



Integrated Streetscene Services

Dave Henrys

Associate

APSE Solutions



- **What is Streetscene?**
- **How has it been implemented**
- **Pros and cons of integrated working**
- **Benefits of integrating services**
- **What the APSE data is telling us**



What is Streetscene?

What is Street Scene?

- **THEN** – planning design for street layouts etc.
- **NOW** – generic name for an amalgamation of front-line services
- No definitive list of which services are included
- Means different things to different authorities



What is Street Scene?

Bolsover DC & N.E. Derbyshire DC

Joint Streetscene Policy (2015)

Streetscene is:-

- the external public living spaces of our communities
- the streets and paths where we walk to the bus stop or school
- the parks and open spaces where we walk and exercise
- the play areas and village centres where we spend our leisure time
- the car parks, roads and transport infrastructure which we use to access employment and leisure

What work is involved in Street Scene?

A simple definition

**Just doing
everything that
needs to be done**



What is Street Scene?

My simple definition

A typical street ?



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What is Street Scene?

My simple definition

A typical street



Jobs we do around our own houses

- Cut the grass
- Clear litter
- Weed flower beds
- Mend a fence
- Patch a small pothole
- A bit of painting

What is Street Scene?

My simple definition

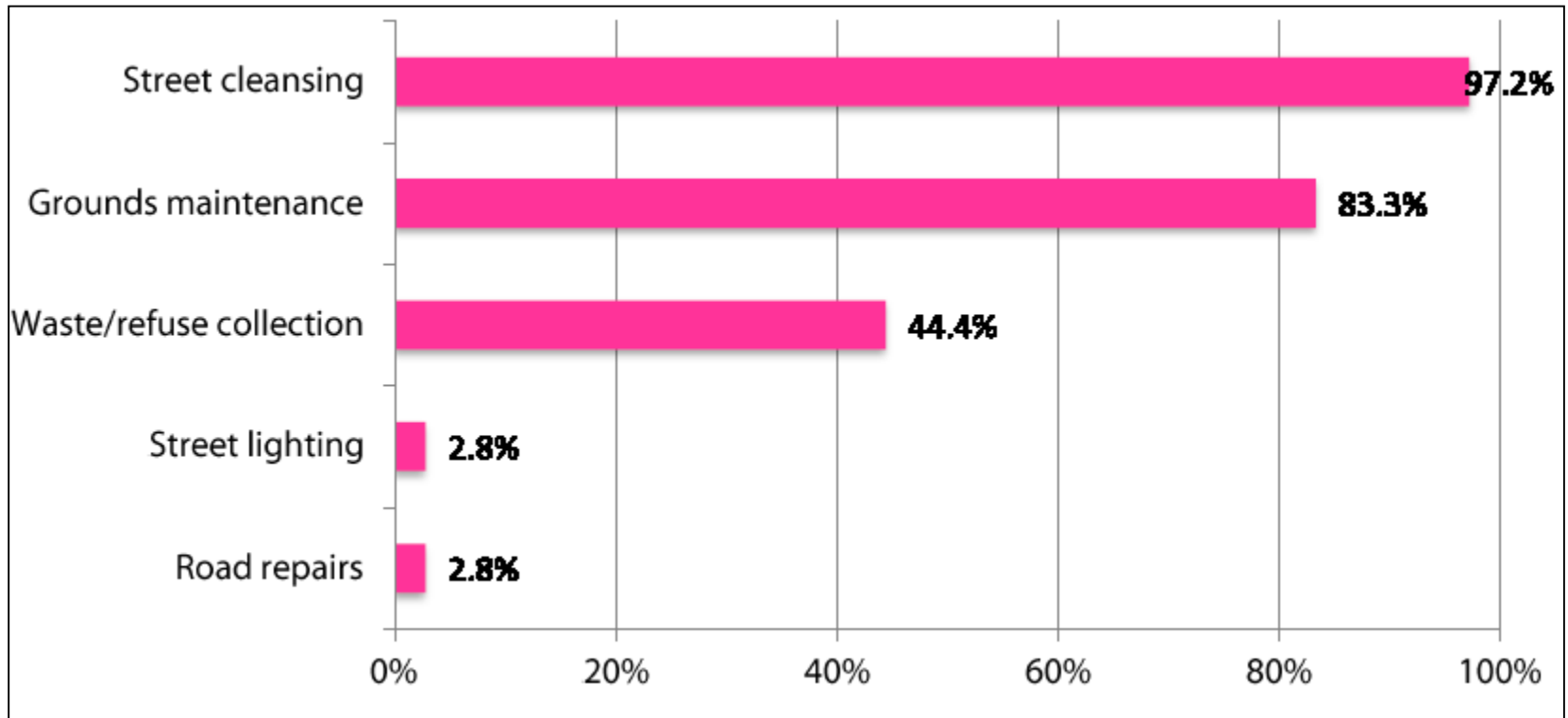
**Supplemented by more skilled work
when required**



- **Channel sweeping**
- **Pavement sweeping**
- **Gully Emptying**
- **Major highway repairs**
- **Street Lighting**
- **Tree / shrub pruning**
- **Lawn care**

APSE State of the Market 2015

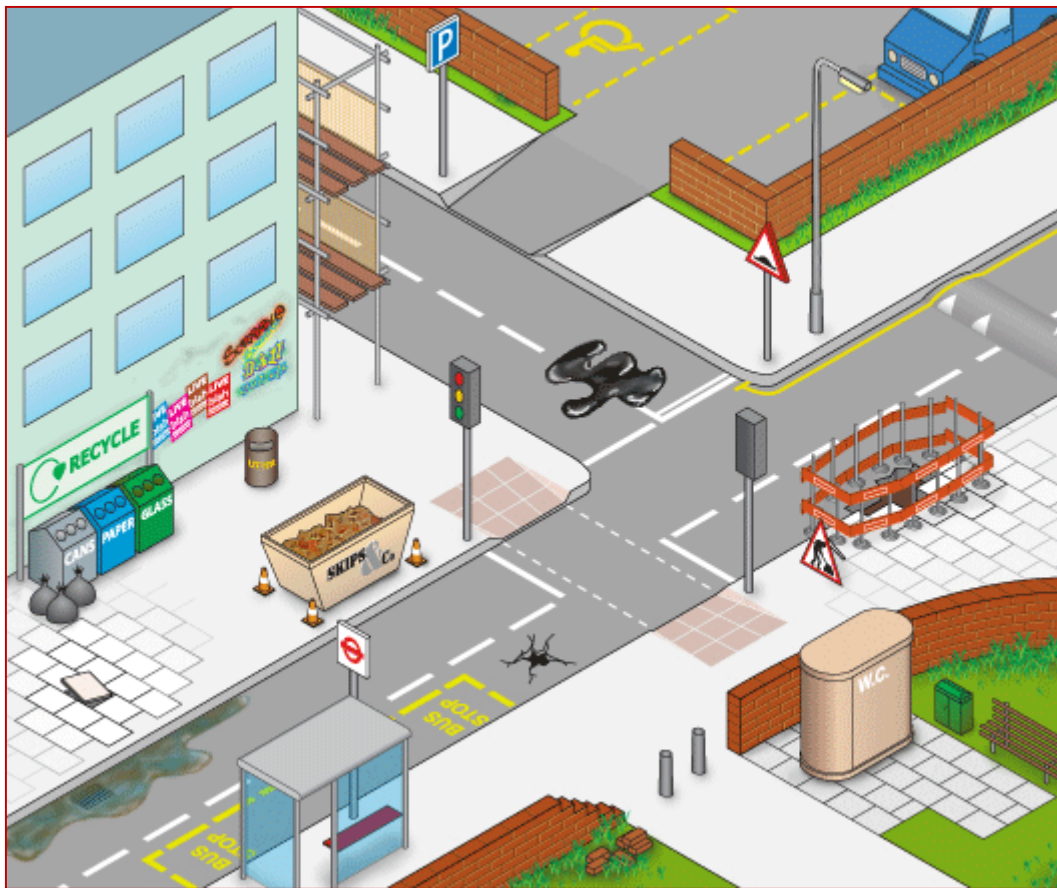
“74.5% indicated that they are part of an integrated streetscene service”





