

A Clean City

Partnership working and citizen engagement: The key to a cleaner environment

APSE Seminar 13th February 2019

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Parks & Streetscene – Context

Parks & Streetscene and Grounds Maintenance deliver a key operational service to Nottingham City that delivers a number of manifesto commitments.

Parks & Streetscene forms part of the public realm operating model; and aims to provide a service that reflects our community's priorities whilst balancing our statutory obligations.

Everyone has regular contact with the Parks & Streetscene in some way or other, and numerous public surveys demonstrate that the state of the streets is high on the public's list of priorities for local authorities to address.

Parks & Streetscene provide the environment for much of our community life.

Clean, safe, accessible and attractive Parks & Streets are fundamental elements of an environment that is pleasant to live in.



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Christmas Day 2018



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Performance Trends

	18 - 19	Trend
Graffiti (cleared within 48 hrs)	97%	↑
Racist/offensive Graffiti (cleared within 48 hrs)	100%	↑
Dog Fouling (cleared within 48 hrs)	98%	↑
Fly Tips (cleared within 48 hrs)	94%	↔
Bulky Waste collections – (2017/18)	58,715	↑
Missed Bins / 100,000	94.5	↔

APSE Benchmarking

Domestic Waste

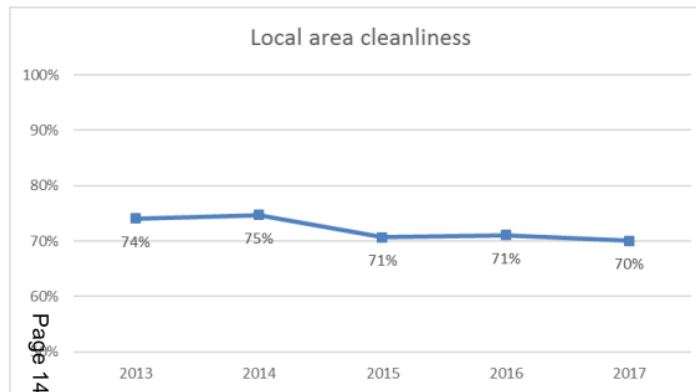
Measure	Quartile	NCC	Average
Cost of refuse collection service per household	1	£27.71	£62.71

Street Cleansing

Measure	Quartile	NCC	Average
Front line staff costs as a % of total staff costs	1	96.5%	86.3%
Number of litter offence fixed penalty notices	1	2251	525
% of sites surveyed falling below grade b for cleanliness	2	0.94%	3.44%
Cost of cleansing service per household	2	£35.07	£34.65

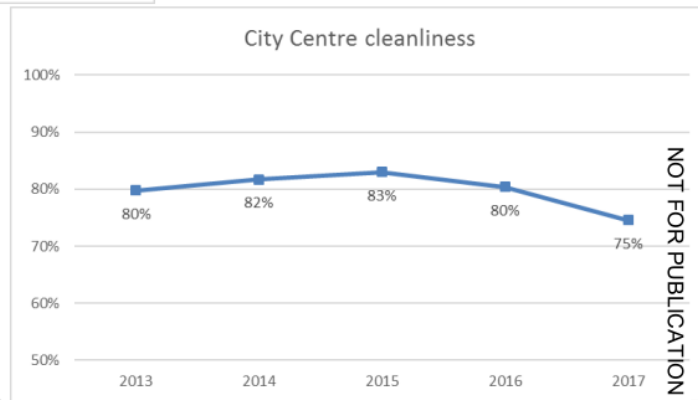


Citizen survey perception Cleanliness



% respondents very or fairly satisfied

75% of respondents are satisfied with the cleanliness of the city centre (80% in 2016[^])



