

Transport and Environment Committee

10.00am, Tuesday, 2 June 2015

Cleanliness of the City

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|--------------------------|---------|
| Item number | 7.10 |
| Report number | |
| Executive/routine | Routine |
| Wards | All |

Executive summary

This report updates Committee on a range of data concerned with the cleanliness of Edinburgh's streets and open spaces. A full picture of the standard of cleanliness across the city is derived from a number of data sources, including operational performance and data from the Council's Confirm on Demand asset and works order management software, feedback from members of the public and businesses via the Edinburgh People Survey and assessment of street cleanliness through the Keep Scotland Beautiful (KSB) CIMS report and LEAMs surveys. This range of data ensures that information about operational performance and standards of cleanliness is compared with public perception of the city's cleanliness.

The citywide CIMS score assessed by KSB in March 2015 is 76 with 98% of streets clean. All 17 Wards achieved a cleanliness score of 67 or above, meeting the national standard for cleanliness. Fourteen of those Wards achieved 72, or above, meeting the Council's high standard for cleanliness.

The report gives a summary of the work and initiatives being carried out by the Council's Neighbourhood Teams to improve cleanliness at a local level.

The report also provides information on citywide cleanliness initiatives such as the project with Zero Waste Scotland to target fly-tipping, the work of Eco Schools and the expansion of the Waste Action Grant to include litter related projects.

Links

| | |
|---------------------------------|---|
| Coalition pledges | P44 |
| Council outcomes | CO7, CO17, CO19, CO25, CO26, CO27 |
| Single Outcome Agreement | SO4 |

Cleanliness of the City

Recommendations

- 1.1 It is recommended that the Transport and Environment Committee notes the content of this report.

Background

- 2.1 A range of Performance Indicators (PI's) is used throughout the year to monitor the standard of cleanliness across Edinburgh's streets and open spaces. These PI's are addressed at alternating times throughout the calendar year, and consists of Local Environment Management System (LEAMS) surveys (three per year), Cleanliness Index Monitoring System (CIMS) assessments (quarterly), Confirm on Demand performance reports (monthly), Parks Quality Assessments (annually) and the Edinburgh People Survey (annually).
- 2.2 The statutory performance indicator LEAMS process is structured so that all authorities carry out exactly the same monitoring programme to allow for full comparison between the results obtained. The methodology changed in 2014/15 to include a 'perception' value and all authorities are now carrying out surveys based on the new methodology. A representative from the City of Edinburgh Council attends the newly formed LEAMs steering group discussions which are coordinated by Keep Scotland Beautiful (KSB). A total of three surveys will cover a random sample of 5% minimum, of the streets and other relevant sites. Two surveys are completed internally and KSB completes an annual validation survey. An annual report on the findings and results for each local authority is prepared by KSB. The annual results for 2014/15 will available in late summer 2015 and the overall score for 2014/2015 will be published by the Improvement Service in its annual Local Government Benchmarking Overview report as well as in the National LEAMS Benchmarking Report. The two results from the new methodology surveys to date show the percentage of acceptable standard of street cleanliness at 87.9% and 90%.
- 2.3 CIMS is 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. The City of Edinburgh Council cleanliness performance targets for 2015/16 are a citywide CIMS score of 72, with a secondary target of 95% of streets surveyed as clean.

2.4 In March 2015, KSB undertook the latest CIMS independent assessment of Edinburgh's street cleanliness. 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). The following photographs depict the visual impact of an 'A' to a 'D' grade street:



Grade A These areas have no litter or refuse on the street, on the pavement, in gutters or at back lines. There were 90 (20%) Grade A streets confirmed within the March 2015 assessment.



Grade B These areas are clean apart from a few small items of litter. There were 317 (76%) Grade B streets confirmed within the March 2015 assessment.



Grade C These areas show accumulations of litter at back lines, kerbs and in between parked cars. There were 6 Grade (1.5%) C streets confirmed within the March 2015 assessment.



Grade D Streets are visibly and obviously heavily littered, with significant litter and refuse items. There were 2 (0.5%) Grade D assessments confirmed in the March 2015 assessment.