**How has Streetscene
been implemented?**

Streetscene Services



**Haringey
LBC
(website)**

Haringey LBC

- **Blocked gullies**
- **Bus stops/shelters**
- **Vehicle crossover (dropped kerbs)**
- **Highways licences**
- **Highways spillage**
- **Parking and car related issues**
- **Potholes**
- **Public toilets**
- **Refuse and recycling issues**
- **Road and pavement maintenance**
- **Road Safety**
- **Road signs and markings**
- **Road works**
- **Skip licences**
- **Street furniture**
- **Street lighting**
- **Street litter bins**
- **Traffic lights**
- **Vandalism**
- **Wall and fence maintenance**

Blaenau-Gwent Council



- Toilets
- Cemeteries
- Street Cleansing
- Meals on Wheels
- Markets
- Building Cleaning
- Highways
- Street Lighting
- Parks & Open Spaces

Newcastle-under-Lyme BC

Streetscene



About Streetscene

Streetscene provides a co-ordinated approach to maintaining and improving our neighbourhoods - helping to make a real difference to people's lives.

The service pulls together staff from several professions to focus on management of the whole public realm, from parks and communal areas to roads and pavements. Issues range from grass cutting and tree maintenance to tackling graffiti and fly-tipping.

Equipped with the latest digital hi-tech communication and information systems, Streetscene is a modern, well-managed, professional and flexible service.

Our services include those you would expect such as refuse collection, street cleansing and grounds maintenance but they actually form a part of a much wider range of social, cultural and leisure activities.

Flintshire County Council



Streetscene
01352 701234



Dog Fouling Litter Grass Cutting Gritting Pest Control

You can now contact Flintshire County Council on a single telephone number **01352 701234 or any of the following services:**

- Abandoned vehicles
- Ants
- Bins
- Blocked Drains (Highway)
- Blue Bags
- Blue Boxes
- Brown Bins
- Bulky Waste Collection
- Car parks (maintenance)
- Clinical/Medical Waste Collection
- Dead animals on the Road
- Discarded needles and syringes
- Dog Fouling Bins Service
- Drains (Private)
- Dustbins & Refuse Sacks
- Enforcement, for example, litter, dog fouling
- Environmental Services
- Fleet Management
- Flooding on roads
- Fly-posting
- Fly-tipping/Fly Tipping Enforcement
- Graffiti removal
- Grass cutting
- Gritting and snow clearing
- Grounds Maintenance
- Hazardous Household Waste (inc. fridges and freezers)
- Household Waste Recycling Sites
- Licences
 - Siting of skips/scaffolding on the highway
- Litter bins
- Maintenance
- Pest control
- Recycling collections
- Public Toilets & Radar Key
- Radar Access Key
- Rats
- Recycling Bring Sites (Goods)
- Recycling Parks
- Refuse Collection
- Road, Footway and Cycleway defects (Potholes)
- Signs
- Snow Clearing & Gritting
- Stray Dogs
- Street Cleaning
- Street furniture, fences
- Street lighting
- Street name signs
- Trade Waste Collection
- Wasps



Recycling Road Repairs Road Signs Street Cleansing Street Lighting

www.flintshire.gov.uk/streetscene

Streetscene Operative

... You will undertake all aspects of manual work for the full range of Streetscene services. These services broadly include highway maintenance, waste and recycling collection/ disposal, cleansing, street lighting, winter maintenance and grounds maintenance ...

What tends to be excluded?



**Cems & Crems /
gravedigging**



**Formal Parks /
Nurseries**



Pros & Cons of an integrated street scene service

Streetscene Services

Pros

v.

Cons

- Efficiency savings
- Economy of scale
- Upskilling / wider skill base
- Neighbourhood approach
- “Can do” (everything) approach
- Shared resources
- Better communication
- Depot rationalisation
- Plant / fuel cost savings
- Increased pride in work
- Better sickness / holiday cover

- Potential increase in staff costs
- Perception of “dumbing down” for skilled workers
- Demarcation
- May not be suited to rural authorities
- Increased training costs
- Competences for new roles
- Raised profile raises customer expectations
- Potential staff reductions

Street Scene

Benefits of integrated services?

- Efficiency
- Multi-tasking opportunities
- Potential for upskilling
- Area / neighbourhood-based working
- Public perceptions of quality / cleanliness etc.
- Consistency of standards
- Neighbourhood pride
- Community involvement



