Cleanliness of the City

Transport, Infrastructure and Environment Committee
2 August 2011

1 Purpose of report

1.1 The purpose of this report is to update the Transport, Infrastructure and Environment Committee on the quality of the city’s local environment, predominantly taking into account external validation surveys such as Cleanliness Index Monitoring System (CIMS).

1.2 The report also includes information from the six Neighbourhood Local Environment Managers on current service delivery and improvement plans within their area.

1.3 This report is backward looking and reflects the results from the latest CIMS survey carried out in June 2011.

2 Summary

2.1 In June 2011, KSB carried out the latest comprehensive CIMS survey of Edinburgh’s streets as part of their commission to carry out an independent quarterly assessment. Each survey is a snapshot of the cleanliness sample of streets over approximately four weeks. The survey methodology examines the cleanliness of a 50 metre “transect” in 10% of the city’s streets. Each transect is graded on litter prevalence on a scale from ‘A’ to ‘D’ as detailed in the Code of Practice on Litter and Refuse (Scotland 2006). ‘A’ score indicates no litter whatsoever whereas ‘D’ scores signify major litter accumulations in most of the transect. Grade A and B are acceptable grades whilst grade C and D are not. These grades are turned into a score out of a maximum 100. CIMS uses the same methodology as the statutory performance indicator for street cleanliness, Local Environment Management System (LEAMS) but the larger CIMS data sample enables the Council to adjust operational service delivery with greater confidence. Services for Communities believe that the independent monitoring partnership with KSB offers exceptional value for money and provides the framework to deliver improved performance for street cleaning.

2.2 The City of Edinburgh received a score of 69 in the latest CIMS inspection in June 2011. In this survey 92% of 497 streets surveyed were found to be clean i.e. predominately free from litter or refuse. These results show a slight decrease in both the overall score and the percentage clean results. In the
previous March 2011 survey the city achieved a score of 70 with a 95% clean result. The results from this survey show that 11 out of 17 wards achieved the national standard of cleanliness score of 67. This shows a decrease from the previous March results which showed that 13 out of 17 wards achieved the national standard score, details of which are noted in paragraph 3.3 onwards and can be viewed in appendix 5 ‘Cleanliness by Ward’.

2.3 Four out of six neighbourhood areas exceeded the acceptable national standard for street cleanliness reaching a score of 67 or above. The North Neighbourhood area achieved a score of 74 and the West Neighbourhood achieved a score of 78. Both high scores exceeded the Services for Communities target of 72. An improvement was illustrated in the number of wards achieving a 100% clean figure. Three out of 17 wards achieved this result compared to two wards in March 2011 and one ward in June 2010; these results can be viewed in appendix 5 ‘Cleanliness by Ward’. Further year on year Neighbourhood improvements can be viewed in appendix 4 ‘Cleanliness by Neighbourhood’ which show details of all six neighbourhoods improving on the % clean result from June 2010 to June 2011.

3 Main report

3.1 Services for Communities have a service target for street cleanliness as measured by CIMS. The target is to achieve an overall CIMS score of 72 with 70% of residents “fairly” satisfied or “very” satisfied with the street cleaning in their local area. The overall national standard score set by Keep Scotland Beautiful (KSB) remains at 67.

3.2 City Centre and Leith Neighbourhood

CIMS 61

The City Centre and Leith Neighbourhood achieved a score of 61. This is a decrease from the previous March 2011 score of 64. The percentage clean result has also decreased from 90% to 82%. A total of 92 streets were surveyed during this assessment.

A total of four D grades were recorded during this assessment which accounts for the lower score in the City Centre and Leith Neighbourhood. Two grade D’s related to spillage of trade and domestic waste and two related to litter in and around service lanes. As a result, Environmental Wardens will monitor trade and domestic waste containers in the area. Task Force staff will take remedial action to remove any spillage from domestic or trade containers. Smoking related litter continues to feature on 93% of streets and closes in the area. Environmental Wardens are planning to deliver several weeks of activity following successful intervention in Rose Street last year.

Modernising Waste and other recent changes to waste collection have had an impact in many areas. An amnesty on enforcement has been put in place while the changes are being embedded with staff offering advice and displaying on-street and in-stair posters.

A LEAMS training programme has been organised and will be delivered by Keep Scotland Beautiful to a selection of staff within City Centre / Leith team.
This training will increase knowledge and awareness of the cleanliness standards and allow for additional monitoring exercises to be carried out.

