

Street Cleansing Update 2020

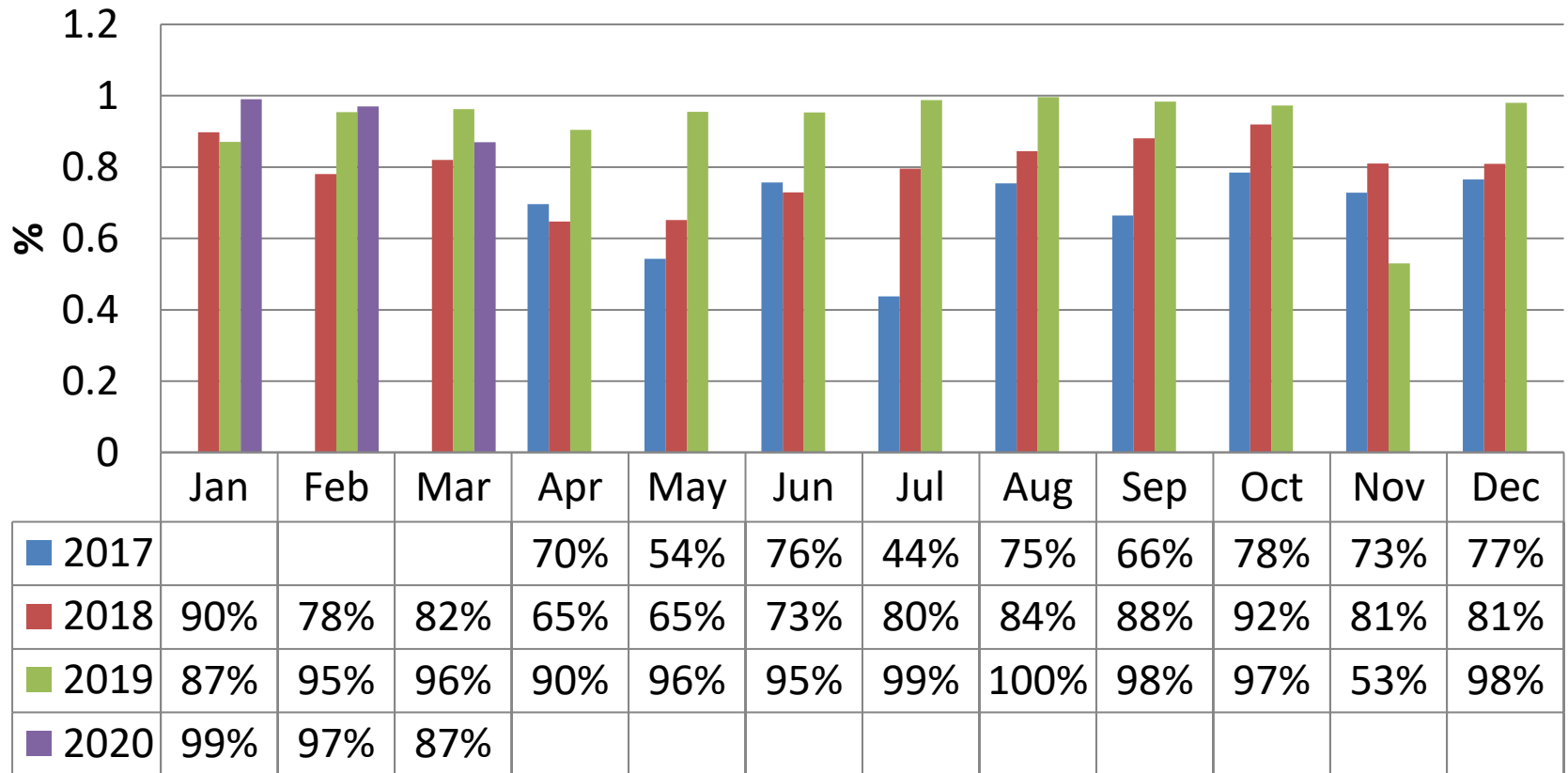


Background

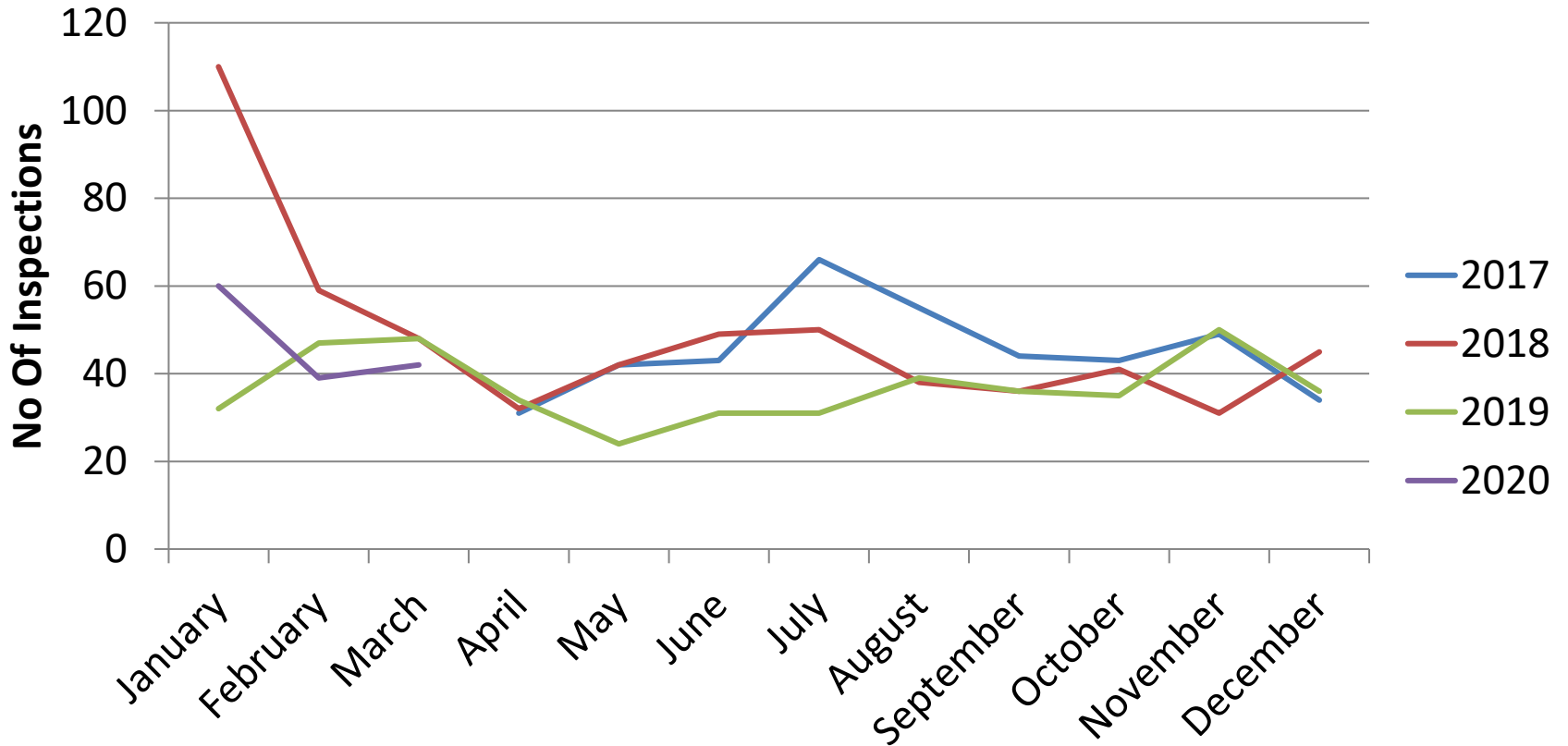
- Nine Area Based Teams
 - St Neots x 2
 - Huntingdon x 2
 - St Ives x 1
 - Rural x 1
 - Deep Clean x 1
 - Layby's x 1
 - Parks x 1
- Three town centre operatives, one each in Huntingdon, St Neots & St Ives
- 1 Manager, 2 Team Leaders, 4 Sweeper Drivers, 20 Street Cleansers
- Currently fully staffed
- 10 Vehicles, 3 Compact Sweepers, 2 HGV Sweepers
- 545,233m of Kerb line to sweep, 1253 Litter Bins to Empty.
- 47 Community Litter Picks facilitated YTD

