

Appendix B – Devon Authority’s Benchmark Information

Table 1 sets out the size of each Council and the amount of reported sweeping tonnage collected by each in the time period from April-November 2016:

Table 1.

Council	Approximate Area /square miles	Leaf Sweepings April – Nov 2016 in tonnes	Other Sweepings April – Nov 2016 in tonnes
Mid Devon	222.8	920.28	6.4
Torridge	380.4	95.42	273.72
South Hams	342.28	267.91	0
West Devon	448.3	278.86	0
Exeter City	18.16	97.33	108.12
East Devon	314.4	1031.72	0
North Devon	419.3	342.5	79.3
Teignbridge	246.3	1552.29	0

Questions 1,2 & 3

Table 2 outlines the annual budgets, equipment and staffing of the street cleaning service in each Council and covers questions 1, 2 and 3 of the questionnaire:

Table 2

Council	Total Annual Budget	Equipment	Staff/FTE
Mid Devon	£532,890	2 x LGV Sweeper 1 x Small Sweeper 1 x Pedestrian Sweeper 3 x Vans	7 x FTE 2 x HGV Sweeper Drivers 1 x Small Sweeper Driver 1 x Pedestrian Sweeper Operator 3 x Parish Sweeper Operatives
Torridge	£381,887	2 x LGV Sweeper 0 x Small Sweeper 2 x Pedestrian Sweeper 2 x Transits 2 x Ford Connects 6 x Orderly Barrows	18.5 x FTE 2 x HGV Sweeper Drivers 1 x relief HGV Driver (sides man) 1 x HGV Driver Part time 1 x Sides man (on litterbin lorry) 2 x Street Sweeping Staff

			8.5 x Street Sweepers/Toilet Cleaners 2 x Pedestrian Sweeper Operators 3 x Village Cleaners
South Hams	£462,180	1 x LGV Sweeper 4 x Small Sweeper 0 x Pedestrian Sweeper 4 x Orderly Barrows	20 x FTE
West Devon	£302,471	2 x LGV Sweepers 2 x Small Sweepers 0 x Pedestrian Sweepers 2 x Orderly Barrows	10 x FTE + 2 extra to cover leafing season
Exeter City	£1,400,000	1 x LGV Sweeper 3 x Small Sweeper 2 x Pedestrian Sweepers 13 x 13.5 T Vans 2 x 5 T "O" license Vans 21 x Orderly Barrows	47 x FTE 4 x Mechanical Sweeper Drivers 14 x Manual Sweeper Drivers 21 x Litter pickers 5 x Other Drivers (i.e. hot wash, graffiti) 2 x Environmental Response 3 x Toilet Cleaners
Teignbridge	£1,275,700	4 x LGV Sweeper 1 x Small Sweeper 2 x Pedestrian Sweepers 5 x Orderly Barrows 1 x Water Bowser	30 x FTE 5 x Mechanical Sweeper Drivers 19 x Manual Sweeper Drivers 4 x Sidehands 2 x Manual Sweepers
North Devon	£785,000	2 x LGV Sweepers 2 x Small Sweepers 2 x Pedestrian Sweepers 2 x Orderly Barrows 2 x Other	12 x FTE

Question 4

Assuming that you follow the Environmental Protection Acts guidelines of separating land into 4 zones (high intensity of use, medium intensity of use, low intensity of use and areas of special circumstances), how frequently do you schedule cleaning each zone?

Mid Devon	Tiverton town centres cleaned daily Credition twice a week, Cullompton every other week Villages cleaned every 4 weeks Lands are not separated into zones	
South Hams	High: Daily Medium: Weekly Low: Monthly	
West Devon	High: Daily Medium: Weekly Low: Monthly	
Exeter City	High: Daily service in the city centre with continual cleaning from 06:00 – 18:00 Medium: We have moved away from schedules and operate on a demand led service with experience operatives. Low: Ditto Special Circumstances: Ditto	
Teignbridge	High	Daily
	Medium	4 weekly / 2 weekly
	Low	8 weekly / 16 weekly
	Special Circumstances	Annually / ad hoc as required
North Devon	High	Daily
	Medium	Weekly
	Low	Monthly
	Special Circumstances	3 Monthly

Question 5

If you do not follow these zones, how do you categorise areas of land and how do you schedule cleaning?

