

	Environment Committee 8 March 2016
Title	Draft Street Cleansing Framework 2016 to 2025
Report of	Commissioning Director - Environment
Wards	All
Urgent	No
Key	No
Status	Public
Enclosures	Appendix 1 – Street Cleansing Framework
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Summary

The report sets out the development of a Street Cleansing Framework for Barnet. This Framework will help to deliver the Environment Committee's Commissioning Plan 2015/16 to 2019/20. In addition it will provide a structure for the development of the service to meet the expectations of Residents, Businesses, visitors to the Borough and Elected Members.

Recommendations

1. That the Environment Committee approves the adoption of the Street Cleansing Framework 2016 to 2025.
2. That the Environment Committee approves the adoption of the associated Action Plan.

1. WHY THIS REPORT IS NEEDED

- 1.1 To ensure that the street cleansing service is both efficient and effective, officers have looked to revise the approach to street cleansing and transform the way our resources are used. This will enable the service to meet the needs and the future demands with in the Borough, and ensure it meets the expectations of Residents, Businesses, visitors to the Borough and Elected Members.

Current Targets

- 1.2 The current cleansing targets can be seen below:

Description	2013/14 Baseline	2014/15 Results	2015/16 Est	2016/17 Target	2019/20 Target
% unacceptable levels of litter	8%	2.67%	3%	3%	3%
% unacceptable levels of detritus	24.5%	9.17%	9%	10%	10%
% unacceptable graffiti	5%	1.5%	2%	1.50%	1%
% unacceptable fly-posting	2%	1.5%	2%	1.50%	1%
Percentage of residents who are satisfied with street cleaning	56%	53%	53%	58%	62% or London average

- 1.3 In 2014 the Street Scene Delivery Unit redesigned some of the street cleansing methodology to achieve a £500K savings outlined within the Medium Term Financial Plan.
- 1.4 During the September Environment Committee, Members expressed concern that the Key Performance Indicator (KPI) reporting 2.67% unacceptable level of litter and 9.17% unacceptable level of detritus was not reflected in the complaints they were getting from residents or their own perception of the overall cleanliness of the borough.
- 1.5 To ensure that street cleansing monitoring is robust and can be benchmarked across neighbouring authorities, a refresher training programme has been scheduled with Keep Britain Tidy (KBT). As an independent charity Keep Britain Tidy campaigns to improve the environment and fight for people's right to live and work in places of which they can be proud. Established 60 years ago they work at the heart of businesses, government and the community to help people understand that what's good for the environment is also good for all.
- 1.6 On 10th November 2015 as part of the Medium Term Financial Plan (MTFP) Environment Committee approved a reduction of £750,000 in the budget allocated to Street Cleansing Service. The aim will be to deliver a reduction of £150,000 in 2016/17, and further £600,000 in 2017/18.

DEVELOPMENT OF THE STREET CLEANSING FRAMEWORK

- 1.7 The full draft Street Cleansing Framework with associated Action Plan can be seen in Appendix 1

