

Information/Discussion Paper

Environmental Overview and Scrutiny Committee

13 July 2011

Street Cleaning – Discussion Paper

This note contains the information to keep Members informed of matters relating to the work of the Committee, but where no decisions from Members are needed.

1. Why has this come to scrutiny?

The Borough Council is implementing a number of service reviews as part of its approach to securing value for money combined with an efficient and effective service delivery.

- 1.1** At the request of the Environmental Overview and Scrutiny Committee the division has undertaken a survey by way of a questionnaire to measure the level of satisfaction with Town Centre cleansing operations by the public and members of the Chamber of Commerce

2. Summary of the Issue

About the Service

The Borough Council has a statutory responsibility to keep public land for which it is responsible clear of litter, refuse and detritus. The service is provided by a team of twelve Street Cleaning Operatives who are supported by a high pressure, hot water jetting vehicle capable of removing graffiti and other noxious substances from the streets and pavements. The crews also cover the car parks and outlying shopping areas and in this are supported by 3 mechanical sweepers, a fourth mechanical sweeper covers the Council parks.

Timing of Cleansing Operations

Weekdays

06.30 – 09.00 all crews bar 61 and parks sweeper - Town Centre areas, shop fronts and car parks

09.00 – all crews break off to outlying wards.

09.00 – 14.00 – High profile bin emptying and litter picking carried out specialist crew member in the Town Centre.

15.00 – 17.00 – 2 man crew empty bins and litter pick Town Centre.

Weekends

05.00 – 09.00 – 10 man crew supported by 2 mechanical sweepers empty litter bins, litter pick Town Centre, outlying shop fronts and car parks on both days.

Saturday – 10.00 – 15.00 - 3 man crew empty litter bins and litter pick Town centre
15.00 – 17.00 - 2 man crew empty litter bins and litter pick Town centre

Sunday - 15.00- 17.00 - 2 man crew empty litter bins and litter pick Town centre

Note the Town Centre area is designated as the Tee – the High Street between Ambrose Street and Bath Road and the Promenade up to the Queens Hotel and including shopping streets such as Winchcombe, Pittville and Regent Streets.

During the early morning cleaning operation a larger area is covered including the Lower High Street, Clarence Street, parts of Bath road and offshoots.

3. Summary of evidence/information

Town Centre Cleaning Survey - June 2011

To measure public opinion a questionnaire was produced and members of the public were canvassed in both the Regent and Beechwood Arcades over 4 days. The results are generally very good for visitors with comments such as 'we come to Cheltenham to shop because it is so clean'. However some people who live in the borough used the opportunity to complain about changed refuse collections, charging for garden waste etc. and scores were lower presumably as they were unhappy about other aspects of the council.

201 surveys were completed by the public and they were asked to score various aspects of Town Centre cleansing using the following criteria

Answering on a scale of 1 – 5 where 1 is poor, 2 is below standard, 3 is acceptable, 4 is good and 5 is excellent.

The results are shown in Appendices 1 – 5 attached.

Various comments were made and some of the headline comments were;

Several comments about the Lower High Street not getting the same attention as the Town Centre

Quite a few people pleased with Town Centre but would like to see more enforcement.

People pleased power washing took place but would like to see more – the availability is limited as the machine also clears graffiti and cannot work in town when it is crowded with shoppers.

Early morning clean very good but would like to see more cleaning in town later in the day.

More bins at bus stops and more ash trays – we are already introducing this with new metal bins with ash trays fitted and new bins at the Promenade bus stops after the new paving is laid later in the year.

Remove gum from pavements – this was stopped several years ago as a cost saving as an external contractor had to be hired – also issues with damaging paving grouting.

Stop people feeding birds

Some people said there were enough bins and regularly emptied some said there were not enough and needed emptying more – generally we do not have a problem with Town Centre bins.

Side streets need more cleaning

A lovely Town

Better than Gloucester

Much cleaner than Taunton

A general concern over the mess left by night time economy

Concerns over trade rubbish left on pavements

More recycling facilities in Town Centre

Car Parking too expensive

Too much cleansing resource spent on deprived areas to detriment of 'better' areas

Full comments are shown on the survey report - see Appendix 6

The business survey was sent out to 800 members of the Chamber of Commerce via the Town Centre Managers (Martin Quantock) news letter. To date we have only received 2 replies and a further report will be prepared when more data is available.

