

Report of the Bradford South Area Coordinator to the meeting of Bradford South Area Committee to be held on Thursday 26 June 2014

Subject:

Street Cleansing Devolution.

Summary statement:

This report provides details on further updates of Street Cleansing services in Bradford South.

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Portfolio:

Environment Sustainability and Sport

Overview & Scrutiny Area:

Environment and Sport



1. SUMMARY

1.1 This report provides details on further updates of Street Cleansing services in Bradford South.

2. BACKGROUND

2.1 At its meeting on 28 November 2013 the Area Committee resolved that further financial and operational information continue to be brought to this Committee. This report provides an update on the operation and performance of the Street Cleansing Service.

2.2 New Working Times for Mechanical Sweeping and Ward Based Clean Teams

2.2.1 As reported to the Committee on 28 November 2013, efficiency savings required from the Street Cleansing budget for 2013/2014 have resulted in reduced working hours in the road and pavement sweeping operation. Working a double shift pattern 7 days a week from 5.30 a.m. to 5.00 p.m. every day with the exception of Christmas Day, Boxing Day and New Year's Day has now changed to a 5 day working pattern from 6.00 a.m. to 3.00 p.m. Monday to Friday and with a smaller crew operating from 6.00 a.m. to 12.00 noon at weekends. This new working pattern was implemented on 2 September 2013.

2.2.2 Following the Council's 2014/15 budget setting process, further savings are required in the mechanical service in 2014/15 financial year which will mean the removal of one spare mechanical sweeper driver in the area. In 2015/16 the hours of ward based clean teams will also reduce from 39.5 to 37. This will come into effect on 1 April 2015.

2.3 Performance

2.3.1 The service conducts regular surveys of each Ward to establish a local snapshot of environmental indicators for performance management purposes. The grading methodology is derived from the former Best Value National Performance Indicator - NI 195 indicator and the sample selection process has been adapted to specifically suit Ward based surveying.

2.3.2 In each Ward approximately six to eight priority streets are graded every month. These are areas of high pedestrian footfall, main roads or retail areas. In addition the monitoring officer will select a further seven to nine streets to include in the survey.

2.3.3 Grades for litter, detritus, graffiti, fly posting and weeds are awarded as follows:

- A None present
- B+ Almost clear
- B Some present but not below acceptable standard
- B- Part of street falls below an acceptable standard (half-fail)
- C Street falls below acceptable standard
- C- Very poor condition
- D Street is completely affected

2.3.4 Appendix 1 shows the performance in terms of measured cleanliness with regards

to litter, detritus, graffiti and fly posting in the financial year 2013 /2014.

- 2.3.5 These indicators give an overall picture of the cleanliness of the Ward and serve as early warning signs for specific problems. They can also provide the information needed to move resources in order to target problematic areas.
- 2.3.6 In terms of litter, the percentage fails have dropped from 27% in 2011/12 to 18% in 2013/14. Improvements can be seen in all Wards with the minor exception of Wyke. However, Tong shows a significant improvement from 27% to 8% over the three years. Overall litter in the constituency has fallen from 14% to 7%. Detritus (silt/dirt in channels) levels have slightly increased across the area with Wyke and Queensbury noticeably increasing from 4% to 10% and 2% to 7% respectively. This could be due to reduced resources in the mechanical fleet and certainly officers will need to keep a close monitor on this for emerging trends. Graffiti levels remain very low and have reduced slightly whilst fly posting levels remain unchanged.
- 2.3.7 Appendix 2 includes specific information relating to requests for service and the numbers of fly tip reports for Bradford South from 2010/11 to 2014. In terms of street cleansing reports the figures indicate a slight decrease in calls to the Contact Centre when compared to last year. In addition, statistically, the number of overall reports continues to be very low and needs to be taken in context. The service will continue to monitor requests for service as part of its performance management programme and this information will be included in further updates to this Committee.
- 2.3.8 Appendix 2 also shows fly tipping report data for the same period. It illustrates that reports to the Call Centre have gradually increased over the past 4 years. However, this is not reflected in overall tonnage collected which has indeed fallen.

2.4 Finance

- 2.4.1 Appendix 3 gives a breakdown of the Street Cleansing budget for the Area by Ward for 2014/15 and includes information of centrally held budgets. Some budgets are held centrally to accommodate district wide services such as Public Toilets and Graffiti and also to clean City and Town centres. The budget for street cleansing is predominantly staff, equipment and vehicles.

