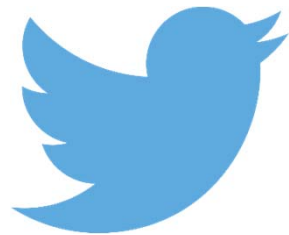




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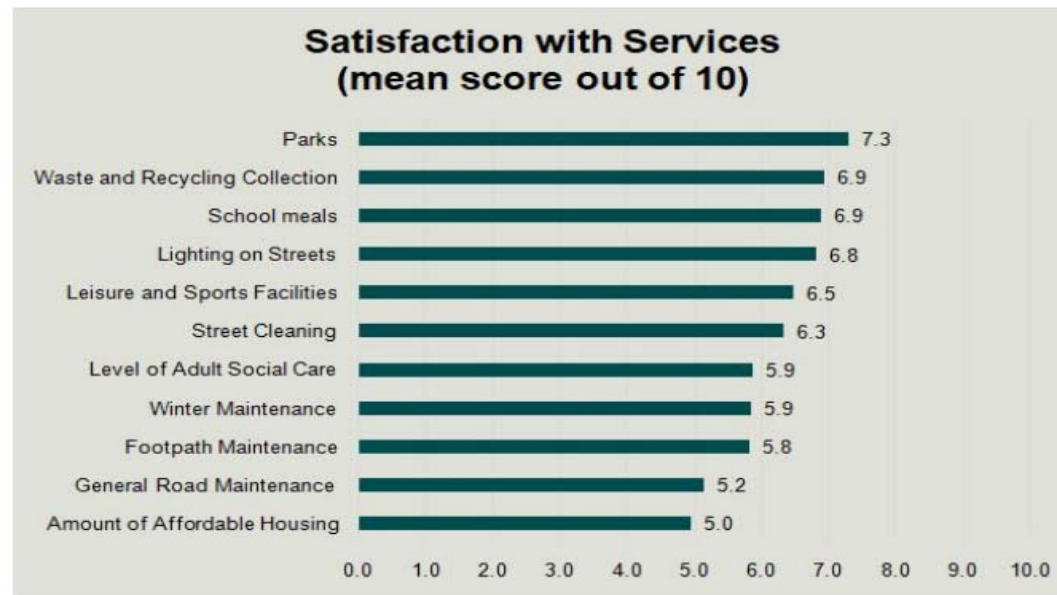
# APSE State of the Market Survey 2021 Street Cleansing

