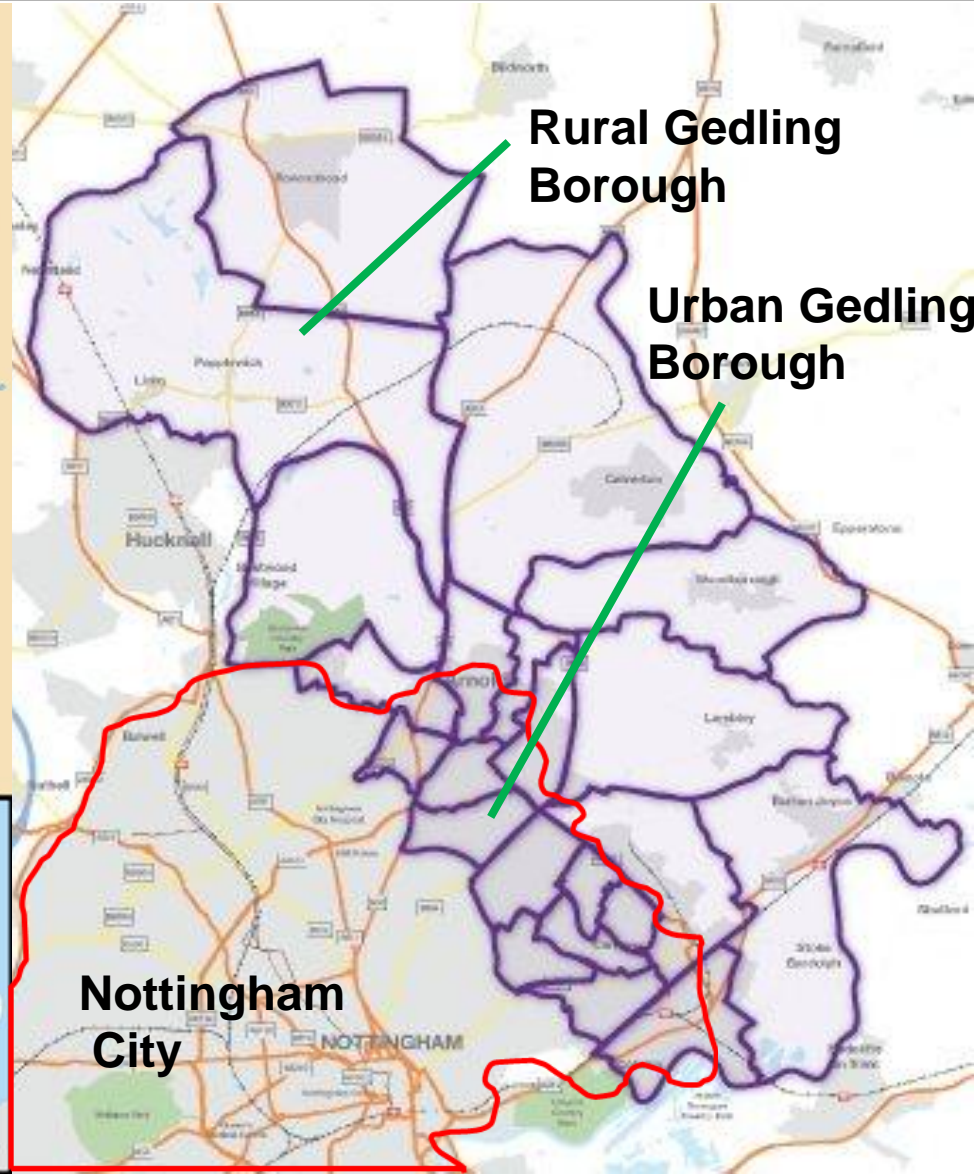




Most Improved Street Cleansing Service 2013: Reducing Costs and Generating Income

Speaker – Melvyn Cryer
Service Manager, Parks and Street Care (PASC)
Gedling Borough Council

Location



- **Gedling Borough just north of Nottingham City**
- **Population: 113,545**
- **Number of Homes: 52,500**
- **Businesses: 2,800**
- **Increasingly aging population fewer 5-44 year olds**
- **94% White British, 1.4% White Other, 0.91% White Irish**
- **0.84% Black Caribbean 0.82% Asian Indian**
- **Overall crime is falling 6.3%**
- **Antisocial behaviour is falling 24%**
- **Domestic Abuse is up 2.7%**
- **Overall affluent Borough but with pockets of deprivation**