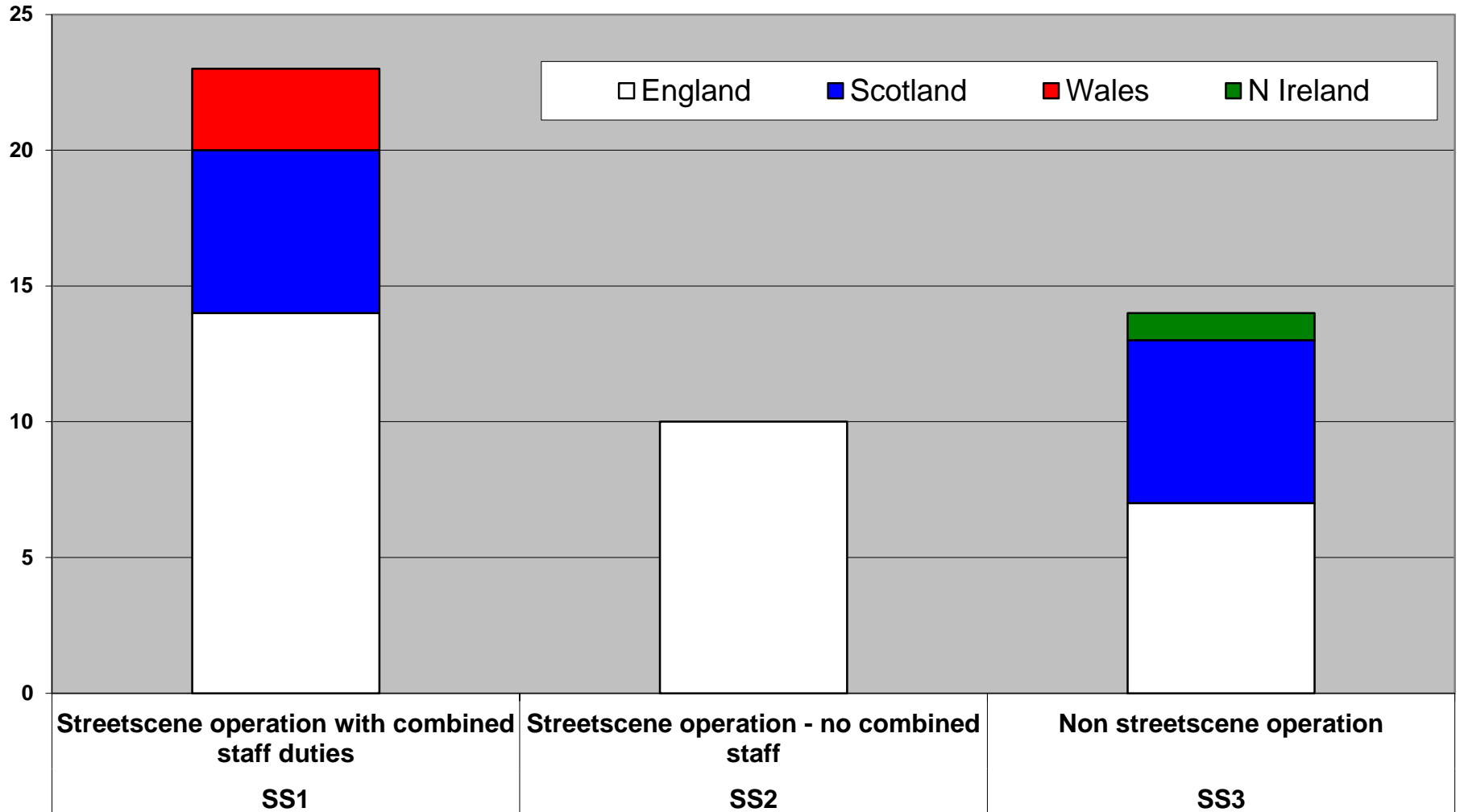
What APSE's performance data is telling us

Ways & Means

- **Three distinct groupings of authorities responding**
 - Full integrated streetscene service under one distinct manager with combined duties for staff (SS1)
 - Services amalgamated under one manager but continue to operate independently of each other (SS2)
 - No streetscene operation, services continuing to be managed and operate separately (SS3)

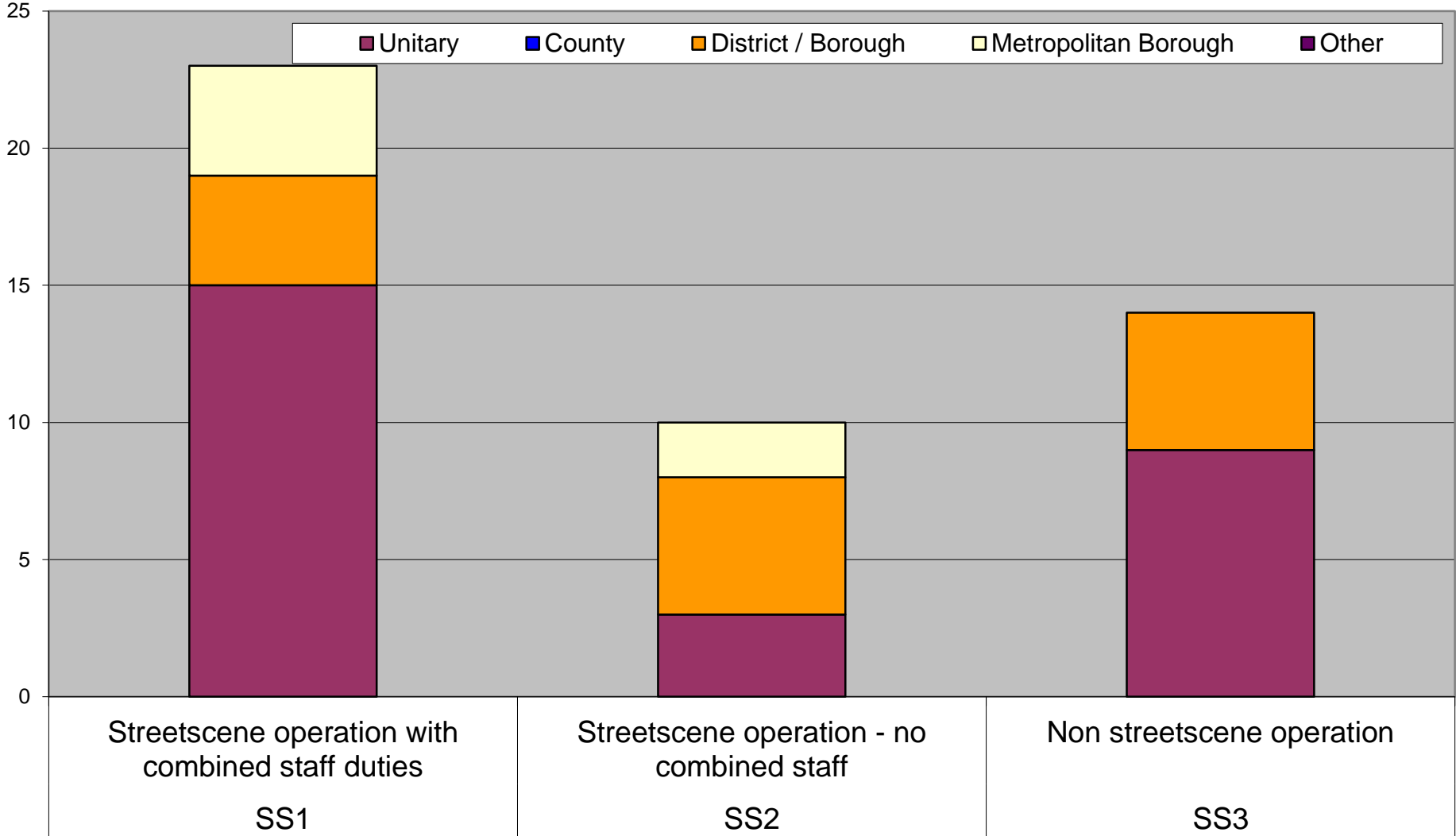
Profiles

FGP 01b streetscene profile - number of councils (by region)