% respondents very or fairly satisfied

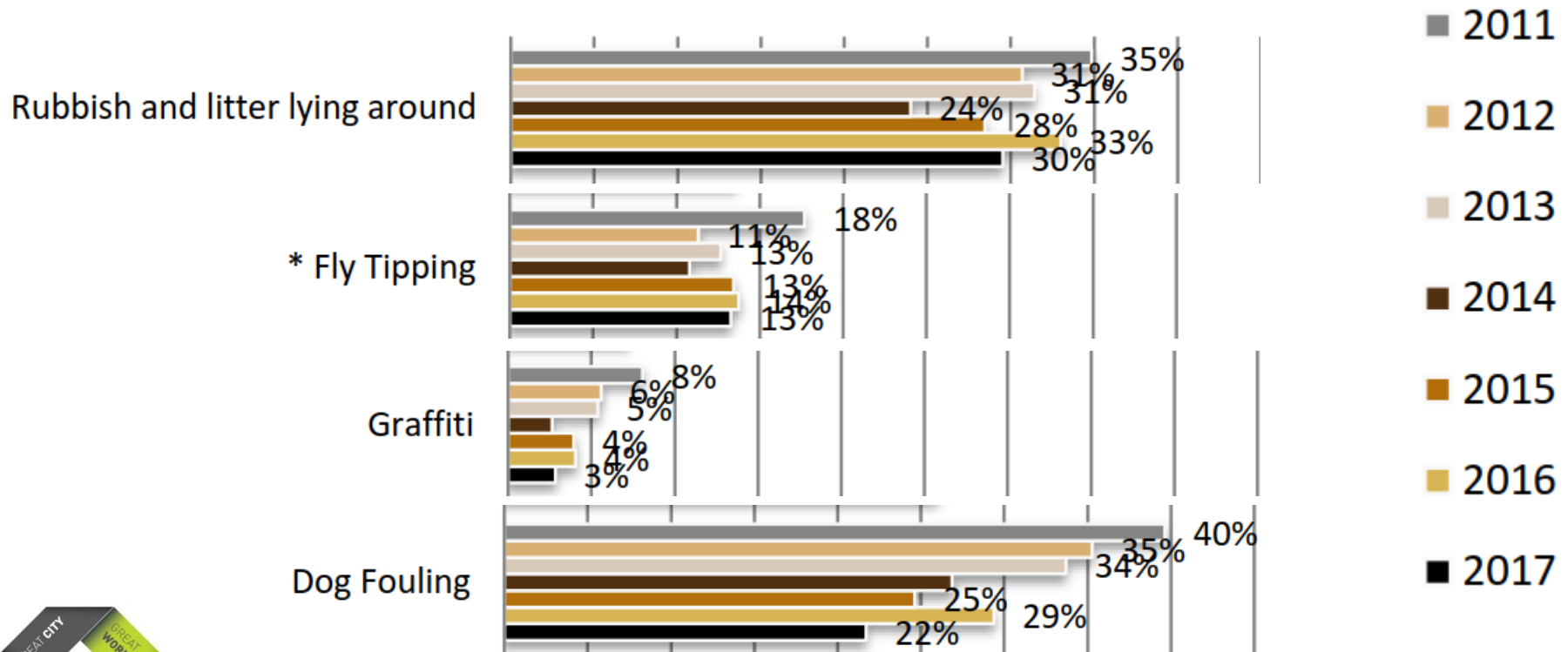
*Not statistically significant difference at 95% confidence level

[^]Statistically significant difference to 2016 results at the 95% confidence level



Citizen Respect survey

Perceptions of Anti-Social Behaviour in Local Neighbourhood by Year (very or fairly big problem) - (%)



Challenges - £1.1 million out of service since 2015

Ongoing service efficiencies secured by redesign, alternative ways of working, attendance management and flexible use of workforce.

These measures have seen a 26% reduction in FTE's since 2011

Income Generation

- Could say not our most important issue but still needs a focus
- Area of significant income streams (£2.9 million) plus emerging opportunities in 2017 (Bulwell Market & Neighbourhood Car Park cleansing)
- Nottingham BID income secured to 2021

Continued Service Evolvement – Shadow Labour Board, Workforce Training & Development (LGV Driver programme)

Insourcing

- Weed Spray; Hedge Cutting and Nottingham Wildlife Trust



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Spotlight – Weed Spraying



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Spotlight – Garden Assistance



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Spotlight – Sweepers



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Spotlight – City Centre Litter Bins

