

# Transport and Environment Committee

10am, Tuesday, 26 August 2014

## Cleanliness of the City

<b>Item number</b>	8.2
<b>Report number</b>	
<b>Executive/routine</b>	Executive
<b>Wards</b>	All

### Executive summary

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In June 2014, Keep Scotland Beautiful (KSB) undertook the latest Cleanliness Index Monitoring System (CIMS) independent assessment of Edinburgh's street cleanliness. City of Edinburgh Council cleanliness targets for 2013/14 are a score of 72 with 95% of streets surveyed as clean. The national standard of cleanliness is a score of 67.

In this assessment, a cleanliness score of 70 was achieved, with 96% of streets surveyed achieving the nationally recognised standard of cleanliness. This was a small improvement on the June 2013 results where a score of 70 was achieved with 95% of streets classed as clean (Appendix 1 and 2).

Two out of six Neighbourhoods achieved a cleanliness score equal or greater to the city wide target of 72, a decline from June 2013, where three neighbourhoods achieved this (Appendix 4).

### Links

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<b>Coalition pledges</b>	<a href="#">P44</a>
<b>Council outcomes</b>	<a href="#">CO7</a> , <a href="#">CO17</a> , <a href="#">CO19</a> , <a href="#">CO25</a> , <a href="#">CO26</a> , <a href="#">CO27</a>
<b>Single Outcome Agreement</b>	<a href="#">SO4</a>

## Cleanliness of the City

### Recommendations

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It is recommended that Committee notes the contents of the report.

### Background

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- 2.1 CIMS are the method used by The City of Edinburgh Council to assess street cleanliness. KSB manages the CIMS scheme nationally and carries out four independent assessments each year. In June 2014, KSB undertook the latest CIMS independent assessment of Edinburgh's street cleanliness.
- 2.2 Each assessment is a snapshot of the cleanliness of the streets, with a 50 metre transect surveyed from a random sample of 10% of the city's streets. Each transect is graded on the presence of litter on a scale from 'A' to 'D' as detailed in the Code of Practice on Litter and Refuse (Scotland 2006). An 'A' grade indicates no litter whatsoever, whereas a 'D' grade signifies major accumulations along the transect. Grade A and B represent an acceptable standard of cleanliness, while Grade C and D are noted as unacceptable. The grades are then given a points value - from 3 points for an 'A' grade, to 0 points for a 'D' grade. The transect scores for each neighbourhood and ward are then aggregated up to a score out of 100. A score of 67 or above indicates that an area meets the national standard of cleanliness i.e. the majority of transects in that area were assessed as A or B. The same methodology is used for Local Environment Audit Management System (LEAMS), the statutory performance indicator for street cleaning, although a smaller sample of streets are assessed.
- 2.3 The City of Edinburgh Council cleanliness performance targets for 2014/15 are a citywide CIMS score of 72 with a secondary target of 95% of streets surveyed as clean.

3.1 The result of the June 2014 survey are summarised in Figure 1 below.

Neighbourhood	CIMS Score	% streets clean
West	72	96
South	71	100
South West	73	98
North	68	98
East	65	87
City Centre & Leith	67	92
<b>City wide</b>	<b>70</b>	<b>96</b>

*Figure 1: Summary of June 2014 CIMS street cleanliness results*

- 3.2 The overall CIMS score of 70 for this assessment is equal to that achieved in June 2013 (Appendix 1).
- 3.3 The Council achieved the nationally recognised standard of cleanliness (a score of 67), but fell short of the meeting the internal target of 72 (Figure 1).
- 3.4 This was a decline on the previous assessment undertaken in March 2014 where a score of 74 was achieved (Appendix 1).
- 3.5 The percentage of streets clean figure of 96% achieved in this assessment is an improvement on the 95% achieved in June 2013 and exceeds the council target of 95% of streets surveyed as clean (Appendix 2).
- 3.6 Of the six Neighbourhoods, five achieved or exceeded the national cleanliness target of 67. East Neighbourhood missed the National target by two points (Appendix 4).
- 3.7 Nine wards achieved a result of 100% clean for acceptable standards of cleanliness. This is an excellent result and a significant improvement from June 2013 where only five wards were assessed as 100% clean (Appendix 5).
- 3.8 Compared to June 2013, the number of unacceptable transects recorded (Grade C or D) remained the same at 5%.
- 3.9 Full details of the survey findings at a Neighbourhood and Ward level are detailed in sections 3.13 onwards and Appendix 5.