2.5 Involving citizens in service delivery

- 2.5.1 A number of schemes are currently in place which involves citizens in service delivery. These include:
- Days of Action
 - "Friends of" groups
 - Project work with Schools
 - Probation work (requests from community groups)
 - Reporting environmental issues to 431000
 - Forums and Community Engagement opportunities
 - The Green Dog Walker Scheme which is being rolled out in Wards across Bradford South

2.6 Identifying opportunities and challenges

2.6.1 The main challenge going forward is to deploy a reduced level of resources whilst, at least, maintaining current levels of cleanliness, but with the intention to improve them. The budget reduction on mechanical sweeping will have an impact which will be particularly noticeable when trees drop their leaves in the Autumn. Work is being undertaken to identify operating efficiency opportunities to ensure that we continue to provide a maintained level of service delivery. Opportunities identified to date include:

- Using existing disposal sites to reduce downtime on tipping (e.g. Dealburn Road and Ford Hill)
- Developing the existing outcome focused approach to the deployment of resources.
- Using water standpipes instead of returning to depot
- Using cleanliness data to direct resources to areas where problems are identified.

2.6.2 Fleet downtime is a particular problem with vehicles off the road for repairs and maintenance. A review has been undertaken covering type of vehicles used and the length of their working life to provide the most efficient and economic fleet.

2.6.3 In terms of opportunities and prospects for the service, management:

- (i) Has increased apprenticeships and work placements to provide additional support for the service, providing young people with NVQ2 qualifications and the possibility of full time employment.
- (ii) Is currently developing a new contract with the Probation Service for offenders to work on specific projects determined by Ward Officers.
- (iii) Has continued the partnership with Bworks which is a social enterprise that supports long term unemployed people back into work through on the job training. The focus of this work includes snicket clearing and repainting litter bins.

2.6.4 There are no plans to change where current resources are deployed at the present time unless members wish to do so. The operational plan for Bradford South is shown in Appendix 4.

3. OTHER CONSIDERATIONS

3.1 Efficiency savings required in 2014/15 will place further strain on the services and may have an impact on the levels of cleanliness in the area.

4. FINANCIAL & RESOURCE APPRAISAL

4.1 Financial

The budget for Street Cleansing in Bradford South is provided from within the

existing resources of Neighbourhood Service and Customer Services.

4.2 Staffing

The staffing structure for the service is being provided from within the existing resources of Neighbourhood and Customer Services.

5. RISK MANAGEMENT AND GOVERNANCE ISSUES

5.1 There are no significant risks arising out of the proposed recommendations in this report.

6. LEGAL APPRAISAL

6.1 There are no specific legal implications.

7. OTHER IMPLICATIONS

7.1 EQUALITY & DIVERSITY

7.1.1 The Street Cleansing Service provides coverage and support for all residents and visitors to Bradford South.

7.2 SUSTAINABILITY IMPLICATIONS

7.2.1 Sustainability considerations are an element in actions taken to address priorities within all ward plans supported by the work of Clean Teams.

7.3 GREENHOUSE GAS EMISSIONS IMPACTS

7.3.1 No significant implications. However in terms of waste collected Street Cleansing teams always separate and recycle materials where it is practicable to do so.

7.4 COMMUNITY SAFETY IMPLICATIONS

7.4.1 There are no specific community safety implications.

7.5 HUMAN RIGHTS ACT

7.5.1 No direct implications arising from the Human Rights Act.

7.6 TRADE UNION

7.6.1 Management continue to meet regularly with the trade unions with regards the impact of the budget proposals affecting the service and particularly staff.

7.7 WARD IMPLICATIONS

7.7.1 The work of the Clean Teams will help to address issues in all the wards within Bradford South.

8. NOT FOR PUBLICATION DOCUMENTS

8.1 None.

9. OPTIONS

9.1 The Area Committee has the option to redirect the Street Cleansing resources within the Bradford South area.

9.2 As a devolved service the Area Committee has the option to have significant input into shaping the Street Cleansing service particularly when developing the Ward Plans.

10. RECOMMENDATIONS

10.1 That the committee notes the progress of the Street Cleansing Service and considers the plans for service delivery in the 2014/15 financial year.