Profiles

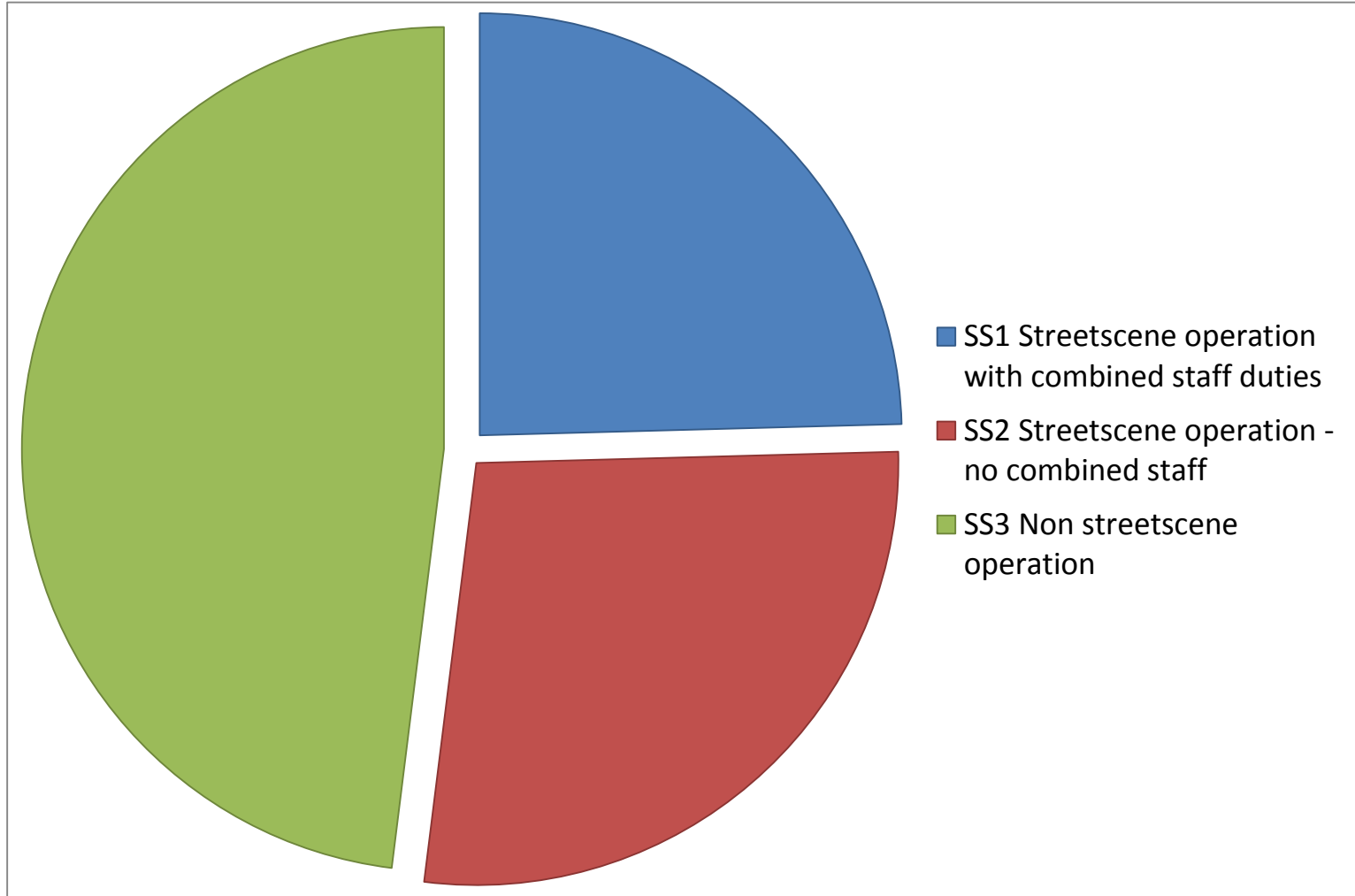
FGP 01c streetscene profile - number of councils (by type of authority)