- 2.5 The Confirm on Demand asset and works order management system went live in March 2014 for Street Cleaning Operations. It enables real-time two way flow of information and allows enquiries from the public to be directed straight to the Task Force workforce using smart phones and tablets. All enquiries, service requests and information requests have been logged and processed through this system for a full 12 months. A performance and information framework has been developed which allows local issues and trends to be monitored and this information can be used in tandem with CIMS results and resident surveys in order to manage resources and target campaigns.
- 2.6 A Parks Quality Score is produced annually for each of Edinburgh's parks using the Green Flag judging criteria all of Edinburgh's parks. These scores are compared to the Edinburgh Minimum Standard which has been developed to benchmark our parks and record how they are improving. A range of criteria is assessed including litter and dog fouling, which can provide data on the cleanliness of the city's parks.
- 2.7 The Edinburgh People Survey is an annual survey of Edinburgh residents aged 16 and over, which asks questions around quality of life issues and for feedback around the perception of Council services. The results of the survey are used to monitor the Council's performance at both a citywide and Ward level; and track public perception of local government services. Over 5,000 residents were interviewed as part of the 2014 survey. One question posed to residents asks

what the Council can do to improve the quality of life in their neighbourhood. Three of the top ten responses related to the cleanliness of streets and open spaces.

Main report

Confirm on Demand data

- 3.1 The enquiries from the public logged onto the Confirm on Demand system in March 2015 are summarised in Figures 1 and 2 below.

| Enquiry type | Number of enquiries received |
|--------------------------|------------------------------|
| Litter | 464 |
| Dumping/fly-tipping | 436 |
| Dog fouling | 319 |
| Street cleaning request | 147 |
| Bin full | 55 |
| Broken glass | 54 |
| Bin repair required | 55 |
| Dead animal | 40 |
| Needles | 39 |
| Graffiti (non-offensive) | 29 |
| Spillage of fluids | 15 |
| Graffiti (offensive) | 14 |
| New bin request | 12 |
| Bin unsafe | 10 |
| Leaves | 7 |
| Weeds | 4 |
| Road Traffic Accident | 2 |
| Public conveniences | 2 |
| Fly-posting | 1 |
| Total | 1705 |

Figure 1: Enquiries received by the public in March 2015

| Neighbourhood | Number of enquiries received | Percentage of enquiries dealt with in agreed timescale |
|---------------------|------------------------------|--|
| City Centre & Leith | 511 | 91% |
| East | 154 | 88% |
| North | 195 | 83% |
| South | 234 | 98% |
| South West | 416 | 95% |
| West | 195 | 95% |
| Total | 1705 | 89% |

Figure 2: Number of enquires logged in each Neighbourhood in March 2015 and the percentage dealt with in agreed timescale.

CIMS survey results

3.2 The results of the March 2015 CIMS survey are summarised in Figure 3 below.

| Neighbourhood | % streets clean | CIMS score | KSB Acceptable Target | CEC Target CIMS Score | CEC Target % Clean |
|---------------------|-----------------|------------|-----------------------|-----------------------|--------------------|
| West | 96% | 72 | 67 | 72 | 95% |
| South | 100% | 80 | | | |
| South West | 96% | 78 | | | |
| North | 98% | 74 | | | |
| East | 98% | 77 | | | |
| City Centre & Leith | 100% | 73 | | | |
| City wide | 98% | 76 | | | |

Figure 3: Summary of March 2015 CIMS street cleanliness results

- 3.3 All 17 Wards achieved a cleanliness score of 67 or above, meeting the national standard for cleanliness. 14 of those Wards achieved 72, or above, meeting the Council's standard for cleanliness. The source of 75% of the litter noted within the survey was pedestrian related.
- 3.4 The highest percentage of litter noted within the survey was smoking related litter, which was noted in 53% of the streets surveyed.
- 3.5 It should be noted that these assessments took place over a period of wintry weather. During these periods some neighbourhood Task Force teams were redirected from their daily tasks to engage in winter weather gritting activity. The CIMS survey was cancelled on one day due to snow lying on the ground.

City Centre and Leith Neighbourhood

| Ward | % Streets Clean | CIMS Score |
|----------------|------------------------|-------------------|
| 11 | 100% | 75 |
| 12 | 100% | 74 |
| 13 | 100% | 67 |
| Overall | 100% | 73 |

North Neighbourhood

| Ward | % Streets Clean | CIMS Score |
|----------------|------------------------|-------------------|
| 4 | 96% | 77 |
| 5 | 100% | 72 |
| Overall | 98% | 74 |

East Neighbourhood

| Ward | % Streets Clean | CIMS Score |
|----------------|------------------------|-------------------|
| 14 | 95% | 80 |
| 17 | 100% | 74 |
| Overall | 98% | 77 |