In summary, of the 17 wards:

6 Wards met or exceed the council target score of 72.

12 Wards met or exceeded the national standard of cleanliness score of 67.

4 Wards fell short of achieving the national standard of cleanliness score of 67.

3.10 Incidences of dog fouling across the city were recorded at 4%, down from 6% recorded in the previous survey undertaken in March 2014.

3.11 It should be noted that pedestrian derived litter constitutes the greatest source of litter in the city, with 86% of litter classed as originating from this source.

### **Confirm Environmental System**

3.12 The Confirm on Demand Environmental system went live on 24 March 2014 for Street Cleaning Operations. All enquiries, service requests and information requests are now being logged and progressed through the system. Real time service requests now reach frontline operatives, and in turn updates to service requests are now available to our Contact Centre as the system is updated in the field. A performance and information framework is currently being developed which will allow local issues and trends to be monitored and will assist in identifying ways to improve the service through changes to operations or campaigns.

### **City Centre and Leith Neighbourhood – CIMS 67, 92% clean**

3.13 The City Centre and Leith Neighbourhood achieved a score of 67 meeting the national acceptable standard for cleanliness. A total of 92% of streets were assessed as clean. Ward 11 (City Centre) failed to achieve the acceptable standard of cleanliness score by only two points, whilst Ward 12 (Leith Walk) and Ward 13 (Leith), both achieved scores above the national standard of cleanliness index score. Notably, 100% of streets surveyed were assessed as clean in Ward 12 (Leith Walk) during this survey. Overall a total of 75 transects were surveyed across the Neighbourhood of which six failed to meet the acceptable standard of cleanliness.

3.14 Ward 11 (City Centre) received a score of 65 with 87% of transects noted as clean. Five locations in this ward failed to meet the acceptable standard of cleanliness. Notably four out of five of these locations assessed failed because of domestic waste spillage or fly tipping of domestic waste. Cigarette litter remains an issue in areas of high footfall. All streets surveyed around the High Street met or exceeded the acceptable level of cleanliness.

3.15 Ward 12 (Leith Walk) scored 71 with 100% of streets assessed as clean. This is two points up on the previous survey and four points above the national acceptable standard. Two streets achieved grade A standard, Springfield Street and Boat Green.

- 3.16 Ward 13 (Leith) scored 68 with 95% of streets assessed as clean. Although one point down on last survey, the target for percentage of streets clean continues to be achieved in this ward. This assessment shows an improvement from June last year, where a score of 65 was achieved with 88% of streets being assessed as clean. Only one location at Crown Place did not meet the acceptable standard of cleanliness due to accumulations of cigarette ends and a drinks container.
- 3.17 In the New Town the roll out of containerised waste collection continues with over 7700 properties already using either bins or Gull Proof Sacks, with nearly 1200 properties receiving bins week commencing 23 June and a further 2750 properties are planned to get bins before the end of the year. This should help towards improving the cleanliness of streets in Ward 11.
- 3.18 To mitigate the impact of trade waste on city centre streets, a new approach to manage trade waste continues to be trialled in three pilot areas (Rose Street and surrounding lanes, Leith Walk and the High Street), with business waste only permitted on street at certain times. Enforcement is being carried out to ensure that businesses take responsibility for their waste. Following the initial implementation phase, Leith Walk and the High Street are noticeably less cluttered, with the numbers of bins permanently stored on street significantly reduced as a result. Anecdotal evidence suggests these streets are already appearing cleaner and this CIMS result would appear to evidence this assertion.
- 3.19 Better use of the new Confirm software which maps known issues as recorded by the Contact Centre, has allowed identification of areas of concern by subject type and the targeting of resources to these locations accordingly.
- 3.20 For the period 1 April – 23 June there were 108 Fixed Penalty Notices (FPNs) issued for littering offences by the Neighbourhood Environmental Wardens and 93 FPNs issued by the Edinburgh Wardens within Wards 11, 12 & 13. In total there were 201 FPNs issued for littering offences.
- 3.21 A joint initiative was taken on Friday 9 May with Essential Edinburgh, which manages the Business Improvement District within Ward 11, and Keep Scotland Beautiful in relation to tackling cigarette litter. In addition, there is a schedule of Shipshape Clean-up days arranged over the next few months focusing on improving the appearance of local areas.