Mid Devon	Land is not categorised.
Torridge	We use the code of practice for Refuse and Litter
Other Districts	All other districts follow the Environmental Protection Act Guidelines

Question 6

Do you measure/monitor the performance of street cleaning in your district? If so, how? (e.g. using the NI195 methodology)

Mid Devon	Until recently, no monitoring took place. Supervisors now occasionally undertake random checks after an area has been swept.
Torridge	The supervisors will undertake random checks of areas around the District.
South Hams/ West Devon	South Hams currently no monitoring however our intention since our review is to introduce monitoring through the NI195 methodology West Devon – yes we do monitor through the NI195 methodology and this was last done in August
Exeter City	We will soon be commencing this work following the cessation of NI195 but along these guidelines.
Teignbridge	Yes – NI 195 methodology for just Litter and Detritus
North Devon	No monitoring carried out

Question 7

Do you monitor weekend sweeping services? If so how?

Mid Devon	No sweeping in mechanical sweepers takes place over the weekends. Other services are not monitored at the weekend.
Torridge	The assistant supervisor is also a sweeper driver so monitors when he is working. The other weekend we do not monitor it is based on trust as members of the public and councillors will inform the office if it is below standard.
South Hams/ West Devon	No we don't
Exeter City	Supervisors work 5 in 7 and alternate weekends with 2 days off in the week as compensation.
Teignbridge	Yes – ad hoc checks are made by Supervisors
North Devon	No monitoring carried out

Question 8

How do you receive the information that a new road has been adopted, and how is it then added to schedules?

Mid Devon	We should receive an email from Devon County Council, but this is sporadic. The GIS layer on Routesmart is updated monthly.
Torrige	Information is received from Devon County Council
South Hams/ West Devon	This is notified through planning and then passed to Devon County Council who informs us once it has been adopted. This is then added to the appropriate schedule
Exeter City	DCC adoptions officer, but this can be sporadic
Teignbridge	Notification is received from DCC and the road is added to the schedule manually
North Devon	The operatives just know and do it!

Question 9

Do you have any voluntary groups who undertake street cleansing (such as litter-picking) and if so do you have any input into their schedule or support them?

Mid Devon	Uffculme Green Group, Tiverton Volunteer litter pickers, Cullompton and Crediton Scouts, Sustainable Crediton, several Parish Councils. All are able to borrow equipment from Mid Devon District Council and are provided with an information pack which includes insurance.
Torrige	There are a number of groups that will undertake litter picking and beach cleaning within the district. They do this on their own accord and provide their own insurance the authority provides refuse sacks litter pickers and collects the waste from an agreed location.
South Hams/ West Devon	South Hams – yes we do have voluntary organisations who do this and these include doing beach cleans and litter picks of towns. We provide assistance by providing litter picking equipment and bags if required. We also arranged for the waste to be collected afterwards and often provide free parking in our car parks for the volunteers. Unfortunately, we have no input into their schedule. In West Devon we have a number of groups that operate litter picks within the towns and we offer the same requirements as South Hams.

Exeter City	Yes, local businesses help out from time to time. Local scout group in Topsham do an annual clean of the Reed Beds in Topsham. Supported by equipment and removal of waste by us.
North Devon	Yes, we provide litter picking equipment
Teignbridge	We have a voluntary group who undertakes litter picks once a month. We do not have any input into their schedule. They have their own equipment but we do collect all of the waste from them on the next working day after the event has taken place. We have agreed collection points. We also have other groups who litter pick regularly, 1 – 2 times a year and we support them by supplying the equipment and collecting any waste following the event. We do not have input into the schedules. We have a target to support 17 community groups for litter picking in 2016/17, currently standing at 16 groups helped, excluding the regular monthly group.