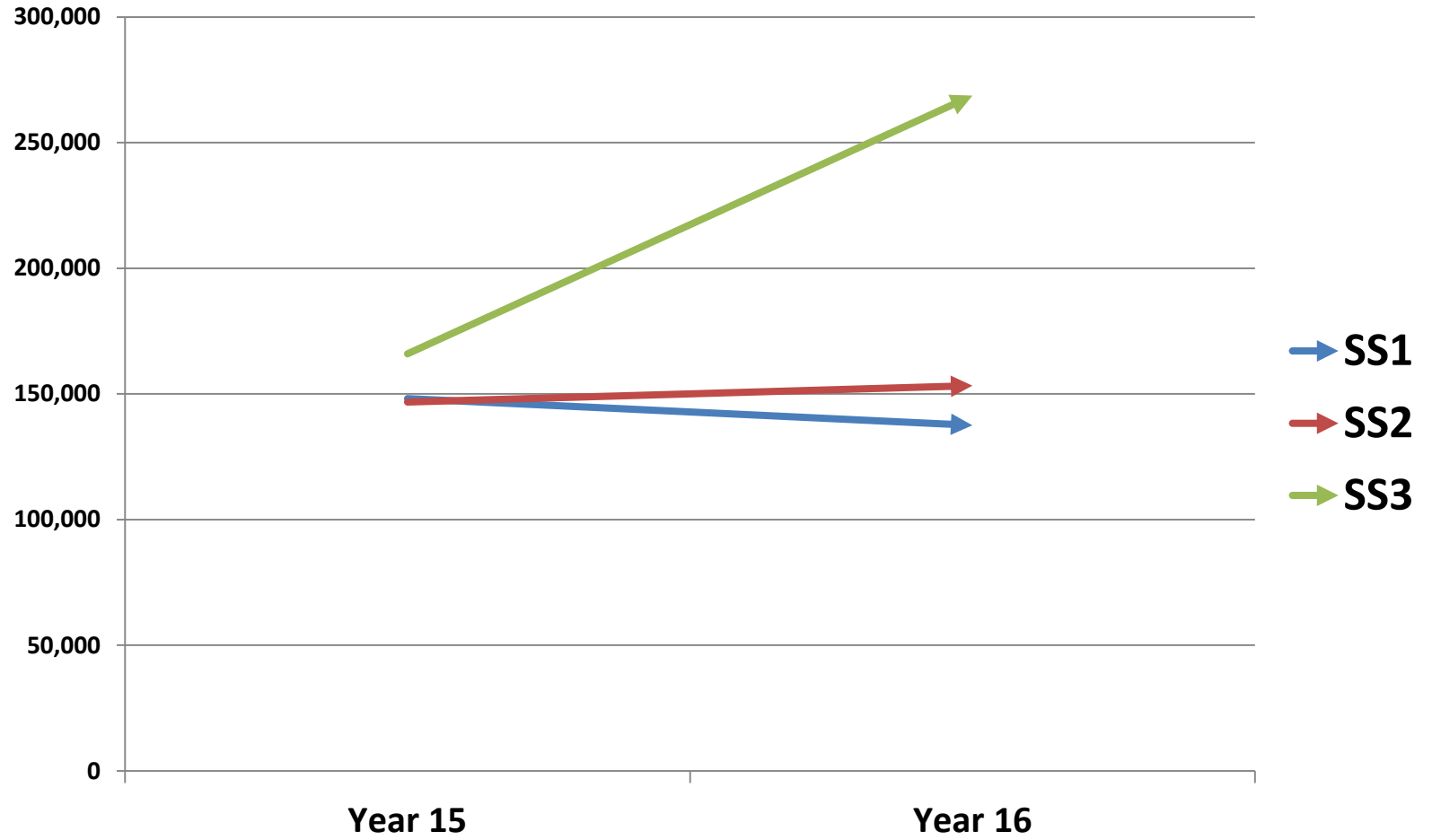
Profiles

	SS1	SS2	SS3
Population	137,500	153,300	268,700
Area (hectares)	20,634	13,701	17,735
Population density	5.29	10.78	6.89
FTE staff – street cleansing	47.59	71.00	80.00
No. of street cleansing vehicles	17	25.5	36
Average grass cuts (Parks)	16	15	16
Average grass cuts (Other)	15.5	14	13
Hectares maintained per 1000 head of population	3.77	2.83	3.39
(using median (mid-point) of data range)			