The Crew



Street Cleansing Now (1)

- Empty over 57,600 mixed waste litter bins
- Cleans over 2000 channel miles (streets) and footpaths
- Collects over 1500 tonnes of paper on kerbside collection
- Cleans public toilets over 4000 times
- Keeps 28,600 highway gullies free flowing
- Consisting of 4 main retail town centre areas and several villages



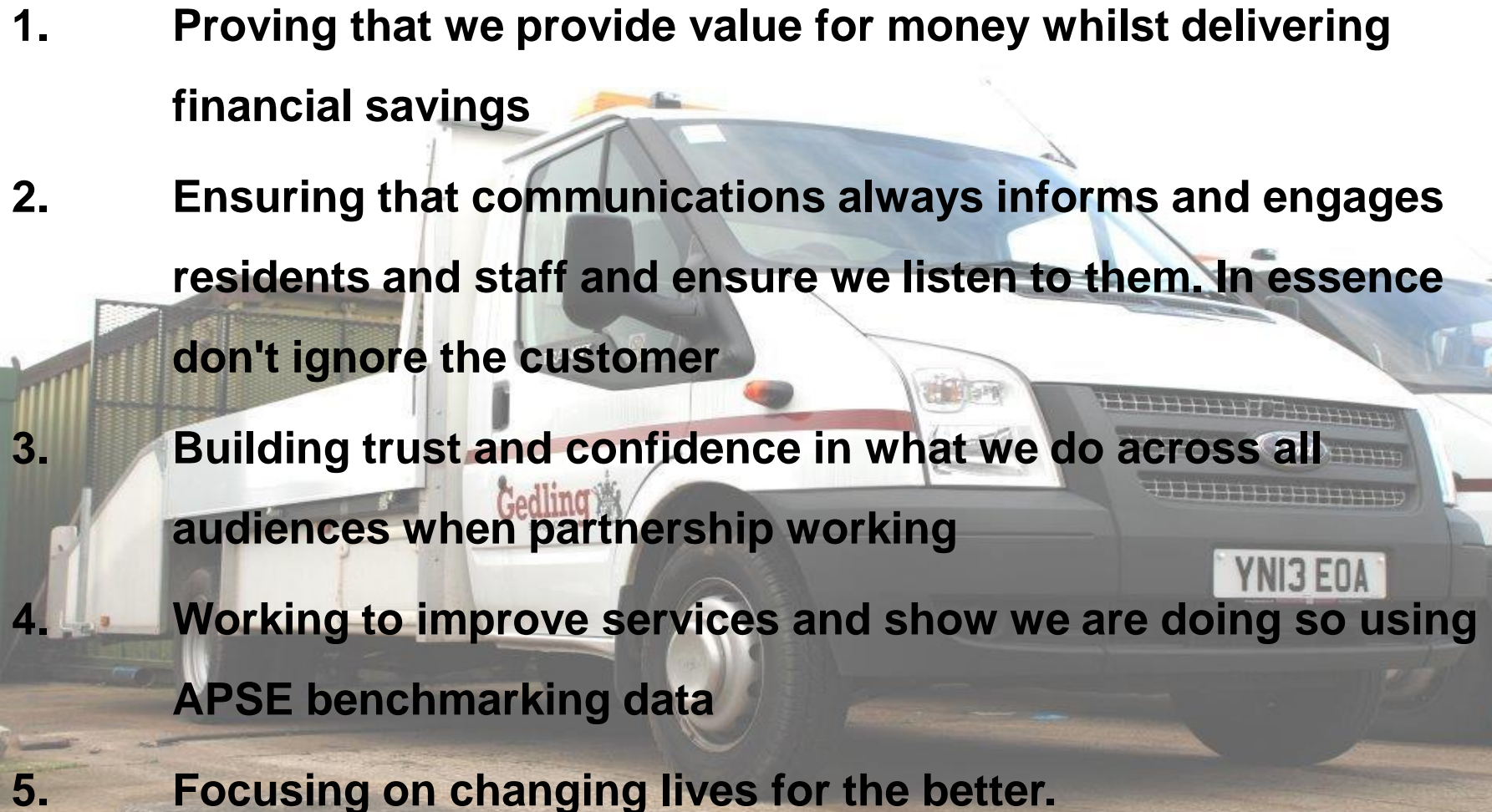
Street Cleansing Now (2)