Question 10

Do you have a dog and litter bin policy? (i.e. any agreements with parish councils, do you position a bin for every request?)

Mid Devon	A new dog and litter bin policy is currently awaiting approval.
Torridge	The District Authority provides litter bins and installs them free of charge, dog bins are purchased from the Local Authority and we install them and service them going forward.
South Hams/ West Devon	South Hams – please see our policy attached for the introduction of dog bins. We do however intend to introduce a formal policy and are currently in the process of reviewing where all our litter bins are located, size, frequency emptied etc to go forward with a protocol for introducing new litter bins, reviewing existing bins and looking at ways of improving the effectiveness of the service. West Devon – no official policy, however, we no longer add additional bins to our current WD stock. If a parish or town requests a new bin then they must purchase and finance the emptying of the new bin. We then add these new bins to our schedule and invoice every 6 months.
Exeter City	We have just started to comingle litter and dog waste to improve capacity and extend the provision to dog walkers. No policy.
Teignbridge	No – there is a project scheduled for quarter 3 2017/18 financial year to write a policy. Although we do not currently have a policy, we do use the following principles: We do not automatically position at every request but assess the need and install if required. We don't install bins into private land, unless they are completely funded by the land owner (for the bin, installation and regular emptying) We do not install bins where it is unreasonable to access for emptying
North Devon	No

Question 11

Do you work in partnership with any other agencies or departments when undertaking street cleansing? (e.g. landscaping, grounds maintenance, Highways Agency)

Mid Devon	No
Torridge	Only for one unique location which is Clovelly High Street, a cobbled path that leads down to lower Clovelly and is adopted by Devon County Council
South Hams/ West Devon	We are working in partnership with the Highways Agency and this group has just been started in the last 12 months.
Exeter City	Just started having meetings with Highways Agency
Teignbridge	Grounds Maintenance – co-ordinate with grass cutting Highways England & Devon County Council Highways to work with planned road closures Currently looking at developing a Service Level A greement with Highways England
North Devon	No

Question 12

Does your district undertake any private cleansing work? If so, how much does this earn per annum?

Mid Devon	Cleaning of Tiverton Market - £7270 p/a Cleaning of cemeteries and car parks, both of which are internal recharges.
Torridge	No
South Hams	No
West Devon	Emptying of dog and litter bins on behalf of the Parish and Town Councils £9500
Exeter City	Very minimal, used to work in schools hot washing and removing gum but Devon County Council budget cuts stopped this
Teignbridge	Yes – Newton Abbot Racecourse - £1,780 per year Numerous Town and Parish Councils and other land owners for the emptying of dog and litter bins on their land - £6,660 per year
North Devon	Yes – private shopping area car parks £700 pa

Question 13

Do you have any specialist graffiti/ chewing gum removal equipment?

Mid Devon	One pressure washer for the use of graffiti removal (in the Estates Department)
Torridge	Bideford Town Council has a chewing gum removal machine
South Hams/ West Devon	No
Exeter City	Yes, we have a scrubber machine for scrubbing pavements and 2 vans with donkey engine to heat water with lance and scrubbing desk
Teignbridge	Yes - Graffiti removal bowser
North Devon	No

Question 14

Do you allow any parish councils to undertake work on your behalf?

Mid Devon	Some carry out litter picks supported by Mid Devon District Council Tiverton and Cullompton Town Councils both receive funds from Mid Devon District Council to clean their town centres.
Torridge	Yes as stated above, we will loan equipment and bags and dispose of the litter collected. The only criteria is that any voluntary / parish clear ups groups have to use their own insurance and comply with all rules/ regulations
South Hams/ West Devon	No
Exeter City	N/A
Teignbridge	No
North Devon	No

Question 15

Are you considering any changes to your current street cleaning service?