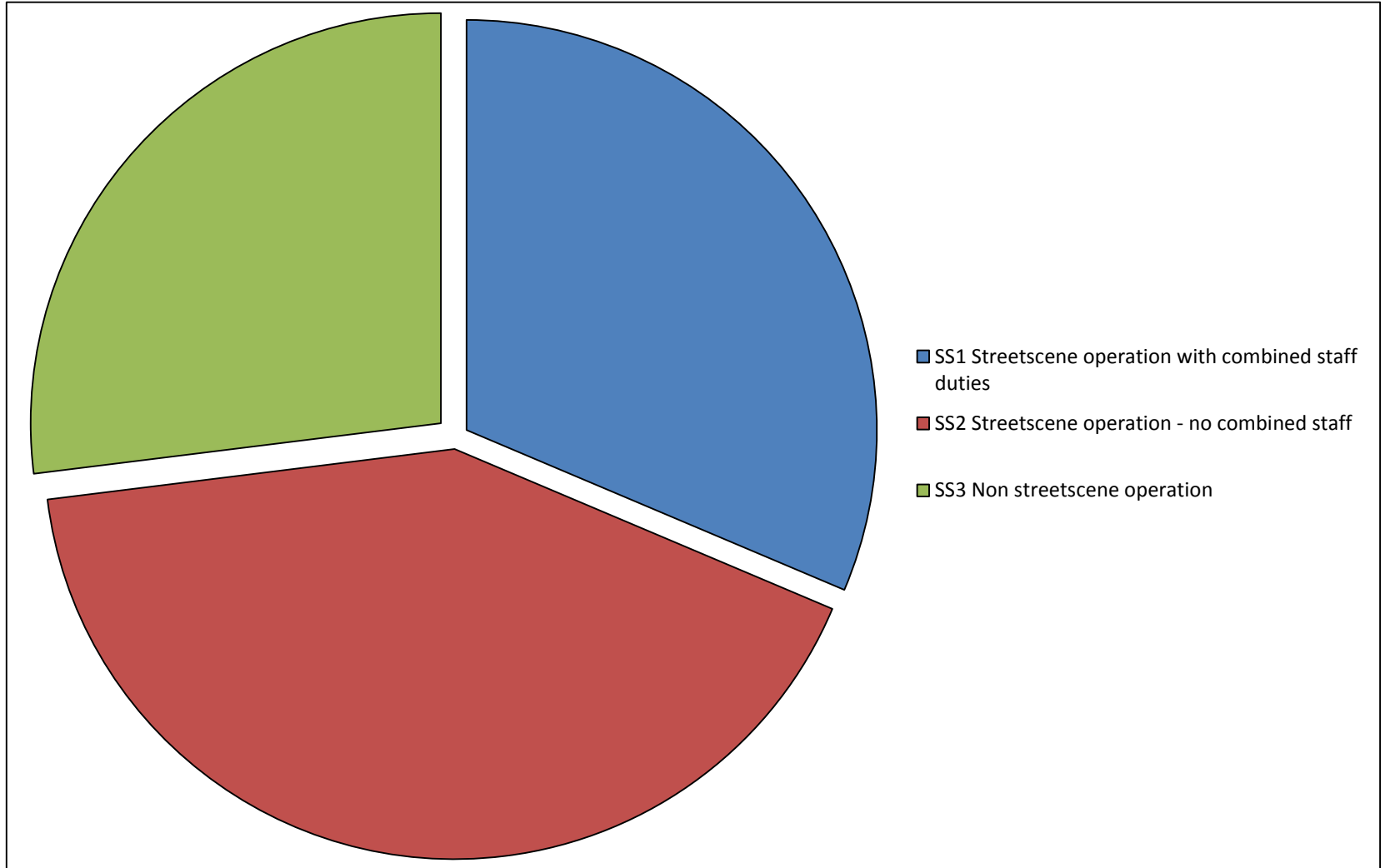
Population



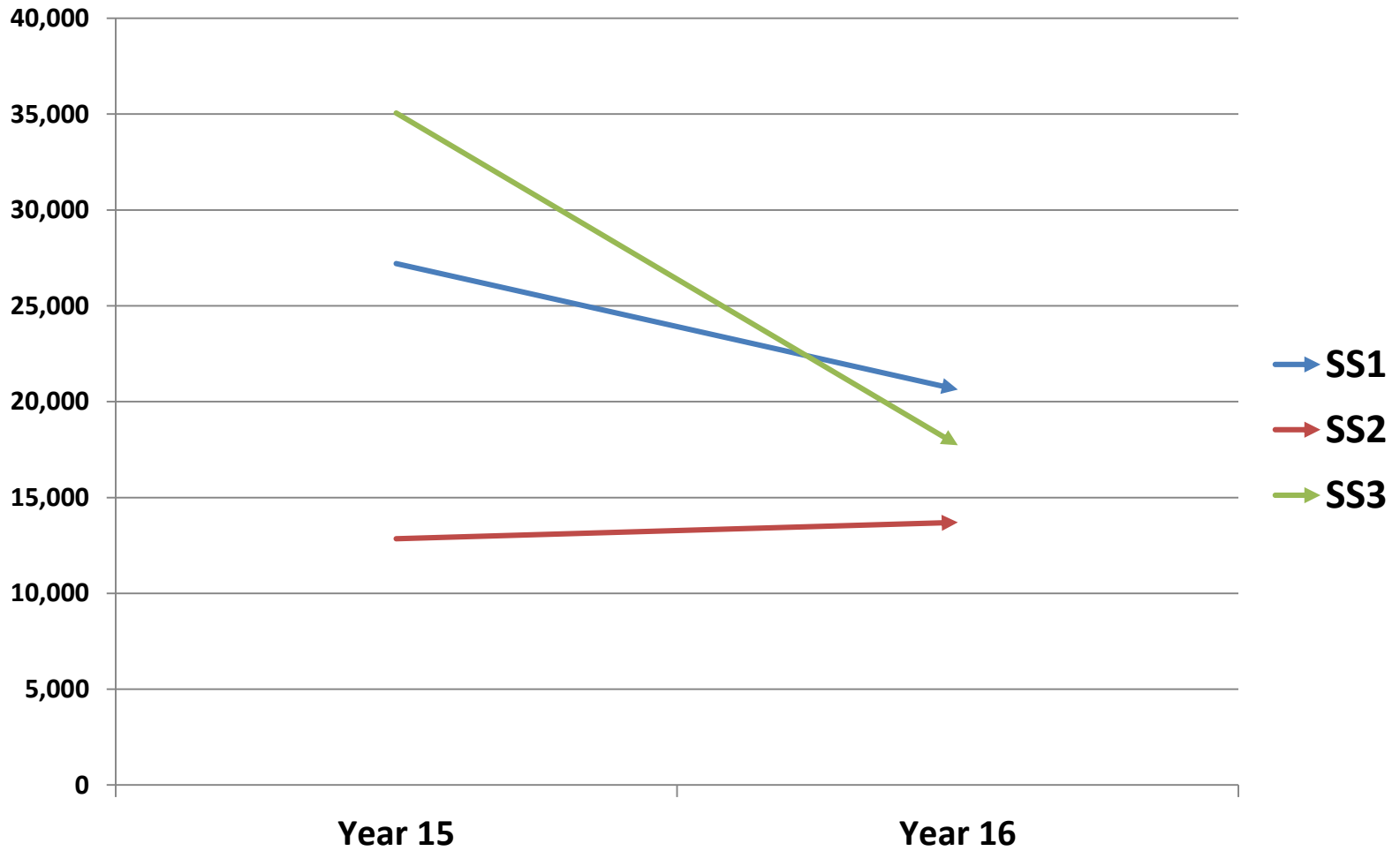
Population



Area



Area



Streetscene Services



Examples of SS1 councils

- *Barnsley MBC*
- *Bolsover DC & N.E, Derbyshire DC*
- *Conwy CBC*
- *Darlington Borough Council*
- *Dumfries & Galloway Council*
- *Newcastle-under-Lyme BC*
- *North Ayrshire Council*
- *Stafford Borough Council*
- *Wolverhampton City Council*



Streetscene Services



Examples of SS2 councils

- *Aberdeen City Council*
- *Blackburn with Darwen Council*
- *Eastleigh Borough Council*
- *Falkirk Council*
- *Gedling Borough Council*
- *Hull City Council*
- *Telford & Wrekin Council*
- *Wakefield Council*



Streetscene Services



Examples of SS3 councils

- *Belfast City Council **
- *Birmingham City Council*
- *Brighton & Hove City Council*
- *Cardiff Council **
- *Clackmannanshire Council*
- *Glasgow City Council*
- *North Lanarkshire Council*
- *West Lothian Council*
- *Wirral MBC*



* Moving towards fully integrated neighbourhood services

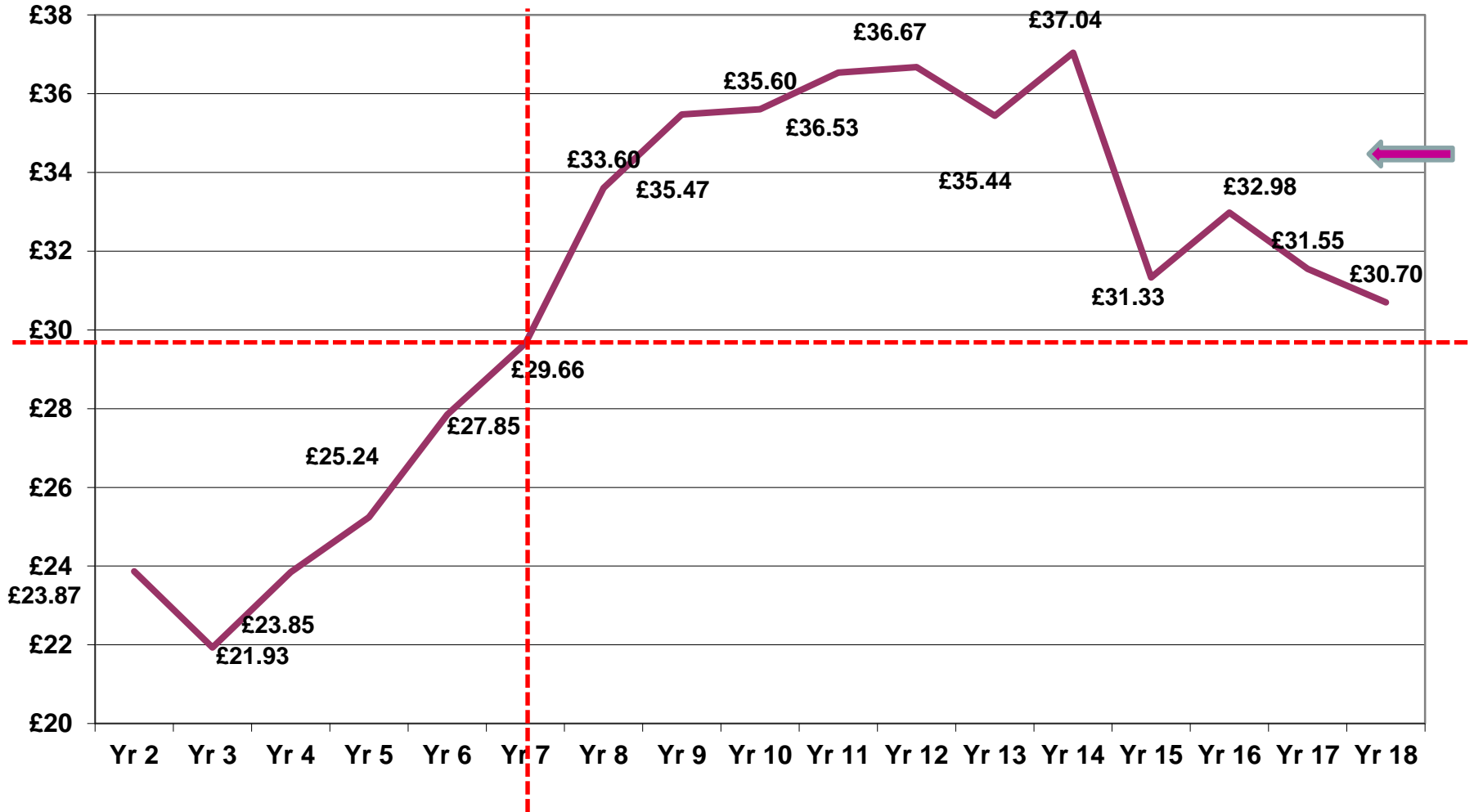
Data Analysis

Costs

- Could include costs from elements outside of streetscene classification (e.g. enforcement, arboriculture) ... **HOWEVER :-**