### **North Neighbourhood - CIMS 68, 98% clean**

- 3.22 The North Neighbourhood received an overall score of 68. Ward 4 (Forth) achieved a CIMS score of 66 and Ward 5 (Inverleith) achieved a score of 71.
- 3.23 The internal percentage clean target of 95% was achieved for both wards with only one 'C' grade found. Ward 4 (Forth) nearly met, and Ward 5 (Inverleith) exceeded the national standard of cleanliness score of 67.

- 3.24 The data shows that none of the streets surveyed in Ward 4 (Forth) and 7% of streets in Ward 5 (Inverleith) achieved an 'A' grade.
- 3.25 Litter in Pennywell Gardens meant only 96% of the streets surveyed in Forth met the minimum standard (while 100% of streets met the standard in Inverleith). The survey noted an increase in smoking-related litter, especially in Forth Ward compared to Inverleith Ward. The neighbourhood will look at an initiative focussing on smoking-related litter over the coming months with the Environmental Wardens.
- 3.26 The assessors commented on weed growth during the inspection. The first weed treatment for the year has nearly been completed; however, some of the streets which were treated earlier in the year are beginning to show subsequent weed growth that requires a follow-up treatment or manual removal as appropriate.

### **East Neighbourhood, CIMS Score 65 – 87% clean**

- 3.27 The East Neighbourhood received a score of 65 with 87% of streets assessed as clean. This score is two points below the national standard and is a disappointing result. The breakdown of grades was A (4%); B+ (9%); B (74%); C (13%) and D (0%).
- 3.28 Ward 14 (Craigintinny & Duddingston) achieved a score of 68, one point above the acceptable standard of cleanliness score with 95% of streets assessed as clean. One street (Mountcastle Loan) failed to meet the acceptable standard of cleanliness score due to significant litter found trapped between the back line of a pavement and fence. The surrounding pavements and roads were noted by the assessors as having being cleaned to a good standard.
- 3.29 Ward 17 (Portobello & Craigmillar) scored 63 with 81% of streets assessed as clean. This is a disappointingly low result when compared to the average score for this Ward over the last year – 73 with 98% of streets clean. In this assessment, five streets failed to meet the acceptable standard of cleanliness during this survey: Peffermill Road (litter along back line at bus stop); Craigmillar Castle Avenue (escaped domestic waste and litter around bins); Windsor Place (fast food wrappers in road channel); Williamfield Square (litter on grass area adjacent to parked cars); Adelphi Grove (litter in road channel). All sites reported by the assessors on the day were recovered to an acceptable standard of cleanliness soon after reporting.
- 3.30 The Neighbourhood team will be working closely with the Environment Services Support Unit to look further at the detail of these results to identify any operational improvements and/or enforcement activities required.
- 3.31 Recently the Environmental Wardens have focussed on two areas within the East Neighbourhood to tackle the ongoing issue with dog fouling. In Ward 14

(Niddrie, Bingham and Magdalene) 31 FPNs were issued (26 relating to dog fouling and five relating to litter). In Ward 17 (Restalrig) 12 FPNs were issued (11 relating to dog fouling and one relating to litter).

- 3.32 The Neighbourhood team continues to work closely with partners to improve cleanliness standards across the East Neighbourhood area. Prior to this survey five clean-up events took place throughout May across the Neighbourhood. In Ward 17 volunteers carried out a clean-up of the Innocent Railway path; a community clean-up was carried out at Rosefield Park as part of the Clean Europe Day; and a clean-up event involving 80 volunteers took place at Craigmillar Castle Park. In Ward 14, Park Rangers held a litter picking event at the railway embankment in Figgate Park and a wider clean-up event in Figgate Park involving staff from McDonalds and pupils from Duddingston Primary School.