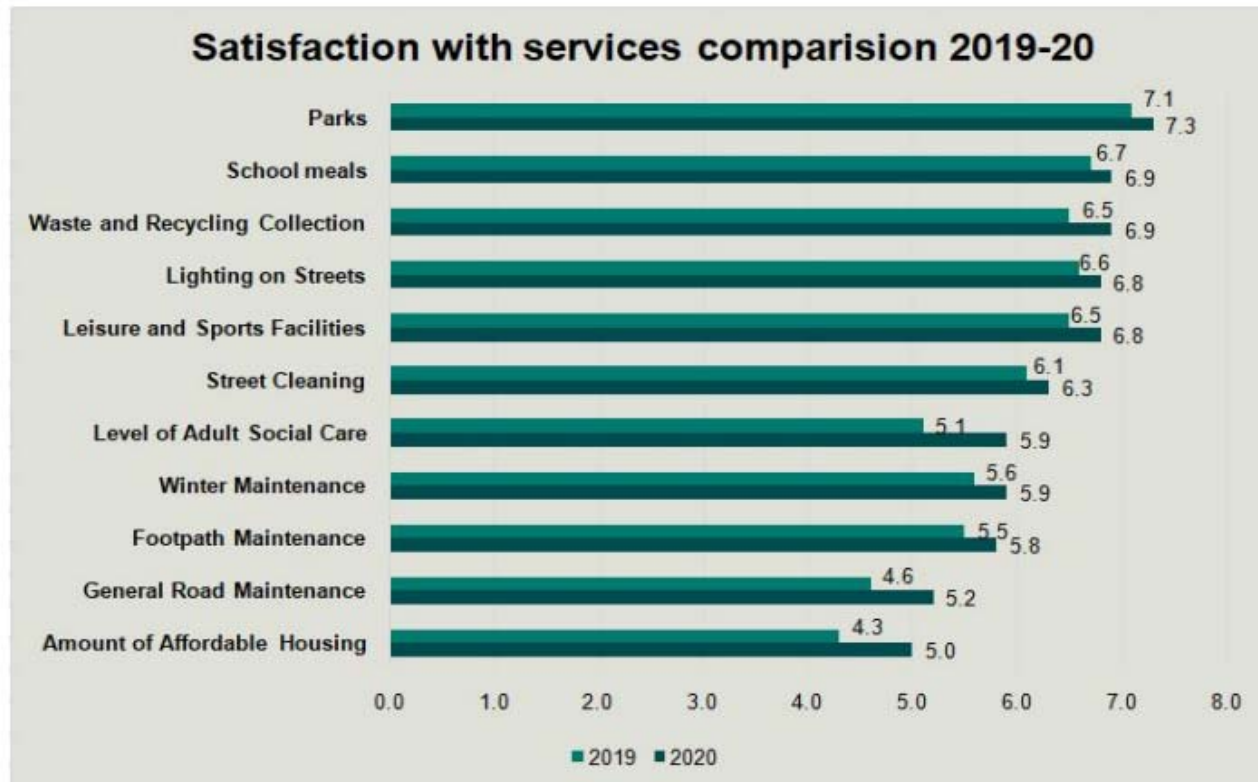




# The public!

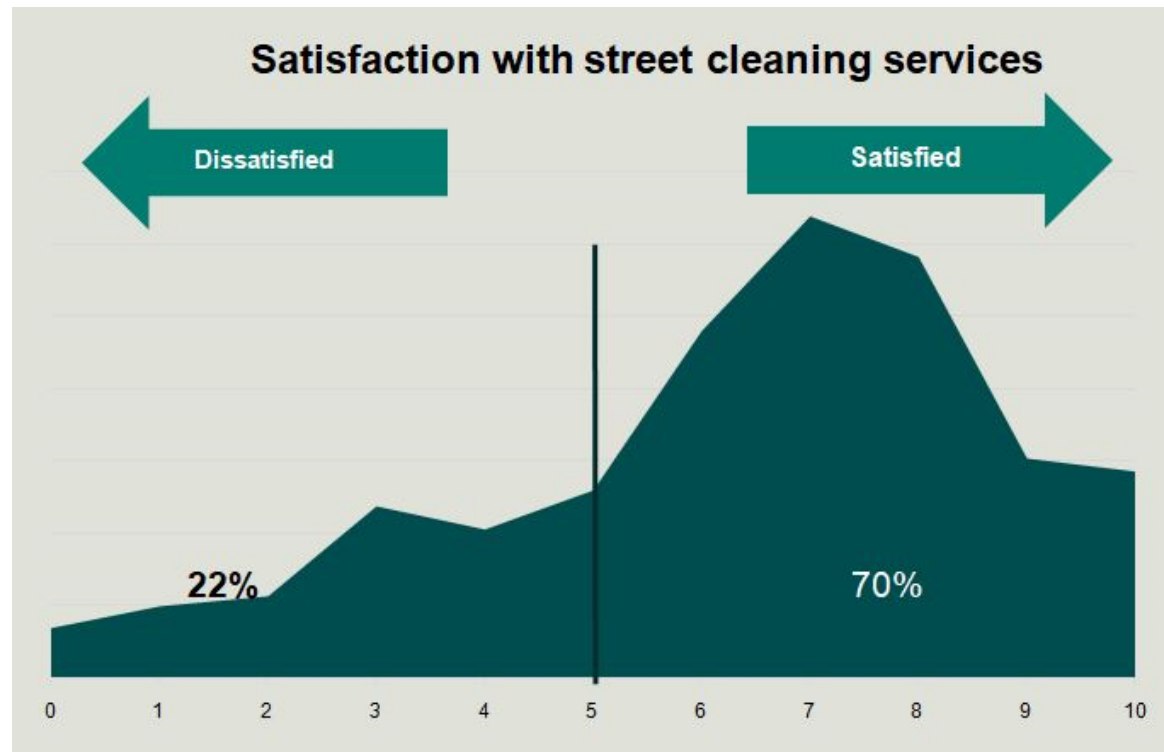
## Satisfaction levels vary between services

