

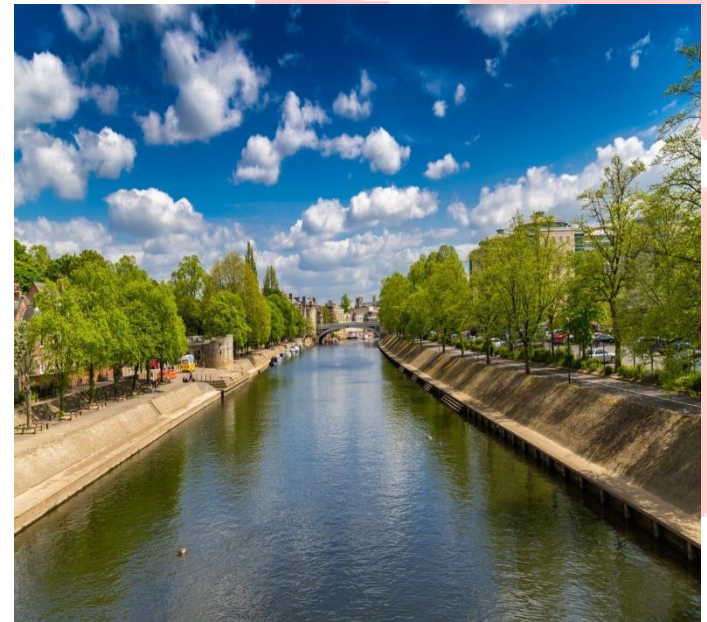
Managing the street scene – the City of York Council Experience

- Russell Stone – Head of Operations
- Good Morning and Welcome



Managing the street scene – the City of York Council Experience

- York is more than a tourist city, its a home to over 200,000 residents.



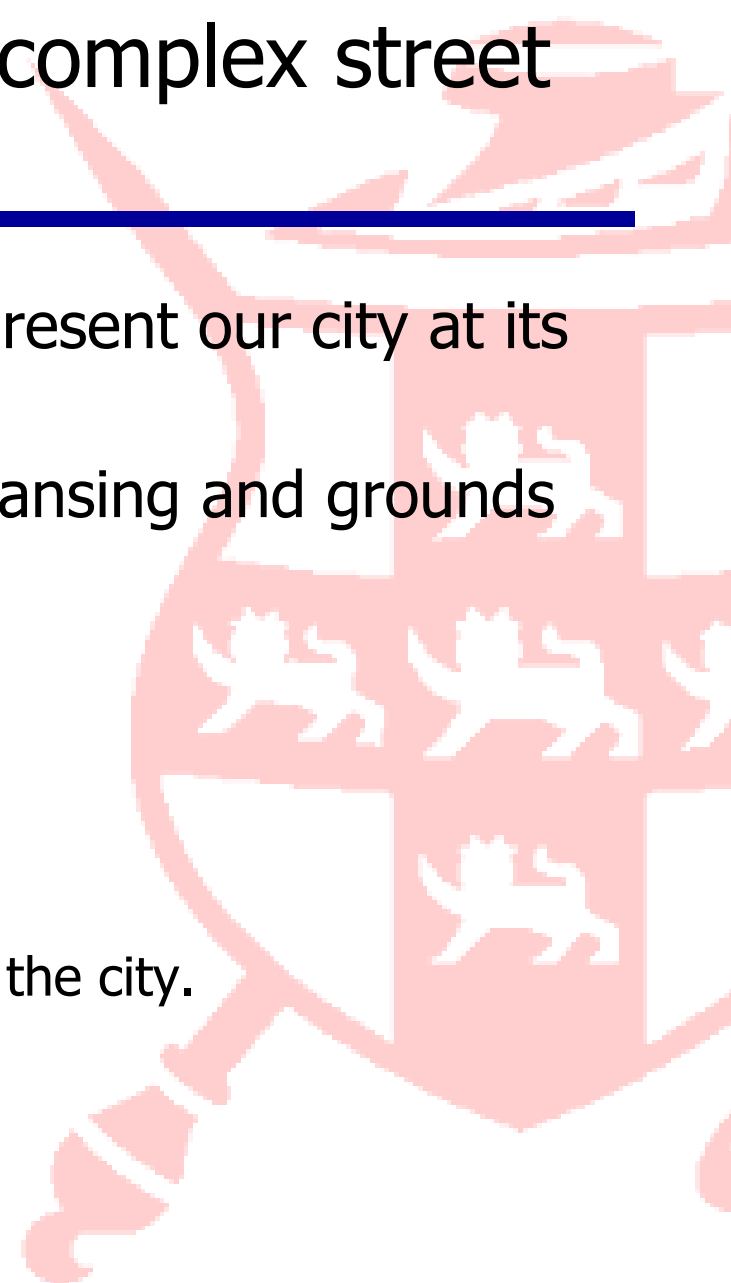
People, People and More People!

