

Report of the Shipley Area Co-ordinator to the meeting of Shipley Area Committee to be held on 26th January 2022

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Subject:

Street Cleansing Service in the Shipley Area

Summary statement:

This report recommends minor operational changes to the Street Cleansing Service in the Shipley Area Constituency and shows trends of the numbers of fly tipping and cleansing cases reported to the council.

EQUALITY & DIVERSITY:

No specific equality and diversity issues. Decisions will need to be made in line with Equal Rights legislation. This will require Area Committees to assess the potential equality impact of any decisions they make.

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Portfolio:

Neighbourhoods and Customer services

Overview & Scrutiny Area:

Corporate Environment and Waste Management

1. SUMMARY

- 1.1 This report recommends minor operational changes to the Street Cleansing Service in the Shipley Area Constituency and shows trends of the numbers of fly tipping and street cleansing cases reported to the council.

2. BACKGROUND

- 2.1 During austerity the Council made the difficult decision to reduce the budget allocated for street cleansing services. This required large scale changes to how the service was to be administered but to ensure coverage across the district with fewer operatives on the ground.
- 2.2 In March 2019 Shipley Area Committee recommended that the service moved away from ward-based working, to more zonal working and allocation of set days for different localities to be cleaned. High footfall gateways and litter hotspots were added to daily gateway routes so that the worst affected locations would still get addressed more frequently. This constituency model was based on need and focused on housing density and known litter levels and were cleaned to a set frequency. After cleaning gateway routes, 2 large area based teams gang (8 in each gang) would work to a prescribed pattern in the Constituency.
- 2.3 In principle
Gateways were cleaned **daily**
High density housing e.g. terraces / back-to-backs – cleaned **weekly**
Medium density housing e.g. social housing estates – cleaned **fortnightly**
Low density housing e.g. suburban estates with majority off-road parking – cleaned **four weekly**
Rural roads – at the discretion of the cleansing manager
- 2.4 This model has the following advantages:
- Gives the Clean teams experience of working in all six wards.
 - Increases the visible presence of cleaning staff.
 - With prescriptive working Roles and responsibilities clearly understood by staff and managers.
 - A prescribed day of working would also allow programmed days of action for residents to move cars to allow more effective litter clearance, mechanical sweeping and gully cleaning. In addition to ensure that they are not in an area so as to disrupt other departments' operations e.g. Waste Collection.
 - More effective mechanism to performance manage teams in terms of all work undertaken as opposed to ward based working.
 - Flexible model if staff are sick or on holiday and allows for members of the team to move to emergencies (e.g. road traffic accidents, dead animals) in other areas of the constituency.
 - More efficient use of resources targeting areas of need, eliminating down time in terms of cleaning areas that are not dirty or littered

The model is flexible and could always be changed quickly if needed e.g. Increasing a street from a fortnightly to a weekly clean if needed.

When the new arrangements were put in place in 2019 there were a few teething problems as staff got used to the new ways of working and familiarisation with different work patterns. By early 2020 the service was starting to see improvements

evidenced in terms of reduced complaints and cleanliness.

2.5 A disadvantage with this model is there is no ownership for Cleansing teams in specific wards. In discussions with officers and operational staff it is recommended that each ward has a designated clean team that will continue work to a prescribed working pattern as outlined above. This would have the same operational benefits as the existing model but would also allow closer partnership working with Wardens and to target environmental enforcement issues.

2.6 It would also give the public a clear understanding as to how often and when their area or street would be cleaned. In the future it is the intention that if a complaint was received by the contact centre the operator would be able to inform the public of their next scheduled clean, rather than generate a complaint or service request for the team to react to unless it was an emergency. This will hopefully reduce complaints in the long term.

2.7 **Hybrid model (Prescribed working with designated Clean team in each Ward)**

Officers are therefore proposing to implement this change. Gateways would still be cleaned first thing in the morning. It is important the majority of gateway routes are checked daily to try and make sure the most travelled roads and 'shop window' of the district are clean. This is necessary as over 50% of the Areas litter bins are sited on gateways and where the majority of pedestrian footfall and littering occurs. The only exemption to this would be if the Manager felt that some of the less busy gateways could allow a lower frequency e.g. twice a week. They could do so with the approval of the Area Coordinator and on the condition that the frequency would return to a daily frequency if levels of litter deteriorated. After cleaning gateways teams would work a set daily pattern of work within their prescribed ward. An example of a map of Shipley is shown in Appendix 1. If the new methodology is approved maps will be produced for all wards and made available as soon as possible.