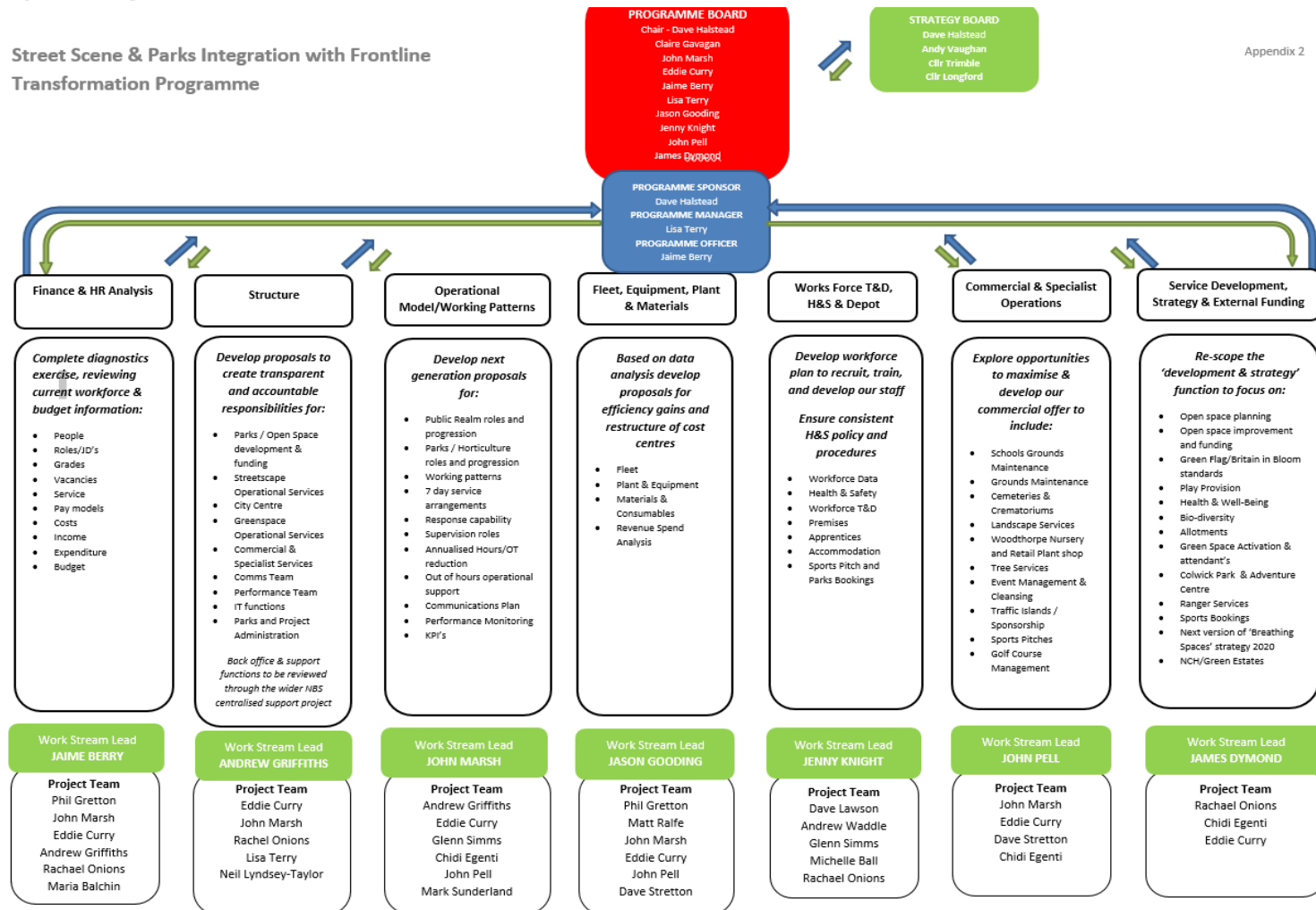


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A NEW Integrated Approach - Street Scene & Parks

Street Scene & Parks Integration with Frontline Transformation Programme

Appendix 2



New combined Public Realm Service

Fully Integrated Parks / Street scene

POS Service

To refocus on commercial and Specialist Income generating functions:-

E.g. Landscape Contract Works

Nursery Contracts and Retail Horticultural sales

External Funding and Development activity

Street scene

To Focus on creating :-

A responsive / Flexible one stop shop public realm service.

7day a week delivery .