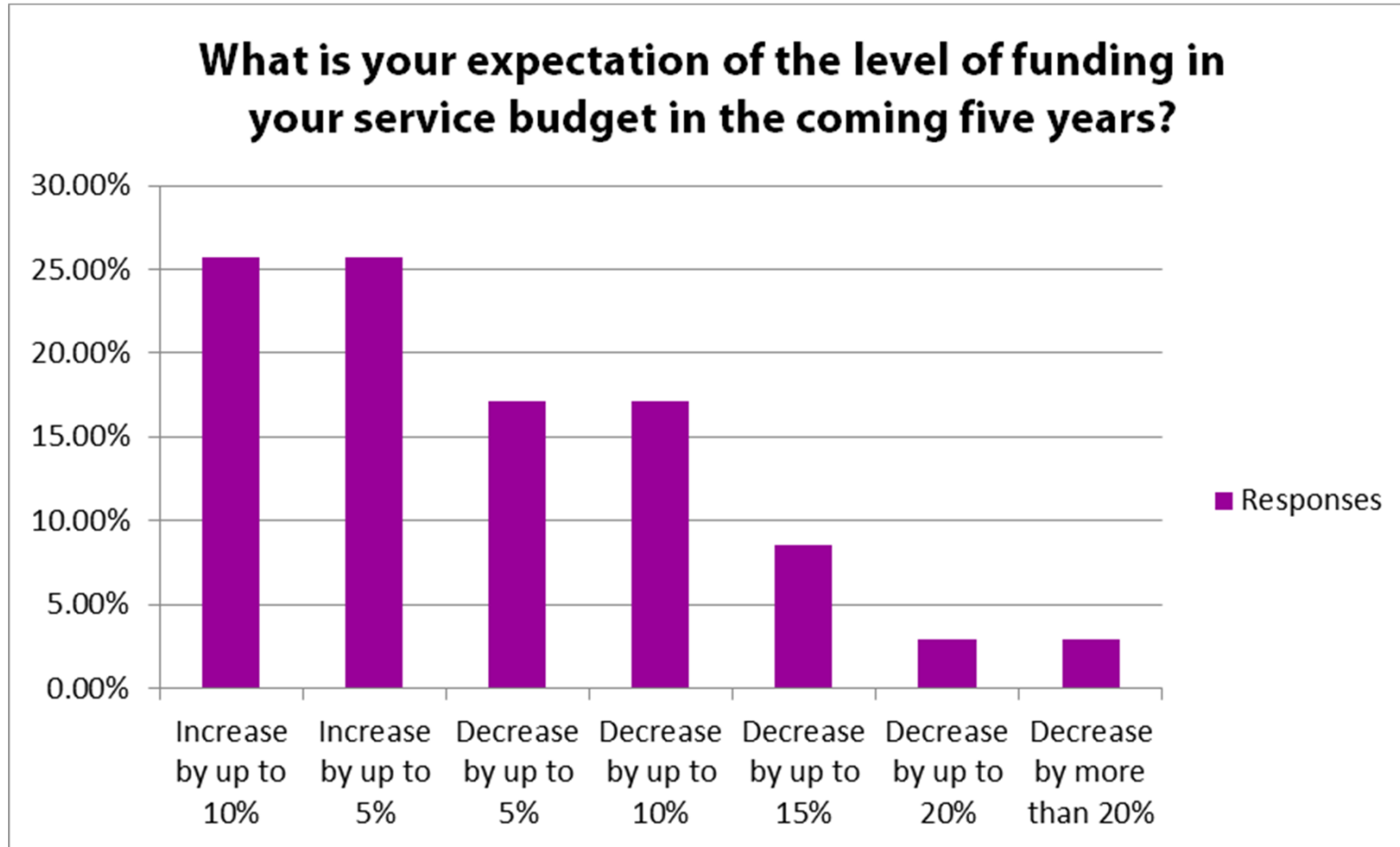






## 6.3 Street Cleaning







What efficiencies are you currently working towards or proposing?

- Better use of technology to maximise efficiency
- Depot rationalisation
- Reductions in overtime / changes to working patterns
- Increased levels of mechanised sweeping
- Reducing lone workers in favour of team working thereby reducing individual equipment needs
- Use of smart litter bins reducing emptying frequencies
- Route optimisation
- Double shifting of vehicles and reducing residential sweeping frequencies
- Increasing the use of volunteers to adopt local area cleaning
- Replace cleaning visits to certain areas by carrying out 'deep cleans', twice per year instead.
- Reducing sweeping frequencies and litter bin emptying.
- Better joint working between street cleansing and refuse collection teams
- Joint authority working
- ICT investment
- 7 day working to reduce overtime costs
- Increasing staff training to allow multi-tasking and give greater empowerment to make on—site decisions.