4. Next Steps

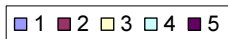
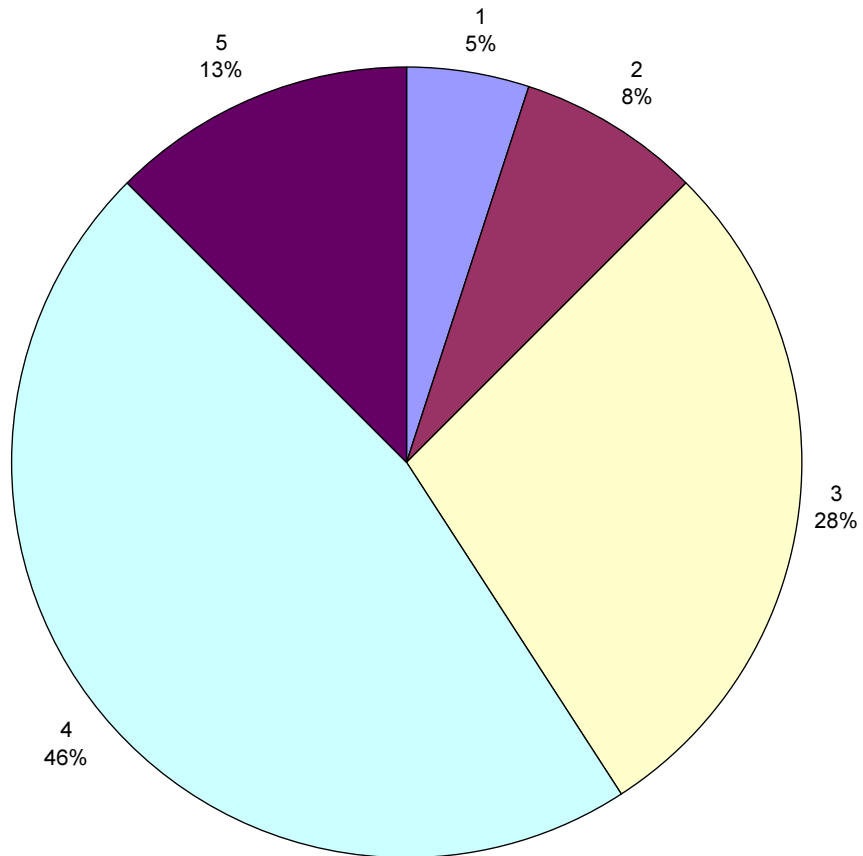
Conclusion

Generally it appears that most people are happy with the Town Centre Cleaning particularly first thing in the morning although there is criticism of the litter that collects later in the day. It appears that residents found it difficult to separate Town Centre Cleaning from other issues such as parking, refuse collection etc. Taking the view of just visitors to the town the average score for cleanliness in the Town Centre was **3.98**.

