

Overview and Scrutiny Task Group - Streetscene

Agenda and Reports

For consideration on

**Thursday, 20th November
2008**

In Committee Room 1, Town Hall, Chorley

At 6.30 pm



PROCEDURE FOR PUBLIC QUESTIONS/SPEAKING AT OVERVIEW AND SCRUTINY MEETINGS

- Questions must be submitted to the Democratic Services Section by no later than midday, two working days before the day of the meeting to allow time to prepare appropriate responses and investigate issues if necessary.
- A maximum period of 3 minutes will be allowed for a question from a member of the public on an item on the agenda. A maximum period of 30 minutes to be allocated for public questions if necessary at each meeting. This will provide an opportunity for members of the public to raise and ask questions on any issue falling within the remit of the Group.

13 November 2008

Dear Councillor

**OVERVIEW AND SCRUTINY TASK GROUP - STREETSCENE -
THURSDAY, 20TH NOVEMBER 2008**

You are invited to attend a meeting of the Overview and Scrutiny Task Group - Streetscene to be held in Committee Room 1, Town Hall, Chorley on Thursday, 20th November 2008 commencing at 6.30 pm.

AGENDA

1. **Apologies for absence**

2. **Declarations of Any Interests**

Members are reminded of their responsibility to declare any personal interest in respect of matters contained in this agenda. If the interest arises **only** as result of your membership of another public body or one to which you have been appointed by the Council then you only need to declare it if you intend to speak.

If the personal interest is a prejudicial interest, you must withdraw from the meeting. Normally you should leave the room before the business starts to be discussed. You do, however, have the same right to speak as a member of the public and may remain in the room to enable you to exercise that right and then leave immediately. In either case you must not seek to improperly influence a decision on the matter.

3. **Public Questions**

Members of the public who have requested the opportunity to ask a question(s) on an item(s) on the agenda will be asked to put their question(s) to the Panel. Each member of the public will be allowed to ask one supplementary question within his/her allocated 3 minutes.

4. **Minutes (Pages 1 - 2)**

To confirm as a correct record the Minutes of the meeting of the Overview and Scrutiny Task Group – Streetscene held on 28 October 2008 (enclosed)

5. **Collection and Consideration of Evidence (Pages 3 - 6)**

To consider the Task Groups findings and recommendations for the Streetscene Inquiry prior to their incorporation into a final report (enclosed)

6. **Any other item(s) that the Chair decides is/are urgent**

Yours sincerely

Donna Hall

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Chief Executive

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Distribution

1. Agenda and reports to all Members of the Overview and Scrutiny Task Group - Streetscene (Councillor Adrian Lowe (Chair) and Councillors Julia Berry, Doreen Dickinson, Pat Haughton, June Molyneaux, Debra Platt, Shaun Smith, Joyce Snape, Stella Walsh and Peter Wilson for attendance.
2. Agenda and reports to Ishbel Murray (Corporate Director (Neighbourhoods)), Keith Allen (Streetscene Manager), Gordon Bankes (Democratic Services Officer) and Carol Russell (Head of Democratic Services) for attendance.

This information can be made available to you in larger print or on audio tape, or translated into your own language. Please telephone 01257 515118 to access this service.

આ માહિતીનો અનુવાદ આપની પોતાની ભાષામાં કરી શકાય છે. આ સેવા સરળતાથી મેળવવા માટે કૃપા કરી, આ નંબર પર ફોન કરો: 01257 515822

ان معلومات کا ترجمہ آپ کی اپنی زبان میں بھی کیا جاسکتا ہے۔ یہ خدمت استعمال کرنے کیلئے براہ مہربانی اس نمبر پر ٹیلیفون

01257 515823

کیجئے:

Overview and Scrutiny Task Group - Streetscene

Tuesday, 28 October 2008

Present: Councillor Adrian Lowe (Chair) and Councillors Julia Berry, Doreen Dickinson, Pat Haughton, Debra Platt, Stella Walsh and Peter Wilson

Also in attendance: Councillors Ishbel Murray (Corporate Director (Neighbourhoods)), Keith Allen (Streetscene Manager) and Gordon Bankes (Democratic Services Officer)

08.27 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors June Molyneaux, Shaun Smith and Joyce Snape.

08.28 DECLARATIONS OF ANY INTERESTS

No Members declared an interest in respect of items on the agenda.

08.29 PUBLIC QUESTIONS

There were no questions from members of the public.

08.30 MINUTES

RESOLVED – That the minutes of the meeting of the Overview and Scrutiny Task Group – Streetscene held on 21 October were confirmed as a correct record for signature by the Chair.

08.31 COLLECTION AND CONSIDERATION OF EVIDENCE

The Task Group considered further evidence for the Streetscene Inquiry relating to the consultation with the Parish Councils.

Responses had been received from some of the Parish Councils following a request made to them for their experiences of the Streetscene service satisfaction/dissatisfaction and whether they wished to make the Inquiry aware of any issues.

The response received confirmed much of the findings of the Group and highlighted areas which the Inquiry will consider.

The Group considered the merits of the Parish Council providing lengthsman as it was identified that it was those Parishes that did not have a litter problem that had a lengthsman. Some Parishes felt that they would benefit from having a resident lengthsman who may be able to address some of the litter issues.

