

BABERGH DISTRICT COUNCIL

FROM: Head of Natural and Built
Environment and Head of
Contract and Asset Management

REPORT NUMBER: **H187**

TO: OVERVIEW AND SCRUTINY
(COMMUNITY SERVICES)
COMMITTEE

DATE OF MEETING: 3 February 2009

**REVIEW OF FIRST YEAR OPERATION OF OPEN SPACE CONTRACT AND
STREET CLEANSING IMPROVEMENT ACTION PLAN**

1. PURPOSE OF REPORT

1.1 This report refers to recommendation 2.3 of Paper H33 on 20th May 2008 - that the Committee review the operation of the first year new contract, with respect to Open Space cleanliness and the implementation of the Street Cleansing Improvement Action Plan.

2. RECOMMENDATIONS

2.1 That the Committee acknowledges the improvement in performance due to the operation of the new contract and measures taken under the Street Cleansing Improvement Action Plan.

The Committee is able to resolve this matter.

3. FINANCIAL IMPLICATIONS

3.1 There are no direct financial implications.

4. RISK MANAGEMENT

4.1 This report is most closely linked with the Council's Significant Business Risk No. 5 Capacity. Key risks are set out below:

Risk Description	Likelihood	Seriousness or Impact	Mitigation Measures
Failure to implement an appropriate level of service results in a deterioration of cleanliness in the area, leading to reduced public satisfaction in Babergh's services/ CAA score	D - Low	III - Marginal	Effective implementation of Action Plan, regular monitoring and review of performance and modification as appropriate.

5. **KEY INFORMATION**

- 5.1 The Open Space contract, which combines street cleaning, public conveniences and horticultural services, was awarded to English Landscapes Ltd who commenced operation in November 2007. A combination of the efforts of a high performing contractor and better monitoring and supervision by the Council, has led to significant improvement in performance. The key improvements and actions taken are as follows:
- 5.2 Increase in public satisfaction in Open Space cleanliness, from 72% (BV89 survey 2007) to 82% (Serco quarterly tracking survey). Care should be taken in making a direct comparison, as the sample size in the quarterly sample is relatively small, although results seem consistent. In the 12 months to January 2009 there have been 44 complaints logged regarding litter and 6 regarding dog fouling.
- 5.3 Improved litter and detritus scores NI 195 (-ex BV 199) from 4% & 28% (07-08) to 2% & 19% (latest survey). Note that scoring system has altered slightly in the change from BV199 to NI 195. Although there has been an improvement in detritus, analysis of survey data shows that by future targeting of commercial and industrial sites, this performance will be further improved. Appendix (a) compares BDC current performance against the national average. The red dotted line refers to BDC performance and the solid line refers to National data.
- 5.4 Litter in road lay-bys and smoking litter in town centres have been specifically targeted.
- 5.5 Fewer complaints have been received regarding non-servicing of dog waste and litterbins, through better communication with Town & Parish Councils. This has involved a detailed audit of all bins, a rescheduling of emptying and the implementation of a coloured sack coding system to identify whether bins have been emptied according to the schedule.
- 5.6 New litterbins have been deployed in major town centres. This combined with better supervision and monitoring of the contractor has resulted in an overall 22% improvement of litter scores for retail areas.
- 5.7 The Council's Clean Neighbourhoods and Environment Enforcement Policy has been approved and implemented. To date 10 Fixed Penalty Notices have been issued for littering offences, 7 of which related to targeted action on cigarette litter in Sudbury. Monitoring of business waste duty of care compliance has led to 2 potential prosecutions. Business waste is a common source of fly tipping.
- 5.8 A12/A14 cleansing – there has been a more frequent litter clearance of hot spots around Copdock interchange, as result of MSDC taking over role from Amey Mouchel on BDC's behalf.
- 5.9 The 'Baberghood Watch' was launched in April 2008. 13 Parishes have registered 'wardens' and 6 attended a training session. There has been little communication from those Parishes via this route.

6. **APPENDICES**

(A) Comparison of BDC performance 2008 –09 against National average
(source Defra)

7. **BACKGROUND PAPERS REFERRED TO**

None

CONTACT: Peter Garnett **EMAIL:** peter.garnett@babergh.gov.uk
Waste Strategy Officer

K:\DOCS\Committee\REPORTS\Overview&Scrutiny\Community\2009\030209-OpenSpaceContract.doc

Appendix A

Local and National NI 195 Results 2008/09 – Tranches 1 (Apr-Jul) and 2 (Aug-Nov)

Babergh District Council Tranches 1 and 2

NI 195 Results

Land Use	Litter	Detritus	Combined	Graffiti	Flyposting
All Areas	1%	17%	9%	1%	0%
Main Retail and Commercial	0%	2%	1%	5%	0%
Other Retail and Commercial	2%	12%	7%	0%	0%
Higher Obstruction Housing	1%	26%	13%	0%	0%
Medium Obstruction Housing	0%	20%	10%	0%	0%
Low Obstruction Housing	0%	1%	0%	0%	0%
Industry and Warehousing	8%	19%	13%	0%	0%
Main Roads	0%	11%	5%	0%	0%
Rural Roads	0%	29%	15%	0%	0%
Other Highways	4%	36%	20%	6%	0%
Recreation	0%	6%	2%	0%	0%