11. APPENDICES

11.1 Appendix 1 – Performance – Litter, Detritus, Graffiti and Fly posting

11.2 Appendix 2 - Street Cleansing and Fly tipping Reports to the Contact Centre

11.3 Appendix 3 – Bradford South Devolved Street Cleansing budget and Centralised costs

11.4 Appendix 4 – Operational Service Plan

12. BACKGROUND DOCUMENTS

12.1 Document 'AE' Street Cleansing – Devolution, Bradford South Area Committee 22 November 2012

12.2 Document 'J' Deployment of Street Cleansing Bradford South, Bradford South Area Committee 27 June 2013

12.2 Document 'U' Street Cleansing – Devolution, Bradford South Area Committee 25 July 2013

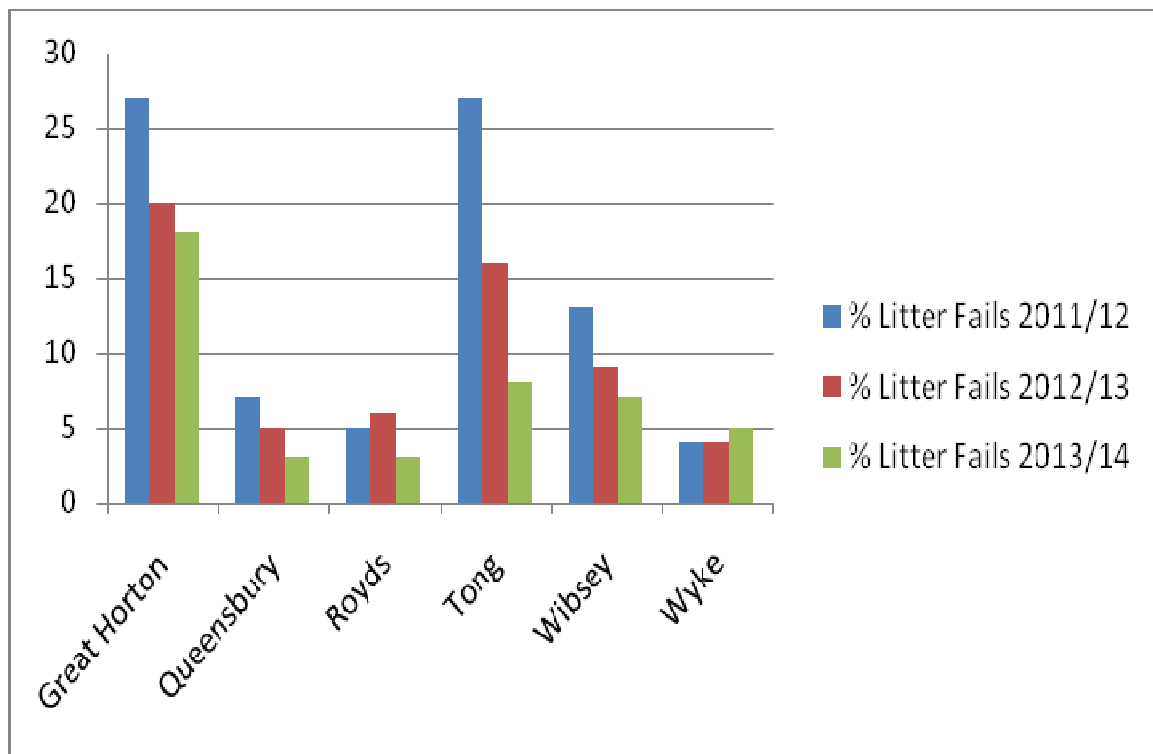
12.3 Document 'AL' Street Cleansing – Devolution, Bradford South Area Committee 28 November 2013