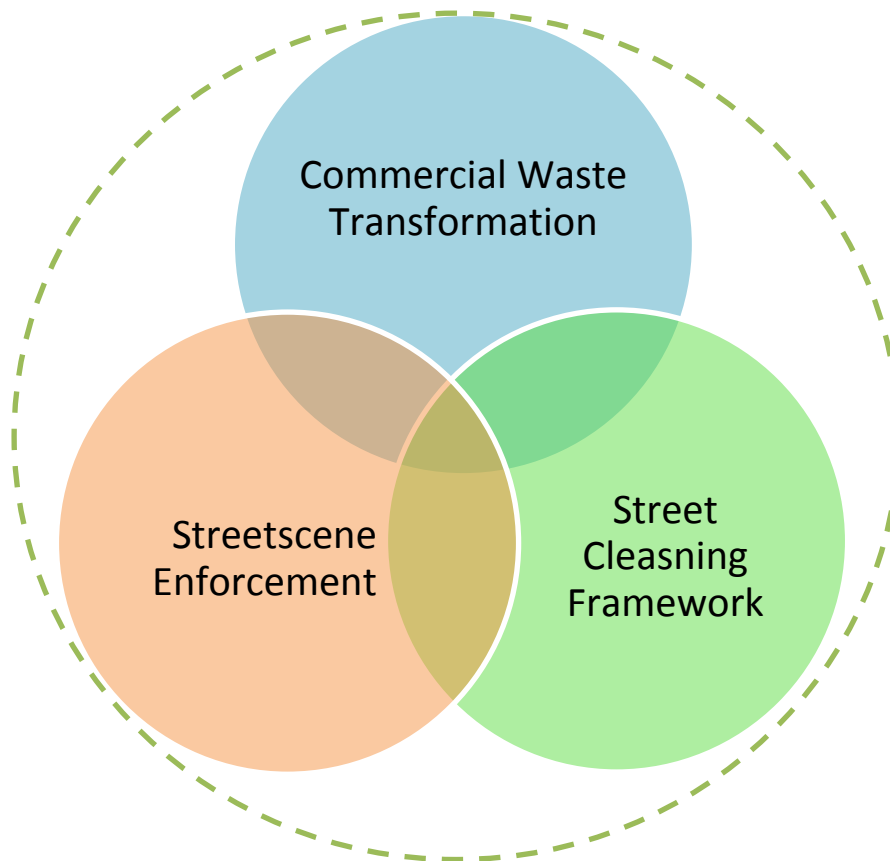
- 1.8 There is an overwhelming recognition that the way streets and other public spaces are cleaned has an impact on every person who lives, works and visits the Borough of Barnet. The quality of the local environment, in particular the standard of street care and the maintenance of green spaces, is one of the main barometers used by the public to judge how well an area is being managed and its suitability as a place in which to live, work or visit.
- 1.9 To successfully improve street cleansing standards while meeting the budget reduction commitments of the MTFP, a complete review of the way we deliver street cleansing services is needed. To achieve this, a draft Street Cleansing Framework has been created.
- 1.10 The development of the Framework looked at performance and financial targets which need to be achieved best practice from around the UK and feedback from local members and business. It also looked to ensure it aligned with current strategies such as Entrepreneurial Barnet, the Draft Municipal Recycling and Waste Strategy, as well as emerging working on Commercial waste and environmental enforcement.
- 1.11 The Framework sets out how the Street Cleansing service intends to develop and deliver an efficient and high quality cleansing service which is responsive to local needs and supports the Corporate Plans. It is designed to:
- **Align activities** by contributing toward achieving a high quality local environment and effectively co-ordinated, ensuring a more joined up approach between the Council and other stakeholders such as the highway authority, local businesses and the public generally.
 - **Drive Performance**, thereby increasing customer satisfaction levels and enhancing the attraction and appeal of the area as a place in which to live, work and visit,
 - **Enhance the reputation of Barnet** as an area with a high quality local environment.
 - **Prioritise solutions that are environmentally responsible and financially sustainable** in the longer term, reflecting increasing concerns about the possible impact of future climate change and uncertainty regarding the continued availability of adequate resources to provide core public services.
 - **Link cleansing, education and enforcement** - It is clear that better integration of engagement, education, enforcement and street cleaning operations will be of fundamental importance in achieving high quality public spaces that are readily accessible and enjoyed by local communities, at an affordable cost.
 - **Increase Mechanisation** – Where options and possibilities for effective mechanisations exist or can be created, these will be used to ensure most effective and efficient practices are in place
 - **Be flexible** to respond to unplanned demand or events
- 1.12 The Framework sets out :
- The need for a comprehensive review of the delivery of all cleansing services
 - The policy and direction for review of the service

- Key drivers for improvements to the service
- Key areas of improvement
- The approach for the delivery of the services in the future

- 1.13 It is believed that the Framework will lead to a high quality environment being achieved in streets and public places throughout the Borough. The associated Action Plan identifies the short, medium and longer term actions that will deliver the Framework, these being prioritised accordingly

Links to other Streetscene Development

- 1.14 The Street Cleansing Framework sits alongside two other major Streetscene projects aimed at improving local environmental quality, while also meeting the objectives of the MTFP. If any of these projects are not implemented then it is likely to have a significant negative impact on the other areas, i.e. not implementing greater streetscene enforcement would mean that greater resources would still be needed to tackle the clearing of flytipped waste rather than reducing the amount of waste flytipped



LEGISLATION

- 1.15 The Council has a statutory duty under the Environmental Protection Act 1990 to keep relevant highways for which it is responsible, clean and clear of litter and refuse. In discharging this duty the council follows the guidelines identified

in the Code of Practice on Litter and Refuse which sets out rectification times where cleanliness has fallen below the acceptable level.

