

APSE Street Cleansing Seminar 2019 ***Clean, Cleaner, Cleanest***

Andrew Whittaker
Corporate Lead, Area Management
South Tyneside Council

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South Tyneside Council

HELLO TOMORROW
CHANGE IS HAPPENING

About South Tyneside...



**65 sq. km within the Tyne and Wear conurbation
Includes South Shields, Hebburn and Jarrow and the
villages of Boldon, Cleadon and Whitburn.**

150,000 population and 67,000 households



Core Business Commitments

In a typical year we...

Place

- Maintain **2,000** streets for litter
- Manage **6.5m** waste removals
- Manage **550km** of road and **1,700km** of footway
- Take **225,000** contacts through our Customer Contact Centre
- Manage **17,500** Council homes
- Manage over **140** industrial units
- Investigate **1,000** noise complaints
- Inspect **400** food outlets
- Maintain **1.2m** trees and **7m** grass

People

- Support **2,400** clients elderly clients with long-term needs
- Support **3,531** adult learners
- Manage **2,200** referrals to Children's Social Care
- Support **229** children with a child protection plan
- Support **319** looked after children
- Support **22,000** children in their education
- Support **4,500** with special needs
- Provide **6,300** leisure memberships

Host 6.5m Visitors



Area



Management

*A high-performing service that
understands the local area it serves
and proactively deals with issues
within communities.*



The need for change...

- Significant savings targets
- Different model needed
- Coordinated with changes to Grounds Maintenance contracts
- Better understanding of local need



Area Management - Right First Time

Tenure blind service

- **Single point of contact**
- **Proactive approach**
- **Mobile working**
- **Clear standards and response times**
- **Change in culture and delivery**



Delivery Team

- **Be Visible within the community**
- **Take Ownership**
- **Report on Lighting, Highways, Environmental and Waste**
- **Dealing with Enforcement**
- **“Eyes and Ears”**



Area Grading



Benefits of our approach



- **Multi-skilled workforce**
- **Increasing Community interest**
- **New specialist equipment – Hot Wash, weed removal**
- **Focused low level ASB mitigation**
- **Supported local events**
- **Volunteering**



So what has changed?

- 36% reduction on Litter complaints
- 40% Improvement in Area quality
- Fly tipping stabilised



- Staff equipped with body cams
- Six re-deployable cameras purchased
- Improved Major events clear ups
e.g. Great North Run
- Over 25 new “Friends” Groups
- **14th Feb launch “Love South Tyneside”**



Will we ever get there?

What is on our horizon...

- **Continued challenges around weeds**
- **Stretching resources around new properties**
- **New Grounds Maintenance Contracts**
- **Better routing and use of handhelds**
- **Increasing Visitor numbers**
- **Greater levels of Street Cleaning waste recycling**





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