

# Our Approach to Streetscene

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# Gedling Borough Council

Health, Green; Safe and Clean

Gedling Borough just north of the City

Population: 111,800

Number of Homes: 49,500

Businesses: 2,300

Consisting of 3 main shopping areas and several villages



# Where we were

- 2 separate entities:
  - Refuse and Cleansing Section – refuse always came first
  - Parks Section – concentrated on grounds maintenance
- Increasing graffiti, litter and flytipping problem
- Reduced satisfaction levels

# Problems encountered

- Cleansing suffered as staff taken off their work to cover refuse
- Grass cutting before litter picking – messy
- Flytipping left – not my job!
- Graffiti all over the borough

# Time for a change

- Amalgamate Parks and Street Cleansing = PASC (Parks and Street Care) = more streamlined efficient service
- Increase in graffiti led to a free service for householders and small businesses
- Response team for more frequent flytipping and litter problems

# Where we are now

- Undertake litter picking before we cut the grass
- Training for staff so they are multifunctional
- Staff development - NVQs and machinery training
- Anyone can collect flytipping, if items seen and no likely evidence for wardens to collect
- Assisting in various cross agency action weeks
- Wardens give out portable ashtrays to try to prevent litter

## Where we are now (continued)

- Introduced Graffiti, Abandoned Vehicles, Flytipping and litter free phone hotline, also advertised on our vehicles
- Posters on our bins to discourage litter
- More multipurpose vehicles
- Improving BV199 figures
- Increased satisfaction
- Help community groups clean up
- More street washing including chewing gum removal
- Response team to get flytipping, litter and needles removed faster.

# Flytipping

- Developed successful working relationships with neighbourhood wardens
- Wardens investigate if any evidence and take action if there is
- We remove within 4 days of notification, usually sooner.



# Litter

- Six weekly schedules for most residential areas
- Three weekly for some areas
- Weekly or daily for shopping areas and school routes
- Joint working between wardens and Direct Services staff to identify and target hotspots and cleansing crews respond
- Wardens try to educate school pupils

# The Facts

- Satisfaction levels in cleansing increased from 68% in 2003 to 72% in 2006, target 75% for 2007
- Satisfaction for Parks and Open Spaces increased from 70% in 2003 to 75% in 2006
- BV199 indicator for litter and detritus improved from 23% in 2003/04 down to 6% in 2006/07.
- Neighbourhood wardens awarded by OPDM and mentioned in good practice guide

# What next?

Main areas of concern are graffiti and flytipping, trying to get support for a full time enviro-crime team to be more proactive.

Working with wardens and police to identify tags of graffiti, increased use of CCTV

Gedling Service Transformation?