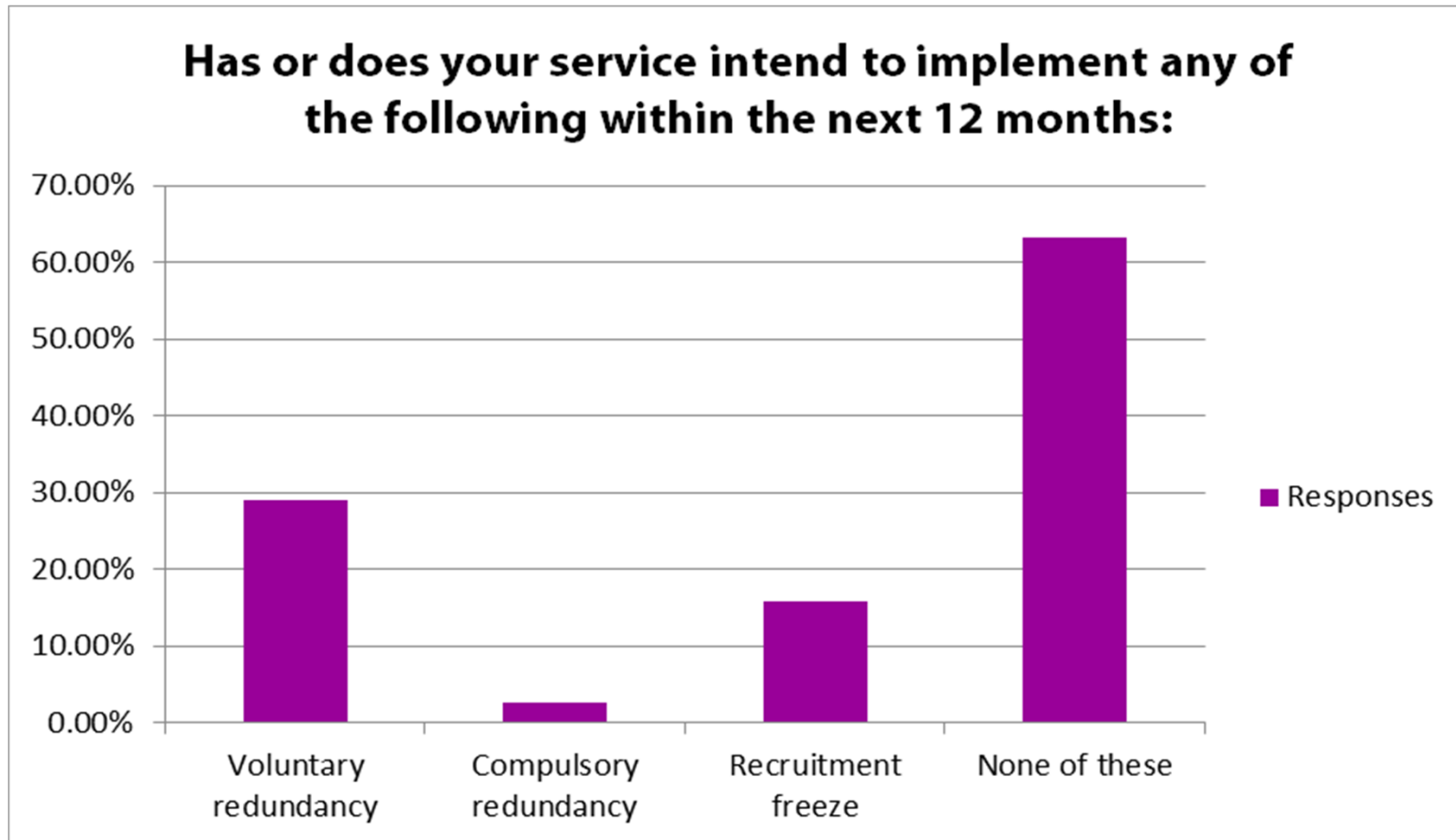


### Income generation strategy

The types of services being used to generate income were as follows:

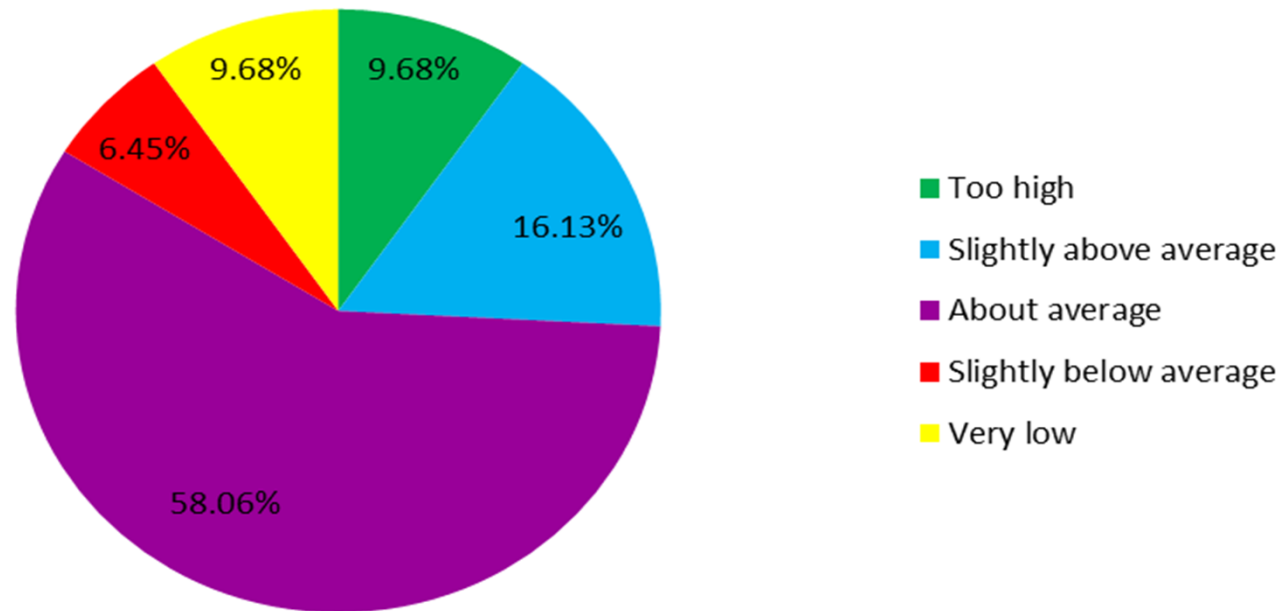
- Bulky waste disposal
- Cleaning of private car parks, housing and industrial estates.
- Delivering services for town / parish councils (e.g. dog/litter bins, cleansing)
- Weed spraying / weed killing for highways authority
- Gully emptying contracts
- Mechanical sweeping of cemeteries, parks and industrial estates, etc. for public / private clients
- Jet washing services to clear graffiti / clean surfaces for private sector clients
- Clean-up charging after events (rather than footing the bill themselves)
- Housing garden care, fencing and clean ups
- Advertising on litter bins
- Clearance of fly-tipping on private land.