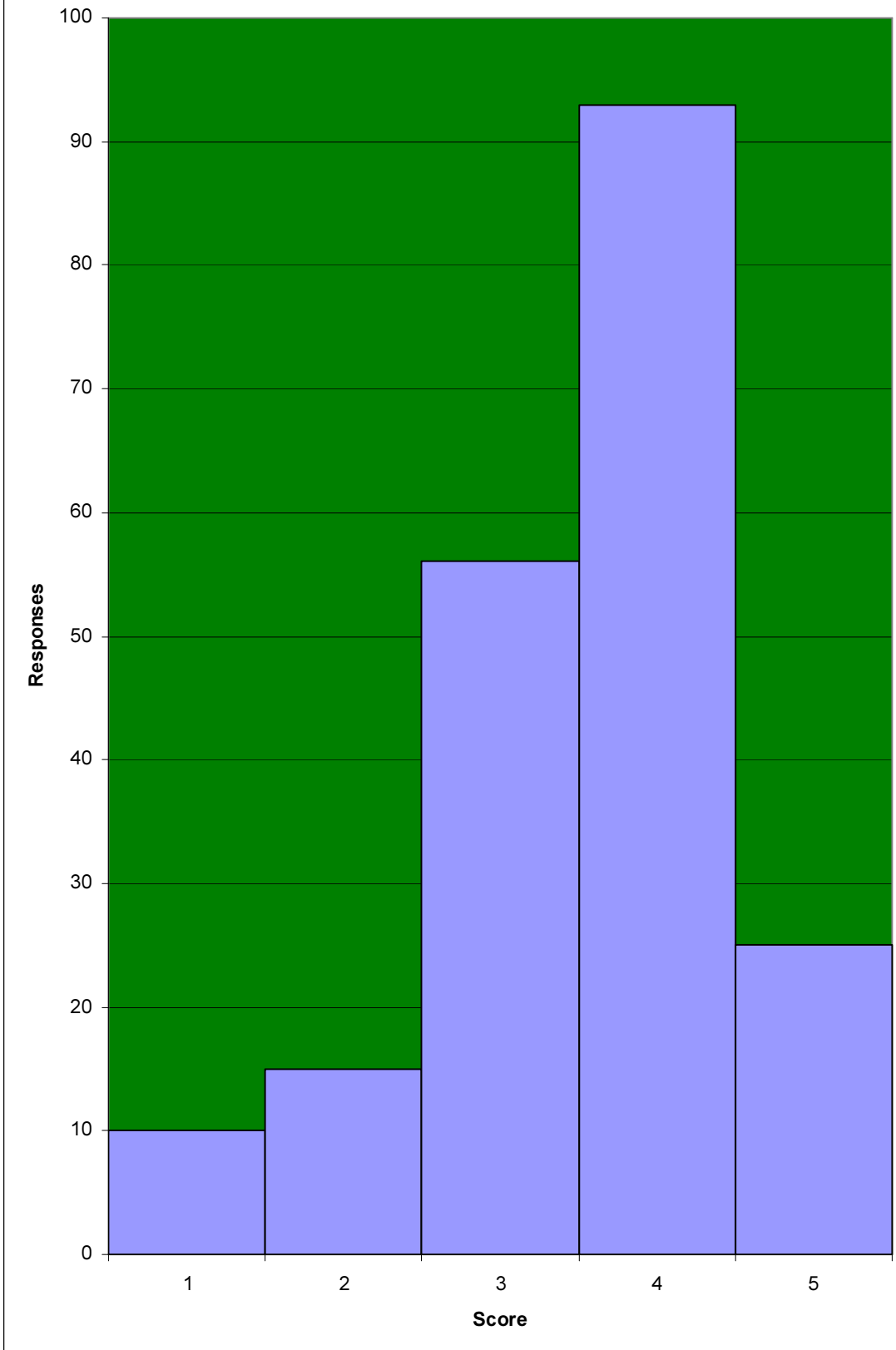
To expand further cleaning to the Lower High Street and to extend any recycling facilities in the Town Centre would either take extra funding or Street Cleansing resource from other areas of the Borough.

Appendices	1 to 6 – survey results
Contact Officer	John Rees – Environmental Maintenance Manager E Mail - john.rees@cheltenham.gov.uk
Accountability	Councillor Roger Whyborn
Scrutiny Function	Environmental

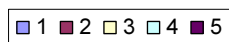
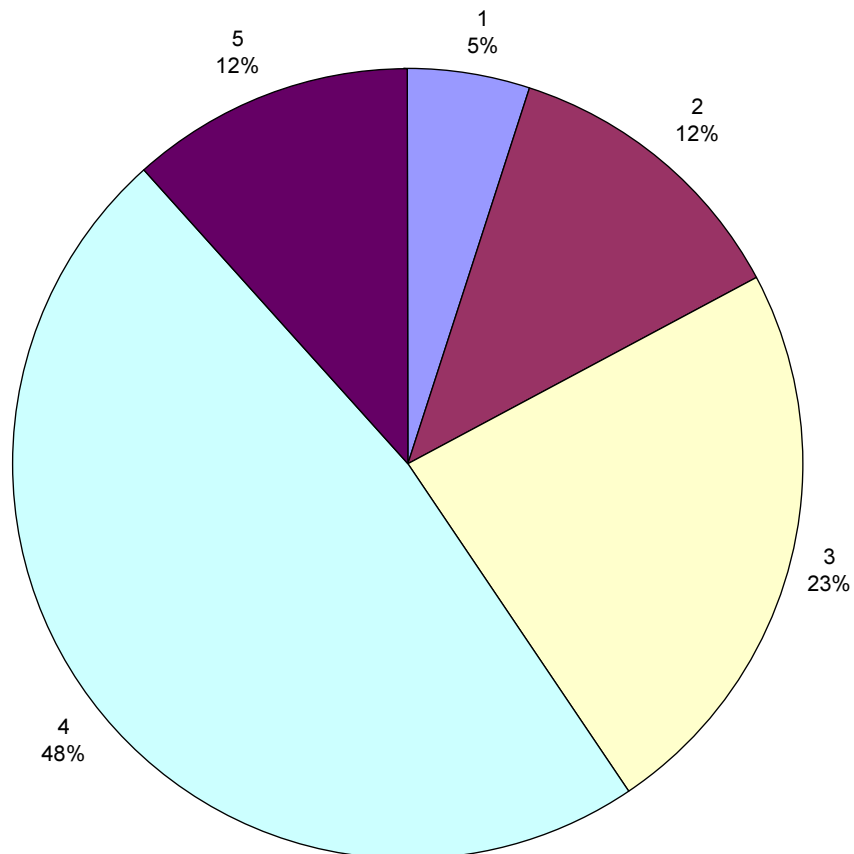
**Appendix 1a General Impression of Town Centre Average
Score 3.55**