Mid Devon	Yes, hence this review. We wish to measure the productivity levels of the current service.
Torridge	Not at the moment concentrating on waste and recycling.
South Hams/ West Devon	South Hams – In July we just reviewed the service and have now introduced Rapid Response Teams across the District which focuses our resources better and more flexibly as well as introducing a new, more efficient, mechanical sweeping operation. We have divided the District into four areas: Ivybridge and the surrounding areas (Area A); Totnes and the surrounding areas (Area B); Dartmouth and the surrounding areas (Area C); and Kingsbridge and its surrounding areas (Area D). Each area has access to a small mechanical sweeper, a hit squad (a vehicle with a two man crew) and a barrow man. This resource should see an improved level of cleanliness standard but we also recognise it may require some adjustments as the service beds in. The service is also supplemented by a large mechanical sweeper and three litter bins crews. We aim to balance workloads better and improve the efficiency of the service through the use of new technology. We are also aware that some of the coastal towns need supplementing in the summer months, particularly in respect of litter bin emptying. To this end we have utilised a summer litter bin collection round and where appropriate manual street sweeper. The Hit Squads are an integral part of the street cleaning service. They are multi-tasked to cover container and bag deliveries/repairs (domestic and trade), fly-tipping, bulky waste collections service, and general feature or event street cleaning. The four Hit Squads reflect the areas identifies above (A-D) and each have dedicated areas they cover on each day of the week. We have produced a draft map to reflect the areas they cover. This map is primarily a guide as deviations can be made to respond to urgent service needs, in particular fly-tipping. This review has also enabled us to identify a day when bulky waste will be collected (Wednesday's) allowing better planning for residents when trying to dispose of their bulky household items. The teams have a range of tools to complete their duties including brushes, hoes, shovels, tool boxes, overalls, masks etc. In addition, replacement vehicles with more bespoke facilities (areas to carry tools, store waste, more easily load materials etc.) are being provided as part of the review. The map will be available publically when we are more confident of the borders for each day's work (work planning has dictated the areas to date). This division helps us manage the work better and will be built in to any electronic

	communication tools that we utilise. We are currently proposing to utilise a mobile (tracked) device to manage the day-to-day work of each hit squad. This mobile device will be closely linked to the In-Cab technology we are currently installing into the main refuse, recycling and garden waste collection vehicles. It will enable us to take work requests from the Council's CRM (W2) and 'route' this work to create efficiencies. The Hit Squad members will have the ability to close cases off on a real time basis using the mobile device (iPads) enabling the Council to respond more effectively to customer needs and expectations. West Devon – this is a managed contract with FCC and we are not considering any changes
Exeter City	We want to move more towards city centre priorities and remainder of the city more to demand led service or even reactionary work only. Policy to be available early October.
Teignbridge	A project is planned for improvements to the IT system for the operational management of the street cleaning service and is due to commence during 2017
North Devon	No

Question 16

Have you made any efficiencies in the street cleansing service in recent years, and were they successful?

Mid Devon	No efficiencies made recently.
Torridge	We have zoned all the town centres and surrounding areas happy to go through with yourselves
South Hams/ West Devon	South Hams – We have had to make a saving of £125,000 hence the review of the cleansing service in July 2016 West Devon – been in a contract with FCC for last 7 year no review carried out for efficiencies
Exeter City	Yes, by only cleaning streets that need cleaning and this was achieved by getting rid of schedules and targeting "in need" streets. Mobilising sweepers in vans has meant that litter bins can be checked and emptied if needed and identifying streets that need cleaning.
Teignbridge	No
North Devon	Made crew responsible for specific zone – successful

Question 17

Do you benchmark the service? If so, how and how often?

Mid Devon	No
Torridge	No, not at the moment
South Hams/ West Devon	This currently is not being done but we have the intention to do this in the future
Exeter City	No
Teignbridge	We monitor 'Satisfaction with the cleanliness of streets' annually and 'Street cleaning & litter responsibilities. £'s per household', which for 15/16 was £19.78.
North Devon	No