

# Street Cleansing Framework

July 2016

# Street Cleansing Framework

## 1. THE VISION

- 1.1 The street cleansing service within Barnet will maintain a clean street scene which:
  - Supports Barnet's town centres, ensuring they are clean, litter free and welcoming, supporting the day time and evening economies.
  - Ensure residential streets are litter picked and swept to a good standard.
  - Recycles over 50% of its waste
  - Operates in an efficient, effective and responsive manner
- 1.2 To achieve this service will:
  - Be 'intelligence-led' and data driven
  - Engage with residents and businesses and enable individual and community participation
  - Use technology and mechanisation to improve efficiency
  - Follow, review, trial and implement best practice, and new ideas
  - Enforce against those who continue to degrade Barnet's Streetscene
  - Promote the generation income for the service for private works

## 2. THE CONTEXT

- 2.1 Research has shown that there is a strong correlation between the standards of cleanliness in the local environment and the overall satisfaction with local services, the fear of crime and the perception of the Council itself.
- 2.2 Barnet Council recognises that maintaining high quality public realm is an important issue and a major concern for local residents. Accordingly this is reflected as a key priority in the Council's Corporate Plan.
- 2.3 This framework sets out the high level approach and direction the service will take, recognising the key drivers, barriers and risks. It is believed that this Framework will lead to a high quality environment being achieved in the public realm throughout the Borough.

### Drivers

- 2.4 London Borough of Barnet is a principal litter authority with a statutory duty under the Environmental Protection Act (EPA) 1990 to ensure that relevant land in its area is, so far as is practicable, kept clear of litter and refuse. In broad terms relevant land is defined as all '*open land to which the public are entitled or permitted to have access with or without payment*'. This includes cleaning responsibilities for adopted highways, but not private land.
- 2.5 The 'Code of Practice on Litter and Refuse' published by the Department for Environment Food and Rural Affairs (DEFRA) gives guidance on how these duties should be discharged. In determining standards the Council is required to have regard to the character and use of the land, as well as, what cleaning regime are practical. The Council is expected have cleaning regimes that it can meet these standards and provide adequate resources to restore the area to an acceptable level if they fall below that standard.

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- 2.6 A clean public realm influences the reputation of an area. Barnet is seen as a green, family friend brought. It is important that the service continues to support this view, reflecting high levels of public satisfaction, as well as promoting the borough as a good place to do business.
- 2.7 Barnet has identified it seven main town centres, within the Entrepreneurial Barnet Strategy.
- Burnt Oak
  - Chipping Barnet
  - Cricklewood
  - Edgware
  - Finchley Church End
  - Golders Green
  - North Finchley

Cleansing in these locations needs to be reviewed to ensure that it is supporting the day and evening economics.

## Barriers to satisfaction

- 2.8 Changing Borough: It is predicted that the Borough will change significantly over the next 10 year, with increased population, housing and commercial infrastructure.
- 2.9 On-going Work: Cleansing is similar to painting the fourth bridge - it is never finished. An area can become littered or fly tipped as soon as the cleansing teams have left an area.
- 2.10 Perception of cleanliness: The public's perception of cleansing standards can be very influenced by a single event or something out of place. Areas of highest litter will not necessarily score the lowest satisfaction. One incident of an overflowing litter bin in an otherwise clean street can be more memorable than of an impact that grotty street which always has some litter in it.
- 2.11 Sustainable: Any changes to service will need to be both environmentally responsible and financially sustainable in the longer-term

## Risks

- 2.12 Ensuring equality of service: While this does not mean that all areas are cleansed the same it is important that as changes are made, each type of area i.e. major high street, are treated in a manner which meets their needs.
- 2.13 Change Management: As changes are made it is important that clear communications are carried to residents, businesses, staff and member. There will be a need to highlight the benefit of the changes and ensure feedback is gained in the changes on and on-going improvements made.
- 2.14 Capital Investment: As increase in mechanisation and technology are identified capital investment may be needed to reduce revenue expenditure.
- 2.15 MTFP Savings: Environment Committee have agreed a significant reduction in the cleansing budget. The Framework will help to achieve a redesigning cleansing to achieve this, however, the level of savings will be very challenging to achieve while still maintaining high levels of public satisfaction.