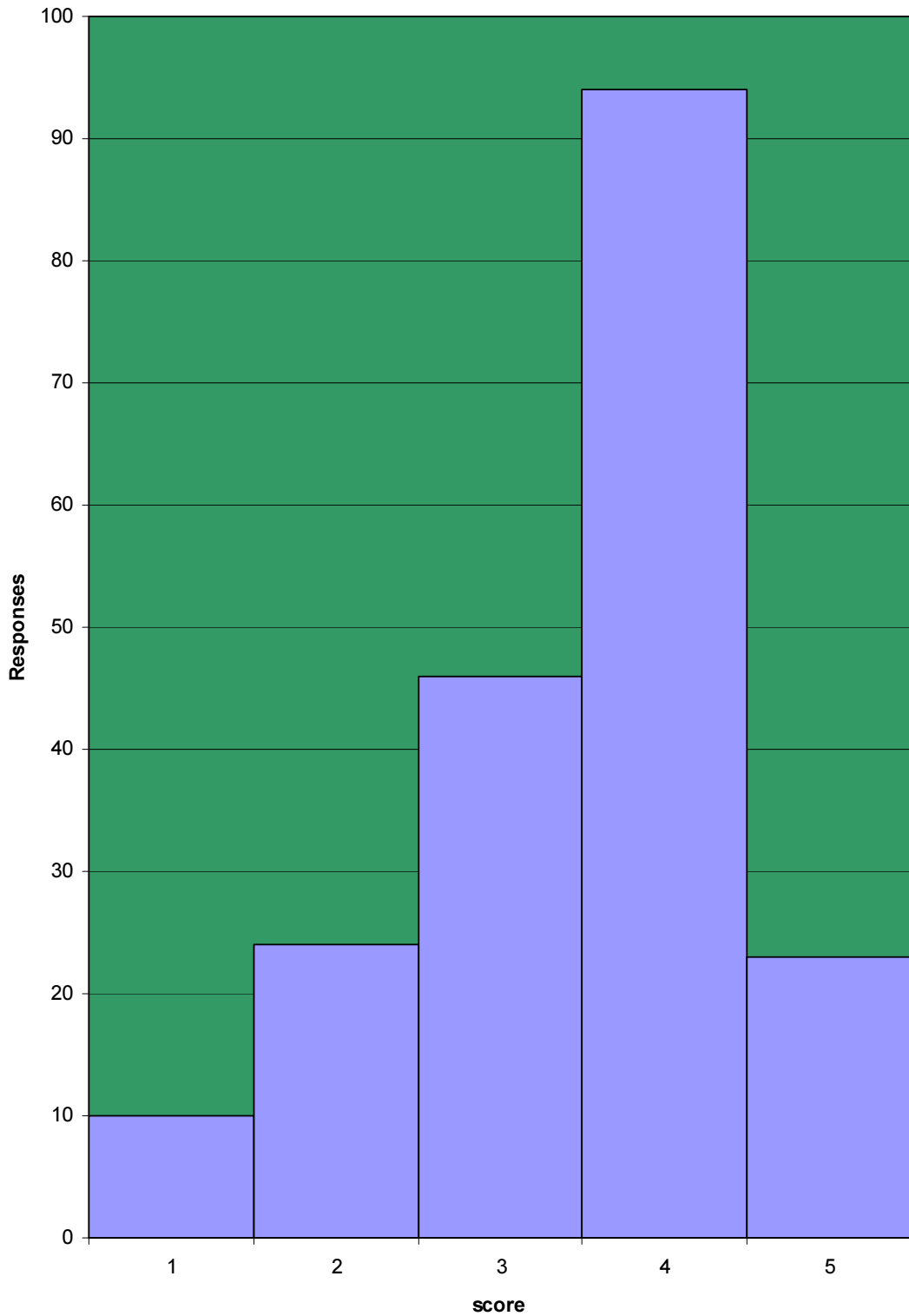
**Appendix 1b General impression of Town centre Average
Score 3.55**