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- **Weekly cleansing of main A roads**
 - **Six weekly cleansing of other streets**
 - **Mixed waste Litter bin emptying**
 - **Free Graffiti removal service introduced**
 - **Removal of hazardous waste (including asbestos)**
 - **Removal of fly tipped waste**
 - **Daily cleaning of public toilets**
 - **Clearing up after road traffic accidents and spillages**

Where We Wanted To Be

(Inc review of best applicable practice)

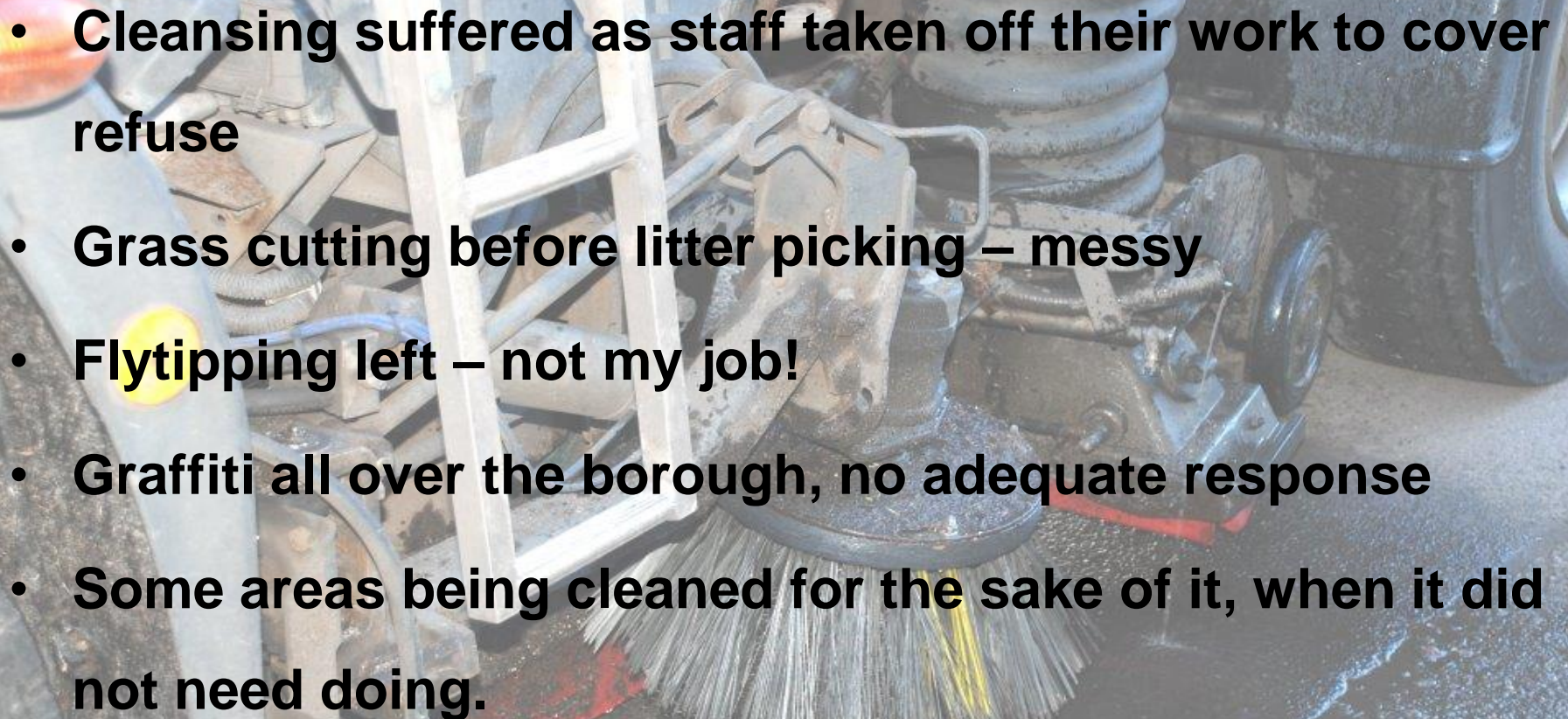
Time for change.

