APSE Street Cleansing Seminar 2019 Clean, Cleaner, Cleanest

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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



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



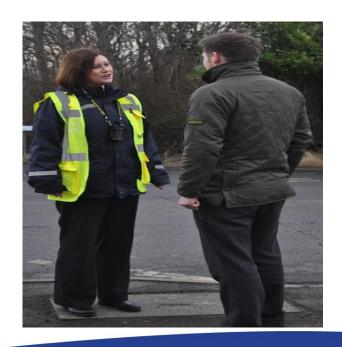


Delivery Team

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

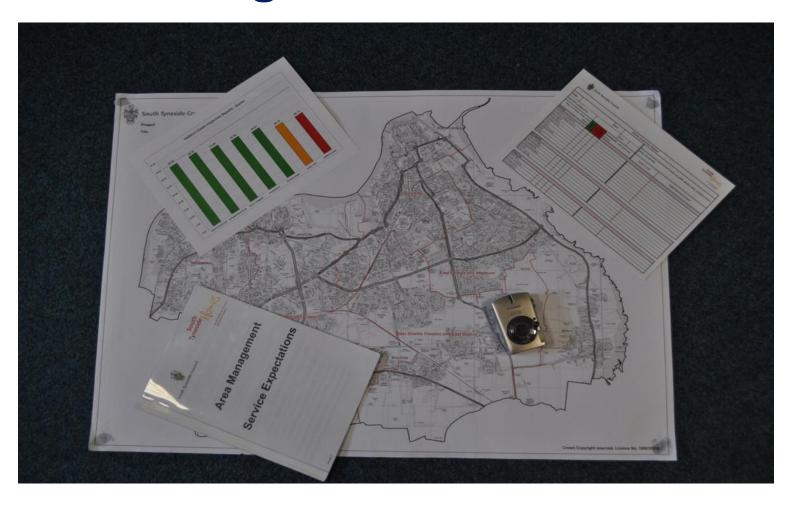








Area Grading





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