Radio controlled reactive teams

Volume generic service delivery

Next Steps

New structures now being populated

Commercial Landscape Contract Work Pipeline progressing

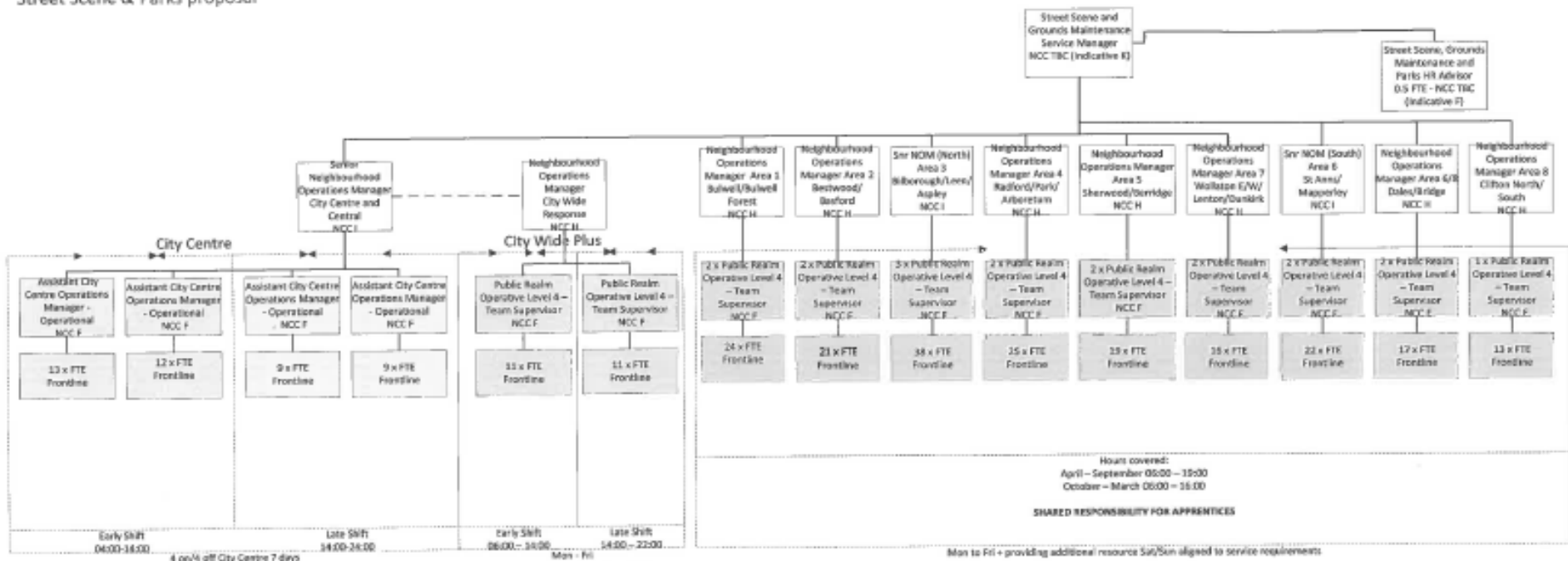
New Apprentice intake in progress

Integration Saving targets identified and progressing towards saving targets.



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Street Scene & Parks proposal



Control Room

Direct day to day activities

of teams on duty

City Centre Teams

Focus on City Centre

- Street Cleansing
- Street Washing
- Litter Bin Collection
- Missed Bins
- Mechanical Sweeping
- Fly tipping
- Arterial routes maintenance
- Trade Waste Collections
- Barrow Orderlies
- Events Cleaning

City Wide Plus

Teams citywide but not restricted to areas, reactive teams working closely with Control Room to coordinate city-wide response service.

- Street Cleansing
- Street Washing
- Litter Bin Collection
- Missed Bins
- Mechanical Sweeping
- Fly tipping
- Events Support
- Responsive work
- Arterial Routes Secondary Cleaning
- Teams to support project/non routine work.

Day shift, area based function

- Street Cleansing
- Mechanical Sweeping
- Fly Tipping
- Destination Parks Teams
- Neighbourhood Parks
- Grounds Maintenance
- Bulk Grass Cutting
- Garden Assistance
- Weed Spraying
- Fly tipping
- Apprentices allocated to areas; brought together for events based on demand

- Benefits of local knowledge
- Teams gain sense of 'ownership/responsibility for their assigned area - Pride.
- Bulk of the tasks are routine and not appropriate for 24/7 operation owing to citizen needs* Can we list the reasons?
- Shifts can be flexed seasonally, this is current practice.

The following functions will be coordinated across the neighbourhood by the Control Room and operated on shifts from 06:00 to 14:00 enabling the vehicles to be double shifted by the City Wide Response teams if required.

