

STREET SCENE FUNCTIONS

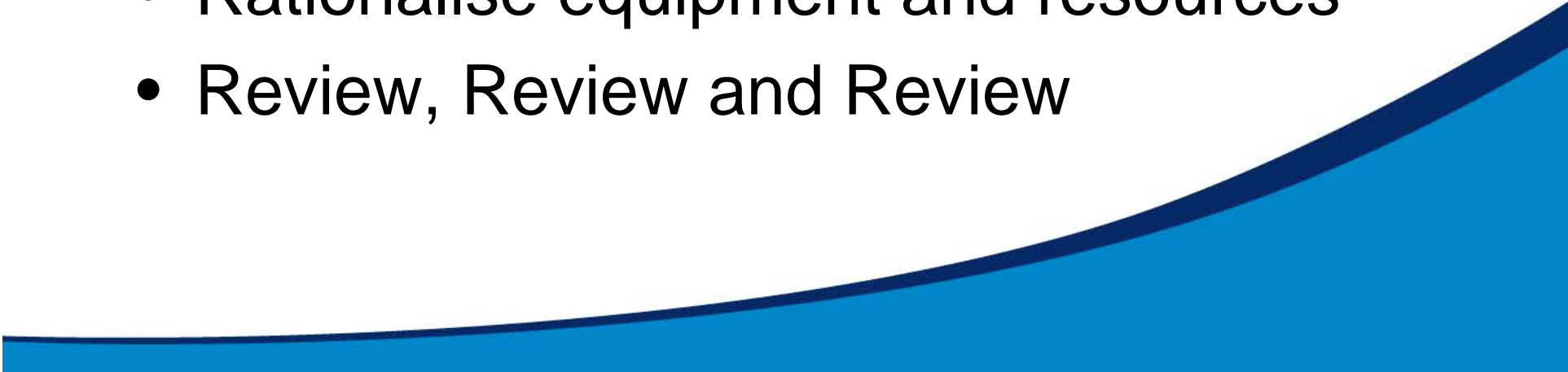
INTRODUCTION

- Glen McGrandle
- Street Scene Manager
(South East)


Transition Process

- Bridgnorth District Council
- Shrewsbury and Atcham Council
- South Shropshire Council
- Oswestry Council
- North Shropshire
- Shropshire County Council

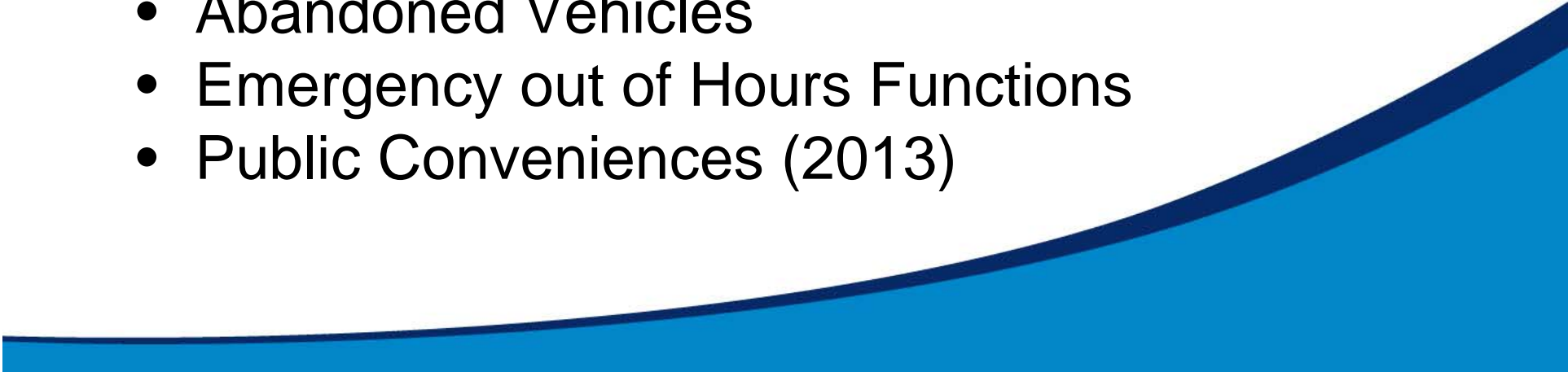
Consolidation of Services

- Ensure services continued
 - Maintain agreed standards and targets
 - Formalise operational structures
 - Consult, Inform, and Include
 - Rationalise equipment and resources
 - Review, Review and Review
- 