Service delivery planning for the International and Fringe Festivals is almost complete and 10 additional barrow beat staff have now been deployed in the City Centre in preparation to the August festival.

3.3 North Neighbourhood

CIMS 74

The North Neighbourhood achieved an impressive score of 74 exceeding both the national standard of cleanliness and the Services for Communities target of 72. This score is higher than the previous March 2011 score of 71. A total of 66 streets were surveyed during this assessment. The North Neighbourhood achieved a percentage clean result of 94%. This result is a decrease from the previous result in March 2011 of 97% clean.

Both wards four and five (Forth and Inverleith) exceeded the national standard target of 67, while ward 4 exceeded the Services for Communities target of 72 by reaching a high score of 78. Four transects failed to achieve the minimum standard in Inverleith ward and the cleanliness of these locations have been improved and will closely be monitored.

The Dog Fouling Initiative in Forth has helped to raise public awareness of this issue. Only 3% of the streets graded in the North neighbourhood noted a presence of dog fouling. There were no failure grades (C or D grades) recorded in the Forth ward. 21% of all streets surveyed were noted as grade A, being free from any litter whatsoever.

Results show that weeds were noted in some transects. A weed spraying programme is underway in the North Neighbourhood and is due to be completed by July.

Smoking related litter was found in 68% of transects surveyed. The Environmental Wardens will target activity on this type of litter in the next quarter.

3.4 East Neighbourhood

CIMS 66

The East Neighbourhood score of 66 is lower than the last assessment where a score of 72 was achieved in March 2011. While this is a disappointing low score on this occasion, the survey results assessed 91% of streets as clean. A total of 56 streets were surveyed.

Work has been taking place to organise the ‘deep cleaning’ of streets in the East Neighbourhood with temporary parking suspensions used for a period during the day to enable both mechanical and hand held cleaning to more effectively remove litter, detritus, weeds and dog fouling. Further work is underway to improve optimisation of cleaning routes and targeting of litter hot spots. Throughout the period March to May, Environmental Wardens issued
103 Fixed Penalty Notices to littering and dog fouling offenders. The East Neighbourhood are continuing to develop the East Neighbourhood Pride Campaign engaging with the local community including schools and local businesses to highlight the issues of litter and encourage responsibility. A joint working programme is being introduced which will allow a variety of staff across the neighbourhood to focus directly on improving and maintaining high cleanliness standards.

Throughout May neighbourhood staff targeted dog fouling in parks and their surrounding streets. Staff spoke directly with dog owners and gave out pet waste bags. This campaign allowed teams to further raise the profile of the problem within local communities but also to seek solutions from members of the public, for example local consultation highlighted a lack of bins in Jewel Park and as a result new bins have been installed. This initiative is being repeated regularly to reduce levels of dog fouling across the neighbourhood. The results from this assessment show a significant reduction in the number of dog fouling presence from 18% in March 2011 to 9% noted in this survey as a result of this initiative.

3.6 South West Neighbourhood

CIMS 69

The results from this assessment for the South West Neighbourhood show a decrease in score from the previous March 2011 score of 74; however the percentage clean result has improved during this assessment. A total of 104 streets were surveyed of which 94% were found to be clean, this is an increase from 91% clean noted in the previous survey.

The data from this assessment shows that the number of grade A streets has decreased which accounts for the lower score. Arrangements have already been put into place to address the lower performance in cleaning standards achieved. These include a LEAMS training programme for staff which will result in a more robust monitoring programme, allowing a quicker cleaning response to identify litter locations, increased Environmental Warden controls where smoking related litter has been highlighted and additional litter picking controls by Community Safety Concierge staff. Furthermore, Environmental Wardens are in the process of planning a programme of targeted patrols over the summer months to address particular areas of dumping and fly tipping activity. Similarly, it is planned to engage with local communities within the South West Neighbourhood to encourage an increase in the number of localised community clean up events undertaken across the neighbourhood over the summer months.

Three out of the four wards achieved the national target score of 67 or above and ward 8 (Colinton / Fairmilehead) exceeded the Services for Communities percentage clean result by achieving 73. Ward 7 (Sighthill / Gorgie) has improved on score and percentage clean result since the previous survey. A significant reduction from 24% to 8% has also been noted in the presence of dog fouling in ward 7 which is a result of joint working between the Environmental Wardens and Task Force Teams. A similar approach will be used to deal with smoking related litter in this ward.
3.7 South Neighbourhood

CIMS 68

The South Neighbourhood scored 68 during this survey with a result of 92% clean. Although the overall cleanliness score has remained the same as the previous result, the percentage clean score has improved from 91% clean in March 2011 to 92% clean in June 2011. A total of 84 streets were surveyed during this assessment.