1. Proving that we provide value for money whilst delivering financial savings
 2. Ensuring that communications always informs and engages residents and staff and ensure we listen to them. In essence don't ignore the customer
 3. Building trust and confidence in what we do across all audiences when partnership working
 4. Working to improve services and show we are doing so using APSE benchmarking data
 5. Focusing on changing lives for the better.
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Where We Were (1)

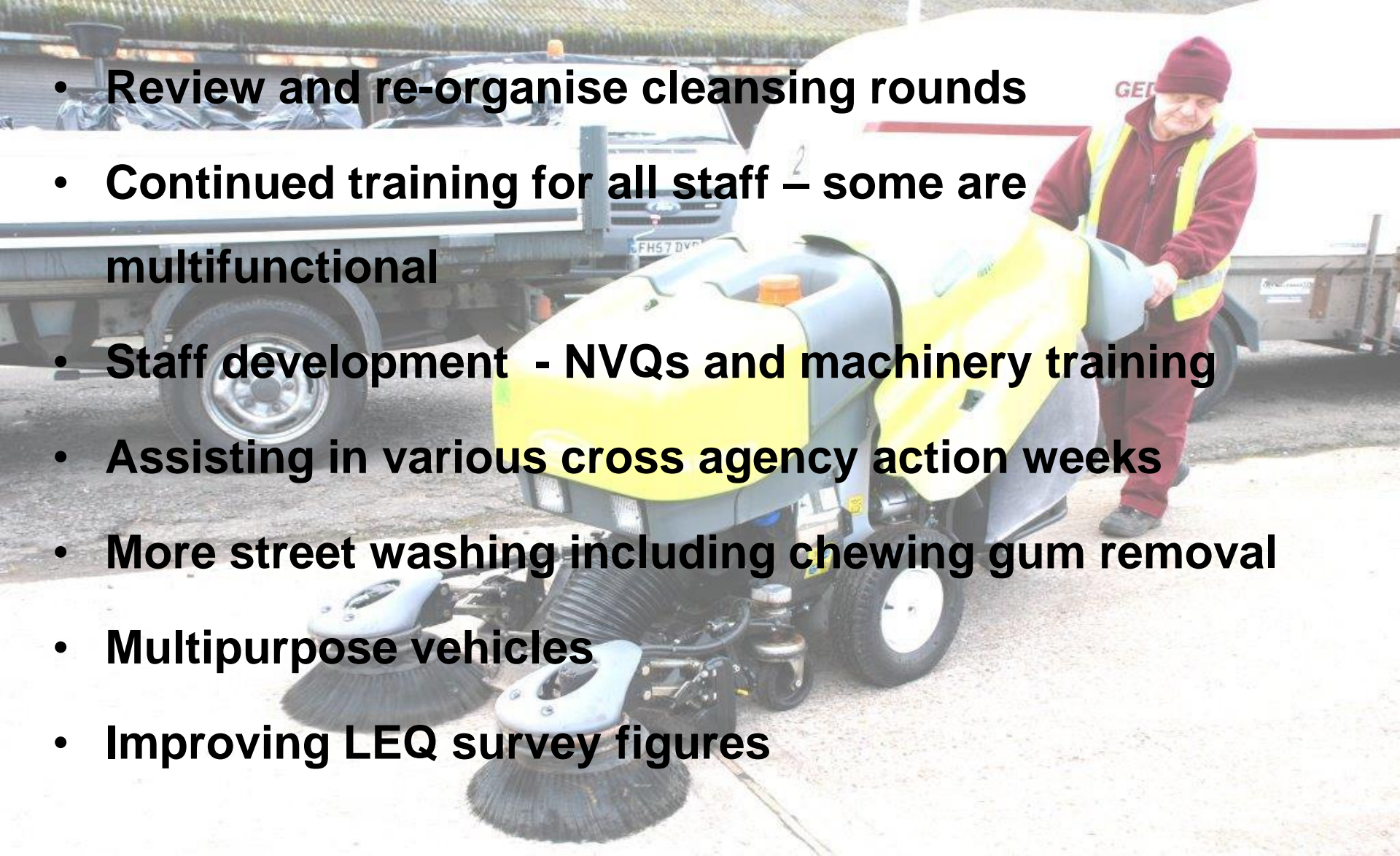
Assets	Total	Deployment
Operation Manager	.5	Strategic Operational Control
Street Cleaning Development Officer	1	Development/Education/Community Work
Assistant Manager	1	Strategic Operational Control
Supervisors	2	Day to Day Operational Control
Caged Vehicle + driver + assistant	2 (North & South)	Emptying Litter Bins, one off jobs
Rapid Response caged vehicle + driver	1	Fly tips, one off response
Large gulley sweeper	2 (North & South)	Carrying out scheduled sweeping according to frequencies in contract
Mechanical Sweeper	2 (North & South)	Carrying out scheduled sweeping according to frequencies in contract
Mechanical Sweeper	1 (Rurals & Hot Spots)	Carrying out scheduled sweeping according to frequencies in contract
Applied Sweeper	2 (North & South)	Carrying out scheduled sweeping according to frequencies in contract
Town Centre Cleaning vehicle + driver	1	Carrying out scheduled sweeping according to frequencies in contract
Barrowman	1	Rotated around the main community areas
Parks and Street Care Facilities Cleaner	1	Carrying out scheduled cleansing of parks pavilions, cemetery chapels and toilet premises.

