



St Edmundsbury
BOROUGH COUNCIL

B407

Rural Area Working Party 13 January 2011

Waste & Street Scene Services Cleansing Review

SUMMARY

This Report provides background to the Waste & Street Scene Services work to improve cleansing standards across St Edmundsbury and Forest Heath by utilising existing resources more effectively and efficiently in the towns and rural areas.

1. Purpose of the Report

- 1.1 The purpose of the report is to update members on the progress of the joint review of cleansing services at Forest Heath District Council (FHDC) and St Edmundsbury Borough Council (SEBC). Report B54 to this Working Party on 17 June 2010 outlined why a cleansing review is necessary and what the current rural cleansing arrangements are and how they might be improved.**

2. Background

- 2.1** Whilst cleansing services are kept under constant review and modified when and where required, the last comprehensive cleansing review in St Edmundsbury was carried out some years ago. During that time 8,500 properties have been built across the Borough which includes new housing estates. Haverhill in particular has seen a significant change in the layout of the town and FHDC have also seen major developments in Red Lodge being built.
- 2.2** Cleansing rounds have absorbed years of growth across both districts leading to some inconsistencies within the current routes and rotas.

3. Current Status on the Joint Cleansing Review,

3.1 A scoping meeting for the project took place on Wednesday 22 September 2010. At this meeting staff from both Councils discussed cleansing and identified a number of opportunities for improvement. This discussion identified issues that were common to both Councils and it was apparent that similarities far outweighed any differences. Broadly, the major common issues that were identified included:-

- (a) review the frequency that areas are cleansed and investigate the potential opportunities for more efficient cleansing;
- (b) maintain consistency in terms of the service levels for cleansing town centres, urban estates and rural areas;
- (c) consistent policies and methods for collecting and recording data, engagement with partners, inspections, enforcement and educational campaigns;
- (d) review the equipment used to do the job and the training provided to staff to ensure the highest levels of performance;
- (e) striking the right balance between planning cleansing activity and being agile enough to react to hotspots, incidents and special events;
- (f) review the joint procurement and sharing of major assets like street sweepers;
- (g) investigate more flexible cost effective ways of working to cover a 7 day cleansing operation;
- (h) review policies for working in partnership with Parish Councils to undertake cleansing;
- (i) the need to audit dog and litter bin provision; and
- (j) the need to update cleansing maps and rotas as some of these are now quite old. Potential use of Routesmart technology (similar to that used on the recent waste collection round reorganisation) to plan, record and maintain cleansing routes.

3.2 The scoping meeting identified 4 separate work streams within the project, namely:-

- (1) Street Cleansing
- (2) Channel Sweeping
- (3) Dog & Litter Bins
- (4) Strategy & Policy

Appendix A attached to this Report shows a table that sets out the project work streams in more detail.

- 3.3 Parish Council consultation on the cleansing review began in December 2010 with the letter and questionnaire attached as Appendix B, being sent to all Town and Parish Councils. In the meantime temporary arrangements will be undertaken in response to any requests for new dog and litter bins.
- 3.4 Project activities undertaken so far:-
- (a) several project meetings have taken place;
 - (b) project documents refreshed including Project Initiation Form, Project Activities Log, Programmes and Risk Registers;
 - (c) operational parameters for software modelling established ;
 - (d) Operations Management have carried out consultation with cleansing staff in conjunction with the union and colleagues from Human Resources. The purpose of this was to let staff know about the project including the potential implications and the need for their early and detailed involvement. Discussions involved options for different work and shift patterns in order to get the best asset utilisation, reduce the reliance on overtime and improve the level and consistency of cleansing standards.

4. Next Stage

- 4.1 Integrated Skills Limited (ISL) are a specialist Waste Management company who worked with St Edmundsbury and Forest Heath on the Joint Round Reorganisation project. They provided software and training to enable the Councils to redesign and optimise domestic waste collection rounds. They are the UK agents for a route optimisation software package called 'Routesmart'.

A three day training session took place with ISL commencing 8 December 2010 to learn how to use the different tools within the Routesmart Software package for Cleansing Services. This session included the design of cleansing rounds with an output of draft route maps (to be circulated in the meeting).