APPENDIX 1 PERFORMANCE

BRADFORD SOUTH

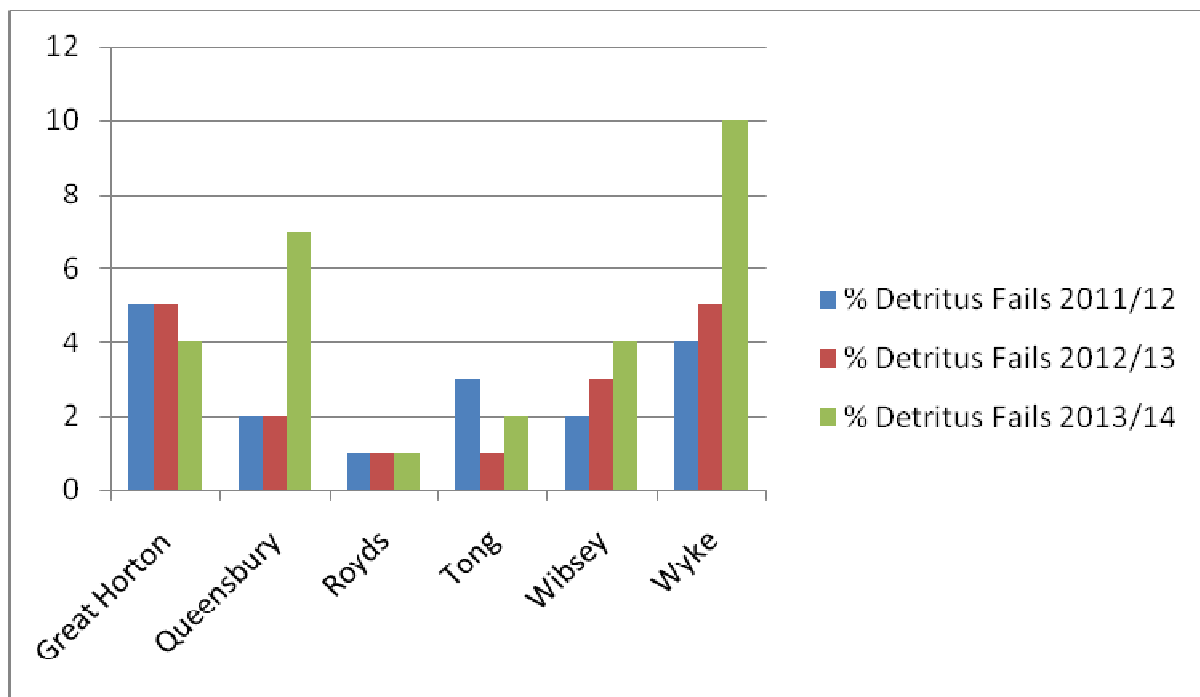
Litter

Ward	% Litter Fails 2011/12	% Litter Fails 2012/13	% Litter Fails 2013/14
Great Horton	27	20	18
Queensbury	7	5	3
Royds	5	6	3
Tong	27	16	8
Wibsey	13	9	7
Wyke	4	4	5
South Area	14	10	7