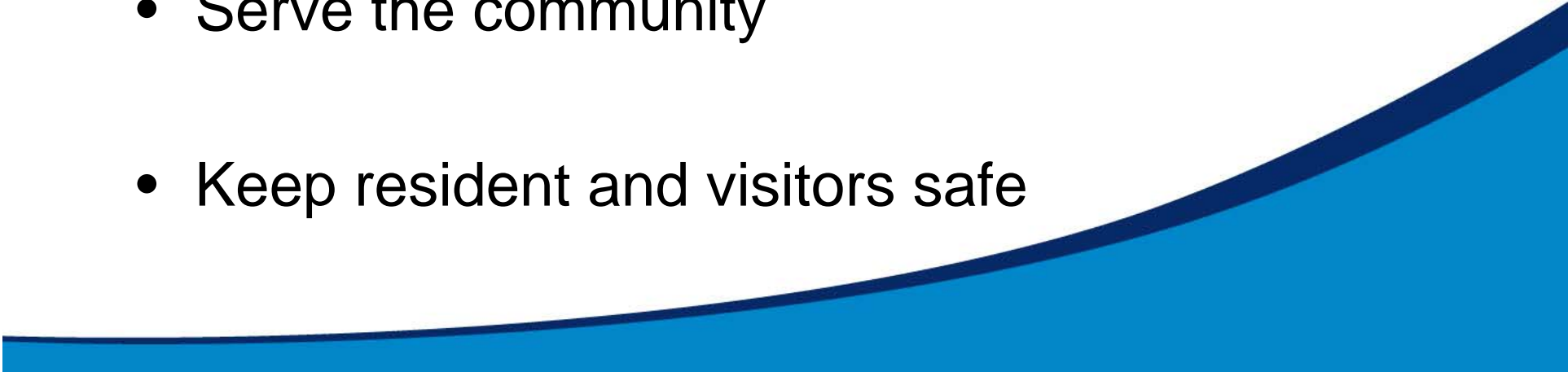
Transformation

- Undertake challenging strategic decisions
 - Ensure cost Efficiency and Effectiveness of resources
 - Accommodate government budget restraints
- 

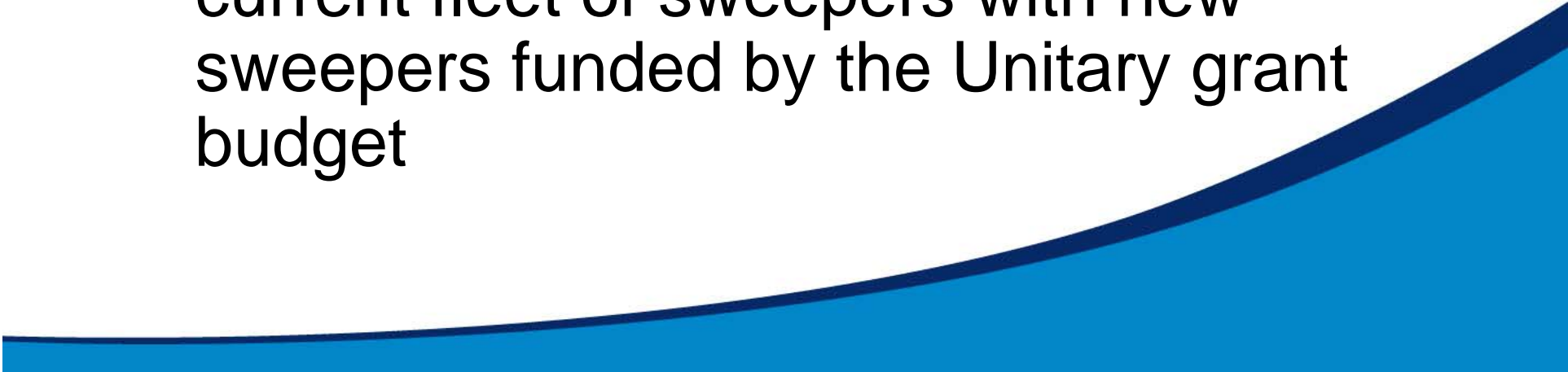
Street Scene Functions

- Litter Picking / Litter bin emptying
 - Mechanical Sweeping
 - Fly Tip Removal
 - Stray Dogs
 - Environmental Enforcement
 - Abandoned Vehicles
 - Emergency out of Hours Functions
 - Public Conveniences (2013)
- 