### Are staff absence levels at an acceptable level?





## Standards of cleanliness

### The past 12 months

- 46% said they had **stayed the same** (63% % in 2020).
- 20% said cleanliness levels had **improved** (26% % in 2020).
- **34% said cleanliness levels had fallen** (10% in 2020).

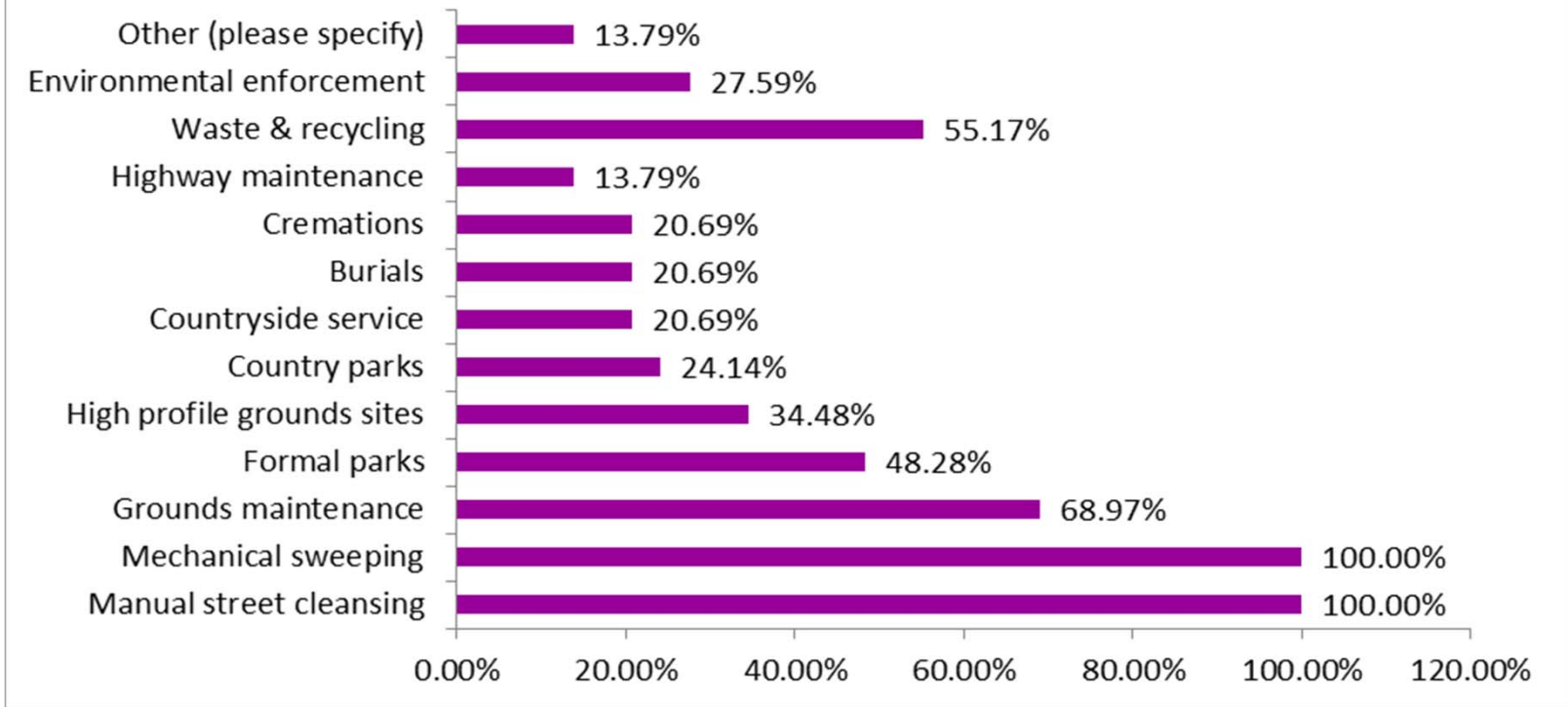
Impacts of the pandemic and reduced staffing levels either through sickness or redeployment to other services e.g. waste and recycling collection and bereavement services, have resulted in **fewer street cleansing staff on the ground** possibly causing a fall in cleanliness levels.

### The coming 12 months

- **29% expect cleanliness levels to improve** over the coming twelve months,
- 51% expect them to stay the same and
- **only 20% expect a decrease** in cleanliness levels.