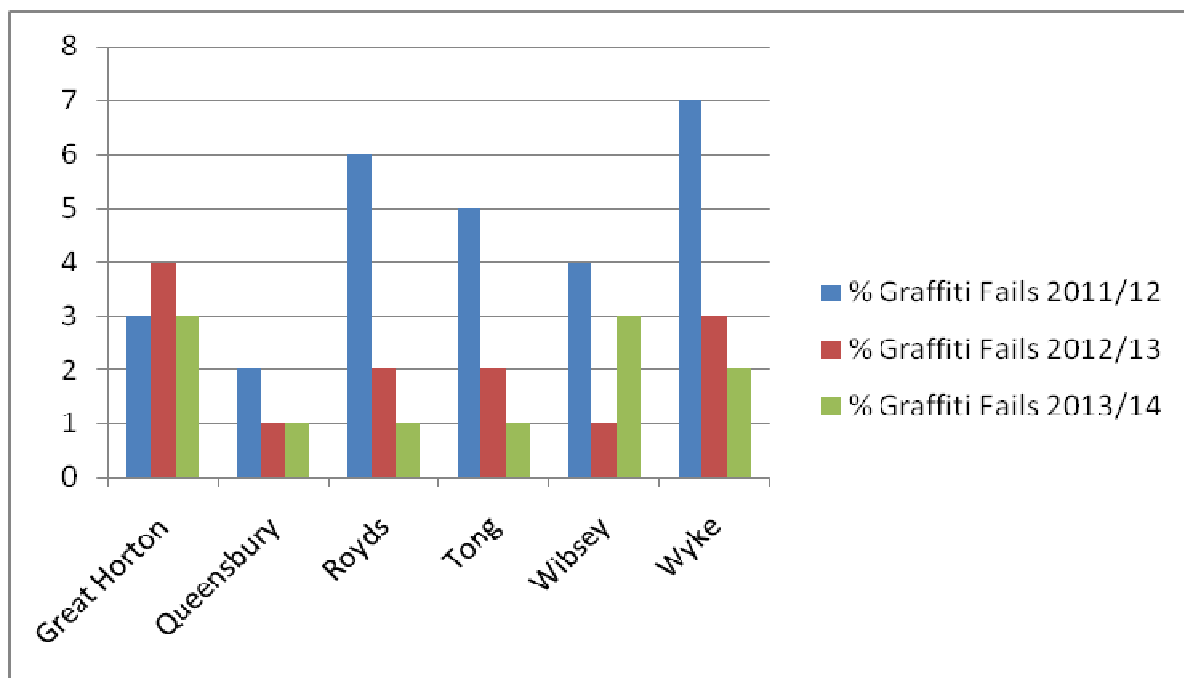
Detritus

Ward	% Detritus Fails 2011/12	% Detritus Fails 2012/13	% Detritus Fails 2013/14
Great Horton	5	5	4
Queensbury	2	2	7
Royds	1	1	1
Tong	3	1	2
Wibsey	2	3	4
Wyke	4	5	10
South Area	3	3	5



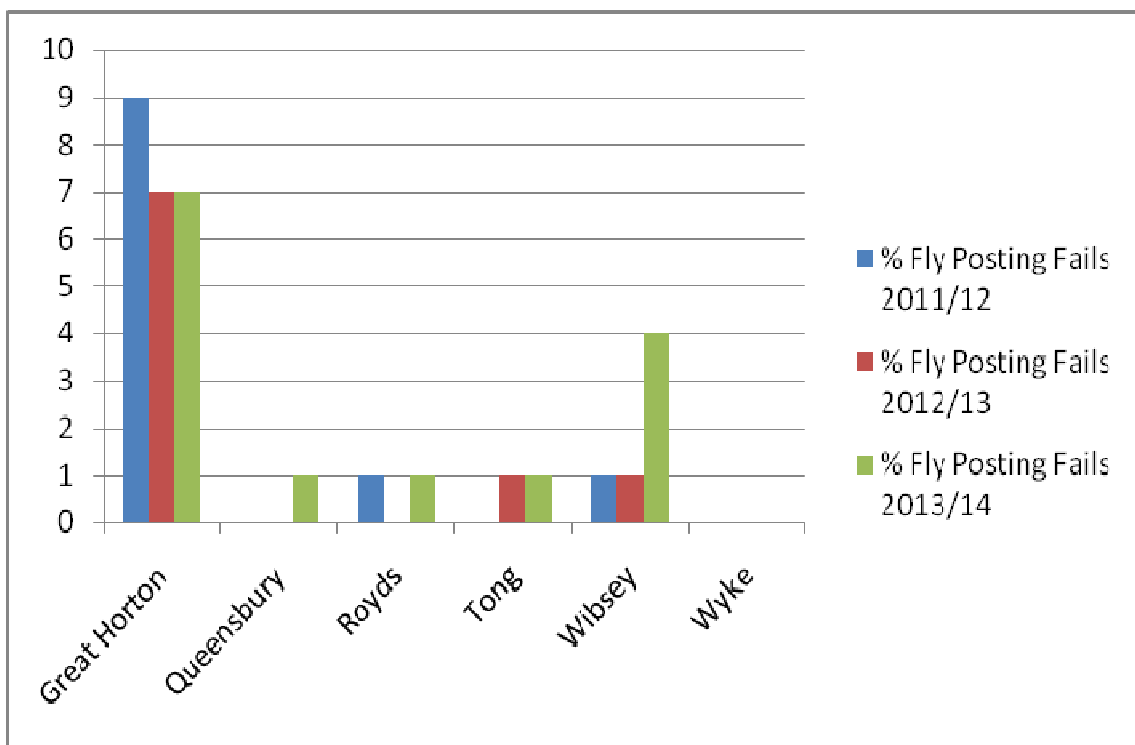
Graffiti Fails

Ward	% Graffiti Fails 2011/12	% Graffiti Fails 2012/13	% Graffiti Fails 2013/14
Great Horton	3	4	3
Queensbury	2	1	1
Royds	6	2	1
Tong	5	2	1
Wibsey	4	1	3
Wyke	7	3	2
South Area	4	2	2



