

Report of	Meeting	Date
Corporate Director (Neighbourhoods) (Introduced by the Executive Member for Neighbourhoods)	Executive Cabinet	28 May 2009

OVERVIEW AND SCRUTINY INQUIRY - STREETSCENE

PURPOSE OF THE REPORT

- 1 An Overview and Scrutiny Task Group report of a Streetscene inquiry was considered at the Executive Cabinet meeting of 8th January 2009 whereupon it was determined that the decisions on the recommendations be reported to a future meeting.

RECOMMENDATION(S)

- 2 That the Overview and Scrutiny Task Group report recommendations be received and endorsed by the Executive Cabinet.

EXECUTIVE SUMMARY OF REPORT

- 3 The report outlines the recommendations of the original Overview and Scrutiny Task Group report of the Streetscene inquiry and of the associated response to those recommendations. It is particularly helpful that these recommendations are grouped into thematic areas to support action on scheduling and monitoring; resources; policy development; and, information and communication.
- 4 As members will be aware, a Transformation Action Plan has been developed and implemented in response to the Value for Money review of the Neighbourhoods Directorate. This action plan contains a number of process improvement actions to support the implementation of the recommendations of the Overview and Scrutiny Inquiry. Examples of such include the review and determination of appropriate schedules for cleaning and emptying of litter bins; the mapping and numbering of assets, including litter bin locations, on the Geographical Information System (GIS).
- 5 As part of the recent restructure of the Neighbourhoods Directorate, the operational teams within the Streetscene function were re-aligned to support the development and implementation of the Neighbourhood Working agenda. The teams are initially reviewing the current schedule operations for all streetscene activities, including mowing, litter collection and street sweeping, with the intention of establishing more efficient and effective arrangements for each neighbourhood area. In addition, training and development activities are programmed to support customer response, partnership working and empowerment.

**REASONS FOR RECOMMENDATION(S)
(If the recommendations are accepted)**

- 6 A series of findings and recommendations were reported as a result of an Overview and Scrutiny Inquiry Task Group of Streetscene activities. A decision has been sought from the Executive Cabinet on those recommendations.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

- 7 The recommendations included in the Overview and Scrutiny Task Group report support the development of the service.

CORPORATE PRIORITIES

- 13 This report relates to the following Strategic Objectives:

Put Chorley at the heart of regional economic development in the central Lancashire sub region		Improved access to public services	X
Improving equality of opportunity and life chance		Develop the character and feel of Chorley as a good place to live	X
Involving People in their Communities	X	Ensure Chorley is a performing Organisation	X

BACKGROUND

- 8 An Overview and Scrutiny Task Group undertook a scrutiny inquiry into issues around the Council’s Streetscene service. The main objective of the inquiry was to investigate and evidence the service currently provided by the Streetscene section of the Neighbourhoods Directorate.
- 9 A decision has been sought from Executive Cabinet on the recommendations. The following detail summarises the support of such recommendations and identifies the source of action in response. As members will be aware, the Neighbourhoods Directorate has been restructured to support the delivery of the Council’s Neighbourhood Working agenda and a Transformation Action Plan is being implemented to support the findings of the Neighbourhood Directorates Value for Money Review.

RECOMMENDATIONS OF THE INQUIRY

- 10 **Schedules**
a. That the bin collection 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.

Current schedules will be included on the Neighbourhood Web pages

- b. That the relevant Officer looks at the cleaning schedules and considers further strategic sweeping of streets and litterbin routes.

Action within the Transformation Action Plan/Neighbourhoods Restructure

- c. That a mapping exercise is undertaken to identify and target littering 'hotspots' and frequently full litterbins to target improvements in those areas of the borough. There should be more detailed mapping and targeting of those areas and we should target resources more effectively to maximise performance.

Action for the new operational Neighbourhood Teams

- d. That team leaders and operatives should be empowered to depart from scheduled activity to deal with other problems, as appropriate.

Action within the Transformation Action Plan/Neighbourhoods Restructure

11 Monitoring

- a. To investigate the current cost of collecting/emptying of litterbins, particularly around hot spot areas such as schools, and consider installation of either further bins or larger bins.

Action within the Transformation Action Plan/Neighbourhoods Restructure

- b. To give consideration of a 'hit squad' to respond to problem areas.

Action delivered in Neighbourhoods restructure – Response Team

- c. To continue to pursue the Capital Programme on the mobile work system.

Action within the Transformation Action Plan

12 Bin sizes and related issues

- a. Develop a bin provision policy in Chorley to identify the suitable design, size and material of bin for the location.

Action a litter bin policy within Business Improvement Plan 2009/10

13 Reporting

- a. Promote the use of the Contact Centre telephone number to enable calls to be monitored and actioned.

Action delivered through Neighbourhoods Restructure

- b. 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 is created to the reporting of incidents.

Action within the Transformation Action Plan

- c. Improve Communication amongst the workforce regarding procedures and review the schedules to avoid operatives from passing full bins and failing to collect from them.

Action within the Transformation Action Plan/Neighbourhoods Restructure

- d. Use of feedback from the operatives using the work schedule to shape how work is carried out.

Action within the Transformation Action Plan

- e. To encourage the use of the Neighbourhood Officers and other Neighbourhood/Council employees to report problem areas.

Action delivered through the Neighbourhoods Restructure

- f. To encourage Council Staff and Members of the public to monitor and report on local environmental issues.

Action within the Transformation Action Plan

- g. That all Members be given the opportunity to go out on a litter collection scheduled route providing sufficient notification is given.

Action – available to be delivered

14 Communication and Publicity

- a. That a campaign of awareness be undertaken with the fast food outlets as to their Community responsibilities and the powers of the Council with regard to setting up control zones.

Action included in Business Improvement Plan 2009/10

- b. 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.

Action included in Business Improvement Plan 2009/10

- c. That a programme of education with the community and within schools is initiated to increase awareness and promote pride in the Community and knowledge of environmental issues.

Action included in Business Improvement Plan 2009/10

- d. To seek to 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.

Action included in Business Improvement Plan 2009/10

- e. Issue periodic reminders of collection days and other information, to assist residents, including the use of various newsletters.

Action within the Transformation Action Plan

15 **Joint Working**

- a. That in the light of the review, all Parish Councils be requested to give consideration to how the Council can assist them in the delivery of an efficient service.

Action on Neighbourhood Working

- b. To improve partnership working with the County Council and request more frequent sweeping and litter picking in any identified problem areas.

Action for Neighbourhood Action Plans/Neighbourhood Teams

- c. The Council will 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.

Action for Neighbourhood Action Plans/Neighbourhood Teams

- d. To support the development of Lengthsmen in the Parishes in the provision of storage and the purchase and use of equipment.

Action on Neighbourhood Working

16 **Enforcement**

- a. That a policy be developed identifying the procedure for escalating issues from clearing up to enforcement in all areas of the service.

Action included in Business Improvement Plan 2009/10

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