### **South West Neighbourhood, CIMS Score 73 – 98% clean**

- 3.33 The South West Neighbourhood achieved a score of 73. A total of 83 transects were surveyed during this assessment with only two failing to reach the acceptable standard.
- 3.34 Three wards achieved the national cleanliness target of 67, with two wards also achieving the internal target of 72. Three wards achieved a 100% clean result.
- 3.35 Of the 83 transects surveyed, only two “C” grades were noted which is lower than recent surveys, however the overall score also dropped due to a reduction in “A” grades, down from 32% to 13%.
- 3.36 Smoking related litter continues to account for the majority of the litter found, although drinks and confectionary debris are still significant. The Environmental Wardens will be involved in a group review of this data to plan where best to concentrate their future efforts.

### **South Neighbourhood, CIMS Score 71 – 100% clean**

- 3.37 The South Neighbourhood achieved a cleanliness index score of 71, slightly disappointing given that the area achieved a 100% clean result. The previous percentage clean result for the South in March was 94%, with an overall cleanliness index result of 78.
- 3.38 Ward 10 (Morningside) achieved a result of 73 (down 6 points from March), Ward 15 (Southside/Newington) achieved a result of 71 (up 2 points from March) and Ward 16 (Liberton/Gilmerton) received a score 70, a 14 point decrease from March 2014.
- 3.39 In achieving a 100% clean score, all 3 Wards in the South Neighbourhood exceeded the targets relating to percentage of streets clean. In regards to the

cleanliness index, Ward 10 exceeded the target with a score of 73. Wards 15 and 16 just below target with 71 and 70 respectively.

- 3.40 The South Task Force focused on achieving and maintaining an acceptable standard of cleanliness throughout the Neighbourhood. An emphasis was placed on monitoring and concentrating efforts to achieve grade B or above. During this survey the team worked to try and provide comparative cleansing standards across all ward areas, in general this has been achieved.
- 3.41 The South team continue to operate a 'blitz' clean to areas. This type of cleaning proves to be efficient as it uses both mechanical and manual sweeping with all resources focusing on a particular area. This will include litter picking of open space areas, street sweeping (manually and mechanically), weed treatment, back edge treatment and removing fly tipping where noted. The South has once again achieved a very good result in the percentage clean overall, with successful increased concentration on Ward 15 (100% clean and 73 index score) where the heavy footfall in this particular area provides some difficulties in achieving high standards of cleanliness.

#### **West Neighbourhood, CIMS Score 72 – 96% clean**

- 3.42 The West Neighbourhood achieved an overall cleanliness index score of 72 with 96% of streets surveyed meeting acceptable cleanliness standards.
- 3.43 Ward 1 (Almond) achieved a CIMS score of 72 with a 95% clean result, Ward 3 (Drum Brae/Gyle) achieved a result CIMS score of 72 with a 95% clean result and Ward 6 (Corstorphine/Murrayfield) achieved a CIMS score of 73 with a positive 100% streets clean result.
- 3.44 Unfortunately, three of the 85 sampled streets failed to meet the appropriate standards with one D grade result and two C grade results. The D grade result related to drinks and fast food litter on Huly Hill in Newbridge, with the majority of litter observed on private property. Contact will be made with the landowners to raise awareness of this issue again to prompt further attention. The C Grade results related to general litter issues in residential areas.
- 3.45 The West Neighbourhood Environmental Wardens carried out various initiatives from April to June to tackle dog fouling and fly-tipping issues across the West Neighbourhood area, including Kirkliston, Clermiston and Queensferry.
- 3.46 The West Neighbourhood has also delivered successful local operations in partnership with Police Scotland and Scottish Fire and Rescue, to deal with fly-tipping in communal stairs and around domestic waste/recycling containers. A recent amnesty programme was delivered in the Clermiston area to encourage residents to dispose of large items responsibly. During this programme a considerable number of dumped items were loaded by residents on to cages in areas where dumped items have historically been an issue.