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## Dependences

2.16 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. In March 2016 Environment Committee approved both the transformation of the Commercial Waste Service and an improved Street Scene Enforcement. 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

## 3. THE PRINCIPLES

2.17 The Council has developed this Framework to refresh its approach to street cleansing and transform the way resources are used. It will enable the service to meet the needs and the future demands within the Borough, and ensure it meets the expectations of Residents, Businesses, visitors to the Borough and Elected Members

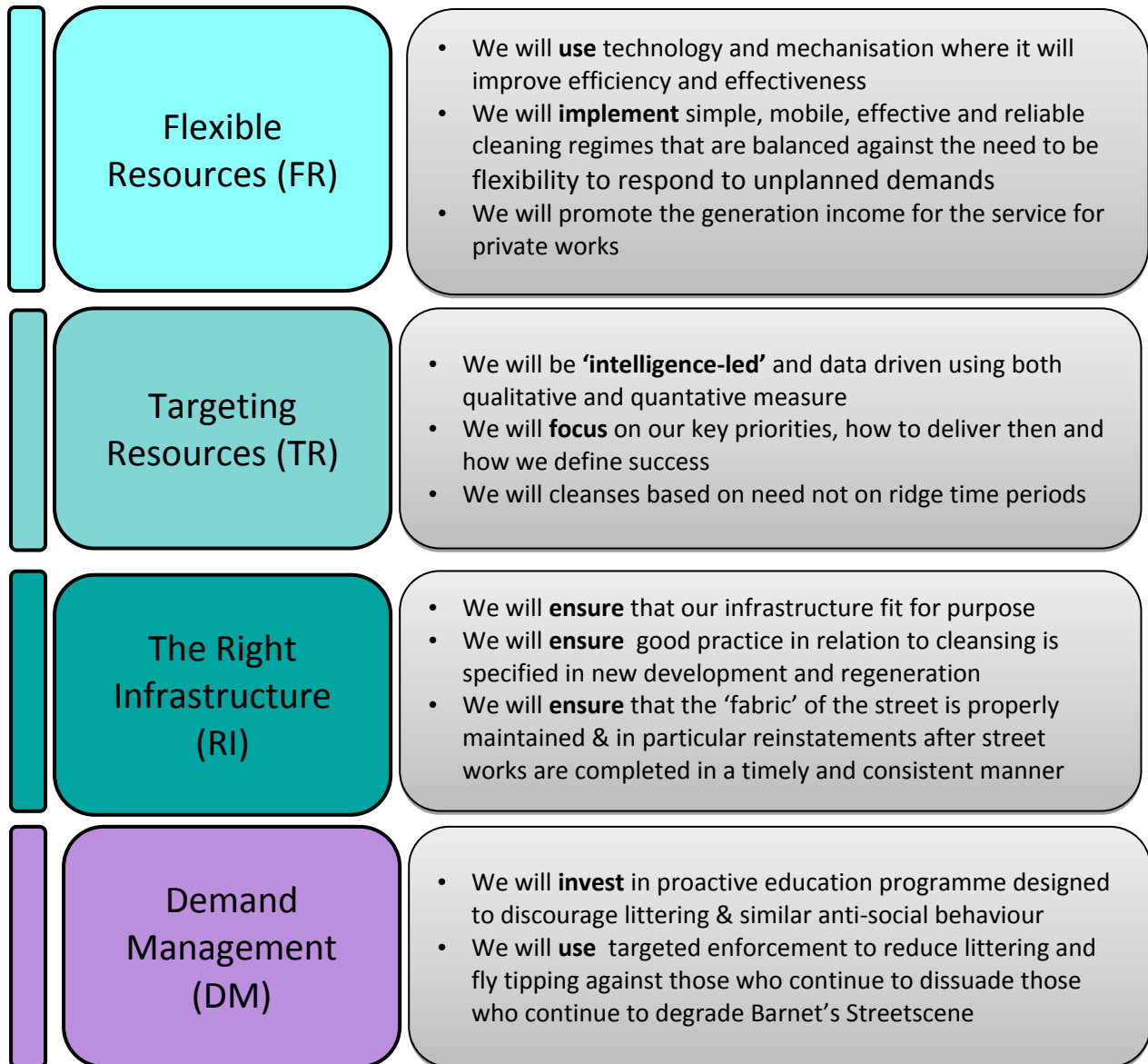
2.18 The Framework will enable the service to become more efficient and effective, through both scheduled work and in response to incidents and issues.