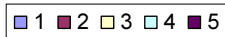
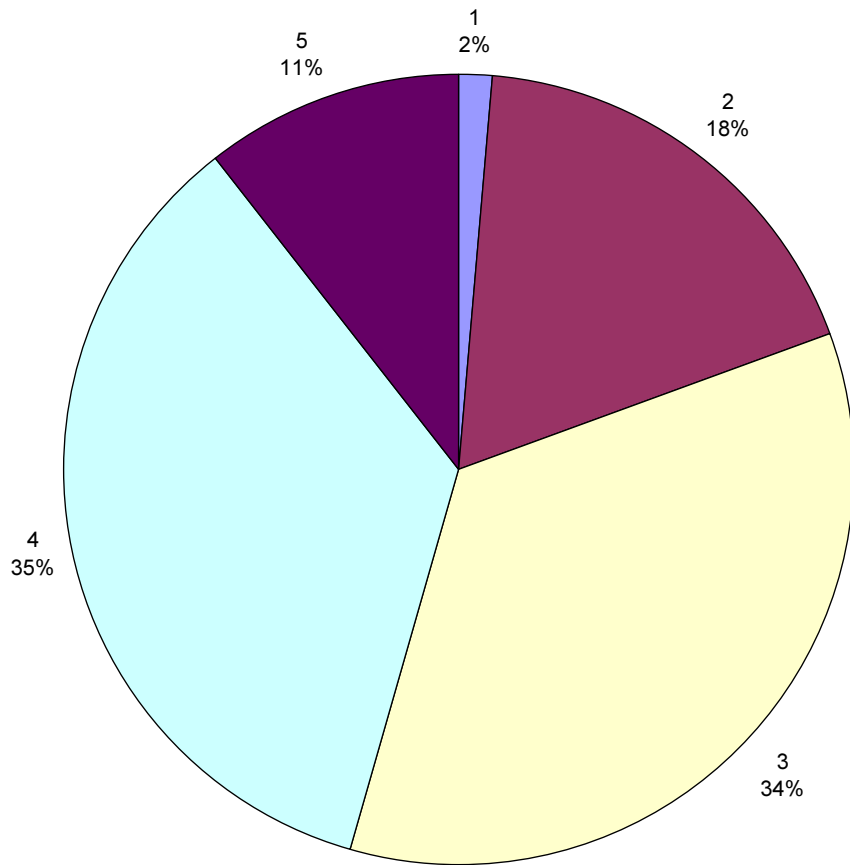
**Appendix 2a Cleanliness of Cheltenham Town Centre Average
Score 3.49**



