

PLACE, SUSTAINABILITY AND CLIMATE CHANGE SCRUTINY COMMITTEE

15TH MAY 2023

STREET CLEANSING STRATEGIC MANAGEMENT PLAN 2023

Purpose:

To provide the future strategy, actions and considerations for the Street Cleansing Service, to provide an efficient environmental cleansing programme to enhance the environmental quality within Carmarthen enhancing its attractiveness to live, work and visit.

THE SCRUTINY COMMITTEE IS ASKED TO:-

Review the report noting the challenges and need for change and service modernisation.

Reasons:

This report presents the way in which the Council will review and improve its cleansing service delivery meeting the legislative requirements of the Environmental Protection Act 1990, and shaping the future of the service to deliver the needs of the Local Environmental Quality Management Plan and duties discharged upon the Authority through the Code of Practice on Litter and Refuse and Associated Guidance 2007.

CABINET MEMBER PORTFOLIO HOLDER:-

Cllr. Edward Thomas Cabinet Member for Transport, Waste and Infrastructure Services.

Directorate: Place and
Infrastructure

Name of Head of Service:

Daniel W John

Report Author:

Gary Baxter

Designations:

Interim Head of Waste &
Environmental Services.

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EXECUTIVE SUMMARY

PLACE, SUSTAINABILITY AND CLIMATE CHANGE SCRUTINY COMMITTEE 15TH MAY 2023

STREET CLEANSING STRATEGIC MANAGEMENT PLAN 2023

- 1.1 Carmarthenshire County Council recognises that maintaining high quality public places is an important issue and a major concern for local residents. Accordingly, this is reflected as a key priority in the Council's Corporate Plan.
- 1.2 The Council is a principal litter authority with a statutory duty under the provisions of the Environmental Protection Act 1990 to ensure that relevant land in its area is, so far as is practicable, kept clear of litter and refuse.
- 1.3 In order to enable the Council to achieve its objectives the services need to deliver high quality, efficient and sustainable services to ensure the future cleanliness and prosperity of the area. This has to be achieved against an increasing pressure on public finances and a need to reduce the net cost of delivery. Therefore, the way that the services are delivered has to be continuously challenged to ensure that efficiencies are achieved where possible without having an adverse impact on standards.
- 1.4 As the principal litter authority, Carmarthenshire County Council has a statutory duty to keep "the relevant land" clear of litter and refuse, and to keep clean its highways maintained at public expense, including the removal of detritus. These duties emanate from the Environmental Protection Act 1990.
- 1.5 Carmarthenshire County Council Cleansing Service is delivered by an in-house service, working from three key geographically placed depots, Trostre, Cillefwr and Glanamman and sits within the Place and Infrastructure Department of Carmarthenshire County Council with a net operating cost of circa £2.7m.
- 1.6 The Cleansing service has become static in its service delivery methodology and has operated in its existing formation for a significant period, although sweeping and litter bin emptying is undertaken on planned schedules the service on a whole has become a reactionary service.

- 1.7 In addition, there are interdepartmental cross overs within the existing cleansing duties, whereby the Highways service will undertake certain functions of the Local Environment Quality management.
- 1.8 The aims of the Street Cleansing Service are to provide an efficient environmental cleansing programme not only meet the statutory duty placed upon the Authority but enhance the environmental quality within Carmarthen enhancing its attractiveness to live, work and visit, this supported by effective enforcement team and high-profile education/awareness campaigns that will ensure the cleanliness and prosperity of the area.
- 1.9 It is evident that there is inconsistency in our performance, and we are below the Welsh Median at present. The cleanliness Indicator for Wales gives an indication of the cleanliness of an area. Higher figures indicate cleaner environments. The All-Wales Cleanliness Indicator for 2022-23 is 68.8 and Carmarthenshire currently have a rating of 67.4 placing us 14th overall in Wales.
- 1.10 As a front-line service, we expect to deliver a first-class service in a proactive manner. However, at present we are a reactionary service. This approach feeds service demand and relies upon customer reports and requests. This means, we sometimes fail to meet customer demand and expectation.
- 1.11 In order for us to modernise and improve our service we have commenced a strategic review of the cleansing service. With a focus to develop a smarter way of interpreting the Code of Practice and develop a strategic tool to assess routes within zones on a "needs" basis.
- 1.12 The initial stage of our review has identified the main contributory factors of our service challenges at present are: -
- Staffing levels and recruitment
 - Staff profile (agency)
 - Fleet resource
 - Service efficiency and cleansing approach.
- 1.13 We are developing a strategic plan to improve our service delivery. The vision of this plan is to provide a high quality efficient and sustainable service adding to the attractiveness of the area and promoting a Cleaner/Greener, Safer and Stronger County.
- 1.14 This will be achieved by evaluating existing working practices and driving efficiency saving to meet the reduction in budget yet ensure that service delivery standards are improved.
- 1.15 There is distinct cross over of cleansing activities with the Internal departments and the plan will take account and clarify these activities.

1.16 The quality of the local environment in particular the cleanliness of our streets and open spaces is fast becoming a benchmark for public, business and visitors in determining how an area is being managed and its attractiveness to live, work and visit. It is imperative that service delivery standard is improved to meet the expectation yet delivered against increasing pressure on public finances.

1.17 We will seek to build on existing knowledge and working practices to further improve the cleanliness of the county, the initial baseline of our service and review will mean our strategy will produce a way forward in the following key areas:

- Route rationalisation and new zoning
- Staff resources and consistent approach
- Gang structures and roles
- Inter-departmental working
- Fleet strategy
- Education
- Enforcement

1.18 The strategy in development will contain details of an exhaustive list of actions to address these issues. This strategic document will be presented to Cabinet as part of the forward work plan.

DETAILED REPORT ATTACHED?	No
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IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report:

Signed: D John Interim Head of Waste & Environmental Services

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

CABINET MEMBER PORTFOLIO HOLDER AWARE/CONSULTED:	YES
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