	SS1	SS2	SS3
	£	£	£
Parks – cost per household	42.49	32.11	53.72
Street cleansing – cost per household	32.72	31.30	33.63
Total of above cost per household	78.52	61.68	83.55

PI 03 Cost of cleansing service per household (including CEC)



Lowest average cost per household since 2004

From Yr.3 average of £21.93 using annual RPI should now be £34.33

Data Analysis

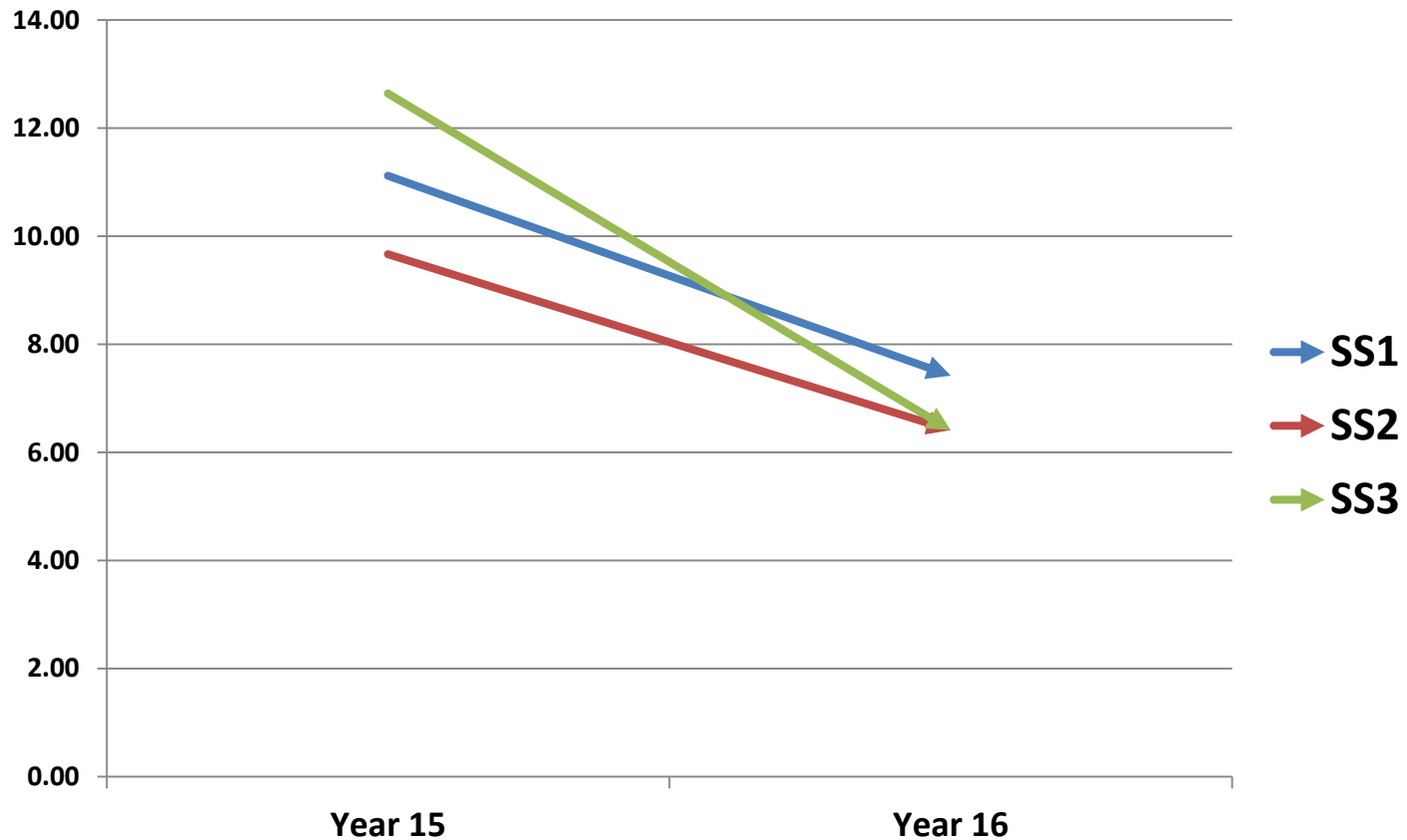
Costs (cont'd)

- Cost elements – expect management cost ratio to be lowest on services where management has been integrated **BUT ...**

	SS1 %	SS2 %	SS3 %
Staff costs as % of total costs	67.11	65.37	67.15
Front line staff costs as % of total costs	57.50	58.17	59.87
Management costs as % of total costs	7.42	6.41	6.41