2.8 For information the numbers of street cleansing and fly tip cases that have been reported to the contact centre by numbers and type of request / complaint are shown in Appendix 2.

3. OTHER CONSIDERATIONS

3.1 None

4. FINANCIAL & RESOURCE APPRAISAL

4.1 Resources are allocated from base budget by levels of litter, numbers of service requests and experience of the cleansing and parks manager and other officers within the service.

Ward	Staff Hrs	Staff		
Shipley	136.5	4		
Windhill & Wrose	106.5	3		
Bingley Rural	116	4		
Baildon & Wharfedale	109	3		
Bingley	127	4		
Parks	79	2		
Total	674	20		



Options when staff levels become critically low.

- Teams buddy up together
- Use of Spare Drivers

5. RISK MANAGEMENT AND GOVERNANCE ISSUES

5.1 None specific.

6. LEGAL APPRAISAL

6.1 None

7. OTHER IMPLICATIONS

7.1 SUSTAINABILITY IMPLICATIONS

7.1.1 Local teams has the potential to create more sustainable solutions to local issues.

7.2 GREENHOUSE GAS EMISSIONS IMPACTS

7.2.1 No specific issues

7.3 COMMUNITY SAFETY IMPLICATIONS

7.3.1 No specific issues

7.4 HUMAN RIGHTS ACT

7.4.1 There are no Human Rights Act implications arising from this report.

7.5 TRADE UNION

7.5.1 Trade unions are regularly consulted at levels 1, 2 and 3 with regards to Street Cleansing operations and staffing issues.

7.6 WARD IMPLICATIONS

7.6.1 The information in this report is relevant to all Wards in Shipley

7.7 AREA COMMITTEE ACTION PLAN IMPLICATIONS

7.7.1 The proposed new working fits in with Locality Planning

7.8 IMPLICATIONS FOR CHILDREN AND YOUNG PEOPLE

7.8.1 None specific

7.9 ISSUES ARISING FROM PRIVACY IMPACT ASSESMENT

7.9.1 None

8. NOT FOR PUBLICATION DOCUMENTS

8.1 There are no not for publication documents.

9. OPTIONS

9.1 Option 1

New Hybrid Working – As detailed in 2.7

9.2 Option 2

No change to the current model introduced in 2019 as detailed in 2.2 to 2.4.

10. RECOMMENDATIONS

10.1 That members select option 1 as the preferred cleansing delivery model and that officers to work up detailed work patterns in each ward.

