

STREET CLEANSING SERVICE REVIEW REPORT

Cabinet Member Cllr Karl Busch
Responsible Officer Waste & Transport Manager, Stuart Noyce

Reason for Report: To provide Members with an update on the Street Cleansing Service Review undertaken in 2016 and proposed actions from that review.

RECOMMENDATION(S): That the PDG reviews the report and recommendations that are outlined in the report and feeds back any areas of concern or proposed changes to the Cabinet.

Relationship to Corporate Plan: Environment – Priority 4

Financial Implications: The cost of introducing an additional two person Parish Sweeping Team (utilising an existing vehicle in service) as requested by cabinet is £54,500 p.a.

Legal Implications: That the Council ensures it meets its statutory duty as set out in the Environmental Protection Act 1990.

Risk Assessment: If the Council does not undertake its statutory duty it could damage its reputation.

1.0 Introduction

1.1 Mid Devon District Council has a duty to provide a Street Cleansing Service of adopted highways in the Mid Devon District, as set out in the Environmental Protection Act (EPA) 1990. Mid Devon's Street Cleaning Service is provided in-house and is part of the Street Scene Services Department based at Carlu Close, Willand. The service has not been reviewed for over ten years and has had little change in that time. The aim of this review was to establish the current service arrangements and to identify options for improving the performance and efficiency of the service. To assist with this a benchmarking of the service was undertaken against other Councils and against known best practise.

2.0 Background

2.1 According to the EPA 1990, Local Authorities have a duty to "ensure their land (or land for which they are responsible) is, as far as is practicable, kept clear of litter and refuse."

2.2 The current functions within the Cleansing Service include:

- Mechanical Street Sweeping;
- Manual Street Sweeping;
- Litter Picking;
- Collection of dead animals;
- Collection of fly tipping;

- Supply, maintenance and emptying of dog and litter bins;
- Supporting voluntary litter picking groups.

Table 1: Current establishment in the Street Cleansing Service:

Function	FTE
Street Cleansing Operative (Tiverton pedestrian Sweeper)	1
Street Cleansing Van Driver (Tiverton and surrounding)	1
Street Cleansing Van Driver (Crediton and surrounding)	1
Large Sweeper Driver	2
Small Sweeper Driver	1
Street Cleansing Van Driver (Cullompton and surrounding)	1

Table 2: Current budget for 2016/17 in Street Cleansing Services:

Function	Cost
Employees	£206,730
Transport/Goods and Services	£123,310
Recharges	£102,440
Capital Charges	£50,930
Income	-£7,270
Sinking Fund	£56,750
TOTAL BUDGET 2016/17	£532,890

3.0 Review Methodology

3.1 The following tasks were undertaken during the review:

- The duties of the District Council were compared with current practices in order to establish whether the requirements of the service are being met.
- The current budget, staffing establishment and service levels were established.
- Meetings with the Clerks of Crediton, Cullompton and Tiverton Town Councils.
- Meetings with other service departments who use the street cleansing service. These included: Tiverton Market; Estates Management; Parks and Open Spaces; Car Parks.
- Meetings with staff in the Street Cleansing Service.
- Letters and questionnaires were sent to every Parish Council in the District. Eighteen responses were received, the results of which can be seen in Appendix A.
- A benchmark of other Devon District Councils. The results of this can be found in Appendix B.
- A Review of the compliments and complaints received by the service in the last year.
- A review of current rounds and mapping of them.

4.0 Cleansing Frequencies

- 4.1 There have been no records kept of the frequency of the street sweeping routes carried out by the District Council previously. Staff stated that the majority of villages were swept once every four weeks, with the three town centres swept more often.
- 4.2 The code of practise for Refuse and Litter states the District should be separated into zones; High Intensity of Use, Medium Intensity of Use, Low Intensity of Use and Areas of Special Circumstances. Each of these zones is expected to require a different frequency of cleaning due to the different accumulation of litter in the areas. There is no official required frequency for each zone but a duty to ensure it does not fall below a set standard and the amount of time an authority has to bring it back to that standard.
- 4.3 Some authorities reported that they clean areas of high intensity daily with no schedule for any other land. Instead they carry out a demand-led service. This requires regular inspections or a determination to be made by the operative if to clean.
- 4.4 Other authorities reported that their land is split into zones with the following cleaning frequencies:

Zone	Cleaning frequency
High Intensity of Use	Daily
Medium Intensity of Use	Weekly
Low intensity of Use	4/8 weekly
Special Circumstances	As and when requested

- 4.5 Routes have not been recorded at MDDC and were heavily reliant on driver knowledge. Therefore the productivity levels of the service have not been measured. During the review all routes were recorded and mapped. This will allow for a study of current productivity levels and options to be presented on the cost/savings of changing the frequency of sweeping.
- 4.6 The Council could also consider introducing a service level based on an output frequency. This would rely on inspecting roads and sweeping when they fall below a set level. This could reduce costs but can be hard to communicate to customers.
- 4.7 The current level of mechanical sweeping (once every 4 weeks) for the majority of roads is a reasonable and achievable frequency within existing budgets. 53% of Parish Councils who responded to our questionnaire reported that the Mechanical Road Sweeping is adequate or very good.

Recommendation 1 - Categorise land according to EPA.

Recommendation 2 - Measure current productivity of service.

Recommendation 3 - Cost option for output frequency rather than input.

Recommendation 4 - Cost different frequencies options(less and more) for the mechanical street sweeping service.

5.0 Mechanical Street Cleansing

- 5.1 Mechanical Street Cleansing is the use of a truck-mounted sweeper to sweep roads. Water is shot onto the streets surface to minimise flying dust particles while the spinning brushes collect detritus from the streets into the vehicle.
- 5.2 In Mid Devon two large mechanical sweepers are deployed Monday to Friday, each working on a four weekly frequency covering adopted roads within the boundary of 30mph speed limit signage of towns and villages. The district is divided into two areas with one sweeper covering the eastern side and one the western side of the district.
- 5.3 One small mechanical sweeper covers an area of streets within Tiverton on a daily basis. It then accompanies a larger mechanical sweeper sweeping paths. The majority of the time is spent in the western side of the district moving to the eastern side for one day on week 2 and week 4 of the four week cycle. One Pedestrian Sweeper or “Green Machine” is in operation in Tiverton town centre. The Pedestrian Sweeper is a small ride-on sweeper which sweeps road gulleys and pavements.
- 5.4 Staff stated that the current vehicles are excellent and they have no issues with any of their machinery or tools. Their greatest hindrance was not being able to sweep roads that are lined with parked vehicles. This leads in some exceptional circumstances to a road not being thoroughly swept for long periods. All staff estimated that they were roughly using a four-weekly schedule with roundabouts in 30mph zones being swept quarterly.
- 5.5 During this project routes have been mapped and tick-sheets produced for all mechanical sweeping routes. These tick-sheets can now be used to provide schedules to drivers and assess the current workload and efficiency of the mechanical sweeping service.
- 5.6 It is not known yet whether all the roads swept by the mechanical sweepers are adopted highway, or if all adopted roads are being swept. These mapped routes will now be checked against the maps of adopted highways supplied by Devon County Council. Routes can then be altered so all roads that need to be swept can be included in the schedule, and all unadopted roads are either charged for or taken off the schedules.
- 5.7 It was identified that the two large mechanical sweepers working separately may not be the best use of resources and difficult to supervise with limited resource. Instead, separating the district into zones and having all the mechanical sweepers’ visit these zones at the same time may be a more efficient method of sweeping the district. It is recommended new routes be designed once the frequency of sweeping is agreed. This is similar to the method of working in refuse.

Recommendation 5 – Check schedules against adopted highways maps and address any anomalies.

Recommendation 6 – Reroute schedules into zones so all mechanical sweepers work in the same area at the same time.

6.0 **Non-mechanical Street Cleansing**

6.1 For the purpose of this report, non-mechanical street cleansing refers to all other work not undertaken by the mechanical sweeping rounds. This work is completed by in house parish sweeping rounds and two Town Council litter picking teams. The removal of graffiti is currently undertaken by the Estates Department in Mid Devon and was outside the scope of this review.

Parish Sweeping Rounds

6.2 The three Parish Sweeper rounds undertake work in the areas shown on Map 1 – Appendix C. Their work includes a mixture of scheduled work such as litter-picking, emptying dog/litter bins and manual sweeping. They also respond to unscheduled requests to remove syringes, incidents of dog fouling, broken glass, fly tipping and dead animals. The parish sweeping routes were already recorded prior to the review and tick-sheets were in use. However, the routes have not been mapped or their efficiency evaluated.