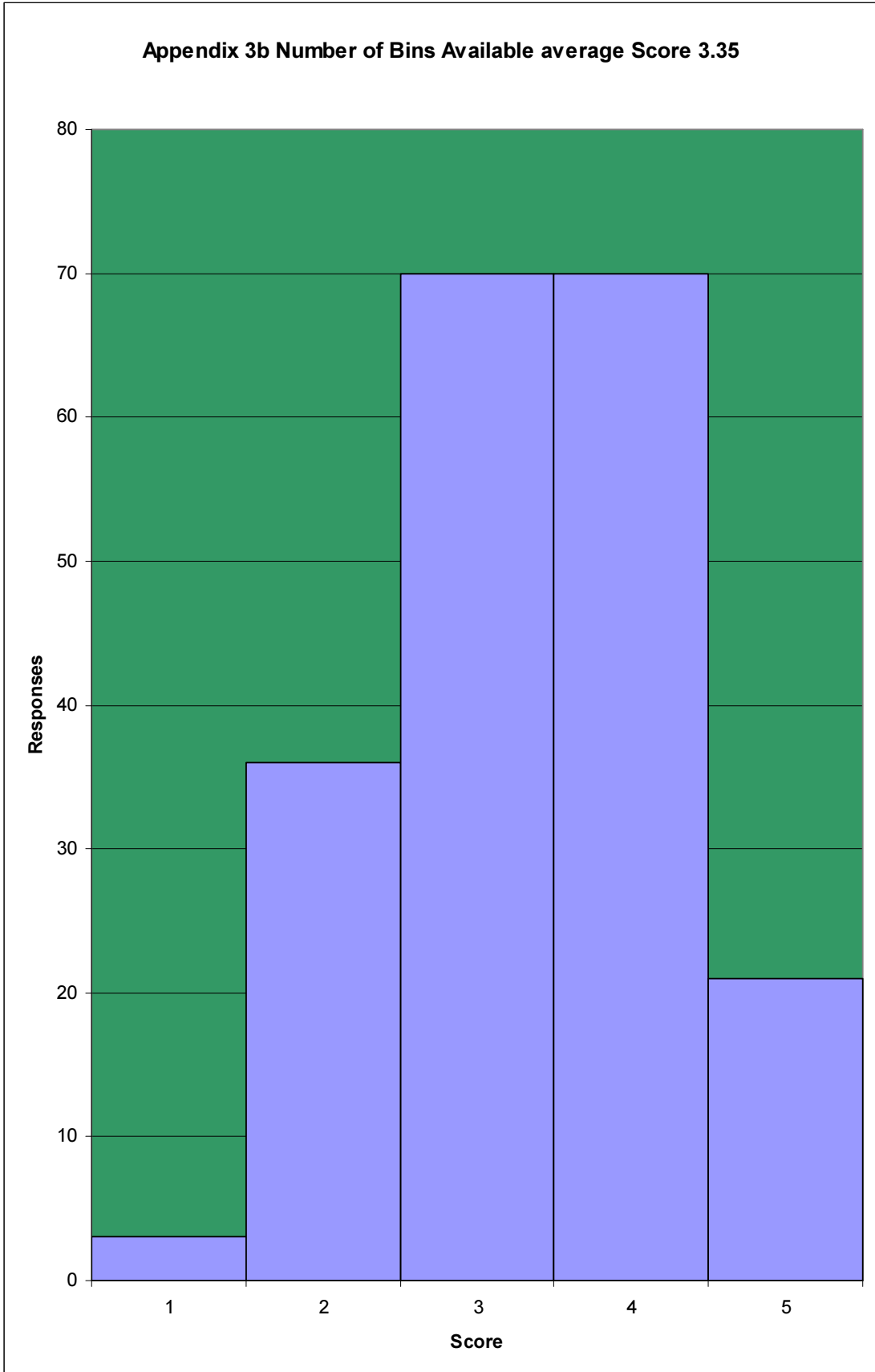
**Appendix 2b Cleanliness of Cheltenham Town Centre Average
Score 3.49**



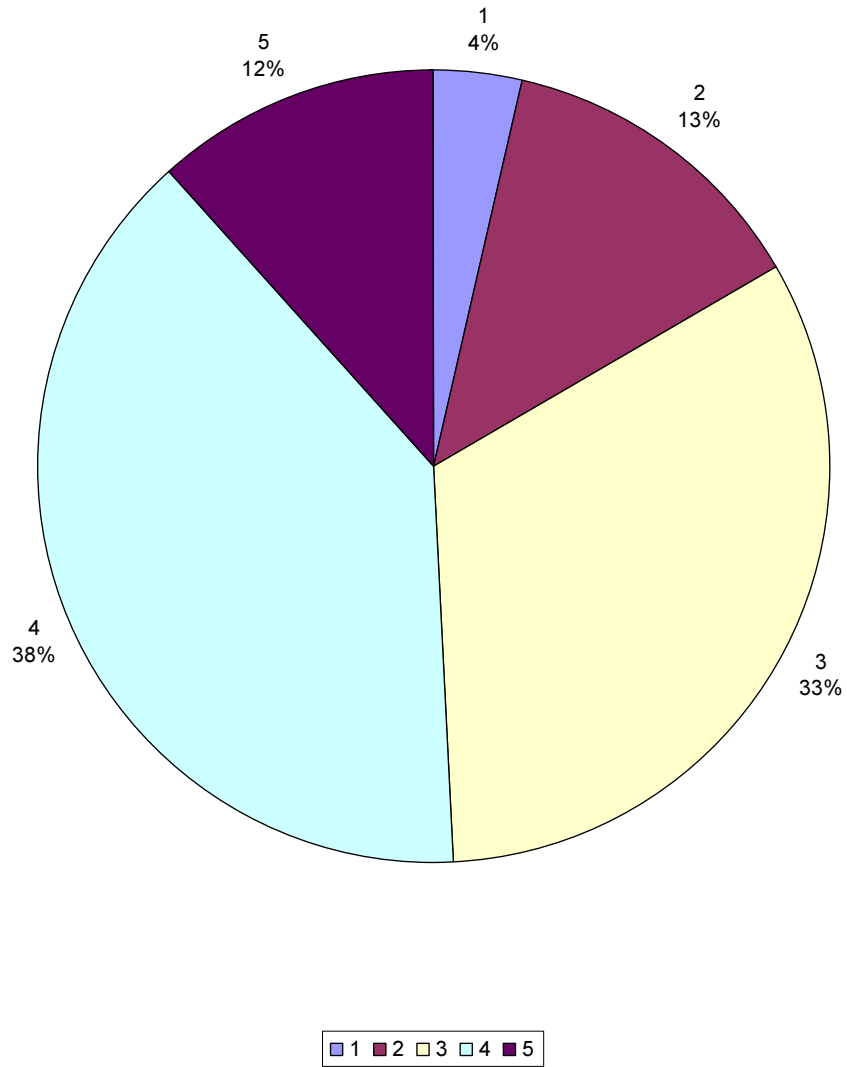
Appendix 3a Number of Bins Available Average Score 3.35