10.2 Officers draft work patterns similar to the Shipley example in Appendix 1 as soon as practicable.

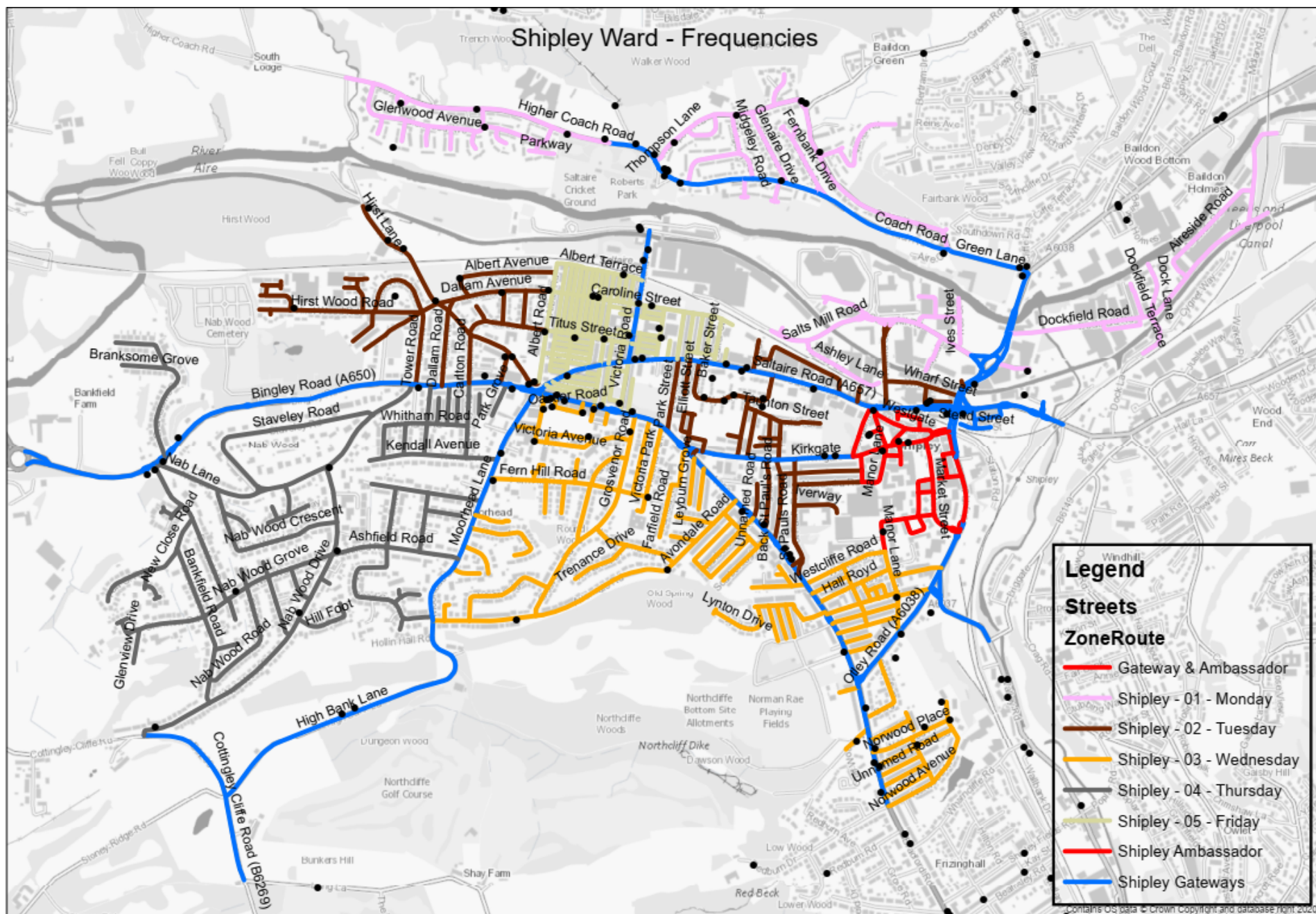
11. APPENDICES

11.1 Appendix 1 – Example of Shipley Ward frequencies.

11.2 Appendix 2 – Shipley Street Cleansing Fly Tipping Cases reported to the contact centre.

12. BACKGROUND DOCUMENTS

12.1 Street Cleansing – Document Y Shipley Area Committee 6th March 2019.



Ward	Detritus & Mud	Dog Fouling	Green Bags Not Collected	Human Excrement	Leaves/Blossom	Litter	Litter Bin Full	Other	Total
Windhill & Wrose	12	59	2	1	63	69	34	61	301
Wharfedale	21	18	3		48	20	118	38	266
ShIPLEY	23	88	7	3	107	136	152	109	625
Bingley Rural	37	70	2		75	90	63	75	412
Bingley	32	58	1	6	97	117	116	84	511
Baildon	37	51	6	1	138	84	131	68	516
Across Multiple Wards	17	25	1	4	55	77	88	51	318
Total	179	369	22	15	583	593	702	486	2949

Ward	2017	2018	2019	2020	2021	Total
Windhill & Wrose	47	47	75	57	75	301
Wharfedale	42	45	88	50	41	266
ShIPLEY	99	81	161	150	134	625
Bingley Rural	75	58	98	110	71	412
Bingley	81	83	154	101	92	511
Baildon	146	125	105	71	69	516
Across Multiple Wards	46	58	84	75	55	318
Total	536	497	765	614	537	2949

Average No. of Street Cleansing Cases per Month and Ward

Ward	Average Cases Per Month
Windhill & Wrose	6
Wharfedale	3
ShIPLEY	11
Bingley Rural	6
Bingley	8
Baildon	6
Across Multiple Wards	5
Total	45

No. Fly Tipping Cases per Year and Ward

Ward	2017	2018	2019	2020	2021	Total
Windhill & Wrose	88	83	151	118	120	560
Wharfedale	13	12	19	24	11	79
ShIPLEY	105	101	141	181	148	676
Bingley Rural	88	60	122	186	98	554
Bingley	71	56	62	70	29	288
Baildon	88	96	87	82	81	434
Across Multiple Wards	72	84	71	131	89	447
Total	525	492	653	792	576	3038

Average No. of Fly Tipping Cases per Month and Ward

Ward	Ave Cases per Month
Windhill & Wrose	10
Wharfedale	1
ShIPLEY	12
Bingley Rural	8
Bingley	2
Baildon	7
Across Multiple Wards	7
Total	48