3.47 In addition, the Environmental Warden team has focused on reported littering and dog fouling issues in Cramond, Maybury and Silverknowes. FPN's have been issued to private individuals and commercial organisations where environmental crimes have been identified.

## Measures of success

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4.1 To achieve a city wide CIMS score of 72.

## Financial impact

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5.1 There is no financial impact from this report.

## Risk, policy, compliance and governance impact

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6.1 There is no risk, policy, compliance or governance impact from this report.

## Equalities impact

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7.1 The achievement of high cleanliness standards throughout the city fosters good relationships between the Council and residents through the provision of high quality services. It can also lead to safer routes free from potential obstructions and trip hazards for all pedestrians, particular those with visual impairments.

## Sustainability impact

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8.1 None

## Consultation and engagement

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9.1 None

## Background reading/external references

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[www.keepsotlandbeautiful.org](http://www.keepsotlandbeautiful.org)

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## Links

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<b>Coalition pledges</b>	P44 - Prioritise keeping our streets clean and attractive.
<b>Council outcomes</b>	CO7 - Edinburgh draws new investment in development and regeneration. CO17 - Clean – Edinburgh’s streets and open spaces are free from litter and graffiti. CO19 - Attractive places and well maintained – Edinburgh remains an attractive city through the development of high quality buildings and places and the delivery of high standards. CO25 - The Council has efficient and effective services that deliver on objectives. CO26 - The Council engages with stakeholders and works in partnership to improve services and deliver on agreed objectives. CO27 - The Council supports, invests and develops our people.
<b>Single Outcome Agreement</b>	SO4 - Edinburgh’s communities are safer and have improved physical and social fabric.
<b>Appendices</b>	Appendix 1 - Edinburgh Street Cleanliness CIMS score March 13 – March 14. Appendix 2 - Percentage of Streets Clean Score March 13 - March 14. Appendix 3 - Cleanliness by Neighbourhood Area March 13 - March 14.

Appendix 4 - Cleanliness by Neighbourhood Area

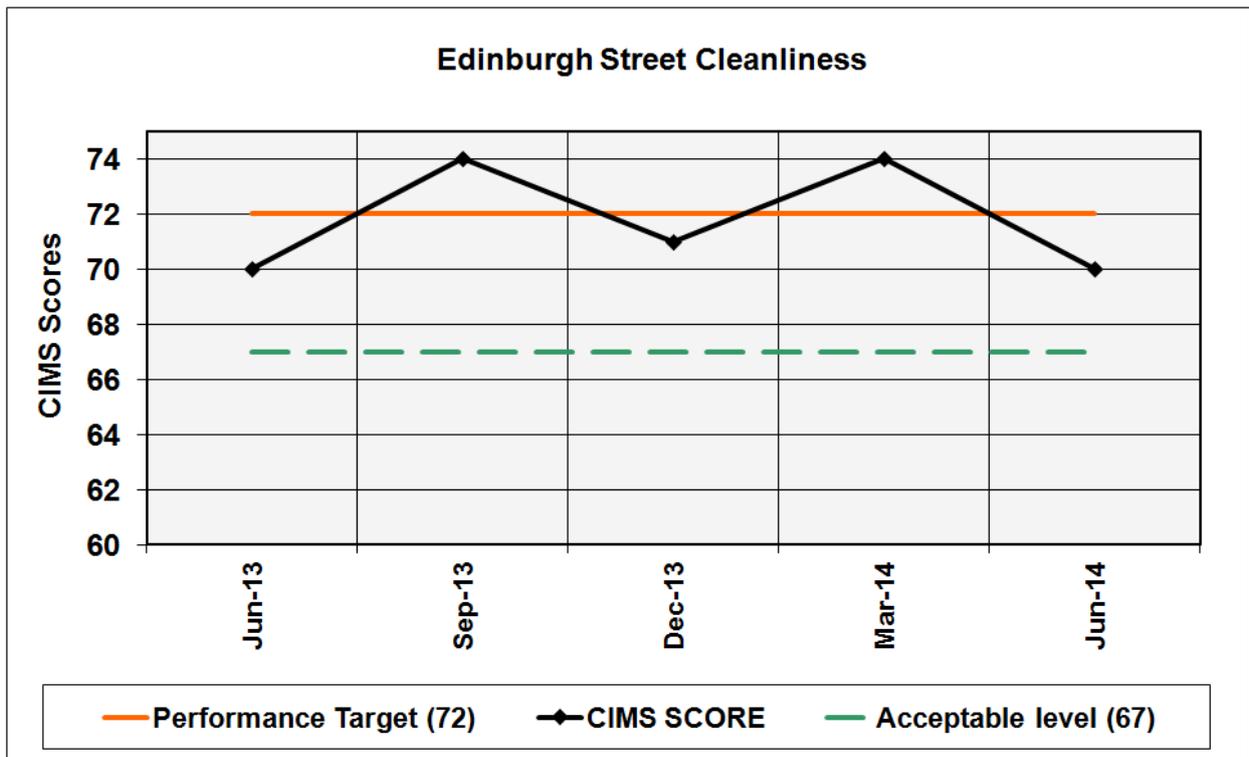
March 13 – March 14.