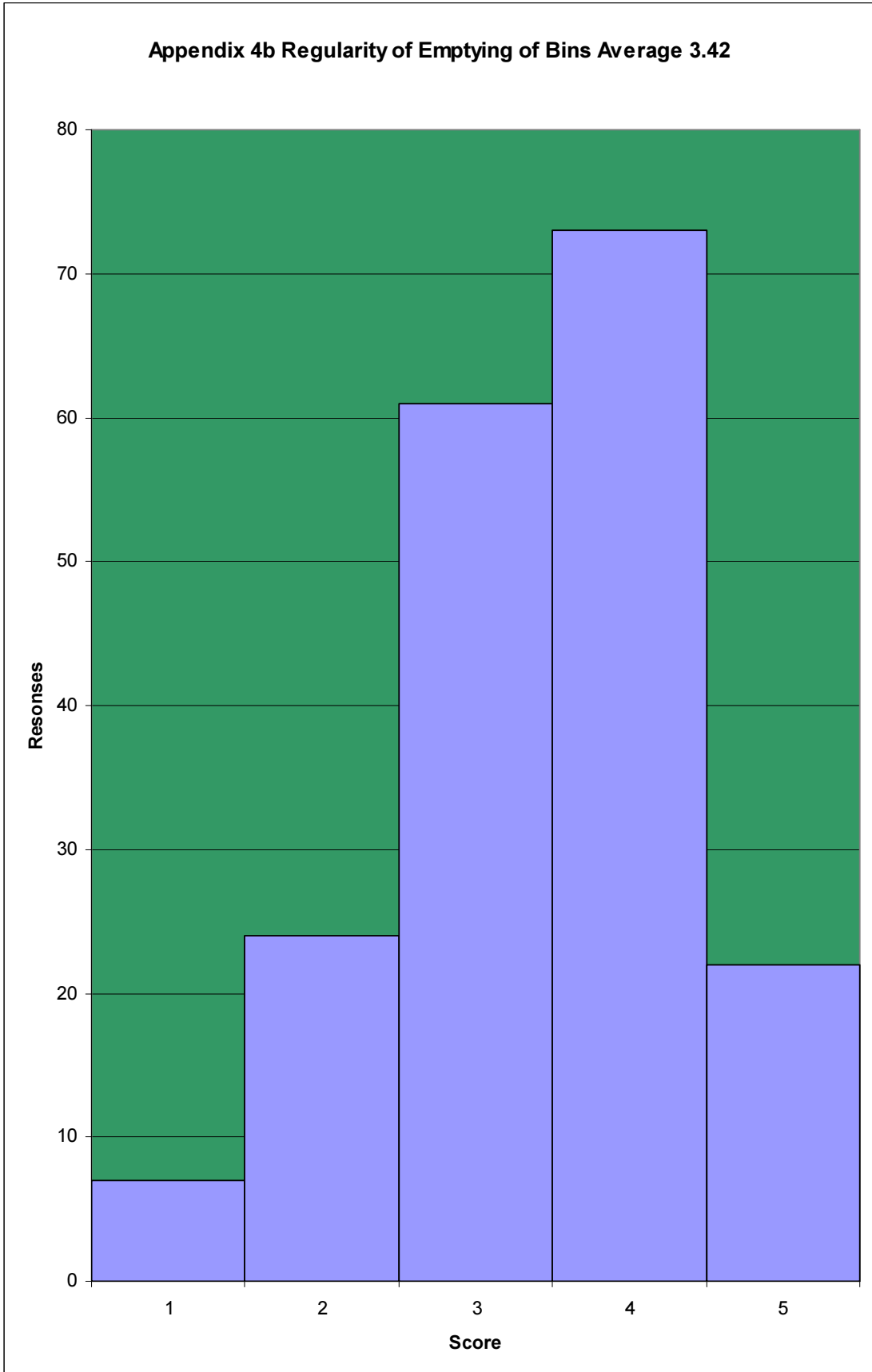
Appendix 3b Number of Bins Available average Score 3.35



