

Report for Area East Committee on the Performance of the Streetscene Service

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Purpose of the Report

To update and inform the Area East Committee on the performance of the Streetscene Service in the Area for the period March to August 2017

Recommendation

Members are invited to comment on the report

The major focuses of the service so far for this period that affect Area East, are listed below.

- Routine cleansing and grounds maintenance
- Staff training
- Annual work schedule
- Health and Safety
- Annual budget

Operational Works

Since the last report, the service has delivered the 2016/17 annual work schedule and is also pleased to report that it ended the last financial year within the set budget targets.

We also reduced our staff sickness levels to 9.4 days per Full Time Employees (FTE) from the previous year's level of 14 days per FTE. We aim to reduce this further to a target of 8 days per FTE.

In addition to these improvements, we have recently analysed the complaints that we handled and found that across all of the service that make up 'Streetscene', 52 complaints were reported and handled, but only 27 of these, were genuine service related complaints, whilst the others were passed to the relevant authority such as the Waste Partnership or County Highways.

In the last financial year we delivered two applications of herbicide as programmed through the highway weed control operation. The quality of the control was excellent and so far this year we have maintained this level of service, having completed one complete spray, the second is currently underway and we aim to carry out a treatment in all of the towns across South Somerset by October, completing the programme in villages early in the coming spring. This approach will enable us to focus on the leaf clearance and rural road litter picking programmes which become service priorities.

To ensure that we can more effectively deliver the service in coming seasons, we have purchased an additional quad bike.

We continue to invest-in and develop our team, last year undertook extensive training on a wide range of customer focussed, health and safety and service related aspects of work.

The service also contains a number of apprentice positions, and once again a 'home grown' apprentice has been recruited into a permanent position within the unit. The recruitment of our 'next' apprentice was carried out by members of the operational team, thus further developing their

ownership of the service and a young man who was with us as a work experience placement from the Key4life charity was selected.

This year our training programme is focussed to maximise the ability of the workforce to access our whole range of equipment, such as pavement, sweepers, quad bike sprayers, vehicle mounted leaf vacuums, graffiti removal chemical systems and driver related training. We are confident that developing our workforce in these areas will result in a more effective and resilient team equipped to deliver improved services.

The Parish Ranger Scheme continues to flourish, with a number of parishes using the scheme to add an enhanced level of service to their parishioners. This year the ranger assisted Milborne Port in their 'In Bloom' preparations and we wish them well in the coming results.

Should any members wish to find out more about the scheme or any other of the services that we offer, we will be delighted to discuss their needs with them.

As always, we continue to focus on managing the number of flytips found in the district, the chart below shows the numbers of fly tips collected from Area East over the last five months.

AREA EAST	Mar 17	April 17	May 17	June 17	July 17	TOTALS
Abbas & Templecombe	2					2
Alford						0
Babcary				1		1
Barton St David						0
Bratton Seymour						0
Brewham						0
Bruton	1	1	1	1	1	5
Castle Cary & Ansford	2	3	3		1	9
Charlton Horethorne		1	1		1	3
Charlton Mackrell	2	1	1		1	5
Charlton Musgrove	1					1
Chilton Cantelo		1	1			2
Compton Pauncefoot						0
Corton Denham						0
Cucklington						0
Henstridge	1	1	1	2	3	8
Holton						0
Horsington	1			2		3
Ilchester	2	4	4	1	2	13
Keinton Mandeville						0
Kingsdon	1					1
Kingweston					1	1
Limington		1	1			2
Lovington						0
Maperton						0
Marston Magna					1	1
Milborne Port	1					1
Mudford		2	2	2	2	8
North Barrow					1	1

North Cadbury						0
North Cheriton	1					1
Penselwood				1		1
Pitcombe						0
Queen Camel						0
Rimpton		1	1	2		4
Shepton Montague						0
South Barrow				1		1
South Cadbury						0
Sparkford		2	2	1		5
Stoke Trister		2	2	1		5
West Camel		1	1		1	3
Wincanton	3	5	5	3	2	18
Yarlington						0
Yeovilton						0
TOTAL AREA EAST	18	26	26	18	17	105

Unfortunately in the last financial year we saw an increase in the numbers of flytips across the district as a whole, during 2015/16 we cleared 951 flytips which compares to 2016/17 when we cleared 1108 tips. This came at an estimated cost of £62,541 (based upon the DEFRA formula for cost calculation) Having analysed the figures, we believe that the changes involved with the introduction of the SWP 'vehicle and trailer permit scheme' controlling access for small vans and trailers at HWRC's has led to the rise in figures. This conclusion has been reached after analysing the fly tipping data which shows a spike in fly tipping numbers primarily in the size of a small van load.

This year the team has also started working with the charity Key4life who arrange work placements for young men who have come out of prison and in order to help them integrate into society again, we are working with them to enable these individuals to gain experience and skills to help them in their futures. We believe that indications are that this is a very successful charity with excellent results from their approach and we are delighted to be working with them.

What's coming next?

- Continued delivery of the annual work programmes
- Development of the workshop as an MOT station

Financial Implications

All of the matters highlighted in the report have been achieved within service budgets.

Implications for Corporate Priorities

- Continue to deliver schemes with local communities that enhance the appearance of their local areas
- Continue to support communities to minimise floodwater risks.
- Maintain street cleaning high performance across the district.

Background Papers

Progress report to Area Committees on the Performance of the Streetscene service.