Problems Encountered.

- **Cleansing suffered as staff taken off their work to cover refuse**
 - **Grass cutting before litter picking – messy**
 - **Flytipping left – not my job!**
 - **Graffiti all over the borough, no adequate response**
 - **Some areas being cleaned for the sake of it, when it did not need doing.**
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How We Got There (1)

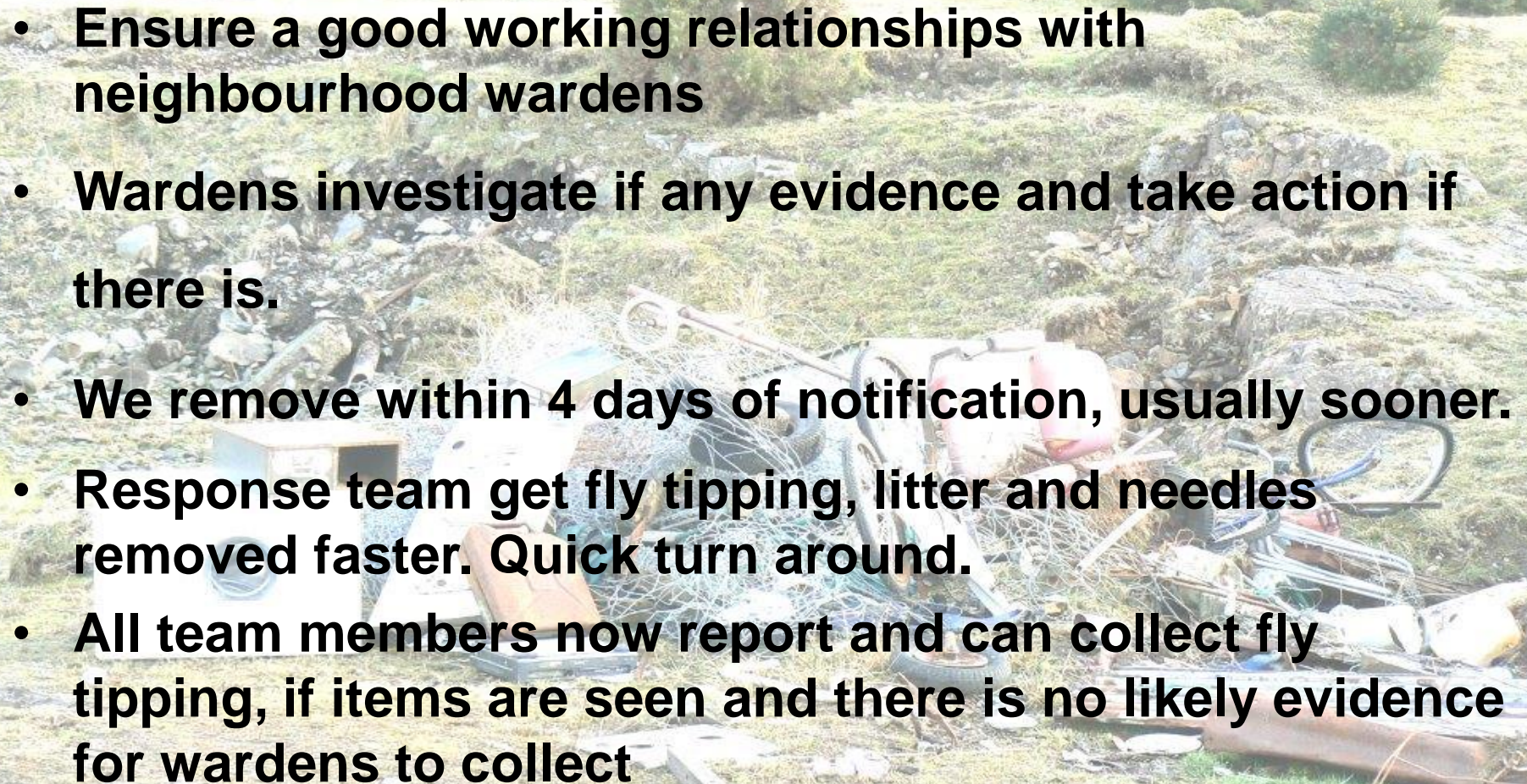
- Review and re-organise cleansing rounds
- Continued training for all staff – some are multifunctional
- Staff development - NVQs and machinery training
- Assisting in various cross agency action weeks
- More street washing including chewing gum removal
- Multipurpose vehicles
- Improving LEQ survey figures



