

REPORT TO:	OVERVIEW AND SCRUTINY COMMITTEE	AGENDA ITEM: 5
DATE OF MEETING:	16th JANUARY 2019	CATEGORY: (See Notes) DELEGATED or RECOMMENDED
REPORT FROM:	STRATEGIC DIRECTOR – SERVICE DELIVERY	OPEN
MEMBERS' CONTACT POINT:	ADRIAN LOWERY, 5764 adrian.lowery@south-derbys.gov.uk	DOC:
SUBJECT:	VISIT TO NORTH WARWICKSHIRE BOROUGH COUNCIL	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: (See Notes)

1.0 Recommendations

1.1 That the Committee note the report.

2.0 Purpose of the Report

2.1 To update the Committee on a visit by Scrutiny Members and an officer to North Warwickshire Borough Council to compare performance on Street Scene services.

3.0 Detail

3.1 During 2017 the Overview and Scrutiny Committee undertook a review of Street Scene services, particularly focusing on litter related issues. As part of this review the Committee requested a visit to a neighbouring authority, which it felt performed well, a visit to North Warwickshire Borough Council was subsequently organised by the then Interim Director of Housing and Environmental Services.

3.2 A visit in early December 2017, by Cllr Swann, Chair of Overview and Scrutiny, Cllr Billings, Vice Chair of Overview and Scrutiny and Adrian Lowery, Direct Services Manager took place.

3.3 The visit consisted of a meeting at the main offices of North Warwickshire Borough Council between the representatives of South Derbyshire District Council and Senior Politicians and Officers of North Warwickshire Borough Council.

3.4 Whilst no formal presentation was made by North Warwickshire Borough Council, both their officers and Councillors were happy to answer questions and a lengthy exchange of information took place. During the round table discussions it was clear that both Councils faced very similar issues around littering and fly tipping, grounds maintenance and refuse collection.

3.5 One key factor emerged which could explain any perceived differences in performance, this was the difference in resources, North Warwickshire Borough

Council employ 17 full-time staff on cleansing duties whilst at the time of the visit South Derbyshire District Council employed 9 full-time cleansing staff. Since the visit South Derbyshire District Council has increased the resources on Cleansing, Grounds Maintenance and Refuse Collection. Cleansing resources are now 10 full-time employees.

- 3.6 One logistical similarity was the distance to disposal sites for cleansing teams, North Warwickshire Borough Council had developed a system of utilising refuse teams whilst on collection duties to liaise with cleansing teams and collect waste from them, this reduced travel time to disposal sites and allowed for more litter collections to take place. Given that South Derbyshire's designated disposal sites for cleansing and grounds waste are both situated in Derby, officers have considered if the North Warwickshire model could work in South Derbyshire.
- 3.7 Due to South Derbyshire's refuse collection service being organised on a zoned collection regime, there are too many occasions when there would be no refuse vehicles in areas where cleansing teams were working and as such the North Warwickshire model would not work in South Derbyshire. Members agreed some years ago to move to zoned collections, with the main benefits of this being all properties in a specific geographical area have the same collection day. This makes communicating collection information simpler and provides resilience in areas to deal with vehicle breakdowns. However, not to be deterred from finding a solution, Direct Services has adapted an old refuse freighter which now acts as a receptacle at the Boardman Road depot for cleansing waste and is emptied once a week. This vehicle can also be taken out to large fly-tip clearances, thus reducing the number of journeys to and from the disposal sites in Derby.
- 3.8 During the time of the visit, South Derbyshire District Council lead members were also considering improvements for Street Scene and Waste Collection services, following a number of meetings with officers a report was developed and approval was given by Environmental and Development Services, Housing and Community Services and Finance and Management Committees in early 2018 for the following increase in resources – one additional cleansing operative and compact sweeper, four additional grounds operatives and associated equipment and one additional refuse freighter and crew.
- 3.9 During winter hours the four additional grounds operatives are deployed on cleansing duties; the effect of this is to increase the resources on cleansing to 11.6 full-time equivalent employees.
- 3.10 Further to the above, in April 2018, a number of Service Standards covering Street Cleansing, Grounds Maintenance and Waste Collection were approved by both Environmental and Development Services and Housing and Community Services Committees, two further reports have been prepared to enable enhanced delivery against these Standards, one report is a project to improve data capture and communications which was considered by Finance and Management Committee on 10 January, the other report is to establish the performance measures to ensure standards are being delivered which will be presented to Environmental and Development Services Committee at the end of January.
- 3.11 Overview and Scrutiny Committee also noted the work of the Council on tackling litter in a report to the 17 October 2018 Committee and a further report is to be considered by Environmental and Development Services Committee on 24th January as a follow up to this report.

4.0 Financial Implications

4.1 None associated directly with this report.

5.0 Corporate Implications

Employment Implications

5.1 As contained in the report.

Legal Implications

5.2 The Council is a designated Principle Litter Authority and has a statutory duty to arrange for the collection of litter and fly tipping. Failure to meet our statutory duty could lead to the public serving notice on the Council or the Secretary of State intervening.

Corporate Plan Implications

5.3 To deliver services that keep the District clean and healthy is a commitment in the Corporate Plan; the Council has adopted a number of service standards to help deliver this commitment.

Risk Impact

5.4 Reputational risk if Street Cleansing Services are not delivered to a high standard; however, the service standards, additional resources allocated and renewed focus on delivering excellent services helps to mitigate this risk.

6.0 Community Impact

Consultation

6.1 None

Equality and Diversity Impact

6.2 None

Social Value Impact

6.3 Enhancing the health and well-being of local communities can be aided through keeping the District clean and tidy, evidence from the governments Litter Strategy identifies that residents feel safer in their local environment when it is free from litter, detritus and graffiti.

Environmental Sustainability

6.4 The introduction of a refuse vehicle to operate as a mobile disposal point has resulted in fewer journeys to fixed disposal points in Derby, the investment in new vehicles has delivered fuel efficiency and a reduction in emissions. The quick

removal of fly-tips helps to reduce the volume of tipping and could mean fewer collections are needed in the long-term.