Blitz Team

6.3 It has been proposed by Cabinet that Mid Devon follow the example of other districts and introduces a “Blitz Team” responsible for responding to any street cleaning requests and complaints from the public. Teignbridge Council has a Blitz Team responsible for removing fly-tipping, litter and graffiti in the district. This team could also remove graffiti and fly-tipping from private property for a charge. However, having a single team to service all of Mid Devon could be time consuming and inefficient. It is therefore recommended that an additional two person parish sweeper team is introduced and that existing work and the additional work proposed such as litter picking the link road is introduced in the most efficient way. The total cost to introduce one additional team is £72,325 p.a. If the current bulky collection vehicle and staff (only works one day per week) was utilised by this team for the rest of the week the cost to implement the team could be reduced by £17,825. The remaining labour cost of £49,500 and fuel costs of £5,000 p.a. could be partly offset by internal recharges as set out in section 1.12 this would reduce the cost of the proposed change to the service to £44,500 p.a. These suggested amendments would only create extra capacity for four days a week but could be reviewed after six months against cabinets expected outcomes.

Recommendation 7 – Map and review Parish Sweeper routes and evaluate efficiency.

Recommendation 8 – An additional two person parish sweeper team is introduced at cost of £54,500 p.a.

Sweeping/Litter Picking High Speed Roads

6.4 In general, only roads within 30 mph speed limits are being swept by the mechanical sweepers. Higher speed roads have a much higher risk for the operatives and others on the road thus needing mobile road/lane closures. High speed roads do not need sweeping as often due to faster cars flicking most detritus off the roads as they travel past. There are some roads within the 30 mph zones that still have a higher level of risk to sweep, in which case a risk assessment must be carried out for each.

- 6.5 Another area of higher risk is the litter picking of verges on high speed roads. This is necessary on roads such as the Link Road and a small section of the A30 as they are frequently littered by motorists. Due to concerns for the health and safety of staff and no allocated resource this work was suspended. Without the use of a mobile lane closure MDDC are only equipped to litter pick areas where there is at least a 1.2 meter gap from the edge of the highway (designated by the white line) and the operative. A review of the risk assessment and safe systems of work has been undertaken to review working practices, equipment and training against new guidance received.
- 6.6 Ten Street Scene Operatives have now received training following the review to assist when working on the verge of high speed roads. It is proposed that to meet a minimum standard and customer practice in Devon, the high speed road verges are litter picked twice per year (Spring and Autumn) and the laybys litter picked once every two months going forward. This work can be included within the proposed new parish sweeper teams remit.

Recommendation 9 – Risk-assess all high speed roads that are litter picked.

Recommendation 10 – Litter picking of the two high speed road verges is reinstated and undertaken twice per year and layby every two months.

Weekend/Bank Holiday Sweeping

- 6.7 No mechanical sweeping is carried out over the weekends or on bank holidays. Parish sweepers undertake non mechanical work (litter picking and bin emptying) in Tiverton town centre (for 3 hours on Saturday and 2.5 on Sunday) and Crediton town centre (2 hours per day). Weekend work in Cullompton town centre is undertaken by the Town Council. This weekend service is not supervised, although tick sheets are completed. The Tiverton Sweeper is also responsible for unlocking the multi-storey car park daily.
- 6.8 This reduced service seems strange on a Saturday as this can be the busiest day for a town centre and needs addressing.

Recommendation 11 – A Review of weekend sweeping is undertaken and costed.

Town Council Sweeping Teams

- 6.9 The Council currently pays Tiverton and Cullompton Town Councils to conduct their own street sweeping service on behalf of MDDC. These are historic arrangements which have been left unmonitored. The District Council has never inspected the quality of service provided on their behalf or had an agreed Service Level in place. These services have been quickly looked into during this review and meetings held with the two Town Clerks concerned.
- 6.10 Both Tiverton and Cullompton Town Councils requested access to more training for their operatives. It was agreed that MDDC would provide sharps training for all operatives, with the Town Councils to be offered to join any training that MDDC use in the future for its own staff.