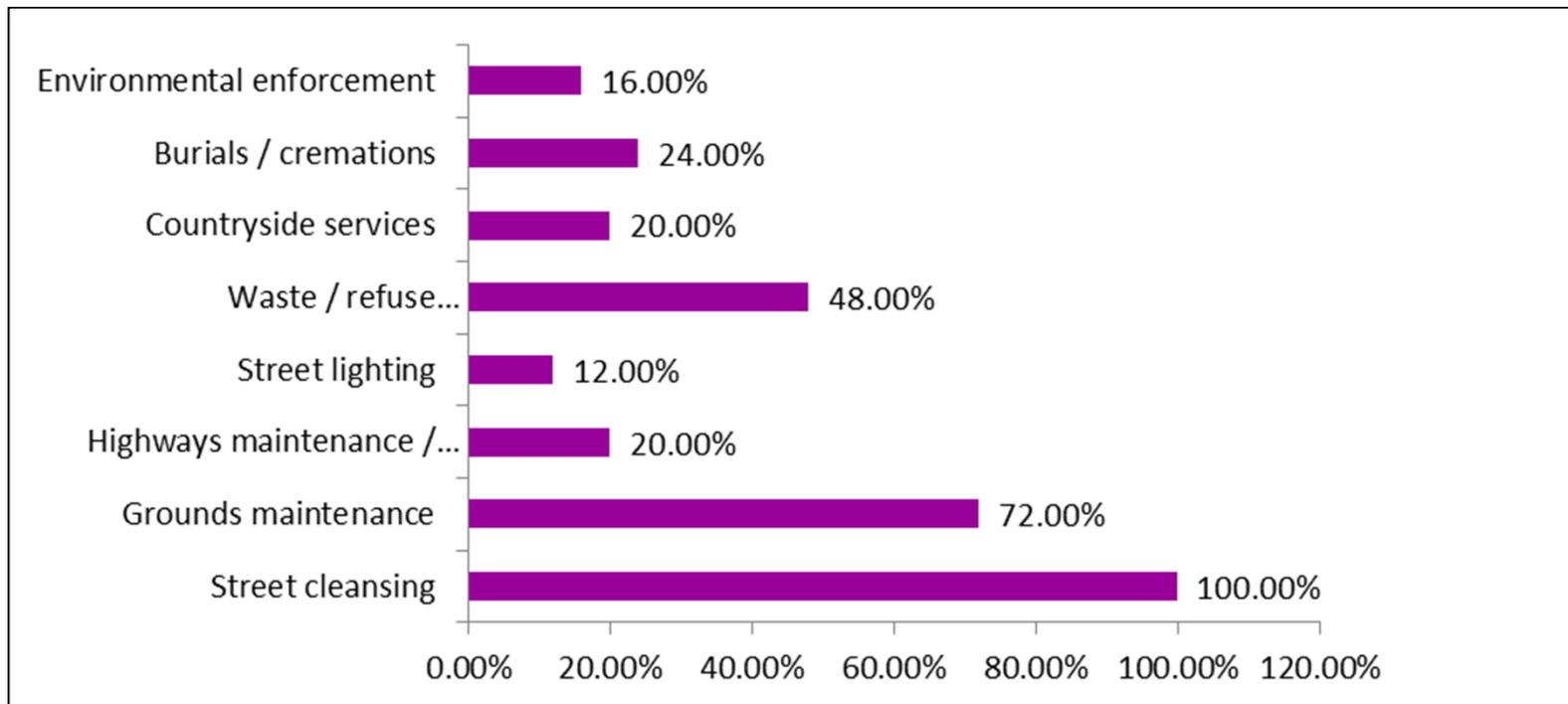


### If services and/or management are integrated, which ones of the following are included?





Services jointly delivered by scene service staff within your street scene department





## Street cleansing operations

### **Operational Systems**

- 89% stated that they have area-based teams (91% in 2020)
- 20% of respondents stated that they operated over 5 days and
- 80% operate a 7 day service.
- 17% currently undertake night-time street cleansing service (23% in 2020).