Appendix 5 - Cleanliness by Ward

March 13 – March 14.

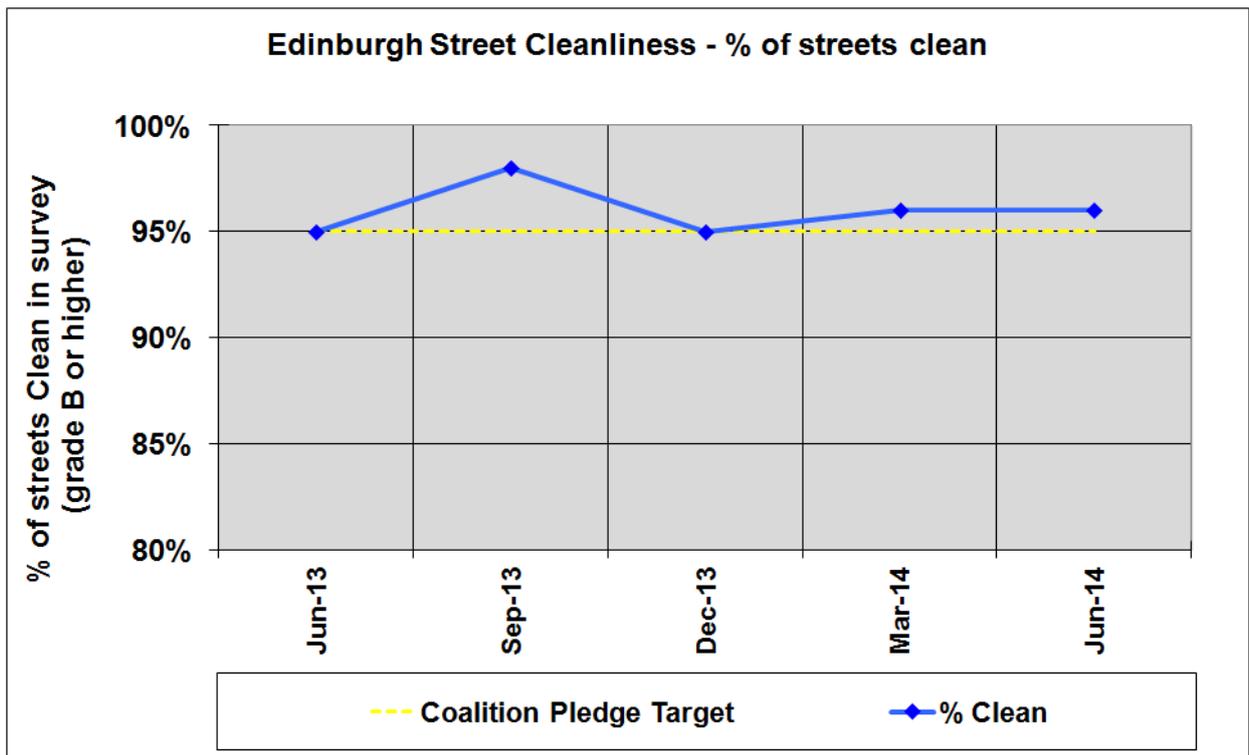
## **Appendix 1**

### **Edinburgh Street Cleanliness – CIMS Score (June 13 – June14)**



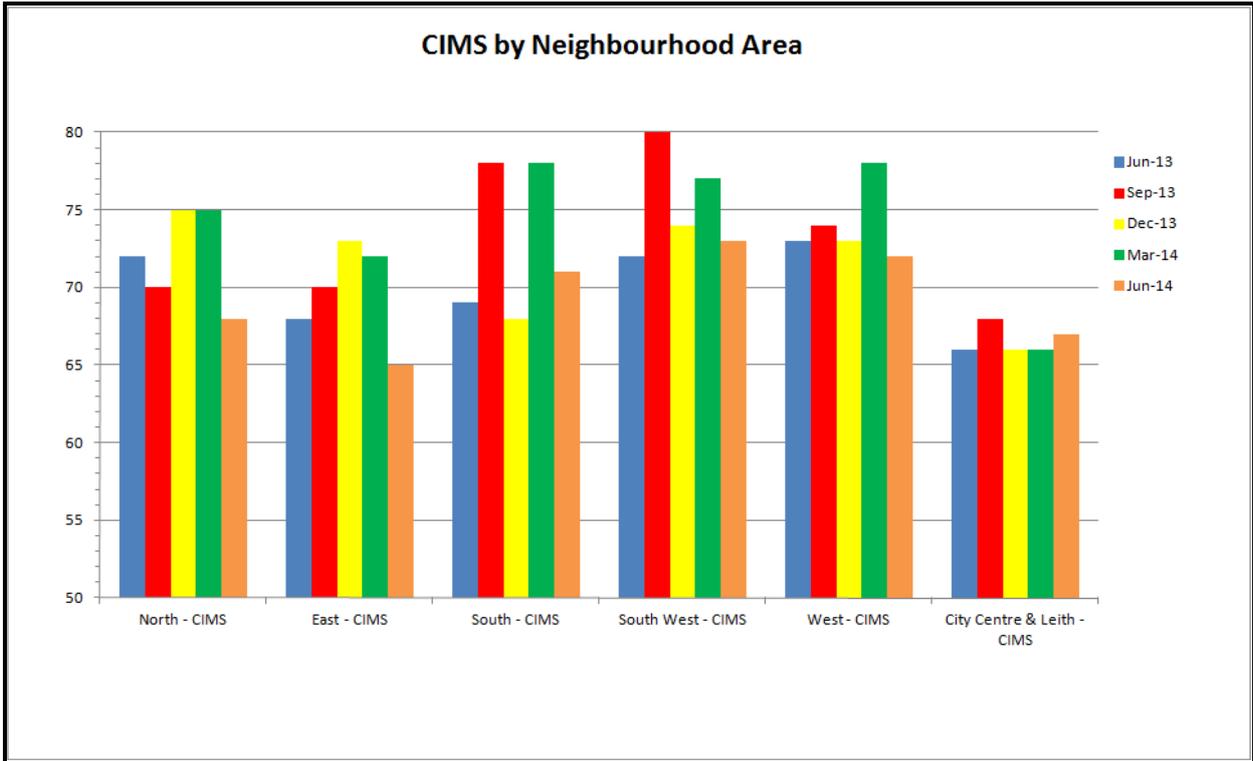
## Appendix 2

### Edinburgh Street Cleanliness – % clean score (March 13 – March 14)



## Appendix 3

### Cleanliness by Neighbourhood – CIMS (June 13 – June 14)



## Appendix 4

### Cleanliness by Neighbourhood – CIMS (June 13 – June 14)

Neighbourhood	Jun-13	Jun-13	Sep-13	Sep-13	Dec-13	Dec-13	Mar-14	Mar-14	Jun-14	Jun-14	Comparison with previous survey	Comparison with previous survey	Comparison Year on Year	Comparison Year on Year	Acceptable level (>67) (Y/N)	Mtg coalition target (95%) (Y/N)
	CIMS	% Clean	CIMS	% Clean	CIMS	% Clean	CIMS	% Clean								
North	72	94%	70	94%	75	98%	75	100%	68	98%	↓	↓	↓	↑	Y	N
East	68	89%	70	95%	73	98%	72	94%	65	87%	↓	↓	↓	↓	Y	N
South	69	98%	78	100%	68	92%	78	94%	71	100%	↓	↑	↑	↑	Y	N