- Graffiti
- FIDO - Dog fouling

Front line supervisors include the following in their roles:

Technical

- Fleet/Plant Coordination
- Procurement
- Estimating Works
- NCH Environmental Improvements
- Cleaning Surveys
- Field Audits
- NOM Cover
- New Product/Plant Testing
- H&S/Risk Assessment

Apprentice

- Development, Pastoral Care, Coordination
- H&S
- Field Deployment
- College Liaison
- Cohort Management

Key Features

- **Parks, Grounds Maintenance, Street Cleansing Teams**
 - Area based teams
 - Site based teams (where appropriate)
 - Day shift operations
- **City Wide Neighbourhood Response Teams**
 - Two shift system
 - 6am – 2pm & 2pm – 10pm
- **Recruitment now in progress**

Anticipated start date April 2019



Key Challenges

- Change an established model
- Trade Unions
- Workforce changes
- Meeting Demands
- Resilience



Spotlight – Bins on Streets



Spotlight – City Centre Trade Bags



Enforcement



We Engage
We Report
We Enforce

We Educate
We Investigate
We Reassure



A Clean City - Enforcement

Enforcement



Safe Nottingham @SafeNottm · Feb 23

#Flytip in #StAnns person responsible identified and fined £300. For Free Bulky Waste Collections call 0115 9152000 or book online at bit.ly/2fileQw #clean #safe #community #ng3 #DontFlyTip

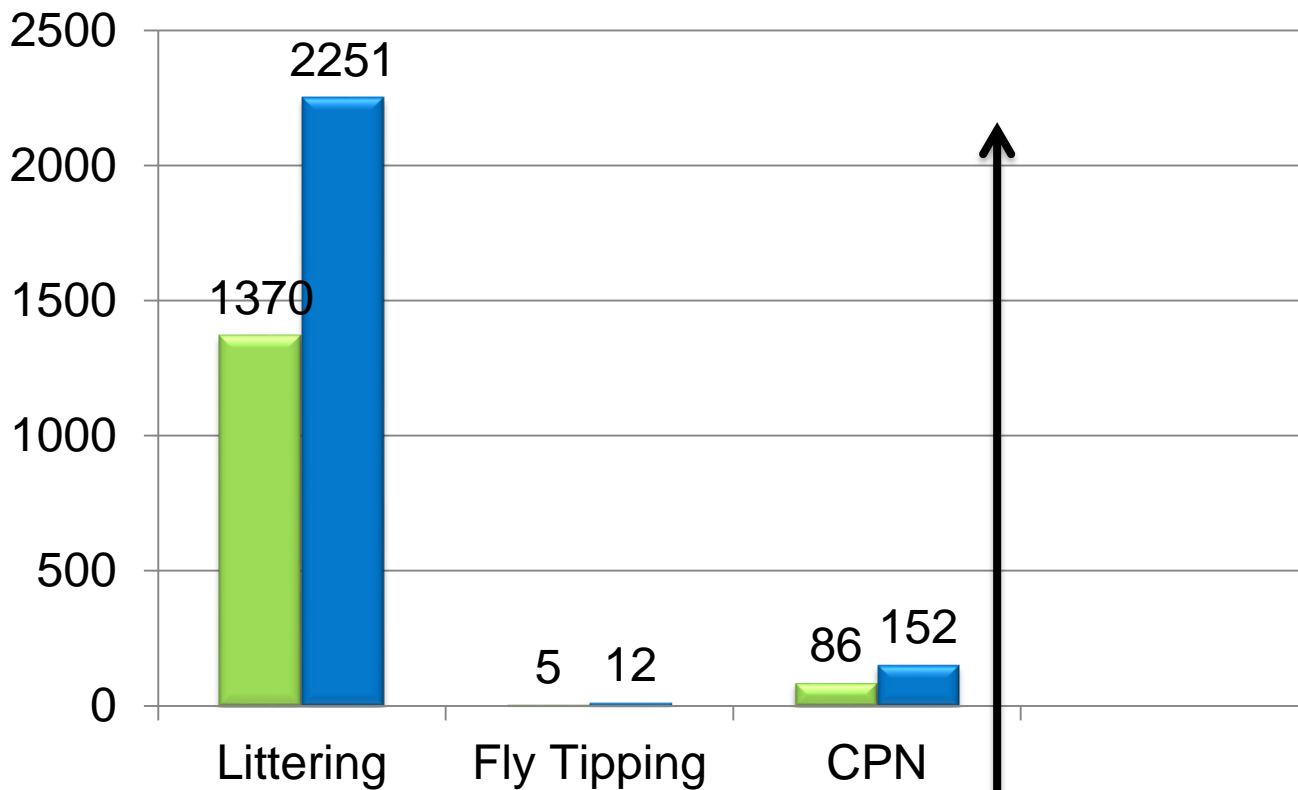


New delegated decisions empowering officers to enforce on a wider range of issues – A fine for fly tipping