- 4.2 The programme for the coming weeks involves completing the following tasks:-
- (a) SEBC to complete data, street references and frequencies;
 - (b) identification of hotspots;
 - (c) definition of sweeper tonnage uptake / sweeper yield - tonnage/mile; and
 - (d) uploading of locations of dog and litter bins.
- 4.3 A procurement process is underway to purchase vehicles and equipment as a number of them are due for renewal. Outputs from the cleansing review will determine what type of vehicle and equipment will be required.

- 4.4 A review of staff training will commence involving procedures using and maintaining specialist sweeping vehicles, standards of sweeping against the codes of practice, customer service and appearance of staff. This may involve a change of Personal Protective Equipment that they are issued with i.e. waterproof jackets and boots.
- 4.5 The consultation with parishes seeks to engage them in getting more involved with local cleansing issues. It will help to determine what practical support the Council can provide in helping achieve this.
- 4.6 Throughout this process, Officers are conscious of the significance of this project in terms of project scale, complexity and the fact that it could impact on many residents, visitors, businesses and tourists in Forest Heath and St Edmundsbury. For these reasons, risks will be managed and Members will continue to be regularly updated on progress.
- 4.7 It is planned that changes from this project will start to be rolled-out from April 2011 with further changes taking place throughout the year.

5. Conclusion

- 5.1 This report provides an update on the current status of the joint Cleansing Review and how it is proposed to work using technology, utilising software and staff from the Round Reorganisation project. This should enable activities to be delivered in a more consistent and effective manner across both districts.

6. Recommendations

- 6.1 The Working Party is asked to note the current status of the Joint Cleansing Review.
- 6.2 Members are asked to engage with the process and encourage their parishes to be involved in order that the best outcomes can be achieved.

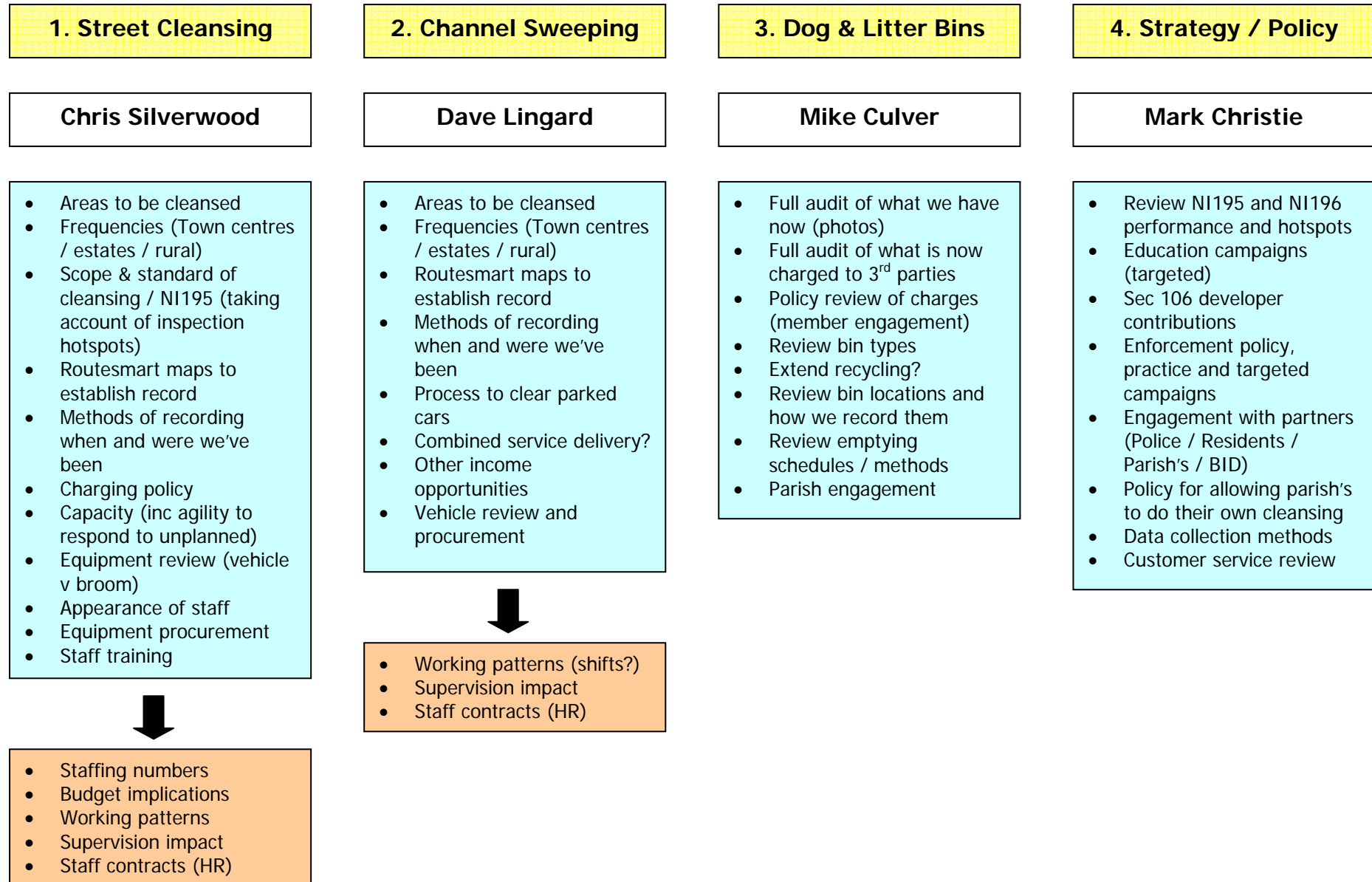
Further information:

Please contact Chris Silverwood, Operations Manager,
by telephone: (01284) 757472 or by email: chris.silverwood@stedsb.gov.uk

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West Suffolk Waste & Street Scene Partnership – Cleansing Review October 2010 to March 2011

Project Objectives: Doing more or the same with less
 Improved consistency (within service and across the partnership)
 Integrated partnership service delivery





Working in partnership

Cleaning your streets, bins and open spaces – your views needed please

Forest Heath District Council and St Edmundsbury Borough Council are reviewing the way we clean your streets and open spaces, and empty litter and dog bins throughout West Suffolk. We want to look at the service as a whole across both council areas because we believe we can deliver the services in a more cost effective way still maintaining the services you receive.

We haven't significantly changed the way we work for many some time and need to make sure our new policies and cleaning services work well and consistently across St Edmundsbury and Forest Heath areas. To do this we need your help – you know your local areas best.

As you will know councils are facing large cuts in Government grant in the coming years. This means we need to be realistic about our resources and would ask you to bear that in mind when you respond. We hope that by undertaking this review we can become more efficient and cost-effective, whilst still delivering the service you want.

To make sure we get things right, we are asking that you spend a few minutes answering the questions on the form attached. Or, if it's simpler for you, please complete our online survey on www.stedmundsbury.gov.uk/consultations It doesn't matter whether you live in Forest Heath or St Edmundsbury – we will pool all the online and posted answers to help us create a new West Suffolk service.

For your information we have also adopted a temporary dog and litter bin policy during this review and if you would like any more information please call Mike Culver on 01284 757337 or e-mail michael.culver@stedsbc.gov.uk

The closing date for responses is 11 February 2011. Thank you in advance for your help.



Working in partnership

**Cleaning your streets and open spaces and provision and emptying of litter and dog bins.
Your views are needed please.**

Please help us by filling in the questions below, providing one response per Parish / Town Council. Please also note the closing date for responding is the 11th February 2011.

Name of Parish/Town Council.....

1) How satisfied are you with the current service we provide? (please circle one)

- Very good
- Good
- Satisfactory
- Poor
- Very poor

2) What realistic improvements do you think could be made?

3) Are we cleansing the right areas, at the right times? (please circle one)

- Yes
- No

4) Do you have any comments or examples?

5) Are there some areas that could do with less cleansing to allow others to be cleansed more often? (please circle one)

- Yes
- No

6) If so please state where

7) Are dog and litter bins in the right places and of the right quantity? (please circle one)

Yes

No

8) If no please provide examples

9) What do you think can be done to tackle littering?

10) Have you any further comments on littering?

11) Do you think your community could become more involved in cleansing, given the right support and equipment? (please circle one)

Yes

No

Thank you for taking the time to complete this questionnaire, your time is appreciated. Please send completed questionnaires to Mike Culver, Waste Projects Officer, St Edmundsbury Borough Council, Western Way Depot, Bury St Edmunds, IP33 3YS.