority of people are pleased with the service being provided, and we are very pleased with the feedback that we have received.

**Actions following the last report**

- A complete review of street cleansing operations
- Continued development of enforcement actions against environmental crime
- Work with the SWP to tackle waste related issues
- Completion of the Greenspace Strategy and Open space needs assessment
- Winter bulb planting programmes
- Continuing to keep South Somerset clean, green and well maintained!

**What's coming next?**

- Summer grounds maintenance is programmed to commence in April.
- Compilation of annual performance figures
- Completion of the service costing
- Further bulb planting projects will be delivered at the end of 2009
- Letters and visits to all licensed premises in Area West regarding smoking related litter issues.
- Working with other agencies for Operation Relentless on 14<sup>th</sup> May regarding clean up, anti social behaviour and environmental & crime issues.
- 'Crewkerne Clutter Clear Out ' – underway to remove and replace damaged and old bins to smarten up the street scene.

**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 Performance of Streetscene*

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