

Report of	Meeting	Date
Director of People and Places	Overview and Scrutiny Committee	22 March 2010

## MONITORING OF INQUIRY RECOMMENDATIONS – STREETSCENE ENQUIRY

### PURPOSE OF REPORT

1. To update the Overview and Scrutiny Committee on the actions taken following their recommendations on 1 December 2008. These were endorsed by the Executive Cabinet on the 25 June 2009.

### RECOMMENDATION(S)

2. To note the progress on the various actions.

### EXECUTIVE SUMMARY OF REPORT

3. To report the progress of the recommendations made by the Overview and Scrutiny Committee.

### CORPORATE PRIORITIES

4. This report relates to the following Strategic Objectives:

Put Chorley at the heart of regional economic development in the Central Lancashire sub-region		Develop local solutions to climate change.	
Improving equality of opportunity and life chances		Develop the Character and feel of Chorley as a good place to live	✓y
Involving people in their communities	✓	Ensure Chorley Borough Council is a performing organization	✓

5. The Street Scene Task and Finish Group undertook an extensive inquiry into Street Scene Operations. Actions on each of the recommendations is tabled below and numbered as per the original document.

Schedules	
1	<b>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.</b>
	The locations of all the dog and litterbins have been collated and an exercise is underway to input the locations onto the CRM database. A list of all the bins in the Borough can be produced and these will be made available to Members by the end of March.
2+3	<b>That the relevant Officer looks at the cleaning schedules and considers further strategic sweeping of streets and litterbin routes. 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.</b>
	At this stage there is no intelligence to suggest amending the existing cleaning routes would lead to real improvements, as the majority of hotspots are as a result of on street parking which can be addressed with spot cleans and engagement with residents. With regards to Litterbins, these are always kept under review and if necessary we can amend the frequencies as demand increases or decreases, as opposed to placing pressure on Capital Resources
4.	<b>That the team leaders and operatives should be empowered to depart from scheduled activity to deal with other problems, as appropriate.</b>
	The frontline staff are based in specific areas and have clear direction in terms of what they are expected to do. There is a certain amount of latitude with the teams which allows them to use their initiative to deal with unforeseen problems and this is encouraged to make the service more efficient
Monitoring	
5.	<b>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.</b>
	The cost of bins is very high so at present there are no plans to install further or larger bins, we target these areas with enforcement and if necessary we increase the frequencies of collection.
6	<b>To give consideration of a 'hit squad' to respond to problem areas.</b>
	We currently have a team that is assigned to reactive complaints and does not work to cyclical rounds. Ad Hoc service requests are passed to this team, bigger issues other than spot cleans are dealt with collectively with the Neighbourhood Quality Teams.
7.	<b>To continue to pursue the Capital programme on the mobile work system</b>
	The Management team are currently investigating this; however there is a strong belief that the introduction of a mobile work system is not suitable for the type of cyclical works undertaken by the street scene teams and will bring no real value to the overall service