- 1.16 The Council also has a statutory duty to keep land clean for which it has a direct responsibility to maintain (e.g. council car parks and open spaces). The standards of cleansing and rectification times for such areas are similar to these of the relevant public highways in the vicinity.
- 1.17 The Council does not have a responsibility to clean private land, land belonging to educational establishments, canal towpaths or land forming part of the railway network, although it may have powers to require land owners to clear litter and fly-tipping
- 1.18 There is no longer a national indicator for street cleansing performance following the closure of the Audit Commission; however the grading structure and monitoring criteria used to calculate the previous national indicators NI195 continues to be used by the Council to monitor the effectiveness of cleansing operations and to identify trends and fly-tipping hot-spots.

2. REASONS FOR RECOMMENDATIONS

- 2.1 **Recommendation 1** – It is recommended that the Environment Committee approves the adoption of the Street Cleansing Framework 2016 to 2025. This will provide a formal structure on which to build the ADM and improve the overall amenity of the Borough.
- 2.2 **Recommendation 2** - It is recommended that the Environment Committee approves the adoption of the Street Cleansing Framework 2016 to 2025 Action Plan. This will provide a working plan to improve the overall amenity of the Borough, based on the new Street Cleansing Framework.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 The alternative approach to achieving the savings commitments would be to continue with a piece-meal reduction in service operations. This approach was rejected as it is anticipated that it would lead to an i) increase in complaints, ii) a reduction in the quality of service and iii) an overall reduction in customer satisfaction which would impact on the reputation of the Council.

4. POST DECISION IMPLEMENTATION

- 4.1 If the Committee is so minded to approve recommendations the new Street Cleansing Framework will form the strategic structure for the development of the future specification for street cleansing. In addition, the Framework's link to the Street Scene Enforcement Policy will ensure residents, business and visitors to the Borough are supportive and compliant with the Council's vision to improve the overall amenity of the Borough

4.2

5. IMPLICATIONS OF DECISION

Corporate Priorities and Performance

- 1.1 The Council's Corporate Plan sets the overall framework for each of the Committee's individual Commissioning Plans. Whether the Plans are covering services for vulnerable residents or about universal services such as the environment and waste, there are a number of core and shared principles. Barnet Council's approach of fairness, responsibility and opportunity is articulated in the Corporate Plan 2020 to set out the Council's strategic priorities.
- 1.2 Barnet Council, working with local, regional and national partners, will strive to make sure that Barnet is the place:
 - Of opportunity, where people can further their quality of life.
 - Where responsibility is shared, fairly.
 - Where people are helped to help themselves, recognizing that prevention is better than cure.
 - Where services are delivered efficiently to get value for money for the taxpayer.
- 1.3 Having regard for the above the cleansing service will to continue to maintain a focus on cost efficiency which can best be achieved by developing an 'intelligence-led' approach to deploying resources to match those periods during the day where footfall and therefore litter are at their peak, and by focusing on encouraging residents and visitors to change their behaviour in relation to littering and street cleanliness.
- 1.4 The Council's priorities include:
 - Maintaining the green and pleasant nature of the borough by reducing the amount of litter and detritus to the lowest level in London.
 - Using encouragement, behaviour change and, where necessary, enforcement to persuade litterers to not drop litter in the Borough, including chewing gum and dog fouling.
 - High quality services maintained whilst reducing unit costs to the lowest amongst Barnet's statistical neighbours.

Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

- 1.5 One of the aims of the Street Cleaning Framework is to create a structure which will improve the overall amenity of the Borough. The Medium Term Financial Strategy (MTFS) indicates savings of £750,000 by 2017/18 from changes to street cleaning. The current net budget for 2016/17 is £3.397m.
- 1.6 For procurement and property at this stage there are no implications.
- 1.7 Staffing implications may arise from the restructuring of the service. Appropriate early consultation and engagement will be carried out with staff to ensure a smooth transition to the new service.

- 1.8 The vision for the commercial waste service includes those which are clearly linked to IT, these will be explored further through the actions plan
- 1.9 The Street Cleaning Framework will aid the services becoming more efficient, and improve the sustainability of the borough

Legal and Constitutional References

- 1.10 Local authorities have a number of different statutory powers in relation to street cleaning, recycling and waste collection. The environmental Protection Act 1990 (as amended), the Controlled Waste Regulation 1992 (as amended) the London Local Authorities Acts 2007 (as amended). These acts set out the duty of the Local Authority to ensure that land in its area is kept clear of litter and refuse.
- 1.11 The Council's Constitution (Clause 15A, Responsibility for Functions, Annex A) sets out the terms of reference of the Environment Committee. This includes specific responsibilities for: (1) commissioning refuse and recycling, waste minimisation and street cleaning, and (5) to approve any non-statutory plan or strategy within the remit of the Committee that is not reserved to Full Council or Policy and Resources Committee.
- 1.12 This matter is not reserved to Full Council or to the Policy and Resources Committee as the Constitution specifically allocates matters of this type to the Environment Committee.

Risk Management

- 1.13 The draft Street Cleansing Framework is built upon the assumption that with budget reduction set to continue to the end of the decade and expectations and demand on local services will continue to increase.
- 1.14 There is a risk that not adopting the strategic approach outlined in the Framework document, cleansing operations will continue to diminish in line with reduced budgets, leading to deterioration in the overall amenity of the borough, which will have a detrimental impact on the reputation of the Council. This risk will be reduced further by carrying out regular reviews of the strategy and accompanying Action Plan.

Equalities and Diversity

- 1.15 The Corporate Plan 2015-2020 sets the Strategic Equalities Objective, which is: that citizens will be treated equally, with understanding and respect, and will have equal access to quality services which provide value to the tax payer. Changes to policies and services are analysed in order to assess the potential equalities impacts and risks and identify any mitigating action possible before final decisions are made.
- 1.16 The draft Street Cleansing Framework has been reviewed against the

protective characteristics groups under the 2010 Equality Act namely age, disability, ethnicity, gender, gender reassignment, marriage and civil partnerships religion and belief, sexual orientation and transgender. No specific impact has been found.

1.17 A number of proposals have been included in the Action Plan (Appendix 1) to this report. As set out in Appendix 1, they result from a combination of education and enforcement activities and the redesign of operational services.

1.18 The Council, through its members, will have to satisfy itself that the requirements of equalities and diversities have been adhered to in formulating the proposals referred to in this report.

2. Consultation and Engagement

6.1 None in connection with this report.

3. BACKGROUND PAPERS

6.2 There are a number of existing Barnet strategies that the Street Cleansing Framework has links with, and there are also a number of strategies in development. This includes; the Barnet Housing Strategy 2015 to 2025 which has links to the street cleansing services that will need to be provided in the future, Entrepreneurial Barnet Strategy which has links with commercial waste, the Community Participation Strategy, the Customer Access Strategy, the draft ICT Strategy, the Health and Well-being Strategy, the draft Parks and Open Spaces Strategy, the draft Enforcement Policy and the Draft Municipal Waste Strategy.

Item	Link
Environment Committee 24th September 2015	https://barnetintranet.moderngov.co.uk/documents/s26020/Annual%20Report%202014-15%20Environment%20Annual%20Performance.pdf
Environment Committee 11th January 2015	https://barnetintranet.moderngov.co.uk/documents/s28512/Draft%20Municipal%20Recycling%20and%20Waste%20Strategy.pdf
Environment Committee 11th January 2015	https://barnetintranet.moderngov.co.uk/documents/s28479/Draft%20Parks%20and%20Open%20Spaces%20Strategy.pdf