Tiverton Town Council

- 6.11 Tiverton Town Council employs a small group of litter-pickers funded by a grant of £6,000 per annum. The Town Council has recently reviewed their service, resulting in a change from a three day service to a service operating five days per week at no further cost to MDDC.
- 6.12 The new routes undertaken by this group have been set out by the Town Clerk and were not relayed to MDDC. Therefore areas litter-picked could be covered twice on the same day by two sets of operatives. The Town Clerk believes that the Town Council's service is of good quality.

Cullompton Town Council

- 6.13 Cullompton Town Council employs a team of litter-pickers funded by a grant of £26,891 per annum. The Town Council stated this arrangement was put in place over ten years ago. From the allotted budget one full time and one part time operative is employed. Each operative is equipped with a brush and barrow and cleanse the main streets from Monday till Friday, with one operative working for two hours on Saturday and Sunday. However, these operatives are not only responsible for street cleaning. The routes undertaken have now been set out by the Town Clerk. The routes in place do include some private roads. Many of the roads litter picked by Cullompton Town Council are also swept by the District Council.
- 6.14 Any issues with syringes, incidents of dog fouling or broken glass occurring in Cullompton are dealt with by the Town Council team. However, they struggle to complete anything outside of the town centre due to a lack of time. MDDCs mechanical sweepers support the Cullompton team for one day every two weeks. Customer feedback is used as an indicator of which areas need to be swept. The Town Council also regularly host a back to work scheme that litter picks the town centre.
- 6.15 Cullompton Town Council did request another pedestrian sweeping machine. MDDC had provided one previously, however, a review of the machine showed it was being used for less than 2 hours per day for this reason the machine was not replaced in 2016 and the saving taken from MDDC budgets.
- 6.16 The Cullompton Town Clerk would like to have a service level agreement with MDDC in order to improve their service and give better long term certainty.

Recommendation 12 – Benchmark the cost effectiveness of town council work/grants and review the routes to ensure that is not duplicating work done by the District Council's cleansing service.

Recommendation 13 – If these working arrangement are to continue, provide a service level agreement for three years from April 2018.

Recommendation 14 – If these working arrangements are to continue, inform Town Clerks of future training so their operatives may attend also.

7.0 Supervision and Inspection

- 7.1 There has been minimal formal monitoring of operatives or town councils carrying out their duties within the street cleansing service. Performance levels have been assessed on the number of complaints and compliments received from the public via the CRM system. Since the sweeping routes have been recorded Street Scene Supervisors have been able to assess an area after it has been cleaned, in order to ensure a high standard of cleaning is maintained. However, with just two Supervisors for the waste, recycling and street cleansing service this is limited.
- 7.2 There has been no measurement of the cleanliness of the District since the cessation in 2010, of the requirement, to undertake and report the street cleansing performance indicator NI195. In order to assess street cleanliness, the NI195 methodology could be reinstated. This would give officers and members a realistic and independent measure of the cleanness of the district, rather than use of opinion.
- 7.3 Measuring the performance of the street cleaning service is important as it allows the Council to determine areas that need to be improved. According to the DEFRA report - Achieving improvements in street cleansing & related services, "A routine, systematic and effective monitoring system should be applied to all street cleansing and street scene services." A lack of monitoring can lead to inefficiencies in all street scene services.
- 7.4 If a monitoring system was to be put in place, it should:
- Reflect customers' interests, yet be fair to the operations service;
 - Be cost-effective;
 - Make routine and reliable assessments;
 - Create and maintain a database on service performance and on the operation of the system itself;
 - Be a tool that enables service improvement through the analysis of data;
 - Be able to verify the proper expenditure of public monies;
 - Provide evidence that would stand up to scrutiny in the event of a legal or other dispute.
- 7.5 This inspection could be done by an outside group such as the Keep Britain Tidy Group but a price was quoted at £9,000 per inspection. It is suggested that this should therefore be carried out by the existing District Officers team if reintroduced. The team would still be independent from the operation but could be completed while also carrying out other duties such as litter patrols. It is estimated this will require 20 days per year, for one person in the team to complete the inspections.

Recommendation 15 – Re-introduction of using NI195 criteria to assess street cleanliness by District Officers once a quarter.

8.0 Recycling Waste Generated from Service

- 8.1 None of the litter or sweepings collected by the service was previously being recycled. Since 2015, leaf fall collected by mechanical sweepers is now

composted instead of being sent to landfill. This helps significantly reduce the amount of waste sent to landfill during the winter months and has helped increase the recycling rates of MDDC.