### **street cleansing service management**

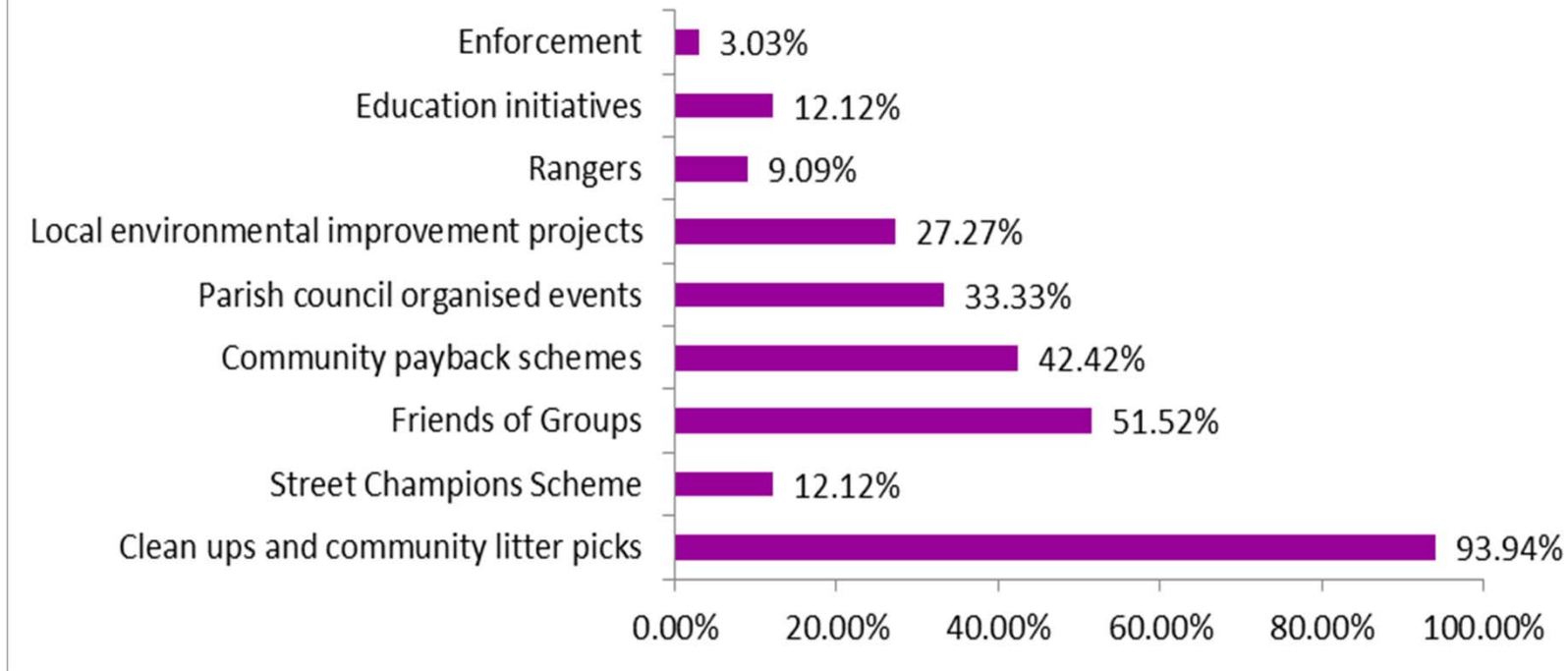
- 89% stated that this is in-house (81% in 2020)
- 9% external (19% in 2020).

### **Externally managed**

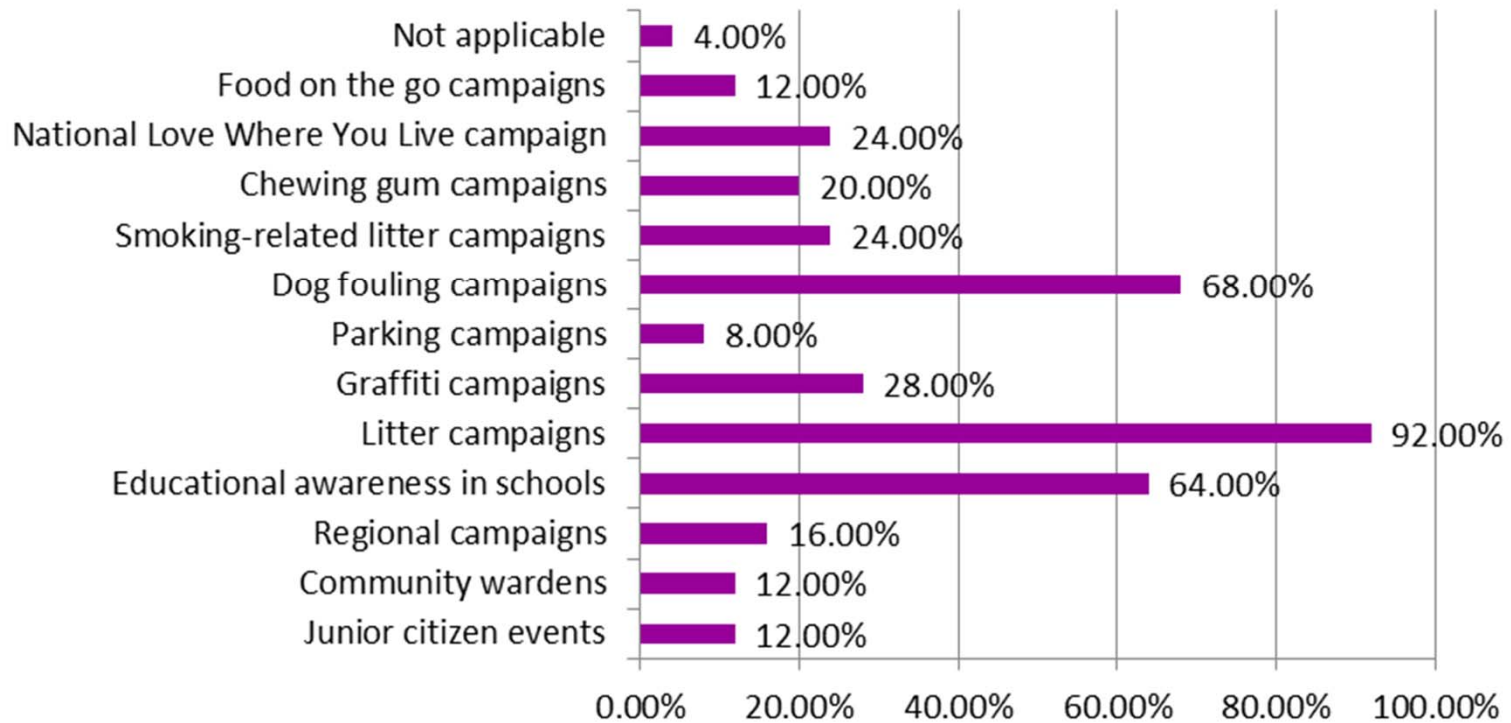
- 25% of respondents stated that the contract length is 7 – 10
- 75% stated their contract length was over 10 years.
- 50% of respondents indicated that there is an option to extend the contract.