Litter

- **Six weekly schedules for most residential areas**
- **Eight or 10 weekly introduced for some areas**
- **Weekly or daily for shopping areas and school routes**
- **Joint working between wardens and Street Cleansing Service staff to identify and target hotspots and identify a suitable cleansing crews response frequency.**
- **Undertake litter picking before we cut the grass**
- **Introduction of a roving 'Barrowman'.**

Fly Tipping.

- **Ensure a good working relationships with neighbourhood wardens**
 - **Wardens investigate if any evidence and take action if there is.**
 - **We remove within 4 days of notification, usually sooner.**
 - **Response team get fly tipping, litter and needles removed faster. Quick turn around.**
 - **All team members now report and can collect fly tipping, if items are seen and there is no likely evidence for wardens to collect**
- 

Arnold Cleansing Routes—Rounds A,B,C & D

Side Waste

- **Excess waste that has not been placed into the refuse bin provided, and usually results in waste being placed on top of, or to the side, of the bin on the pavement.**
- **Split bags and cardboard spilt/blown onto the streets. Not fetched back in by the resident.**
- **Rounds reviewed and adapted.**
- **Ensure the street cleansing crews cleansed the road after the refuse lorries had been through the area.**

Education and Publicity

- **Wardens educate school pupils**
- **Cigarette Litter - Wardens give out portable ashtrays to try to prevent litter**
- **Promote and provide assistance/equipment to help community groups carry out clean up's.**
- **Publicise dog fouling penalty cases and promote the antisocial nature of this offence.**
- **Use Graffiti, Abandoned Vehicles, Flytipping and litter free phone hotline, also advertised on our vehicles**
- **Posters on our bins to discourage litter, dog fouling**

Improvements Achieved and Challenges Overcome

1. Financial savings – Income from new business
 2. Ensuring good communications
 3. Partnership working
 4. Improvement in service delivery
 5. Changing lives for the better.
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The Facts

- **Gedling Borough Council, Street Cleansing Service delivered and exceeded the cost savings, efficiencies and customer consultations during 2012/13.**
- **We were winner of APSE's Most Improved Street Cleansing Service 2013:**
- **Our resident satisfaction levels have jumped from 63% to 72% the highest they have ever been, which is good news for me!**

The Future

But the challenges don't stop there; We are

- **Sourcing new software to improve our ICT infrastructure**
 - **Working alongside GBC 'Business Transformation' team to facilitate progression towards a paperless office system.**
 - **Introducing a 'smartphone' apps to enable residents to respond using the apps screens to report graffiti, litter and fly tipping directly to the frontline.**
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Reducing Costs and Generating Income

Thank You



Gedling
Borough Council