Internal Performance Inspection

% Of Inspections in Specification



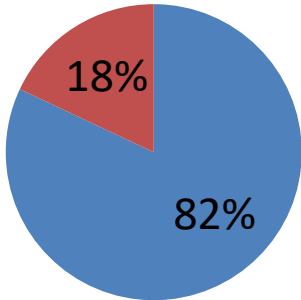
No Of Service Requests



Service Calls Responded to within 5 Days

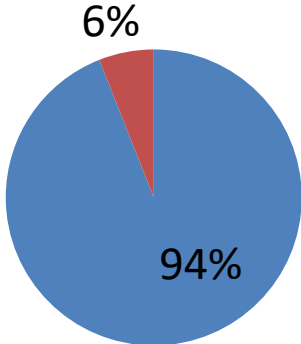
2017/2018

■ Within 5 Days ■ 5 Days +



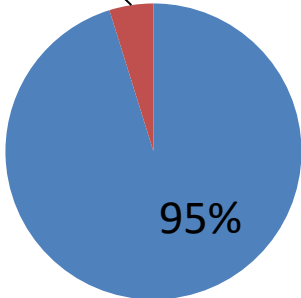
2018/2019

■ Within 5 Days ■ 5 Days +

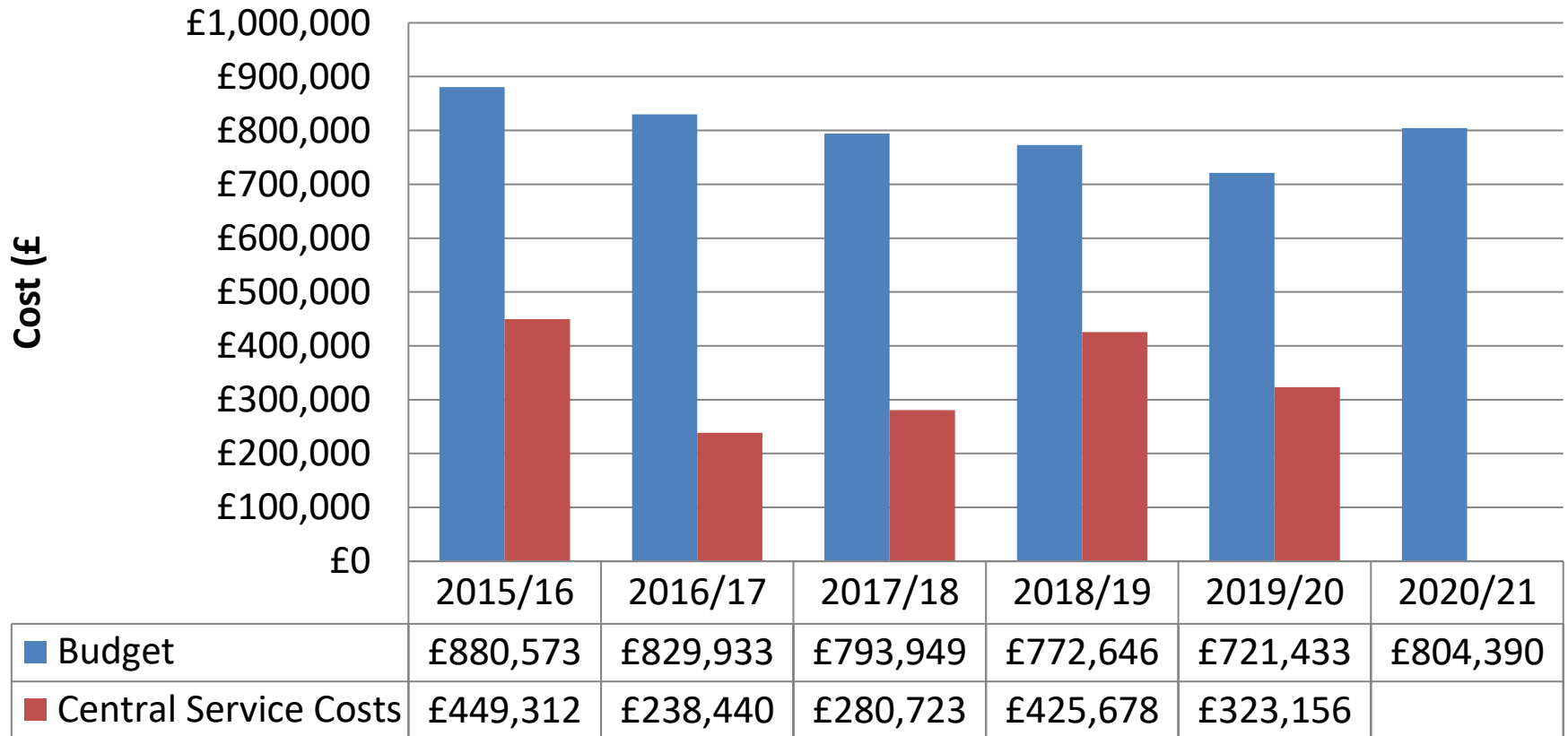


2019/2020

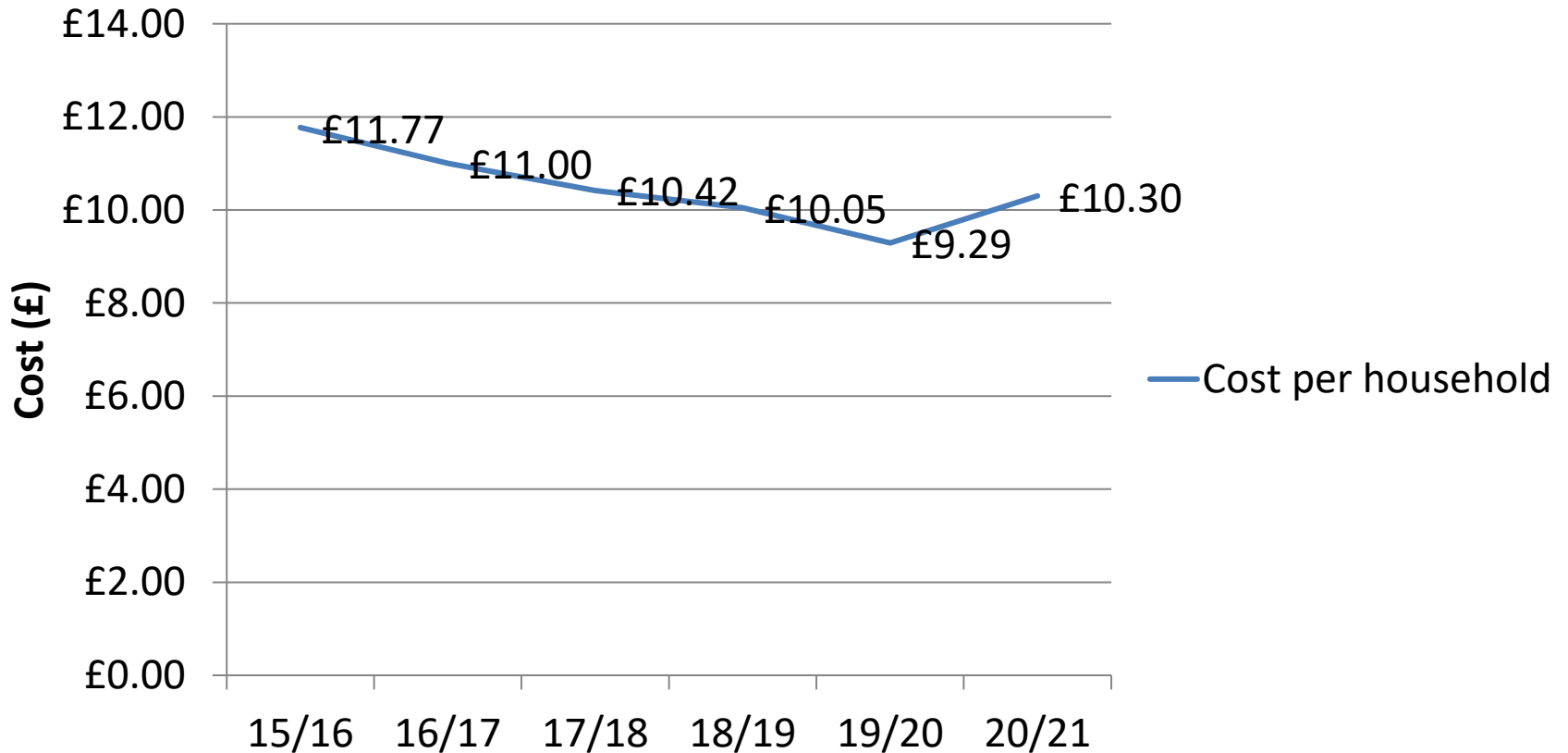
5% ■ Within 5 Days ■ 5 Days +



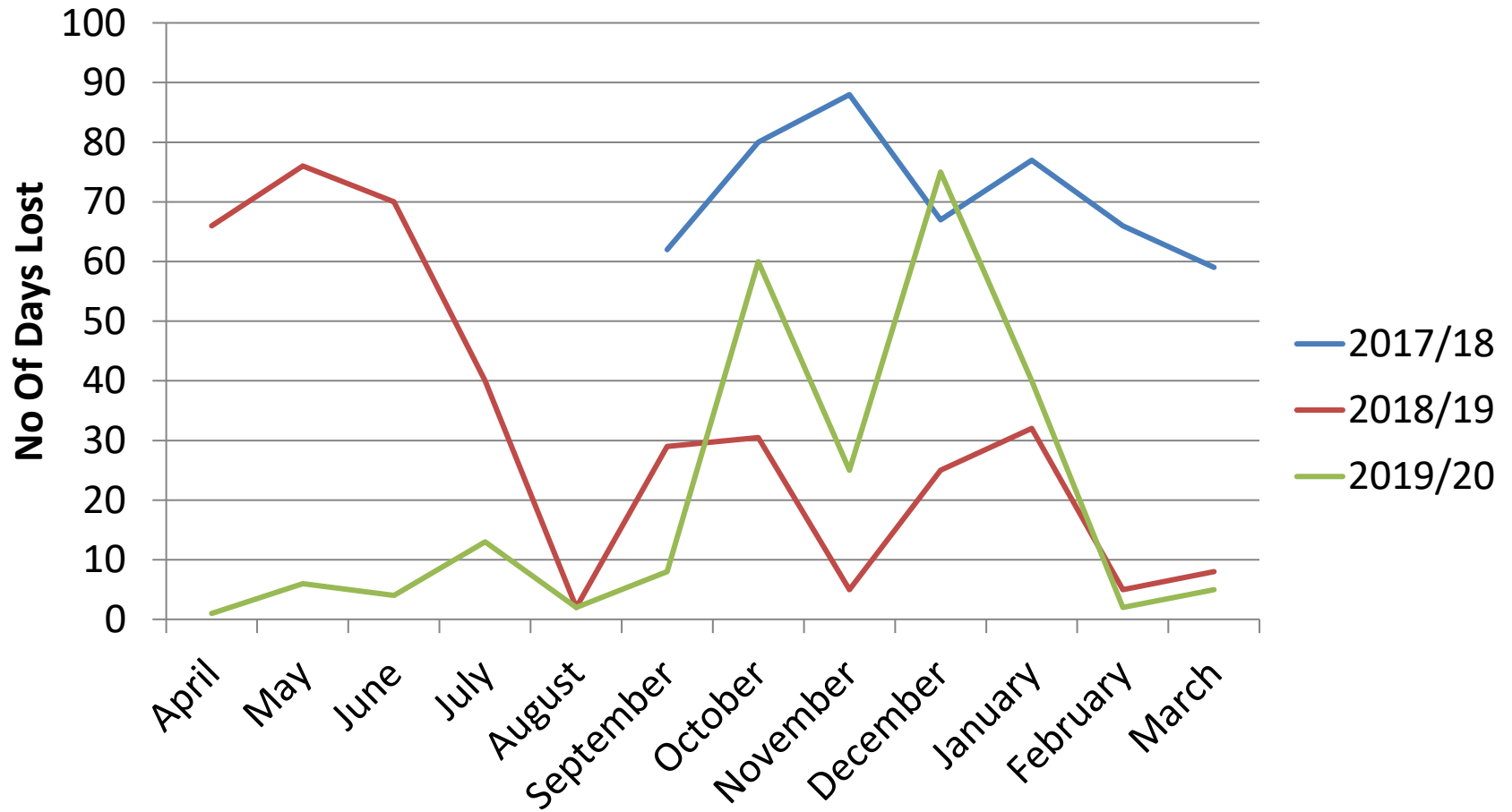
Street Cleansing Budget By Year



Cost per Household Year on Year Comparison



Sickness Absence Year on Year Comparison



Risks to Service Delivery

- Ageing Workforce
- Lack of People Joining Industry
- Other Employers Paying More
- Change in Climate
- Covid19 Implications