<b>Bin sizes and related issues</b>	
8.	<b>Develop a bin provision policy in Chorley to identify the suitable design, size and material of bin for the location.</b>
	The development of a bin provision policy is a little unnecessary as CBC only erects two types of bin. A higher-grade bin in the town centres and a standard bin throughout the Borough. To fragment this would lead to higher cost in purchasing and make holding a stock quite difficult
<b>Reporting</b>	
9	<b>Promote the use of the Contact Centre telephone number to enable calls to be monitored and actioned.</b>
	This is already embedded across the service and we continue to promote the call centre where possible to ensure officers are not tied up and can respond to service requests. We have started to extend our use of CRM data to ensure we tackle hotspots.
10	<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.</b>
	All callers are encouraged to use the call centre. A separate number would complicate issues and depart from Council policy. Consideration has been given to placing contact details on the street furniture, however it was decided it would look untidy. There is no need for bin identifiers as there is no intelligence to suggest that bin locations are being reported incorrectly. In addition to this it would need a comprehensive database to support this information
11	<b>Improve Communication amongst the workforce regarding procedures and review the schedules to avoid operatives from passing full bins and failing to collect from them.</b>
	This principal is already embedded and operatives empty bins regardless if it is their key function or not. Further reinforcement of this theory will take place with the operatives to ensure operations are as effective as possible.
12	<b>Use of feedback from the operatives using the work schedule to shape how work is carried out.</b>
	Local intelligence is always encouraged as the frontline operatives are the eyes and ears of Street Scene services and as such feedback is encouraged as it makes the service more effective.
13	<b>To encourage the use of the Neighbourhood Officers and other Neighbourhood/Council employees to report problem areas.</b>
	All of the frontline services are based in the same building and this is beneficial as it allows all teams ranging from operational response teams and Neighbour Officers to share intelligence and work together to resolve problems
14	<b>To encourage Council staff and Members of the public to monitor and report on local environmental issues.</b>
	We do actively encourage this, only recently we met with our Waste Contractor Veolia and provided them with guidance on what to report and how to report it. In the coming weeks we will be engaging with LSP partners and Parish Councils too.
15	<b>That all Members to be given the opportunity to go out on a litter collection scheduled route providing sufficient notification is given.</b>
	Closer working relationships with members are always encouraged. The ward tours are useful for this, but we can always explore more detailed walks with individual officers/members. Members are encouraged to engage with their neighbourhood officer.

<b>Communication and Publicity</b>	
16	<b>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.</b>
	We are planning to increase our work with targeted partners, based on NI195 data, through the Neighbourhood Officer.
17	<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.</b>
	The larger fast food outlets do take an active role in encouraging cleaner streets; it is difficult to get the smaller outlets to engage. However in areas where there are historical problems which have the takeaways etc and they are a contributory factor we will engage with them in order to improve the area
18.	<b>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.</b>
	We currently undertake "Enviro Crime" days in primary schools these involve a variety of subjects all targeted around environmental awareness. Last year we visited 6 schools and are making plans for further visits this year
19	<b>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.</b>
	The Council seeks to publicise prosecutions etc secured for Fly Tipping as this re-enforces the tough stance it has, in addition to this the additional funding for 10/11 will be targeted around enforcement and public awareness.
20	<b>Issue periodic reminders of collection days and other information, to assist residents, including the use of various newsletters.</b>
	The waste team is very proactive when dealing with potential changes to rota's. An example is the printing of calendars every Xmas which comes in at around £5000
<b>Joint Working</b>	
21	<b>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.</b>
	This is something that needs to be explored as there is a real opportunity to use all available services in order to improve the Chorley area. We will be seeking views on the best way to develop this with the Parish's
22.	<b>To improve partnership working with the County Council and request more frequent sweeping and litter picking in any identified problem areas.</b>
	County Council has no street cleaning responsibility, CBC has total responsibility for street cleaning. We are in discussions with LCC over our Public Realm work
23	<b>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 Council's Service with the Parishes.</b>
	It is hoped that the development of the Public Realm strategy will deliver real improvements in this area. We will continue to encourage LCC to be proactive, in the absence of any powers to ensure they do this..
24	<b>To support the development of Lengthsmen in the parishes in the provision of storage and the purchase and use of equipment.</b>
	The Council will offer all the support it can to ensure a harmonious relationship with the Parish Lengthsmen. Also see Point 21

<b>Enforcement</b>	
25	<b>That a policy be developed identifying the procedure for escalating issues from clearing up to enforcement in all areas of the service.</b>
	This work will be looked at in the coming months.

## IMPLICATIONS OF REPORT

6. This report has implications in the following areas and the relevant Directors' comments are included:

Finance		Customer Services	
Human Resources		Equality and Diversity	
Legal		No significant implications in this area	✓

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Report Author	Ext	Date	Doc ID
Martin Walls	5250	1 <sup>st</sup> March 2010	Update on Streetscene