



**Communities Scrutiny review board
11 February 2019**

ITEM 5

Report sponsor: Richard Antcliff – Director of
Public Protection and Streetpride
Report author: Simon Aitken – Head of Service

Street Cleansing Service

Purpose

- 1.1 Scrutiny has requested a report that explains the different elements of the Street Cleansing service and that also covers the current level of performance.

Recommendation

- 2.1 To note the contents of this report.

Reason

- 3.1 This report is a report for information requested by scrutiny.

Supporting information

- 4.1 The core Street Cleaning service has 63 FTE's working around Derby cleaning the streets; this resource is broken down as follows:

- 4.2 **City Centre Cleaning**

A team of 8 FTE's work on a rota to cover 7 days a week from 4am–12pm generally 5 staff per day Monday to Friday and 6 Saturday and Sunday). This team clean the City Centre following the night time economy; they are responsible for ensuring that the City Centre is Grade A by 8am. They start off in the Centre of the City and then move out to the outer areas such as Midland Road, Friar Gate etc. This team will utilise footway sweepers at weekends with the higher staff level.

A team of 7 FTE's work on a rota to cover 7 days a week, 10am-6pm Monday to Saturday and 8am-4pm on a Sunday (generally 4/5 staff per day Monday to Friday and 5 Saturday and Sunday). This team are responsible for ensuring the City Centre remains clean throughout the day. They will concentrate on the areas of main footfall and then move to the outer areas when possible such as Midland Road and Friar Gate etc.

A team of 2 FTE's work Monday to Friday 6am-2pm (we also clean the 3 multi-storey car parks on a Saturday but this is picked up by the other City Centre team) these staff spend the first half of their day cleaning the 3 multi-storey car parks and move on to other duties such as chewing gum removal and jet washing within the City Centre.

4.3

City wide cleansing

Area cleaning team

23 FTE's work Monday to Friday 6am-2pm. This team is responsible for the frequency cleaning of every area in Derby other than the City Centre. This team is broken in to 4 smaller teams who work in multiple areas each day. The staff use cleansing barrows and walk the areas cleaning as they go. The frequency of the work this team carries out varies from daily routes up to some routes which are done once every 6 weeks.

Mobile cleaners

4 FTE's working on a rota to cover 7 days a week from 6am–2pm (generally 2/3 staff per day). This team is responsible for litter picking District shopping centres, enhanced emptying of problem bins and carrying out enhanced litter picking on litter hot spots around food outlets and shops.

Mechanical Road Sweepers

4 FTE's working Monday to Friday 6am-2pm. This team is responsible for sweeping the entire road network within the Derby boundary. They will also work out of hours when required and work in partnership with the Highway team when schemes are being implemented. They will also help out in the City Centre as and when required.

Mechanical Footway Sweepers

4 FTE's working Monday to Friday, 3 work 6am-2pm and 1 works 8am-4pm giving us that bit of additional flexibility. This team sweep all of the footpaths within the Derby Boundary including Parks. They will also help out in the City Centre as and when required.

Fly-tipping removal

4 FTE's working Monday to Friday 6am-2pm. This team is responsible for the removal of Fly-tipping, support neighbourhood deep clean initiatives and provide cleansing outside of the frequencies when required. 2 of the 4 FTE's predominantly spend most of their time within the inner city wards.

Hit Squad

2 FTE's working Monday to Friday 6am-2pm. This team is responsible for the collection of all hazardous waste and dead animals. This team also carries out the duties of the fly-tipping team if required.

Litter pick team

2 FTE's working Monday to Friday 6am-2pm. This team is responsible for cleaning the ring road around Derby; the main gateways in and out of the city and areas that the area cleaning team cover that require enhanced cleaning.

Litter bin emptying

2 FTE's working on a 7 day rota 6am - 2.30pm. This resource is responsible for providing 7 day cover to empty the litterbins across Derby that cannot last between their frequencies based cleans.

Graffiti Removal

1 FTE who works Monday to Friday 6am-2pm, this person is responsible for cleaning all of the graffiti around Derby and carrying out jet washing for spillages and jet washing in the City Centre at 6am following the Night time economy.

4.4 **Street Cleansing performance**

Street Cleansing has one main target that is in DORIS which is the overall number of jobs completed within the current service level agreement (SLA); this is based on a number of SLA's. Our current position against this target for April 2018 until the end of December 2018 are outlined below:

- Overall jobs completed within the current SLA is 7501, this gives the service a 96.51% achievement against this SLA.

The individual targets that make up the overall target above and our current position against those targets for April 2018 until the end of December 2018 are outlined below:

- Litter reports dealt with within the current SLA are 2654; this gives the service a 95.70% achievement against this SLA.
- Fly-tipping reports dealt with within the current SLA are 4327; this gives the service a 96.63% achievement against this SLA.
- Non offensive graffiti reports dealt with within the current SLA are 364; this gives the service a 100% achievement against this SLA.
- Offensive graffiti reports dealt with within the current SLA are 27; this gives the service a 100% achievement against this SLA.
- Discarded syringe (needles) reports dealt with within the current SLA are 129; this gives the service a 98.45% achievement against this SLA

4.5 Street Cleansing also provide trade services to Derby Homes and other private sector customers, a team of 27.5 FTE's cover the following:

4.6 15 FTE's work Monday to Friday 8am – 4pm, this team carry out a range of services to assist customers including Derby Homes in preparing vacant, tenanted or new properties for letting, these include; Property clearances, removal of wastes from building works, wallpaper stripping, installing loft insulation, Mould wash treatment, cleaning of domestic, commercial and industrial properties for internal and external customers and the running of a Waste Transfer Station (WTS), this is where waste from the void clearance team, Derby Homes property maintenance teams and caretakers is deposited and processed for onward transportation for recycling or disposal, according to the waste type.

We also run a building cleaning contract that has 12 FTE's and 3 part-time staff equating to a further 0.48fte. This team clean Local Housing Offices, communal areas of blocks of flats, London Rd Depot, Parkland View which is a residential care home, a caravan park, community rooms, window clean 233 blocks of flats and various other sites as required and clean the communal areas of 7 sheltered accommodation blocks.

All of the trade contracts above have built in Service Level Agreements; the ones associated with Derby Homes are monitored with them and their board.

Public/stakeholder engagement

5.1 N/A

Other options

6.1 No options have been considered as this report is a request for information.

Financial and value for money issues

7.1 None arising as a result of this report.

Legal implications

8.1 None arising as a result of this report.

Other significant implications

9.1 N/A

This report has been approved by the following people:

Role	Name	Date of sign-off
Legal Finance Service Director(s) Report sponsor Other(s)	Richard Antcliff	08/01/2019

Background papers: N/A
List of appendices: N/A