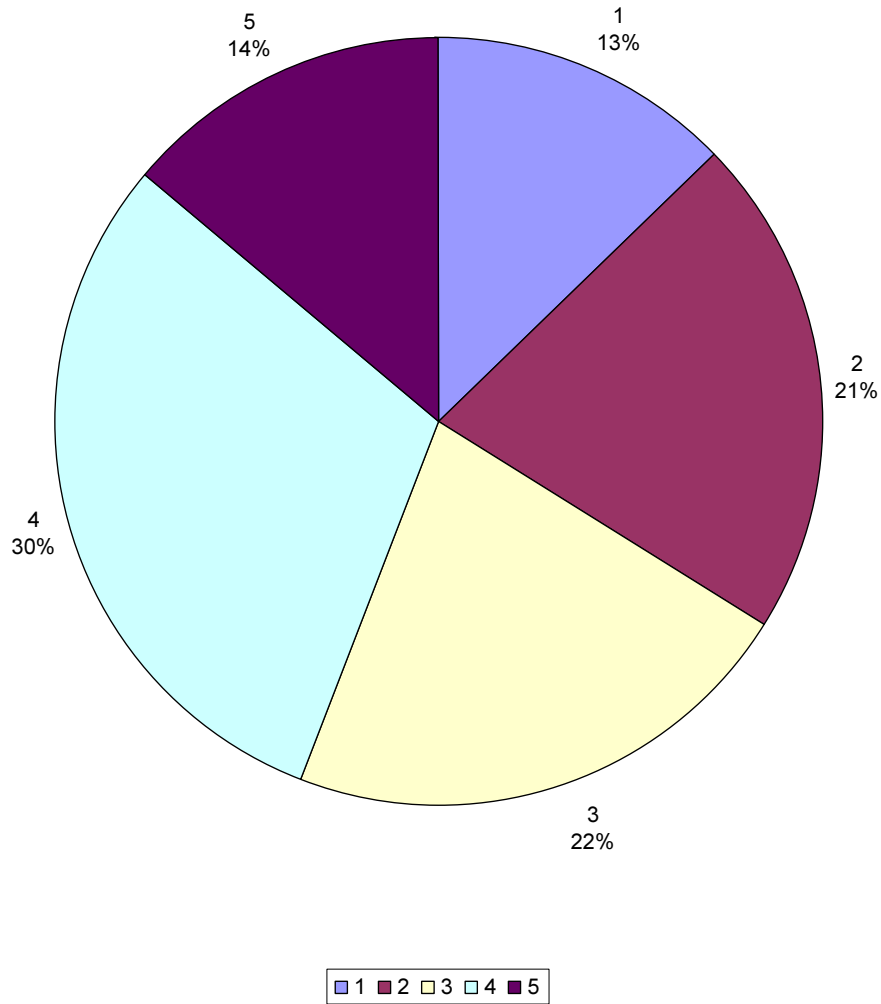
Appendix 4a Regularity of Emptying of Bins Average Score 3.42



Appendix 4b Regularity of Emptying of Bins Average 3.42



Appendix 5a Neighbourhood Cleaning / Litter Activities
Average Score 3.01



**Appendix 5b Neighbourhood Cleaning / Litter Activities Average
Score 3.01**