Why are we here

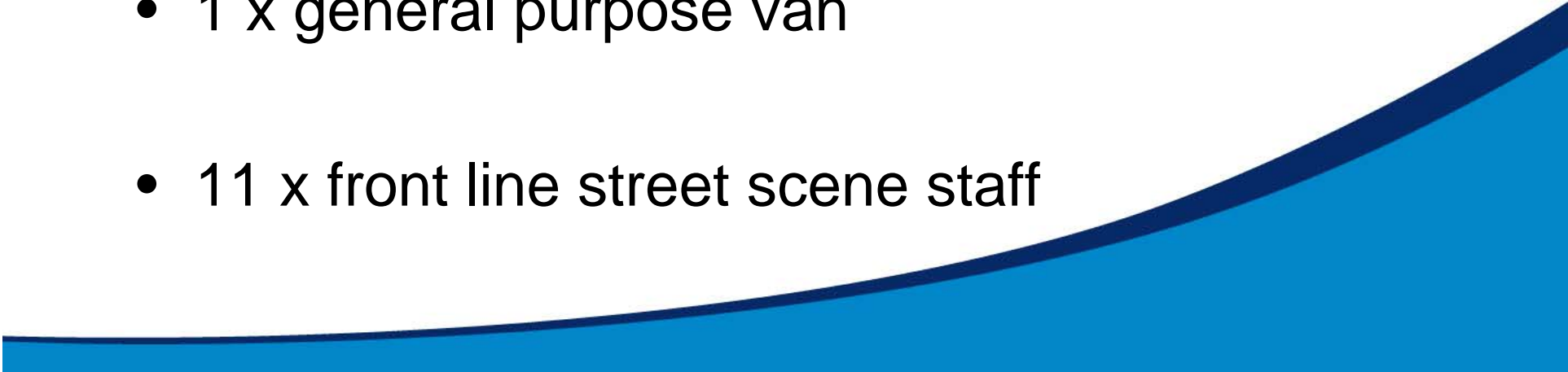
- To undertake statutory responsibilities
 - Keep the environment, Clean and Free from litter and refuse
 - Serve the community
 - Keep resident and visitors safe
- 

Mechanical Road sweeping

- We Currently have 2 x large verge sweepers and 2 x precinct sweepers in the SE area of the county.
 - We are in the process of replacing the current fleet of sweepers with new sweepers funded by the Unitary grant budget
- 



Street Scene Fleet

- We have 4 x caged vehicles for litter and fly tip collections
 - 2 x Street Wardens vans
 - 1 x general purpose van
 - 11 x front line street scene staff
- 

Litter Picking and Litter Bin Emptying


- We have approximately 550 litter and dog bins in the SE area of the County.
- These are emptied on a daily, weekly or twice weekly depending on location and use.
- All litter and dog bins are monitored and assessed for defects, damage etc with a view to replacement.
- All bins are plotted on our IGIS system in readiness for the Contract 2012

Litter and dog waste bins






DEEP CLEANSING INITIATIVES

- Deep cleansing initiatives are scheduled every month in selected areas
 - Information is sent out informing residents of locations, times, dates etc of proposed initiatives.
 - Volunteers asked to attend if possible to lend a hand with litter picking, etc
- 