Weeds in the South Neighbourhood have been sprayed throughout the three wards and as a result the presence of weeds noted in this survey was low. The data also shows that there is low presence of dog fouling throughout the South Neighbourhood, only 2% of 84 transects noted a presence of dog fouling.

Two out of three wards achieved the national standard of cleanliness target and ward 10 (Meadows / Morningside) reached the Services for Communities target of 72. Ward 16 (Liberton / Gilmerton) scored 66 and was the only ward not to achieve the acceptable score. (See appendix 5 ‘Cleanliness by Ward’).

A monitoring initiative is being introduced in the South. This will allow a wider selection of staff within the South Neighbourhood to carry out LEAMS monitoring (which is the same method used in CIMS), the results of which will be passed to the Task Force Manager who will take remedial action of any failure grades. This initiative not only enhances joint working but also provides additional monitoring of cleanliness standards within the South Neighbourhood and will provide a more responsive cleaning service.

It has been noted that the number of grade A transects has reduced in the South Neighbourhood. A more intensive cleaning programme using hand tools have been introduced which is to see an improved standard of cleanliness in preparation for the next assessment.

3.8 West Neighbourhood

CIMS 78

The West Neighbourhood achieved a notable score of 78 with an impressive overall 99% clean result. This score is the highest score to date achieved by any neighbourhood. This is a significant improvement from the March result of 69 with a 95% clean result. All three wards achieved and exceeded the Services for Communities target of 72. A total of 93 streets were surveyed of which 29% were graded at an A standard. There was only one transect which received a failure grade C for smoking related litter. The presence of dog fouling in the West Neighbourhood has also dropped from 3% in March 2011 to an even lower 2% in June 2011. Year on year results also show an improvement in score from 75 in June 2010 to 78 in June 2011. (See Appendix 4 ‘Cleanliness by Neighbourhood’).

This assessment shows cleanliness improvements in all three wards, a significant improvement can be seen in ward 3, (Drum Crae / Gyle) where a score of 80 was achieved, this is up from 67 in the previous survey. Ward 1
(Almond) achieved a result of 79 and ward 6 (Corstorphine / Murrayfield) also scored high by achieving 76. (See appendix 5 Cleanliness by Ward).

A deep cleaning programme has been in place since the March survey and areas which are known litter hot spots have been targeted more frequently. Continued monitoring within the West Neighbourhood has resulted in a more responsive approach to cleaning. Task force staff have been working hard in the West Team and have been using both hand cleaning and mechanical equipment to provide a deep cleaning service.

4 Financial Implications

4.1 The allocation of resources for street cleaning is contained within the existing Services for Communities budgets.

5 Equalities Impact

5.1 The contents of this report are not relevant to the public sector equality duty of the Equalities Act 2010.

6 Environmental Impact

6.1 The data received on CIMS scores allows us to implement actions that can support the Single Outcome Agreement, in particular the Local Outcome that requires that ‘the cleanliness of the city is improved’.

7 Conclusions

7.1 The overall trend for cleanliness standards is improving and local Neighbourhood measures are being put in place to deal with identified areas which continue to fall below the acceptable standard.

8 Recommendations

8.1 It is recommended that the Transport Infrastructure and Environment Committee note the contents of this report.
Appendices

Appendix 1 - Edinburgh Street Cleanliness CIMS score (June 2009-June 2011)
Appendix 2 - Percentages of Street Cleaned Score (June 2009-June 2011)
Appendix 3 - Cleanliness by Neighbourhood Area (June 2009-June 2011)
Appendix 4 - Cleanliness by Neighbourhood Area (June 2010-June 2011)
Appendix 5 - Cleanliness by Ward (June 2010-June 2011)

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Wards affected
All

Single Outcome Agreement
National Outcome (12) – We value and enjoy our built and natural environment and protect it and enhance it for future generations

Background Papers
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Appendix 1
Edinburgh Street Cleanliness - CIMS Score (Jun 09 – Jun 11)

Appendix 2
Percentage of Streets Clean Score (Jun 09 – Jun 11)
Appendix 3
Cleanliness by Neighbourhood Area, CIMS (Jun 09 – Jun 11)

Appendix 4
Cleanliness by Neighbourhood Area (Jun 10 – Jun 11)
## Appendix 5
Cleanliness by Ward Jun 10 – Jun 11

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