

**ITEM No ...8.....**

**REPORT TO: NEIGHBOURHOOD SERVICES COMMITTEE - 23 APRIL 2018**  
**REPORT ON: STREET CLEANING AND OPEN SPACE MANAGEMENT**  
**REPORT BY: EXECUTIVE DIRECTOR OF NEIGHBOURHOOD SERVICES**  
**REPORT NO: 121-2018**

**1 PURPOSE OF REPORT**

1.1 To update the Committee on the current position in relation to Street Scene and Open Space Maintenance.

**2 RECOMMENDATION**

2.1 It is recommended that the Committee notes the update provided in this report.

**3 FINANCIAL IMPLICATIONS**

3.1 There are no direct financial implications as a result of this report.

**4 BACKGROUND**

4.1 Reference is made to Article XI of the minute of the Policy and Resources Committee of the 30th October 2017, Report No: 439-2017 refers, where it was agreed a report comes forward for consideration which outlines the outcomes of a review of the effectiveness of changes in respect of the Street Scene and Ground Maintenance post adoption of report 439-2015 on the Street Cleaning and Open Space Review. This report updates the Committee on the measures taken to meet the savings target and outlines the current performance information benchmarked against our family group.

4.2 The above report projected that net savings of £1.395m would be achieved from financial year 2016/17 onwards. The majority of these savings were expected to be delivered through reducing the workforce by 45 FTE posts and implementing efficiencies within other areas of operational expenditure e.g. plant, machinery and equipment.

As these savings were anticipated to be delivered over a three year period, a capital investment of £2.6m was also included with the General Services Capital Plan 2017-22. This investment was split over 2016/17 and 2017/18 to provide resources for environmental improvement projects within parks and public open spaces. It was anticipated that, wherever possible, these works would be provided by Neighbourhood Services staff, and therefore generate additional income to offset the balance of any unachieved savings over the three year period.

To date 30 posts have been removed through natural turnover and VER/VRs. In addition, further savings in fleet costs have been delivered through more efficient utilisation of plant and equipment. The total annual savings achieved so far amount to approximately £0.944m.

The shortfall against the £1.395m saving continues to be offset by income. In October 2017, the Policy and Resources Committee approved an updated Capital Plan 2018-23 (Article VII of the minute of Policy and Resources Committee on 30 October 2017, Report No: 350-2017 refers). This plan included further provision of £1.3m over 2018/19 and 2019/20 that would enable the programme to be extended. These additional resources, together with the balance of the original £2.6m investment, will enable the Executive Director of Neighbourhood Services

to phase the remaining savings over a longer period whilst delivering further environmental improvements across the city.

- 4.3 Operational Changes and Workforce - The section has an excellent workforce and good relations with trade unions. This has facilitated a number of smooth operational changes to routes and working practices in street scene and open space maintenance which has improved the efficiency of the operation. Following the implementation of the changes, regular, local and citywide monitoring and evaluation in conjunction with staff has resulted in minor adjustments to working routes being implemented. Regular surveillance and an evaluating process shall continue and has proved to be invaluable throughout the change process. It is also noted that a number of existing street cleaning routes have been retained at the same resource level.

There are ongoing discussions with trade unions and the workforce around a number of issues to ensure a well-trained sustainable workforce for the future.

Additional measures are being implemented to improve the communication and intelligence between Waste Management and Environmental Management colleagues such as staff communicating that side waste requires uplifting. Further to this Rapid Response Teams regularly support mobile routes in hotspot areas and react to any enquiries raised by Firmstep which is the Council's communication portal.

- 4.4 The key benchmarking information relating to street cleaning is outlined in appendix 1. The information outlines a number of categories including LEAMS (Local Environmental Audit Management System) : the "Cost of Street Cleaning per Thousand Population"; "Satisfaction with Local Street Cleaning", from the Local Government Benchmarking Framework (LGBF) and from the Citizen Survey "Satisfaction with Cleanliness of Street". Each of the values are compared with the previous 2 years.

The conclusions from the figures is that while the LEAMS figure has dropped by over 3% since 2014/15, they generally compare favourably against other cities and the family group. The cost of street cleaning has continued to fall over the years, but it is still above the Scottish Average. In terms of the satisfaction figures from the LGBF and Citizen Survey, these continue to be positive, both in comparison with the family group and in the case of the Citizen Survey's previous years.

- 4.5 Since the proposals were approved in 2015 there have been a number of projects aimed at improving civic pride and streamlining our approach to, and promoting a good, quality streetscene and open space management. These include:

- Pride in Your City Campaign - Neighbourhood Services have teamed up with Zero Waste Scotland, key stakeholders including voluntary groups who both organise and deliver clean up in the community, and develop Litter Action Plans for the city. The Pride in Your Campaign is also focused on themes such as trying to promote responsible citizenship in respect of dog fouling, litter etc. including fly tipping.
- Environmental Improvements – Over the course of the last two years a number of environmental improvement have been carried out. The improvements have been well received by the public and have involved wide consultation with the community through the Local Community Planning Partnership. Projects such as the establishment of the wild flower meadows have enhanced the visual amenity, contributed to biodiversity and created a more efficient landscape to manage. Further improvement proposals are scheduled to be considered by the Committee during 2018.

- 4.6 In terms of additional initiatives designed to further sustain environmental quality a year-long trial as part of the SMART Cities programme is ongoing. A number of outcomes will be

evaluated including the use of smart compactor litter bins, bins sensors which will communicate when litter bins require to be emptied and specialist pedestrian operated sweeper machine.

- 4.7 There is a consciousness that environmental quality has an effect on everyday life. In a recent report by Keep Scotland Beautiful the document advocate that environmental quality is important to health and wellbeing, tourism, education and lifelong learning, crime and the perception of crime and a quality environment can contribute to economic growth. Hence there is an ongoing commitment by Neighbourhood Services to continue to provide a service within the resource available and to continue to look at option in terms of involving the community and working smarter and more efficiently.

## **5 POLICY IMPLICATIONS**

- 5.1 This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. No major issues were identified.

## **6 CONSULTATION**

- 6.1 The Council Management Team have been consulted in the preparation of this report and agree with its content.

## **7 BACKGROUND PAPERS**

- 7.1 None.

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30<sup>th</sup> March 2018



Street Cleaning Quality