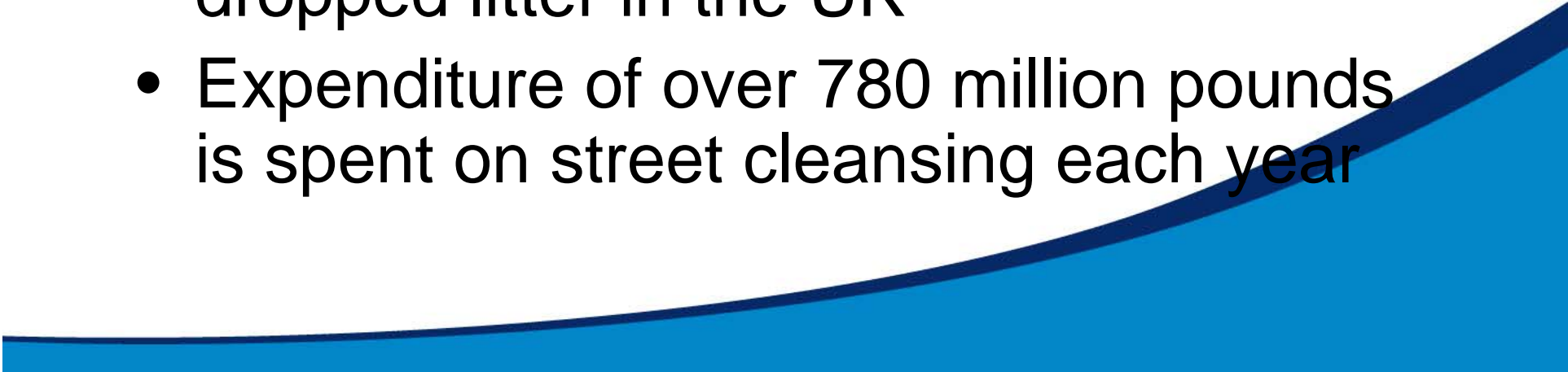
Top 3 Concerns

- Littering
 - Dog Fouling
 - Fly Tipping
- 


Littering



Littering Facts

- Over 2.25 million pieces of litter are dropped each day
 - An estimated 28.5 million tonnes of waste is collected each year.
 - Cigarettes are the most frequently dropped litter in the UK
 - Expenditure of over 780 million pounds is spent on street cleansing each year
- 

Littering Facts

- 48% of people have admitted dropping litter
 - 69% of people have said they have picked up litter
 - 83% of those who have admitted to dropping litter are irritated by others that drop litter!!!!
- 

Dog Fouling



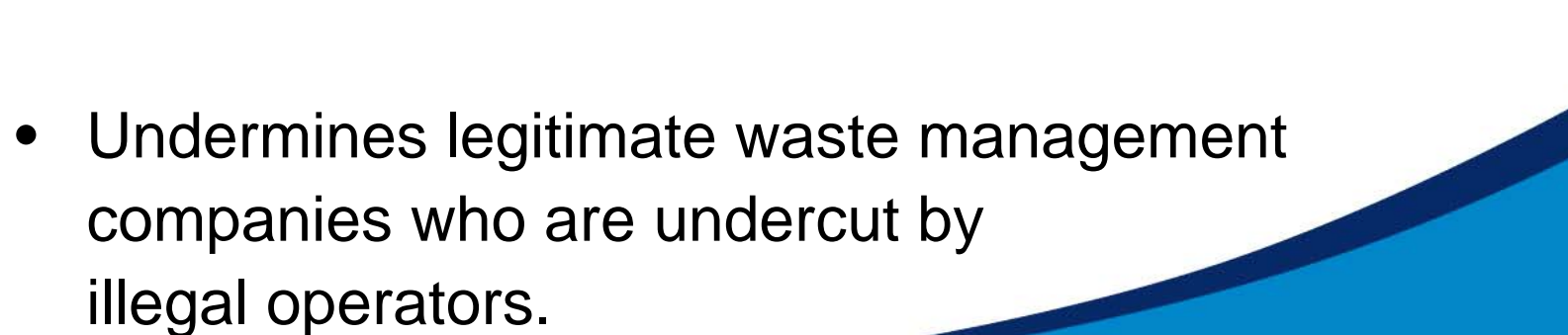
Dog Fouling facts

- One of the two top priority issues in local areas including general litter
- Is the responsibility of owner or person in charge of dog to remove.
- FPN of £75 or £1000 up on conviction for non payment.
- Carries disease and can take 2 months to break down.

Fly Tipping



The impact of fly-tipping

- Costs an estimated £100m in total to clean up;
 - Costs local authorities alone £44m each year to clear up;
 - Is seen as a major problem by over three-quarters of landowners; and affects 67% of farmers;
 - Undermines legitimate waste management companies who are undercut by illegal operators.
- 

What are fly tips



ENFORCEMENT

- Delegated officers to deal with environmental crime.
- Working in partnership with Police, CEO (Parking), Parish and Town Councils neighbouring authorities and internal departments
- Covers Litter, dog fouling, waste mangement, grafitti, and fly tipping