- 8.2 There is currently no facility to recycle waste from litter bins in the district. It is proposed that split recycling bins be introduced to the town centres. One side of the bin to be used for general litter and the other side for tins and plastic to then be recycled. These bins are more expensive and larger so their use is better suited for high footfall areas initially. All three Town Councils were enthusiastic when approached with the idea. Research into the bins available has been carried out and it is recommended that one bin is purchased for each town centre as a trial.

Recommendation 16 – New transfer station to include a skip for road sweepings so they can be composted.

Recommendation 17 – Purchase three split recycling litter bins one for each town centre to assess their success.

9.0 Volunteer Groups

- 9.1 One method that can and is being used to keep streets clear of litter is the use of volunteer groups. MDDC provides an information pack, which has recently been updated. This pack provides cover on MDDC insurance. Fluorescent coats, litter picking sticks and bin bags are available for loan for all voluntary groups. The information pack includes posters, sign-up forms, information on how to prepare and risk assess the event and road safety information.
- 9.2 Parish Councils were contacted in order to find out what volunteer groups they already use and whether they would be happy to either introduce or increase their use of volunteer cleaning. It was found that half of those who responded (9/18) were interested in increasing their use of volunteer litter-picking. All those councils that expressed interest in increasing their use of litter-picking have been sent information packs.
- 9.3 A list of litter picking groups has been compiled during the review. Some examples of litter picking groups not organised by any Council include the Love Cully group in Cullompton, who are given a list of tasks by the Town Council and spend the August bank holiday litter-picking and tidying the town centre. In Crediton the Sustainable Crediton group litter pick regularly and a member of the public litter picks Barnfield Park daily. The Tiverton Volunteer Litter Pickers are an organised group who aim to maintain a clean environment in Tiverton by preventing and discouraging litter and ensuring its removal. They hold a number of litter picking events around the year but their numbers have been in decline.
- 9.4 Crediton Town Council have undertaken a “Keep Crediton Clean” campaign during which leaflets and posters have been produced and distributed in order to discourage littering, dog fouling and fly posting. They have also purchased and given out dog waste bags to help reduce the amount of dog faeces on the streets. In the past they have also paid Community Payback to litter pick the

town. Crediton spend around £5,000 per year on street cleansing, at no cost to MDDC.

- 9.5 Several Town and Parish Councils commented that their Councillors and some locals regularly inspect and litter pick the area themselves. Devon County Council runs a Road Warden partnership with parish councils where a member of the public can become responsible for clearing weeds, cleaning signs and grating, cutting grass and hedges and repairing roads.

Recommendation 18 – Continue to encourage voluntary groups and investigate whether litter picking groups would be happy to litter pick where advised by Parish/Town/District Councils.

10.0 Dog and Litter Bins

- 10.1 There are currently 694 bins (394 litter and 300 dog) in the district. MDDC has no policy about how bin requests are dealt with. A draft dog and litter bin policy has been written, and can be seen in Appendix D. The policy details the duty of the District Council with regards to litter and dog mess. It outlines the procedure for requesting new bins, emptying and maintaining bins, replacing and removing existing bins. It also introduces the practices allowing the dual use of dog and litter bins.
- 10.2 The Council receives many requests for new dog and litter bins from the public and parish Councils which cannot usually be fulfilled. Each new litter bin installed is a financial commitment for the District Council due to the cost of ongoing emptying, which continues for the remainder of the life of the litter bin. Some existing bins are in unsuitable locations either for collection purposes or not well used. At a number of locations there are dog and litter bins next to each other, which is unnecessary when all dog waste can be disposed of in litter bins. The replacement of two small bins at the same location with one larger bin should be more efficient in the long term. As all dog waste and litter is disposed of in the same manner already, having separate bins is unnecessary.
- 10.3 Many Town and Parish Councils noted issues with dog mess in the district. The dual use of dog and litter bins would also create more places to dispose of dog mess without the cost of purchasing and installing new dog bins.
- 10.4 Using litter bins to dispose of dog mess is already encouraged by other Councils across the country. Keep Britain Tidy and the Dogs Trust also support this scheme, annually holding “The Big Scoop” campaign with the phase “Bag that poo- any bin will do!” in order to encourage the safe disposal of dog mess. The use of “Any bin will do” stickers on litter bins could be implemented to encourage dog walkers to dispose of their waste in any dog or litter bin.
- 10.5 Street Cleaners responsible for emptying litterbins reported during their consultation that some of the bins are filled with household waste by members of the public reducing time to undertake other work. This is an offense and should be addresses by the District Officers.