### How are volunteers involved in the street cleansing service?



### Are you planning any education campaigns in the next 2 years? If yes, what are these?







## Main areas of service growth

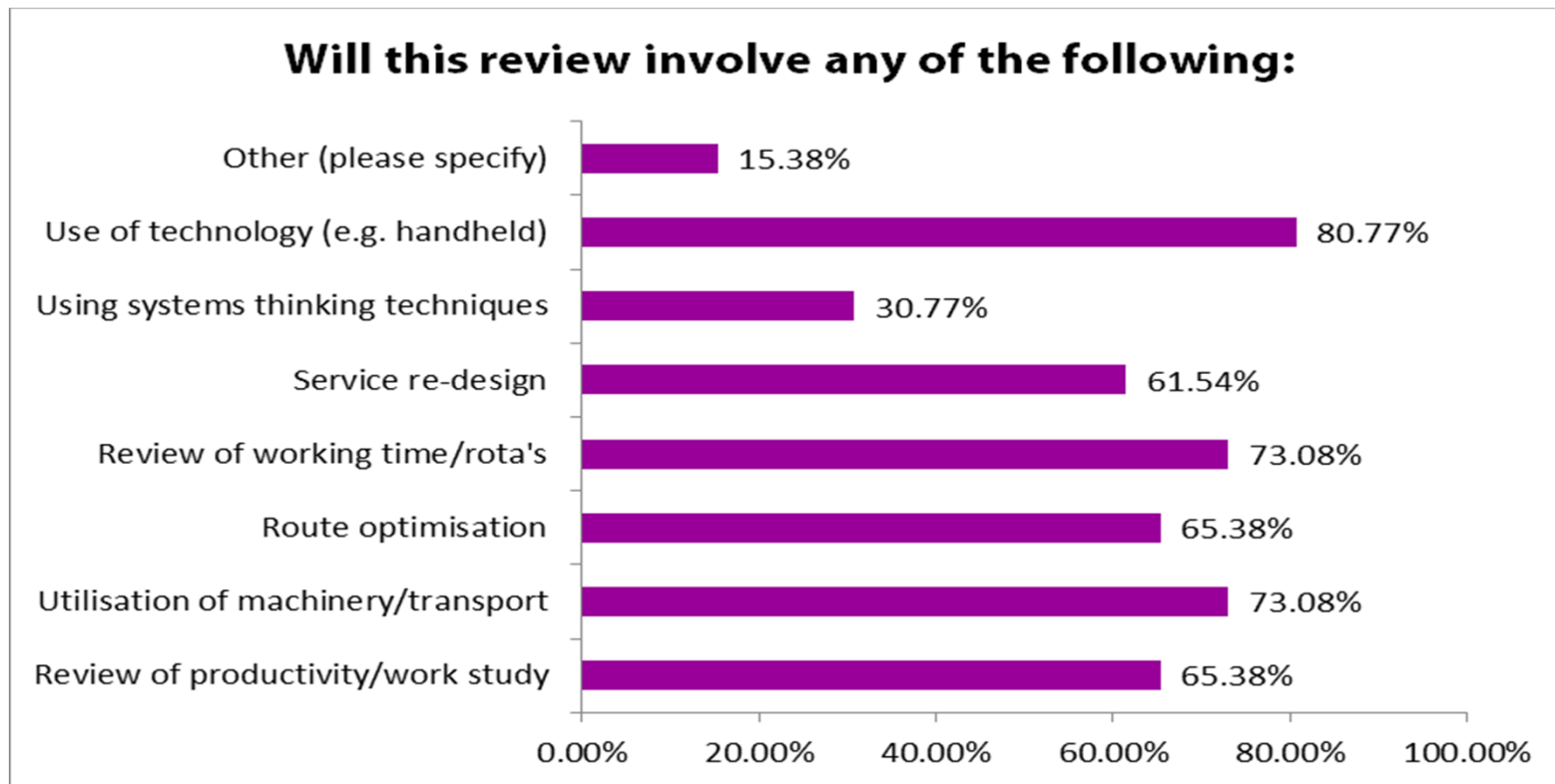
- Dealing with fly-tipping
- Enforcement
- Education and Prevention
- On street litter bins / recycling street bins
- Volunteers and community engagement
- Income generation / selling services

## **Main areas of service reduction**

- Sweeping of rural roads
- Phasing out of street cleansing barrows
- Cleaning associated with late night economy
- Maintaining high levels of cleanliness
- Reduced support to voluntary groups
- Cleaning of low and high obstruction housing



## Service Reviews





# Conclusions

- Public remain supportive
- Covid impact on-going
- Covid recovery
- Climate change
- Continuous review and transformation
- Resilient, flexible and adaptable

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