South West	72	95%	80	98%	74	97%	77	93%	73	98%	↓	↑	↑	↑	Y	Y
West	73	98%	74	99%	73	96%	78	100%	72	96%	↓	↓	↓	↓	Y	Y
City Centre	66	92%	68	94%	66	92%	66	94%	67	92%	↑	↓	↑	↑	Y	N
CITYWIDE	70	95%	74	98%	71	95%	74	96%	70	96%	↓	→	→	↑	Y	N

## Appendix 5

### Cleanliness by Ward (June 13 – June 14)

Ward	Area	Jun-13	Jun-13	Sep-13	Sep-13	Dec-13	Dec-13	Mar-14	Mar-14	Jun-14	Jun-14	Comparison with previous survey	Comparison with previous survey	Comparison Year on Year	Comparison Year on Year	Mtg coalition target (95%) (Y/N)
		<b>CIMS</b>	% Clean	<b>CIMS</b>	% Clean	<b>CIMS</b>	% Clean	% Clean								
1. Almond	W	75	96%	77	100%	74	94%	80	100%	72	95%	↓	↓	↓	↓	Y
2. Pentland Hills	SW	74	94%	76	97%	73	97%	87	97%	81	100%	↓	↑	↑	↑	Y
3. Drum Brae / Gyle	W	72	100%	73	96%	71	100%	73	100%	72	95%	↓	↓	→	↓	Y
4. Forth	N	68	90%	68	96%	79	100%	71	100%	66	96%	↓	↓	↓	↑	N
5. Inverleith	N	75	97%	72	92%	73	97%	79	100%	71	100%	↓	→	↓	↑	N
6. Corstorphine / Murrayfield	W	71	100%	71	100%	71	96%	79	100%	73	100%	↓	→	↑	→	Y