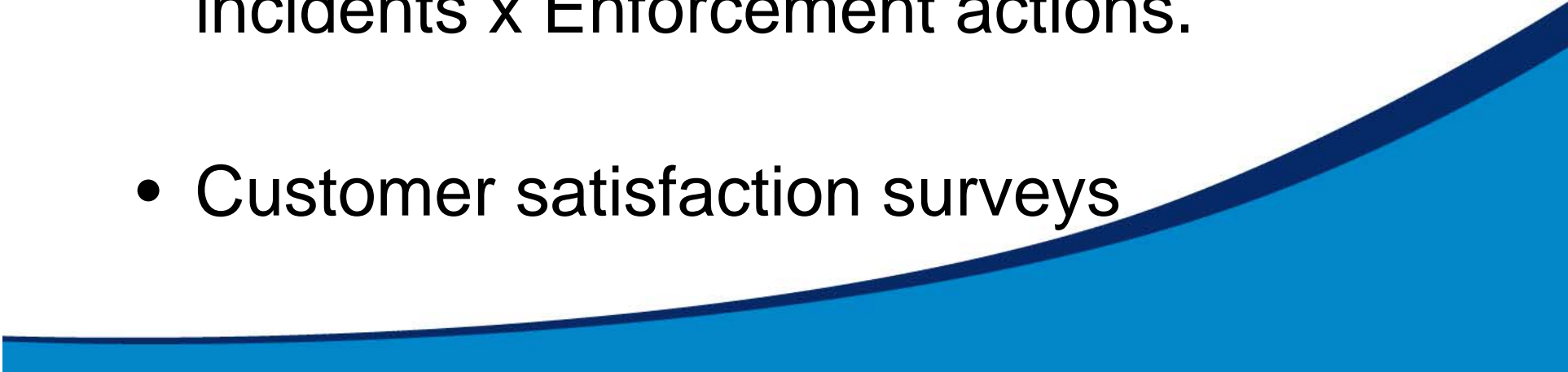
Enforcement Officers



What can be done

- Speak to family, friends and neighbours about their responsibilities.
- If you see an incident take details, day , date, time, location, description etc
- For safety NEVER approach anyone suspected of offending.
- Always report incidents to Shropshire Council or Police

How are we Judged

- National Indicator 195 (Street Cleanliness)
 - National Indicator 196 (Fly Tipping incidents x Enforcement actions).
 - Customer satisfaction surveys
- 

Monitoring Criterion



Customer Service Report

In Q1 0910, South area received most enquiries. Within each area, certain types of issue were reported in relatively high numbers:

North: Animals and Traffic Incidents

Central: Anti-Social behaviour, Lighting, Signals, Street Furniture

South: Drainage and Flooding

Some of these types of issue are concentrated in certain areas due to the type of area each area covers. For example, Central area covers Shrewsbury and would therefore be expected to receive more lighting issues.

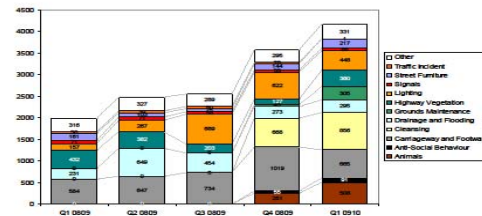


Figure 4. Comparison of issues reported over the past year

Figure 4 gives a comparison of the types of issue that were collected during previous quarters. The following observations were made:

- In Q4 0809, systems were being put in place ready for the new unitary Council. As a result, the number of issues reported in Q4 0809 increased significantly and further still in Q1 0910.
- For the types of issue reported to the former County Council (excluding Lighting), customers reported a similar number of issues overall compared to the same period last year.
- Carriageway and footway issues have reduced from an unusually high number reported in Q4 0809 and are at similar levels to a year ago.
- Highway vegetation issues have reduced slightly from the same period last year.

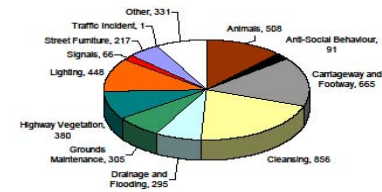


Figure 2. Breakdown of issues by issue type

According to Figure 2, Cleansing, Carriageway and Footway, and Animals were the main type of issue recorded in this period.

Figure 3 gives a breakdown of the common types of enquiries received by issue type and area.

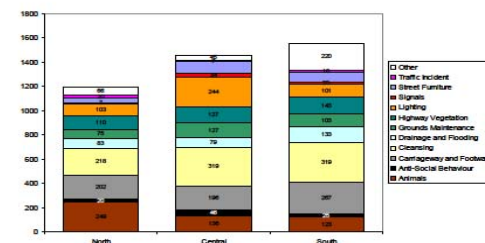


Figure 3. Breakdown of issues by area and issue type

NI 196 Scoring Format

	<u>Number of</u>	<u>Enforcement</u>	<u>Actions</u>	
<u>Number of</u>		Increased Actions	Same level of Actions	Decreased Actions
<u>Fly tipped</u>	Decreased	Grading 1 very effective	Grading 2 effective	Grading 2 effective
<u>Incidents</u>	Same	Grading 3 Not effective	Grading 3 Not effective	Grading 3 Not effective
	Increase	Grading 3 Not effective	Grading 3 Not effective	Grading 4 poor

Contract 2012 and Onwards

- Working together to put a Contract Specification together for Environmental Maintenance, including Street Scene, Highways, Grounds Maintenance, Technical Services etc.
- 6 Year Contract with a rolling 4 year option.
- Street Scene approximately 25% of the budget for the contract



If Only!!!!!!!!!!!!!!



QUESTIONS