Fly Posting Fails

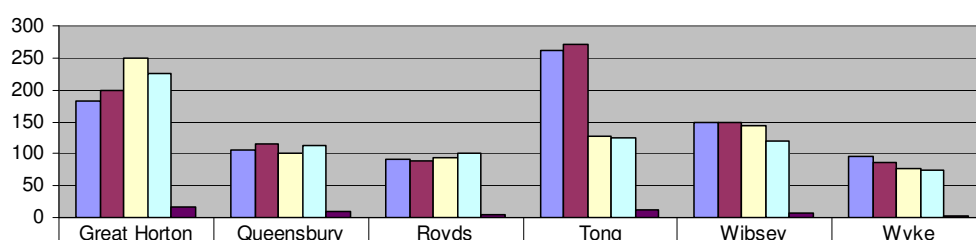
Ward	% Fly Posting Fails 2011/12	% Fly Posting Fails 2012/13	% Fly Posting Fails 2013/14
Great Horton	9	7	7
Queensbury	0	0	1
Royds	1	0	1
Tong	0	1	1
Wibsey	1	1	4
Wyke	0	0	0
South Area	2	1	2



Street Cleansing and Fly tipping Reports to the Contact Centre

	Great Horton	Queensbury	Royds	Tong	Wibsey	Wyke
2010/11	183	106	91	261	148	96
2011/12	199	115	88	272	150	87
2012/13	250	101	94	128	143	78
2013/14	226	112	100	125	121	75
2014/15	17	9	4	11	8	2

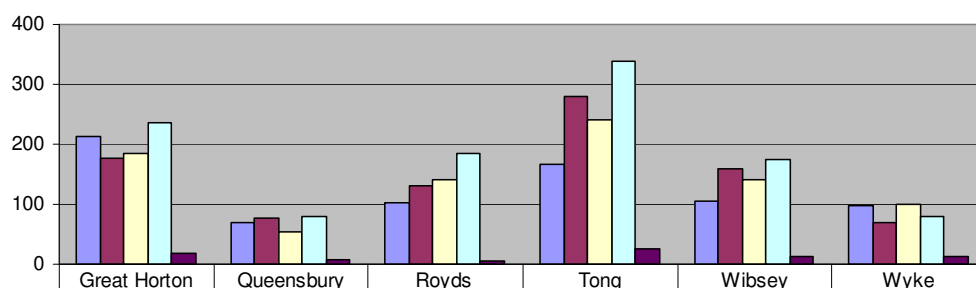
Street Cleansing by Bradford South Wards



	Great Horton	Queensbury	Royds	Tong	Wibsey	Wyke
2010/11	183	106	91	261	148	96
2011/12	199	115	88	272	150	87
2012/13	250	101	94	128	143	78
2013/14	226	112	100	125	121	75
2014/15	17	9	4	11	8	2

	Great Horton	Queensbury	Royds	Tong	Wibsey	Wyke
2010/11	214	70	103	166	104	97
2011/12	176	78	132	279	160	70
2012/13	185	53	141	242	142	99
2013/14	237	80	185	338	174	79
2014/15	17	7	5	25	14	13

Flytipping by Bradford South Wards



	Great Horton	Queensbury	Royds	Tong	Wibsey	Wyke
2010/11	214	70	103	166	104	97
2011/12	176	78	132	279	160	70
2012/13	185	53	141	242	142	99
2013/14	237	80	185	338	174	79
2014/15	17	7	5	25	14	13

Street Cleansing Devolved Budgets 2014-15

South Area **705,100**

Budget reconciliation back to original figures:-

2014-15 Budget

	4,757,900	Area	% of Total	Budg Amount
Budget	4,757,900	East	20.50%	730,000
Less: Centralised budgets for City/Town Centres & dedicated Fly Tip Team for Bfd South, West and East.	-760,000	Keighley	20.90%	744,200
Graffiti Removal	-152,800	Shipley	18.00%	641,000
Public Conveniences (also devolved)	-284,100	South	19.80%	705,100
2014-15 Budget devolved	3,561,000	West	20.80%	740,700
			100.00%	3,561,000

Royds

Management & supervisory	6,317
Driver (share with Wibsey)	12,800
2 ops (share with Wibsey)	18,200
Vehicle (share with Wibsey)	6,000
Lge mech veh + driver (one-eighteenth)	3,467
Sml mech veh + driver (one-half)	22,600
Supplies & services	28,150
Income	-1,442
	96,092

