

# **Report for Area West Committee on the Performance of the Streetscene Service**

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## **Purpose of the Report**

To update and inform the Area West Committee on the performance of the Streetscene Service in the Area for the period April 2016 - May 2017.

## **Recommendation**

Members are invited to comment on the report.

## **Report**

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

- Routine cleansing and grounds maintenance
- Christmas tree shredding
- Staff training
- Annual work schedule
- Health and Safety
- Annual budget

## **Operational Works**

Since the last report, the service has delivered the annual work schedules and once again we are pleased to inform members that this was delivered to plan. We are now managing the 'spring rush' of work which is now the main focus of the teams.

The service is also pleased to report that it ended the last financial year within budget, reduced our staff sickness levels to 9.4 days per FTE from the previous year's level of 14 days per FTE. We aim to reduce this further to a target of 8 days per FTE.

In addition to these improvements, the analysis of complaints across all of the service that make Streetscene showed a reported 52 complaints that we handled but only 27 of which were genuine service complaints and the rest were related to other services/organisations, such as the Waste Partnership or County Highways.

In the last financial year we delivered two applications of herbicide as programmed through the highway weed killing operation. The quality of the control was excellent and we aim to maintain this level of service in the coming year and spraying is currently underway.

Last year we worked with Glastonbury Town Council to investigate non-chemical options of weed control using a hot water system and we carried out trials using a number of different methods. Unfortunately the hot water system was very costly to employ and gave limited weed control as it is only effective on annual species of plants, unless high frequencies of application are employed, we simply do not have the required resources available to operate in this manner. However, the system would be very useful in specific situations and we could draw on this if required.

Managing the Health & Safety of the workforce is a critical part of our work and having reviewed and reworked our 'working around water' safe systems of work, we have since carried out a review of working alongside the highway, using a health and safety specialist to offer advice and guidance to the team. The outcome of this approach has resulted in the development of flow-chart type guidance for staff of volunteers to enable them to make informed, consistent decisions regarding the safety measures needed in any relevant situation. I have attached a draft chart for information at the end of this report.

The team also undertook extensive training on a wide range of other customer and service related aspects of work.

A number of our teams contain apprentice positions, and once again a 'home grown' apprentice has been recruited into a permanent position within the unit and very soon we are interviewing to recruit our next apprentice in the horticultural service.

The Parish Ranger Scheme continues to flourish, with a number of parishes using the scheme to add an enhanced level of service to their parishioners. Should any members wish to find out more about the scheme or any other of the services that we offer, we will be delighted to discuss their needs with them.

This year we once again offered our 'Christmas Tree Shredding Service' which proved to be a great success with approximately 3,500 trees being recycled from 43 towns and parishes across the district. As a result of this, the tree chippings were re-used and a notable lack of 'dumped' Christmas trees in lay byes and hedges was seen. We received very little in the way of unwelcome items being left with the trees, nor did we experience much fly tipping in the areas designated for recycling, which was very welcome.

As always, we continue to focus on managing the number of flytips found in the district, the chart below shows the numbers of fly tips collected from Area West since the last report.

<b>AREA WEST</b>	<b>apr</b>	<b>may</b>	<b>jun</b>	<b>jul</b>	<b>aug</b>	<b>sept</b>	<b>oct</b>	<b>nov</b>	<b>dec</b>	<b>jan</b>	<b>feb</b>	<b>mar</b>	<b>Total</b>
Ashill	1	1	1				3	1		1	1		9
Broadway										1		1	2
B/land St Mary				1	1		2		3	2			10
Chaffcombe	3	2					2						7
Chard	9	8	2	5	3	3	5	4		1	1	9	50
Chillington							1		1		1		3
Chiselborough								1			1	1	3
Combe St Nich	1	1			1		3	3	2	1	1	4	17
Crewkerne	4	2	1	2	3	3	1	7	1	1	4		29
Cricket St Thom	1		1			1	2	1	2	2		2	12
Cudworth	1												1
Dinnington			1									1	2
Donyatt		1						1		1			3
Dowlish Wake						1	2					1	4
East Chinnock	1	3				4	1	1		2	2		14
Haselbury Pluck			1							1		2	4
Hinton St G			4						1		1		6
Horton										1	1		2

Ilminster		3	1	2	2	2	4	1	1	5	1	3	25
Kingstone	1							1				2	4
Knowle St Giles	1	1				1							5
Merriott					1			2			1	4	6
Misterton			1	1		2	1			1	3		9
North Perrott	1									1			2
Over Stratton													0
Tatworth/Forton				2	2					1		1	7
Wambrook	2	1						1			1	2	7
Wayford								1			1		1
West Chinnock									1	1			2
West Crewkerne				3		2			1				6
Whitelackington					1		1		1				3
Whitestaunton													0
Winsham			1		1					2		5	9
<b>TOTAL AREA WEST</b>	<b>26</b>	<b>23</b>	<b>14</b>	<b>16</b>	<b>15</b>	<b>19</b>	<b>28</b>	<b>25</b>	<b>14</b>	<b>25</b>	<b>20</b>	<b>39</b>	<b>264</b>

Unfortunately we are seeing a notable increase in the numbers of incidents across the district as a whole, including across Area West. For example during the period 15/16 we cleared 951 flytips which compares figures for 16/17 we have cleared 1108 tips at a cost of £62,541.

Having analysed the figures, we believe that the changes involved with the introduction of the SWP 'vehicle and trailer permit scheme' controlling access for small vans and trailers at HWRC's has led to the rise in figures. This conclusion has been reached after analysing the fly tipping data which shows the increase in fly tipping numbers being in the size of load of a small van.

Following the Clean for the Queen initiative was taken up by a number of parishes and towns last year, with Ilminster, Misterton, Haselbury Plucknet and Seavington taking part, my thanks to those who took part in this initiative.

This year the team has also started working with the charity Key4life who arrange work placements for young men who have come out of prison and in order to help them integrate into society again, we are working with them to enable these individuals to gain experience and skills to help them in their futures. We believe that indications are that this is a very successful charity with excellent results from their approach and we are delighted to be working with them.

**What's coming next?**

- Summer delivery of the annual work programmes
- Continued development of the workshop as an MOT station

**Financial Implications**

All of the matters highlighted in the report have been achieved within service budgets.

**Implications for Corporate Priorities**

- Continue to deliver systems with local communities that enhance the appearance of their local areas.

- Continue to support communities to minimise floodwater risks
- Maintain street cleaning high performance across the district.

### **Background Papers**

Progress report to Area Committees on the Performance of the Streetscene service

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# Working on the Highway

Assess each situation as you arrive on site to decide what level of action is necessary following the rules below & for specific details see Risk Assessment & Safe System of Work:-

Traffic Flow  
Visibility

Weather conditions  
Signs required

Road Speed  
PPE (standard long sleeved + any additional requirements)