New Innovations

- Litter Minimisation projects ongoing:
 - **Town Centre** – Recycling on the go (turning litter into recycling and litter in the right bin)
 - **Roadside** – Surveillance, enforcement, messages targeting motorists
 - **Business** – Responsibility and securing waste so it does not become litter, improving recycling and education of the surrounding communities
 - **Community Fly-Tipping** – Engagement regarding impact and cause, bulky collection pilot
 - **Rural Litter** - Encouraging responsibility through litter reduction initiatives, recycling pilot and education within primary schools
- Litter Innovation Fund:
 - Grant received to install recycling bins,
- Engagement with public and Parishes to increase sites
- Trial of 'Smart Bins' leading to reduced collection
- Commercial Work
 - Chorus Housing
 - Longsands School
 - St Peters School
- Close working with Communities to be more proactive in reporting and identifying fly tipping. Some staff have shadowed HDC Enforcement Officers, encouraging a culture of accountability.
- Improved environment to live in
- Took part in the Channel 5 factual program 'Life Of Grime'. Focused on Laybys along the A14 and the Oxmoor housing estate, airing date is TBA

Customer Survey

- *The Street Cleansing Service survey launched on the 27th of April and ran for a two-week period until 11th May. Within this time, a total of 92 responses were received.*
- These were collected via a focused social media campaign, which utilized the Love Huntingdonshire community alongside targeted advertisement within local community Facebook groups to access a broad spectrum of the population within Huntingdonshire, including St Neots, St Ives and Huntingdon. The survey link was regularly posted within these groups, with comments made on these pages retained as additional feedback.

Positives – Customer Survey

- Residents overall were satisfied with standard of Street Cleansing in the area which they live in all areas.
- The following represents the percentage of respondents who were Very Satisfied or Satisfied with the following areas:

| | |
|--------------------------|---------------------------------------|
| Dog Fouling- 51.61% | Graffiti-83.33% |
| Fast Food Litter- 63.44% | Fly-Posting- 81.53% |
| Other Litter- 71.72% | Mechanical Sweeping - 72.83% |
| Fly-Tipping- 63.74% | Removal of Abandoned Vehicles- 81.32% |
- When asked for an overall rating of the standard of Street Cleansing, 88.18% would consider the standard of Street Cleansing within their town/village to be 3-star or above, with 60.22% of total respondents consider this to be 4 or 5-star.
- When asked whether they were satisfied with the frequency that litter and dog bins are emptied, 74.73% of respondents answered yes.
- Over 50% of respondents would rate the overall cleanliness of Town Centres, Parks/ Playgrounds and Playing Fields Good or Very Good.
- When asked about whether they would be interested in taking part in a community litter pick, 46.74% of respondents said they would be willing to participate.

Areas For Improvement – Customer Survey

- The main areas that residents were dissatisfied or very dissatisfied with was the level of dog fouling, which 48% of respondents considered the biggest issue. Secondary to this, 36% of respondents felt they were dissatisfied or very dissatisfied with the level of fly-tipping.
- The lowest rated area for cleanliness was categorised as 'other open spaces eg.Verges), with 32.61% of respondents considering this area to be poor or very poor.
- When asked about knowledge of the Bulky Collection service, 38.71% of respondents did not know about the service or how to use it.
- When asked about reporting fly-tipping, 46.24% of respondents did not know how to report fly-tipping if they see it.
- When asked which areas they would like to see more of, 30.43% of respondents would like to see more enforcement. This was also reflected in the responses collected when asked what the respondent would consider the best way to tackle litter, fly tipping, fly posting and graffiti, 63.37% of people thought Enforcement was the best way to go about this, followed by community litter picks and clean up events with 11.83% and education in schools with 9.68%.

2020 & Beyond

- Investigate different operating models- Working smarter
- Roll out of Litter Minimisation projects across the district
- Collaborate with community groups to encourage litter picks – Great British Spring Clean
- Embrace advances in technology – Green fuels, Waste Recycling, Smart Technology
- Up skill workforce to allow more cross working within Operations

Love Huntingdonshire