- 10.6 Although a record of all litter bins in the District exists it had not been updated in many years. Maps of litter bins in each parish have been sent to all Parish Councils for them to review. However, as not all Parish Councils responded to the letters sent not all parishes bin records have been updated. There is also no record of the model of bin in each location. It is therefore proposed that a full audit of location, type, model and condition is undertaken.

Recommendation 19 – Adopt New dog and litter bin policy (Appendix D).

Recommendation 20 – Review all existing bin locations and conduct a condition survey.

Recommendation 21 – Pressure wash clean all bins once a year.

Recommendation 22 – Introduce “Any bin will do!” stickers on litter bins.

Recommendation 23 – Street Cleaners to report any bins that are frequently filled with household waste, for District Officers to investigate.

11.0 Partnership working with outside agencies and other MDDC services

- 11.1 Meetings with the estates department have been held in order to discuss the possibility of increasing the partnership between the departments. One recent example of partnership working with the Estates department was the joint effort to clear the district of weeds and litter for the Tour of Britain.
- 11.2 It is recommended that District Officers and Town Councils keep in more regular contact so any instances of problems with the street cleanliness or environmental crime on public highways in the town can easily be reported and dealt with. All Town Councils requested better communication between themselves and the department in order to keep their towns cleaner. Part of this is the sharing of cleansing schedules to prevent cleaning the same areas, in order to increase the area cleaned by all.
- 11.3 A new Devon County wide networking group has been created and now meet three times during 2016/17. Attendees include some district/city Councils and Highways England. Its aims are for better joint working such as on high speed roads and to establish service levels. It is also hoped that the group undertake joint campaigns to change behaviour and bring the issues of litter to the attention of local residents and visitors to the area. A Memorandum of Understanding has been proposed by Highways England for each local authority and is set out in Appendix E. DCC has now also joined the group and a similar arrangement as to that with Highways England is being explored.

Recommendation 24 – Regular contact with estates to effective joint working.

Recommendation 25 – District Officers and Town Councils to meet once a month to discuss issues.

Recommendation 26 – That MDDC sign the Memorandum of Understanding with Highways England.

12.0 Publish Sweeping Schedules

- 12.1 There is currently no information available to the public about when each road will be swept in Mid Devon. Instead, the MDDC website directs the public to contact Customer Services, to find out when their street will be swept. It was previously impossible to publish dates of sweeping due to having no recorded routes. When routes are finalised, they should be published to allow members of the public to find out when their roads will be swept. Due to possible schedule disruptions it may not be possible to provide an exact date for the sweeping. However, it should be possible to provide the week which the road will be swept.

Recommendation 27 – Create an “online look up” for street sweeping schedules.

13.0 Service Recharges

- 13.1 The street cleansing service cleans areas such as car parks, the Market Walk and cemeteries for other internal services. This work should be charged back to other services through the internal recharge system. This is both to give a real cost for those services but also to give the true cost of the Street Cleansing Service less other works it performs. A rough estimate would be that these recharges would equate to around £20,000 p.a. Only half of these costs are currently recharged. This additional recharge could be used to offset some of the cost of the new parish sweeping team.

14.0 Benchmarking

Devon Councils

- 14.1 All District, Borough and City Councils were contacted by letter, with a questionnaire, requesting information regarding their Street Cleaning Service. The information supplied can be seen in Appendix B. This information is helpful as a benchmark for street cleaning services in Devon.
- 14.2 The budget for street cleaning in Mid Devon is higher than those of Torridge, South Hams and West Devon, but is significantly less than those of Exeter, Teignbridge and North Devon. It must be noted that Exeter City Council service a far less rural area than Mid Devon and the street cleaning service reflects this, meaning they are not likely to be comparable.
- 14.3 Mid Devon have the least street cleaning operatives in the County. The amount of equipment owned by Mid Devon is similar to that used by other Districts in the County.
- 14.4 Exeter City Council is the only council in Devon to own machines for graffiti and chewing gum removal. They own a “Scrubber machine” for pavements and 2 vans with donkey engines to heat water and with scrubbing brushes. In

Torrige, Bideford Town Council has a chewing gum removal machine which is neither owned nor operated by Torrige Council.