7. Sighthill / Gorgie	SW	66	92%	70	96%	72	100%	64	81%	66	91%	↑	↑	→	↓	N
8. Colinton / Fairmilehead	SW	74	100%	91	100%	83	100%	83	100%	73	100%	↓	→	↓	→	Y
9. Fountainbridge / Craiglockhart	SW	75	95%	86	100%	69	91%	71	96%	71	100%	→	↑	↓	↑	Y
10. Meadows/ Morningside	S	68	96%	81	100%	69	93%	79	96%	73	100%	↓	↑	↑	↑	Y
11. City Centre	CC	66	93%	70	93%	64	90%	63	89%	65	87%	↑	↓	↓	↓	N
12. Leith Walk	CC	68	95%	68	95%	68	95%	69	100%	71	100%	↑	→	↑	↑	N
13. Leith	CC	65	88%	67	96%	67	92%	69	96%	68	95%	↓	↓	↑	↑	N
14. Craighentony / Duddingston	E	62	78%	69	93%	71	96%	69	92%	68	95%	↓	↑	↑	↑	N
15. Southside / Newington	S	68	96%	76	100%	67	90%	69	86%	71	100%	↑	↑	↑	↑	N
16. Liberton / Gilmerton	S	72	100%	78	100%	68	94%	84	100%	70	100%	↓	→	↓	→	N
17. Portobello / Craigmillar	E	75	100%	70	96%	74	100%	74	96%	63	81%	↓	↓	↓	↓	Y
<b>Overall</b>		<b>70</b>	<b>95%</b>	<b>74</b>	<b>98%</b>	<b>71</b>	<b>95%</b>	<b>74</b>	<b>96%</b>	<b>70</b>	<b>96%</b>	↓	→	→	↑	N