Wibsey

Management & supervisory	6,317
Driver (share with Royds)	12,800
2 ops (share with Royds)	18,200
Vehicle (share with Royds)	6,000
Lge mech veh + driver (one-eighteenth)	3,467
Sml mech veh + driver (one-half)	22,600
Supplies & services	28,150
Income	-1,442
	96,092

Great Horton

Management & supervisory	6,317
Driver (share with Queensbury)	12,800
4 ops (share with Queensbury)	36,400
Vehicle (share with Queensbury)	6,000
Lge mech veh + driver (one-eighteenth)	3,467
Sml mech veh + driver (one-half)	22,550
Supplies & services	28,150
Income	-1,442
	114,242

Queensbury

Management & supervisory	6,317
Driver (share with Great Horton)	12,800
4 ops (share with Great Horton)	36,400
Vehicle (share with Great Horton)	6,000
Lge mech veh + driver (one-eighteenth)	3,467
Sml mech veh + driver (one-half)	22,600
Supplies & services	28,150
Income	-1,442
	114,292

Wyke

Management & supervisory	6,317
Driver	25,600
2 ops	36,400
Vehicle	12,000
Lge mech veh + driver (one-eighteenth)	3,467
Sml mech veh + driver (one-half)	22,600
Supplies & services	28,149
Income	-1,442
	133,091

Tong

Management & supervisory	6,317
Driver	25,600
3 ops	54,600
Vehicle	12,000
Lge mech veh + driver (one-eighteenth)	3,467
Sml mech veh + driver (one-half)	22,600
Supplies & services	28,149
Income	-1,442
	151,291

TOTAL SOUTH AREA **705,100**

STREET CLEANSING OPERATIONAL PLAN 2013/14 - BRADFORD SOUTH CONSTITUENCY

1 Key Objectives

To maintain cleanliness across Bradford South at 2013/2014 service levels.

To review Health and Safety risk assessments and procedures across all services including rigorous audit inspections.

2 Significant Achievements in 2012/13

Litter, detritus, graffiti, fly tipping and fly posting kept to a minimum.

Health and safety and on the job training completed for all Street Cleansing staff and apprentices.

Community pay back scheme with Probation continued.

Health and safety audit completed and working procedures reviewed and in place for all areas of operation.

Successful apprenticeship scheme ongoing

Successful bonfire operation completed.

Successful partnership with Bworks and Parks to ensure snickets are cleared and cut back.

3 Key Service Goals for 2013/14

Goal for 2014/15	Target Date	Progress	Concerns / delays and risks, and actions to address reduced service in Bradford South
Downsizing of mechanical staff	Aug 2014- March 2015	Recruitment undertaken in May. Staff redeployed to other service areas.	No spare drivers for mechanical fleet. Management to look at training members of clean teams for such eventualities.
Maintain current service levels for litter, detritus, graffiti, fly tipping and fly posting	Ongoing	See Appendix 1	
To Plan all central reservation cleaning and set up in-house Traffic Management Team.	July 2014	On target	None
To plan and clean all minor islands.	July 2014	On target	None
Ensure performance management information is disseminated to the	Completed	Information on performance disseminated	

Goal for 2014/15	Target Date	Progress	Concerns / delays and risks, and actions to address reduced service in Bradford South
workforce.		regularly.	
Review all risk assessments and procedures and train with staff.	August 2014	On target	
Ensure gritting is carried out effectively when cleansing service suspended.	N/A	Plan developed with Highways in these circumstances	
Continue to recycle mechanical sweeping waste.	Ongoing		
Continue to work with Police, Fire Service, BCHT, Probation Service and Health Trust through WOTS to achieve a Cleaner, Greener, Safer Community strategy.	Ongoing	WOTs	
Ensure clear strategy is in place to deploy resources for the grass cutting season in conjunction with Parks in terms of before and after 'cutting'.	March 2014		
Replace broken or rusted litter bins where required – subject to funding.			
Continue to develop effective apprenticeship programme.	2014/2015	Ongoing	
Develop new probation arrangements district wide.	June 2014	On target	Recruitment of driver necessary
Finalise procurement programme for new vehicles programme where required.	Completed	Vehicles arrived	
Undertake improvement plan for reducing downtime in the mechanical fleet.	May to August 2015	Ongoing	