A suggestion was put forward that those Parish Councils that did have a lengthsman could assist those Parish Councils without one. Also a suggestion for a support package to give advice. This would have to be a separate piece of work.

The Task Group received a briefing paper outlining the Lancashire County Council's role in streetscene and waste as well as our relationship with the County Council.

From the streetscene point of view under the Remedial Highways Agreement (RHA) Chorley cut the County Council's verges in urban areas and County make a historically agreed contribution of £32,400 to cover cutting the grass to their more basic specification.

Similarly the County Council contributes £10,200 to weed treatment annually.

The Chorley Council clean the streets in accordance with our statutory duty and the County again make a historically agreed contribution of £10,600 to clear leaves from highways etc.

The Task Group also received a document published by a Glasdon company that produces litter bins and focusing on case studies and their solutions to various litter issues.

Chair

RECOMMENDATIONS

1. Promote the use of the Contact Centre telephone number to enable calls to be monitored and actioned.
2. That a hotline number be issued on a notice on the litterbins and street furniture. The notice also to show the bin identification number and a dedicated e-mail address be created to the reporting of incidents.
3. Improve Communication amongst the workforce regarding procedures and review the schedules to avoid operatives from passing full bins and failing to collect from them.
4. Use of feedback from the operatives using the work schedule.
5. To encourage the use of the Neighbourhood Officers to report problem areas.
6. To encourage Council Staff and Members of the public to monitor and report on local environmental issues.
7. Developed a bin provision policy in Chorley to identify the suitable size of bin for the location.
8. That the bin location document be made available to all Parish Councils and Borough Councillors to assist with service monitoring and made accessible on the internet. A master copy to be made available in the Members Room.
9. As part of the induction for new Members, they are given the opportunity to go out on a litter collection scheduled route and existing Members providing sufficient notification is given.
10. That a campaign awareness be undertaken with the fast food outlets as to their Community responsibilities.
11. To request all fast food outlets to display a notice reminding people to take their rubbish home and as an example of good practice for takeaway premises in terms of prevention of nuisance.
12. That a programme of education with the community and within schools be initiated to increase awareness and promote pride in the Community and knowledge of environmental issues.
13. The Council liaise with the County Council with regard to keeping the verges on highways tidy and litter-free in order to improve the perception of the Councils Service with the Parishes.
14. That the relevant Officer looks at the cleaning schedules and considers further strategic sweeping of streets and litterbin routes.
15. To investigate the current cost of collecting/emptying of litterbins, particularly around hot spot areas, particularly schools and consider installation of either further bins or larger bins.

16. To seek maximise publicity for the fact that the Council will not tolerate littering, fly tipping and associated anti-social behaviour and a system be introduced whereby any successful prosecution for such offences are automatically notified to the Communication Team and are subject of a Press Release.
17. That in the light of this review all Parish Councils be requested to give consideration to their contribution towards keeping their areas clean and tidy and whether they could do more.
18. To improve partnership working with the County Council and request more frequent sweeping and litter picking in any identified problem areas.
19. Issue periodic reminders of collection days and waste should it be put out when, to assist residents and use of various newsletters.
20. That a mapping exercise be undertaken to identify and target littering 'hotspots' and continually full litterbins to target improvements in those areas of the borough. More detailed mapping and targeting of those areas and target resources more effectively to maximise performance.
21. To support the development of Lengthsmen in the Parishes in the provision of storage and the purchase and use of equipment.
22. To give consideration of a 'hit squad' to respond to problem areas.
23. To continue to pursue the Capital Programme on the mobile work system.

FINDINGS

1. Some concerns were raised from a number of sources that the frequency of emptying litter and dog bins and that they were not being emptied enough.
2. A number of reports of flytipping with people putting waste next to litterbins. Difficulties had been found in providing evidence as to who had done the flytipping and this meant that limited action could be taken.
3. The Task Group believed that there was a need to review the level of monitoring required improving street cleaning and emptying of litterbins.
4. The schedule of maintenance for the following areas was consider not as efficient or effective as it should be:
 - Street cleaning
 - Emptying litterbins
 - Sweepers
5. Some areas of the borough had not been placed on a schedule of maintenance, therefore creating areas of neglect.
6. Complaints received regarding maintenance of cemeteries and the lack of emptying of the litterbins as well as the small size of litterbins in the cemeteries and around schools.
7. Telephone calls from the members of the public as well as from Councillors wanting to make a report should be channelled through the Contact Centre rather than calls direct to staff in the Streetscene to enable check and monitoring of complaints and observations to be made.
8. Members were concerned that the monitoring of the Maintenance Schedule was not being carried out as most could identify areas within their Wards in which work had not been carried out. Members expressed concern that when told that side roads are swept six times per year they doubted this, as from their own observations this was not being carried out.
9. Members found that in some locations the particular size and type of litterbins were not suitable for the location, with demand and repeated request for litterbins to be emptied.
10. Members experienced litter problems around fast food outlets.
11. Members raised concern that not all the Council's land had been identified on the maintenance schedules.
12. Would be advantageous for monitoring purposes if all Parish Councils and Borough Councillors receive the schedule of locations of the litterbins and frequencies of emptying.
13. Members made it known that the authority should be looking at value for money and best practice for the streetscene service.

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