- 14.5 All Councils except Exeter have stated that they employ the EPA guidelines in which land is separated into 4 zones of differing intensity of use. Areas of High Intensity of Use are cleaned daily by these districts, Medium Intensity weekly, Low Intensity Monthly and Areas of Special Circumstance are cleaned as and when requested. Exeter City differ in that they have 12 hour continual cleaning in the city centre (06:00-18:00) and have moved away from schedules in the rest of the city, instead operating on a demand led service.
- 14.6 Previously all councils were required to judge their street cleanliness using NI195 guidelines. The only district to currently monitor the quality of their street cleaning using the NI195 methodology is West Devon. Both Exeter City and South Hams Councils intend to introduce this method of assessment soon. They and Torrige currently have supervisors undertake random checks after sweeping, as do Mid Devon.
- 14.7 Only Torrige and Exeter City Councils monitor weekend sweeping services. In Torrige, the assistant supervisor operates a sweeper every other weekend, but other weekends are reliant on trust. In Exeter there is a supervisor on duty every weekend.
- 14.8 All Authorities that responded stated that they have volunteer groups who litter pick, and for whom they provide equipment and remove waste. None of these councils have any input into the schedules of these groups or where they litter pick. In Mid Devon the District Council insurance covers litter pickers, but in Torrige the litter pickers must provide their own insurance.
- 14.9 Only South Hams have a policy for the introduction of dog bins, and intend to introduce a formal policy and review their current bin placements. Their policy states that dog waste can be disposed of in any stickered litterbin. In Torrige the District Authority provides and empties litter bins free of charge and purchase dog bins from the Local Authority. Exeter City comingles litter and dog waste. In West Devon there is no official policy but they are no longer adding any additional bins to their stock. Any Parishes that request a new bin must purchase the bin and finance the emptying of the bin, for which they are invoiced every 6 months. This charge earns West Devon Borough Council £9,500 per annum.
- 14.10 None of the other Councils undertake any private cleansing work. Exeter City Council used to clean schools but is no longer able to due to DCC budget cuts.
- 14.11 South Hams, Teignbridge, West Devon and Exeter City Councils have all also started working with the Highways Agency in the last twelve months, in order to coordinate efforts to keep roads clean.
- 14.12 South Hams have recently had a review of the service, due to the need to make savings of £125,000, the details of which are as follows:
 - Rapid Response Teams have been introduced, which better focuses resources and provides greater flexibility.

- More efficient mechanical sweeping operation.
- District divided into four areas, each with access to a small mechanical sweeper, a hit squad (vehicle with a 2 man crew) and a barrow man.
- 1 large mechanical sweeper and 3 litter bin crews in district.
- Extra summer litter bin round and manual street sweeper for coastal towns
- Hit squads able to cover container and bag deliveries/repairs, fly-tipping, bulky waste collections and general event street cleaning. Each team has brushes, hoes, shovels, tool boxes, overall, masks etc., and vehicles are due to be replaced
- Proposing to utilise a tracked mobile device (iPad) for each hit squad, taking work requests and providing routes, allowing Hit Squad members to close off cases

14.13 Exeter City Council also plans to change the service. They aim to move further towards city centre priorities, with the remainder of the city potentially being left to reactionary work only.

14.14 All cleaning in West Devon is done through a contract with FCC which they have no intention of changing. Torridge have recently zoned all town centres and surrounding areas, and are happy to be contacted for further details on this.

Parish Councils

14.15 A mixed response was received on asking their opinion of disposing of dog mess in litter bins. Some had no issue with the proposal but were keen to ask that they don't lose any bins. A few of those councils who responded felt that it would be unhygienic and were especially concerned at the potential harm to children. Others requested that dual-use bins not be used in village centres to avoid any issues with smell or hygiene.

14.16 Almost all parishes had hotspots that they believe require cleaning more often. When asked whether there are any areas that could be cleaned less often the answer from all parishes was a resounding no.

14.17 Voluntary litter picks take place in many of the parishes the project received a response from. Most of the Parish Councils would be willing to increase their use of volunteer litter picking. All those who expressed interest have been sent litter picking information packs.

15.0 Conclusion and Recommendation

15.1 That the PDG reviews the recommendations that are outlined in this report and feeds back any areas of concern or proposed changes to the Cabinet.

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