

STREET CLEANING SERVICE STANDARDS

2012/13

1.1 Introduction

The key purpose of this document, is to clearly set out service standards for the various street cleaning activities in the borough.

The document should also be viewed in the context of and as part of the overall plans including the Clean Borough Strategy & Key EPR priorities that give direction and focus to the street cleaning service in achieving and contributing to the 'greener & cleaner key priority.

2 Legal Frame Work

The council as a local authority and as a principal litter authority has a legal duty under the provisions of the Environmental Protection Act 1990 to ensure that the relevant highway (footway and carriageway) and relevant land are kept clear of litter and refuse. As part of its key priorities for the community the council must ensure the borough remains clean, green and safe.

3 Policy Guide Lines

The Corporate Plan 2011/12 sets out under the key priority of 'Cleaner & Greener service objectives that are to 'improve the street scene – improve local street and environmental cleanliness within target timescales' and support the Police's Safer Neighbourhood Teams to secure prosecutions by fully using existing and new legislative powers.

The Cleaner, Greener Key Priority 2011/12 has the objective of delivering a better service for less and demonstrates the council's commitment to tackle enviro-crime including litter, waste, fly tipping and other cleanliness issues.

4 Vision

The Street Cleaning Service will provide a highly visible and strongly branded street cleaning operation. This is supported operationally by highly visible street cleaning staff, branded vehicles and equipment.

5 Service Objectives

- To achieve a high-level of staff and service visibility achieving customer recognition
- To provide service ownership to staff by giving responsibility for keeping specific areas clean
- To increase the percentage of people satisfied with the standard of cleanliness in their area moving 55% to 65%.
- To achieve a 100% success rate in clearing graffiti within one working day in town centres served by town keepers, and within two days on A roads
- To achieve a 100% success rate in clearing accumulations of litter within 24 hours of a report
- To achieve zero incidence of fly-tipping on highways
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6 SERVICE OPERATIONS

The provision and management of the street cleaning service in Barnet is managed on an area based approach. The borough is divided into five areas each with a dedicated street cleaning supervisor, who has responsibility for overseeing and supervising the cleaning activities in their area. The main street cleaning operations within each area are as follows:

6.1 Neighbourhood Cleaning

All residential roads are cleaned by dedicated 'beat staff' who inspect and clean streets of both litter and detritus on 6 occasions per year. The 'beat staff' are supported by mid range mechanical sweepers which operate to the same frequency. This promotes the priority of supporting a cleaner greener borough.

6.2 Town Keeper Service

The town keeper service focuses on providing a holistic approach to street cleaning issues in town centres. The physical characteristics and patterns of people and trader activities throughout the town centres are assessed and then used to allocate resources based on the requirements for street cleaning within a given town centre.

6.3 Hot Spot Teams

There are some 500 hotspots that are attended to across the 5 areas and cleaned to various daily programmes 5 days per week. The hot spots include areas in the vicinity of schools, approaches to transport hubs, areas vulnerable to illegal dumping and locations which tend to generate customer complaints.

6.4 Litter Bin Emptying

There are some 4000 litter bins throughout the borough, which are emptied to

various schedules ranging from daily to weekly subject to location and use. These are suitably located to reduce the amount of litter in built up areas such as town centres. More cast iron litter bins will be purchased in 2011/12 for specific town centres via the mayors outer London bid to improve local environments.

6.5 Trunk Road Cleansing

The borough of Barnet has 38km of Trunk Roads all of which require cleaning. The cleaning of this class of road is carried out at night approx. 7pm to 3am. The central reservations are cleaned 3 times per year and nearside lanes 6 times per under road closure and traffic controls arranged by Transport for London.

6.6 Leaf Clearance

Barnet is one of London's greenest boroughs with some 36,000 street trees. Clearing up autumnal leaves is a major street cleaning operation and lasts approx. 10 - 13 weeks, (October to December) subject to commencement of the season. Approximately 400 tonnes of leaf litter is collected each year and about 100 tonnes are recycled to produce compost.

6.7 Graffiti Removal

The service manages an effective graffiti removal service dealing with graffiti on public buildings and landholdings, e.g. parks and open spaces, as well as graffiti on some private space. Three crews of two graffiti operatives clean all graffiti facing 'A' roads within the borough. They also remove graffiti by the end of the next working day from all property facing main roads within Town Centres served by a town keeper. Graffiti, that is racist or otherwise offensive, is removed within 24 hours of receiving a report of such an incident.

6.8 Fly tip Collection

This operation is carried out Monday to Friday by a team of two operatives. The service clears all reported flytipped waste within 24 hours of a report from whatever source. Approximately 1000 tonnes of fly tipped material is collected and disposed of each year. Flytipped material is not recycled.

6.9 Other Street Cleaning Related Services

As part of the overall street cleaning service the following ancillary related functions are also provided.

1. The removal of dead animals
2. The collection of clinical waste
3. The provision of Passover waste collection service.
4. The clearance after RTA's
5. The sweeping and litter clearance from 25 car parks (40,000m²)

6. The clearance of snow & hand gritting of town centres / transport hubs.

7 Service Validation & Performance Indicators

In order to validate the performance of the service in 2011/12 , area supervisors carried out surveys using the methods employed by ENCAMS to measure the performance and service outcomes using NI195.

1. NI195
2. Resident's satisfaction survey

8 Service Issues

1. Recruitment and retention of staff- difficult due to pay and nature of job
2. Demographic changes-increase in population puts pressure on service
3. Current legislative environment -requiring councils to deal with a raft of environmental issues

9 Website and publicity

All street cleansing services are promoted to a range of media including the website, information leaflets, publicity to all community groups, newsletters and articles in Barnet First. The various cleaning programme details can be found on the Council's website, and residents can now locate the details of their particular street or road by logging onto www.barnet.gov.uk.