



Streetscene
THE 'SHOP WINDOW' FOR THE COUNCIL



Environmental Services – Issues and Impacts



Waste Services

- Facing significant budget cuts whilst being held accountable for meeting challenging targets – legal, financial and environmental.
- Main issue is need to reduce waste arisings and waste to landfill.
- Recycling rates plateauing, public confidence becoming an issue.
- Nationally different approaches to promoting greater recycling levels
- *Material Recovery Facility Regulations 2014* placed further pressure on local authorities.
- 61% of managers surveyed expect up to 20% budget reductions over next 5 years. (APSE State of the Markets Survey 2016).



Developing Solutions

- Route optimisation/double shifting of vehicles.
- Moving to alternative weekly collections for recyclables and three weekly collection for residual waste.
- Reducing hours and re-viewing provision of Household Waste Recycling Centres.
- Behavioural change programmes.
- Increasing income generation opportunities e.g. charging for green waste collections/wheeled bin replacement/ commercial waste contracts
- Introducing new technologies e.g. in-cab CCTV.
- Reducing contamination levels and introducing no side waste collection policies.
- Reviewing staffing and fleet levels
- Future option of 'pay as you throw' schemes/ fines for non-recycling.

Reviewing Service Delivery

- Route optimisation 76.4%
- Utilisation of vehicles 65.5%
- Service re-design 56.4%
- Review of productivity/work study 45.5%
- Review of working time/rota's 41.8%
- GPS tracking 40.0%
- CRM handhelds 36.4%
- Income generation capacity 23.6%
- Eco drive vehicle monitors 10.9%
- Using systems thinking techniques 10.9



Street Cleansing

- Scottish Litter Strategy - clear goals – to prevent litter and fly-tipping, and to encourage personal responsibility and behaviour change.
- **National Litter Strategy for England** – Defra/DCLG – *‘Achieve a substantial reduction in litter and littering’*
- government **will work with** local authorities , campaign groups and businesses
- Aims to apply best practice in education, enforcement and infrastructure to deliver a substantial reduction in litter and littering behaviour.
- Affordable, impartial, statistically robust and proportionate methodology for assessing and monitoring the extent of litter in England. – LAMs
- Better cleansing and litter infrastructure – ‘binrastructure guidance’

- Mapping the asset
- Assessing the need
- Developing a litter bin suite
- Case studies -Smart technology/removing litter bins/Neat Street
- Litter as a resource
- Encouraging litter bin use

- Behavioural change/technology/demand management

Service Efficiencies - APSE State of the Market Survey 2017

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- New scheduling (e.g. a 4 on 4 off working week or a 7 day week work program)
- Reductions in working hours for new staff (30 hours)
- Area based working
- Amalgamation of services (e.g. street cleansing and grounds maintenance) and the multi-skilling of the workforce
- Changing street cleansing from output specification to input specification
- Demand management/behavioural change programmes to allow reduced frequency
- Use of new and improved technology such as route optimisation, vehicle trackers and changes to patterns of use, such as double shifting mechanical sweepers, hand held supervision and reporting.
- Increased use of solar powered compaction bins and bin sensors
- **Income generation**



Parks and Horticultural Services



- Major issues over ongoing budget cuts and future sustainability of parks.
- Work has been undertaken on alternative funding sources – but results patchy and relatively low in value.
- Promise from government following inquiry in 2016 to raise the profile of parks and green spaces.
- Staff and skills are being lost
- The quality of parks is expected to decline
- Communities are doing more for their parks
- assets to **save considerable sums for the public purse** for generations to come
- Operational challenges – glyphosate, naturalisation, asset transfers, sale of green space, succession planning



Service Efficiencies - APSE State of the Market Survey 2017

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- Service re-design
- Better utilisation of plant and machinery
- Review of working times and rotas
- Review of assets and green spaces
- Increased partnership/ volunteering work
- Promotion of self-management – bowling greens/sports pitches/buildings etc.
- Reduction of horticultural features
- Income generation





The future for Environmental Services

- APSE Survey (2016) showed waste services and parks most highly valued public services.
- Parks Inquiry received more responses than any previous inquiry.
- Growing awareness of importance of environmental services to health and well-being and future environmental sustainability.
- Problem of reducing budgets against growing demands.
- Need to re-prioritise what elements of services are most important to public.
- Succession and skills base needs to be secured.
- Promote greater self reliance – demand management.
- Great commercial awareness public and voluntary sector.
- Increased use of technology - intelligence-led
- **'SMARTER SERVICES'**.

LOCAL SERVICES
LOCAL SOLUTIONS

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