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The Daily Business



■ 2016/2017
■ 2017/2018

The daily challenges have changed but performance has still increased



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New Challenges

Over 50 Citizens were put in hotels over 2 months to keep them safe

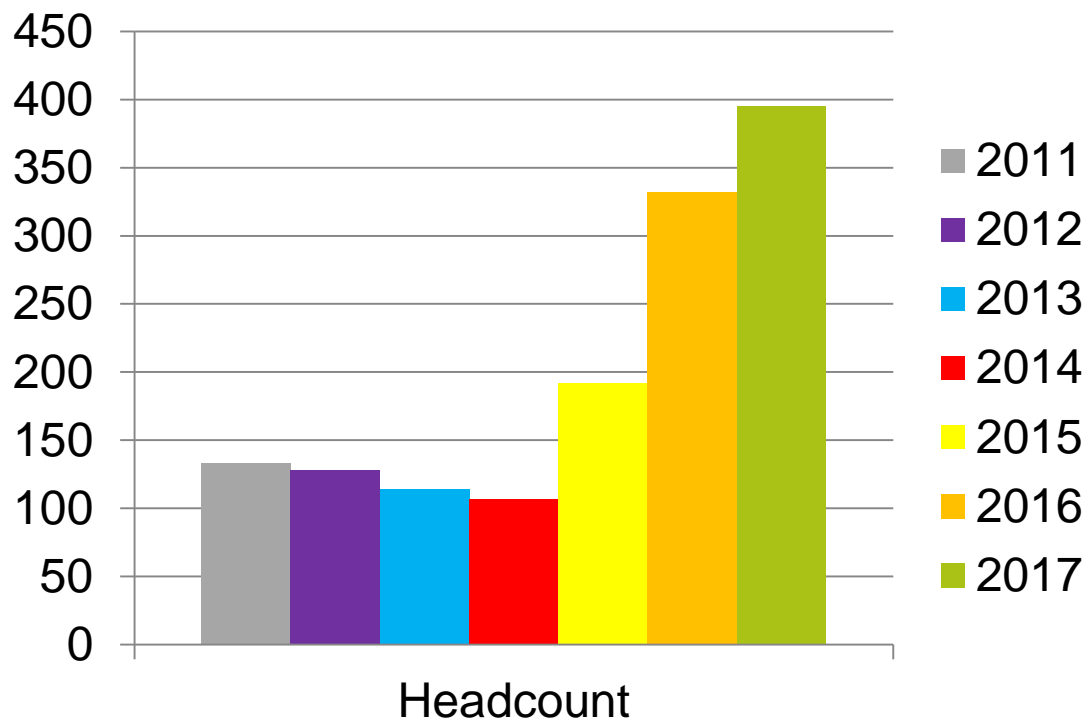
Responding to our vulnerable communities

CP have responded to every call received to reports of begging & rough sleeping working closely with our core partners

Throughout April & May CP provided temporary accommodation to over 50 homeless Citizens including reconnecting some to their home city.



Continued efforts on Homelessness



Framework's headcount shows a consistent increase which increases the demand on CP

34 Unauthorised Encampments



Officers successfully removed every one of the 34 encampments that were illegally on NCC Land. From the ask through to court, and removal orders. & officers carried out joint visits with Education Welfare on all sites where children were present.

Campaign: 2017



Campaign: 2018



Clean Champions

Started in 2017

Objectives:

- To raise awareness and engage with citizens to encourage them to sign up
- To promote campaigns and encourage civic pride and social responsibility from other citizens

Aim:

- To help encourage more people to take an active role in their community.
- To proactively support our work and to improve their local environment in small ways that make a big difference.



Clean Champions

- Very simple scheme but highly successful
- Currently 300 plus champions plus extra Junior Clean Champions
- Small equipment budget identified
- Each champion receives a Pack (litter picker, hi-vis, gloves, bags and Health & Safety advice)
- Dedicated Facebook page
- Direct contact (email and telephone) to our Control room to both report issues and request bag pick ups
- Ask that Clean Champions publicise their community clean ups
- BBC Inside Out filmed a positive piece on success of Clean Champions initiative and how it is improving the environment



Clean Champions

Challenges

- Resources to administer the scheme in terms of meeting the clean champions demands – unleashed a beast!!
- Budget
- Keeping the army of Clean Champions stocked with bags etc
- Trying to get city wide spread of clean champions
- Fulfilling demands for community and school events
- Linking back to corporate campaigns



Thank you
Any questions?