2.19 Many different activities contributing toward achieving a high quality local environment, from sweeping and other cleaning operations such as pavement washing, litter collection, removal of graffiti and fly-posting, responding to fly-tipping, removal of animal faeces, dead animals and weed removal/control. This rather than looking at each activity will set out how the whole service will work.

2.20 This framework holds six key principles which will be used when developing service change:

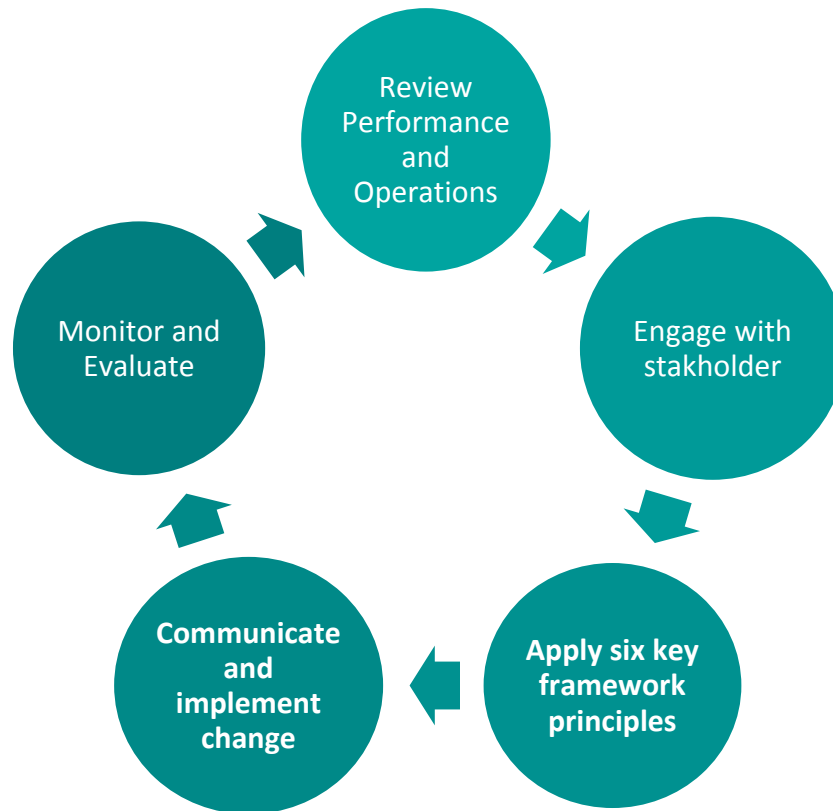


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2.21 To ensure that the principles of the framework are applied across the cleansing service the review model below will be applied.

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2.1 This cycle will allow flexibility and on-going improvements to be made to the service as change occurs. These changes could be related to a number of areas such as:

- New stakeholders identified
- Changing demographics of the borough
- Future changes in funding
- Major regeneration or infrastructure projects
- Changes in legislation

It also ensures that the service is reviewed against the principles of the framework regularly.

## 4. MOTIONING AND REVIEWING

2.2 The standards of cleanliness achieved on the streets and public places throughout the Borough will be monitored through regular inspections, providing meaningful trends in order to gauge whether the target for the year-on-year improvement has been successfully achieved.

2.3 Public perception will continue to be assessed through opinion and satisfaction surveys.

2.4 Monitoring through report it functions, compliments and complainants, and feedback from stakeholders will also be used to assess the effectiveness of the service as a whole as well as within wards, or even individual streets.