- 208,367 residents
- Over 20,000 student population
- 8,000,000 footfall through the city centre in 2017/18
- York City Football Club
- York City Knights
- York Race Course
- City Centre Events and Markets



Cleaning considerations in a complex street scene environment

- International reputation - need to present our city at its best.
- Around 70 FTE's covering street cleansing and grounds maintenance
 - Working patterns?
 - Ageing workforce
 - Training
- Litter and Dog Waste Bins
 - Approx 1200 litter and dog bins across the city.
 - Traditional of smart ?
- 810km of carriageway to clean
 - When and how?



Developing and improving service delivery methodologies

"But we've always done it this way."

- Historically very manual and paper based routines.
 - Corporate CRM system
 - Reviewing our main street cleansing processes
 - Approx 7000 calls for service in 17/18
 - Asset management information
 - Route optimisation
 - Electrically powered equipment
 - Training

Developing and improving service delivery methodologies

"It's our job, what's it got to do with them!"

- Volunteers - working with colleagues across the council we have built up a network of volunteers across the city.
- Including groups, individuals and businesses, who undertake tasks on a daily, weekly and adhoc basis on a range of activities.

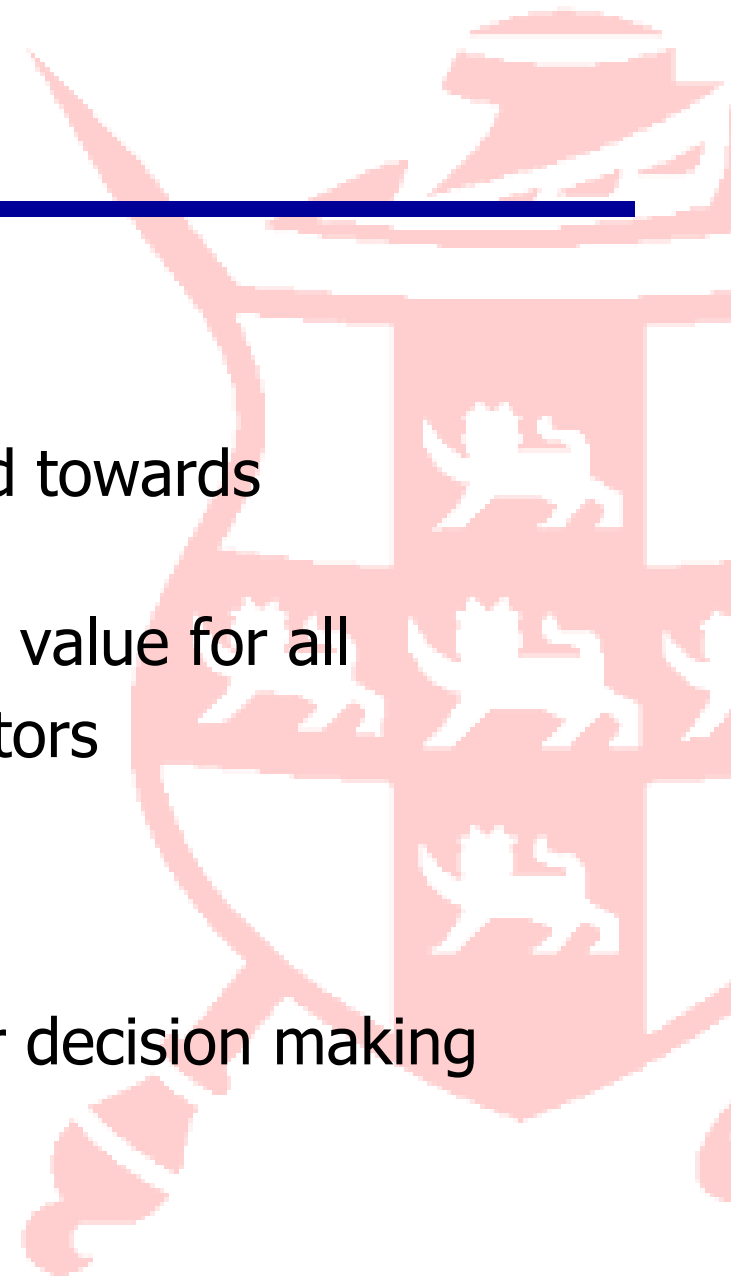
Working with Partners

■ York BiD Team

- Annual budget of £250k targeted towards environmental issues.
- Regular meetings to ensure best value for all
- Close working with their contractors
- Shared resources

■ York Civic Trust

- Important to involve them in our decision making process at the early stage



Learning from each other

- We are at the beginning of a journey and I'm looking forward to hearing from colleagues here today on things that might help us continue to improve the service we give to our city.
- Thank You.