Costs

Management Costs as % of Total Costs



Data Analysis

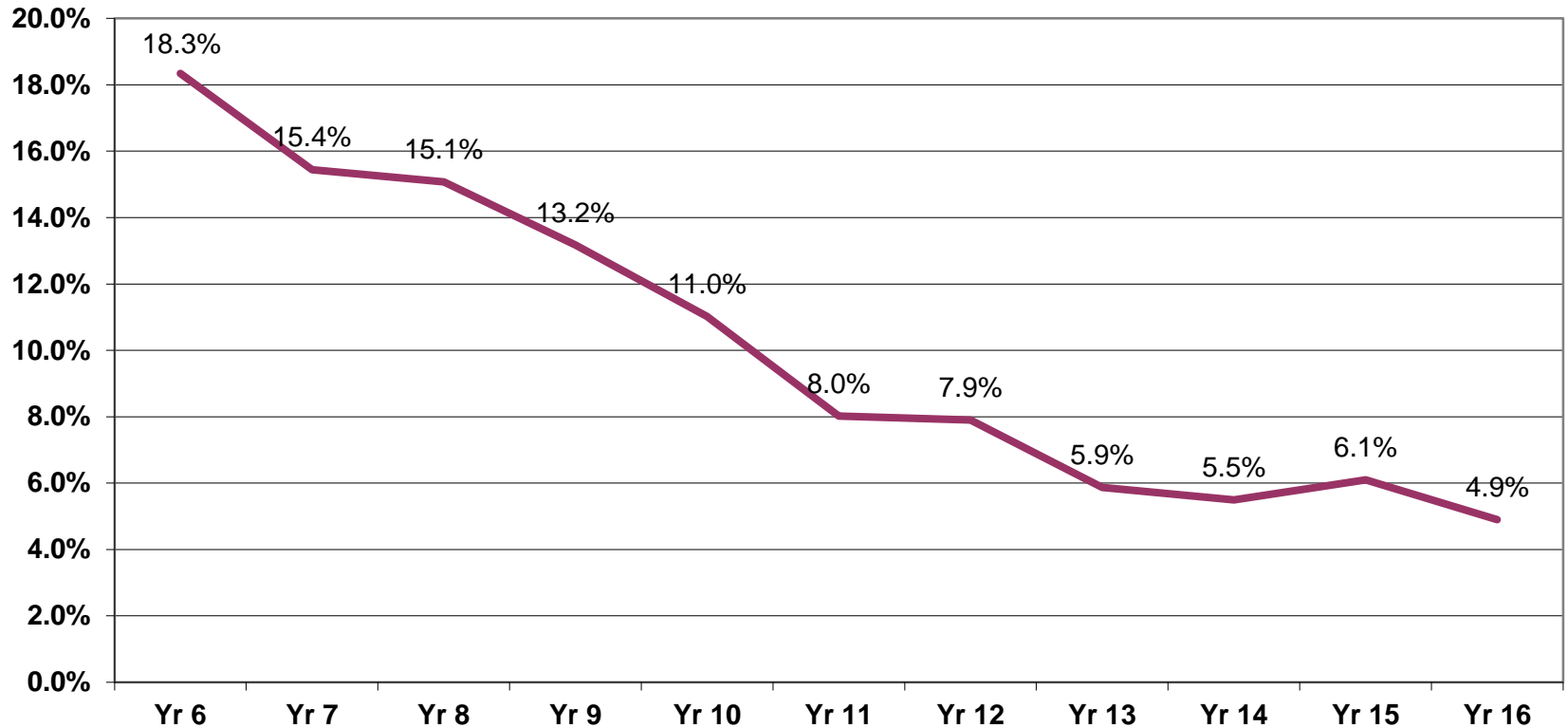
Quality

- Quality – Sample sizes are small
- Too small to draw conclusions?

	SS1	SS2	SS3
	%	%	%
Cleanliness: street cleansing	4.19	1.92	8.45
No. of authorities	5	5	5

- Scotland – LEAMS Scores: **SS1 74%** / **SS3 75%**

PI 37a NI195 percentage of sites that fall below grade B (England only - full inspections)



Data Analysis

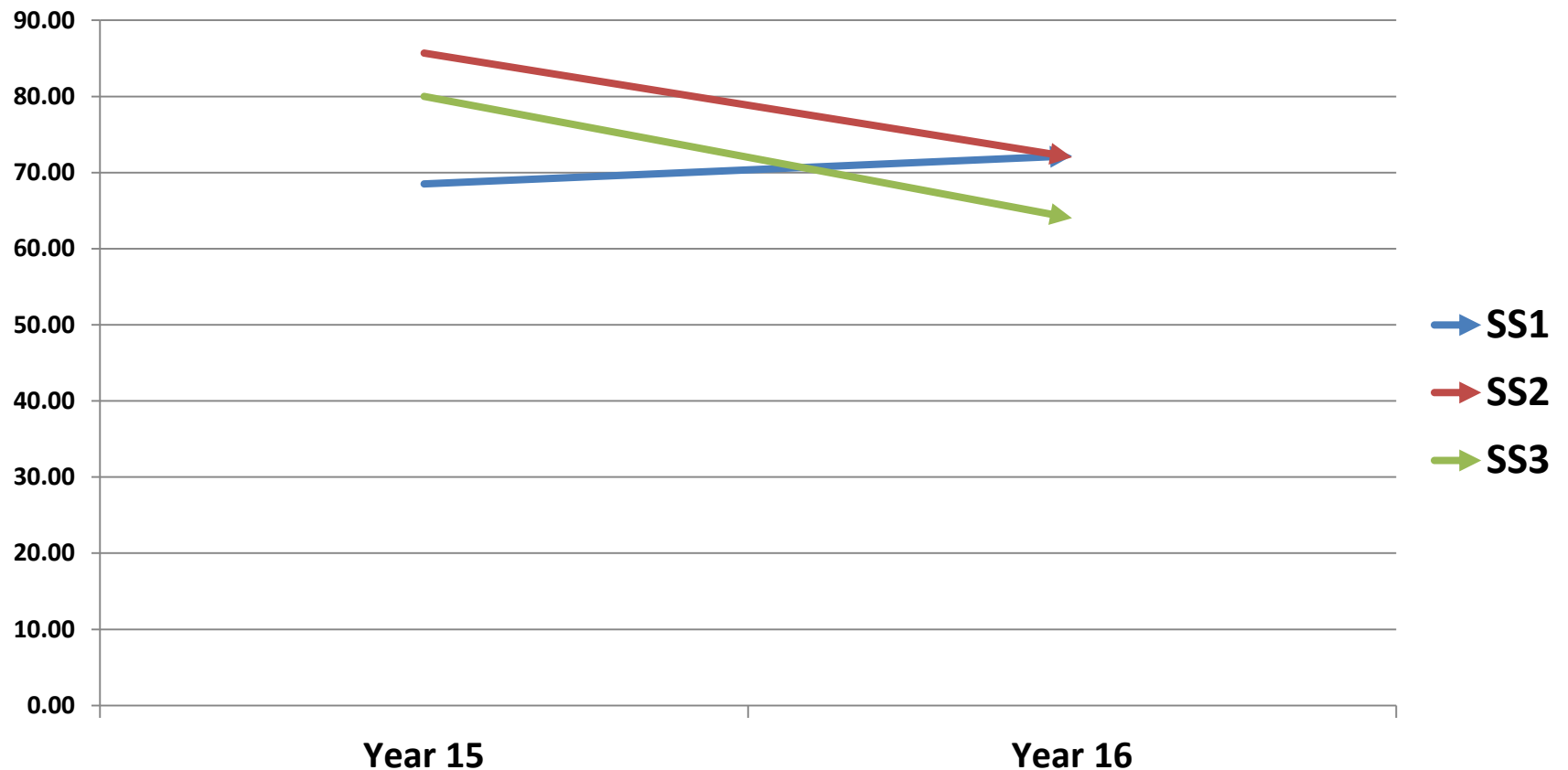
Customer Satisfaction

- Customer Satisfaction – SS2 & SS3 previously had the best scores but SS1 authorities have improved in both areas

	SS1	SS2	SS3
	%	%	%
Customer satisfaction: street cleansing	72.18	72.00	64.00
Customer satisfaction: parks	75.00	82.00	88.00

Data Analysis

Customer Satisfaction – Street Cleansing



CONCLUSIONS

- Fully integrated Streetscene is generally limited to particular types of authority depending on geography and demographics
- Probably suits smaller authorities with higher proportion of green space but smaller workforce
- No evidence that full integration has delivered cost savings, particularly as other groups were able to reduce management costs just the same
- SS1 improved customer satisfaction but still at low end of the 3 groups
- SS2 had the best cleanliness quality scores – dedicated street cleansing team retained
- Still early days for trend analysis – APSE to continue to monitor

LOCAL SERVICES

LOCAL SOLUTIONS



Contact details

Dave Henrys

Email: mail@equip.co.uk

Association for Public Service Excellence

2nd floor Washbrook House, Lancastrian Office Centre, Talbot Road, Old Trafford, Manchester M32 0FP.

telephone: 0161 772 1810

fax: 0161 772 1811

web: www.apse.org.uk



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