

Putting Enfield First

L.B Enfield

'Most improved performer for street cleansing'

APSE Performance Network Awards 2007 & 2008



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Putting Enfield First

Background

- Year-on-year improvement
- Resident satisfaction 49% 2003/04 to 72% 2007 (MORI)
- Budget review - CEC
- Increased income
- Business model



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Background

- Monthly satisfaction monitoring – since April 2006
- Dealing with negative responses
- Street wash & graffiti programmes
- Communicating & promoting our services



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## Background

- Litter bin strategy implemented
- Investment in staff training
- Partnership working - MJ Awards Finalist 2009
- Quality Assurance – ISO 9001/ 14001



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## Partnership working

- Street Action For Enfield (SAFE) brings the Council, and its major partners including the Metropolitan Police, Fire Service and Housing Associations, together to deliver environmental, social and crime related improvements to Enfield communities



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## SAFE

- Direct link to BVPI's
- 3 year programme
- Environmental project management
- Measured by outputs
- Direct links to SNT



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## Key points

- Co-ordinated / partnership working
- Key criteria → service development strategy
- Budget review (CEC)
- Staff training & development
- Public relations & communication



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## Zonal working

- Developed from recycling strategy
- 3 wheeled bin provision
- Routing efficiency
- Co-ordination of services (50% of litter from waste collection)
- Weekly collection maintained



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## Zonal working - outputs

- More efficient rounds
- VFM
- Improvement in NI 195 for litter/ detritus
- Targeted enforcement



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## Zonal working - outputs

- Increase in resident satisfaction for service
- Improvement in resident perceptions on littering



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## Zonal working – week 1

- Refuse the first service to adjust
- No congestion in day areas!
- Street cleansing hardest to route
- Some resident confusion but small scale
- Overall positive impact



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## Q & A



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