South West Neighbourhood

| Ward | % Streets Clean | CIMS Score |
|---------|-----------------|------------|
| 2 | 87% | 87 |
| 7 | 100% | 70 |
| 8 | 100% | 88 |
| 9 | 100% | 77 |
| Overall | 96% | 78 |

South Neighbourhood

| Ward | % Streets Clean | CIMS Score |
|---------|-----------------|------------|
| 10 | 100% | 76 |
| 15 | 100% | 78 |
| 16 | 100% | 84 |
| Overall | 100% | 80 |

West Neighbourhood - CIMS Score 72, 96% clean

| Ward | % Streets Clean | CIMS Score |
|---------|-----------------|------------|
| 1 | 94% | 75 |
| 3 | 95% | 67 |
| 6 | 100% | 72 |
| Overall | 96% | 72 |

Edinburgh People Survey

- 3.6 The results of the [2014 Edinburgh People's Survey](#) show that 89% of residents surveyed are satisfied with Edinburgh as place to live, with two-thirds (67%) expressing satisfaction with the Council's management of the city overall – up from a low of 35% in 2009. Three of the top ten areas for improvement highlighted by the survey are related to waste and cleanliness: 12% of

respondents stated they would like to see improvement in street cleaning, 6% request improvements to waste collection/ uplifts and 5% looked for improvements in the way the Council tackles dog fouling.

Park Quality Assessments

- 3.7 The Parks Quality Assessments for 2015 commenced in April. The results will be available in the autumn.

Local Action and initiatives

- 3.8 Local initiatives to combat litter and maintain street and open space cleanliness are ongoing in all six Neighbourhoods:
- 3.9 **City Centre and Leith Neighbourhood:** Phase 1 of the roll-out of the Council's new trade waste bin policy has commenced in Ward 11. Businesses are now required to store their waste off public land and to present it for collection only during certain one hour windows. This has helped businesses to comply with their duty of care and take full responsibility for their waste until collection. As bags and bins are now on public space for only short periods of the time there is less time for bags to be ripped by gulls, which is having a positive impact on the cleanliness of the city centre's streets. The team continue to use data from the Confirm on Demand system to target recourses across the Neighbourhood to ensure the most effective use of resources, both in terms of cleansing and enforcement. Since April, five new precinct sweepers have been operating in the City Centre targeting pedestrian related litter, including cigarette litter.
- 3.10 **East Neighbourhood:** The East Task Force have been trialling a new precinct sweeper vehicle. This has been out regularly and has made a noticeable difference to the cleanliness of the pavements in the area. The team has also observed a reduction in street litter, which is likely to be related to the increasing containerisation of waste following the roll-out of the Council's new recycling service. The East Task Force is working with Waste Services and residents to deal with contaminated and excess waste which continues to be a problem in a few areas.
- 3.11 **North Neighbourhood:** As part of #StrongerNorth, the Council's North Neighbourhood Team has been supporting a number of clean ups, with the local community council and residents working alongside the Task Force and Housing teams to remove dumped items, litter and other debris. Further community clean ups are being planned involving the community in improving their environment in North Edinburgh.
- 3.12 **South West Neighbourhood:** The South West Neighbourhood team has been using data derived from the Confirm on Demand system along with complaints received by the Environmental Wardens to develop a dog tracking system to identify hot spots for incidents of dog fouling and target resources to these areas.
- 3.13 **South Neighbourhood:** In January 2015, the South Neighbourhood introduced three additional barrow routes in Merchiston/Montpelier (Ward 10),

Bruntsfield/Morningside (Ward 10) and Dumbiedykes/Pleasance (Ward 15) to compliment the work carried out by the mobile teams. The results of these can be seen with improved assessment scores in both wards. These barrow routes are in addition to that already in place at Buccleugh/University, Meadows East/Marchmont and St Leonards/Preston Street (all Ward 15) and Meadows West/Tollcross (Ward 10). The introduction of these seven routes allows for more flexible use of the mobile teams particularly in the Ward 16 area which increased its assessment score considerably. Barrow routes were introduced to these areas due to the high density of these locations and the additional cleaning which is needed at this time.

- 3.14 **West Neighbourhood:** The West Task Force team has been working with its Environmental Wardens to provide targeted action in local 'hot-spot' areas which have received high numbers of complaints for littering, dog fouling and excess household waste. Using Confirm on Demand data, officers have been able to identify which streets to focus on and by utilising a range of methods including posters and extra patrols they have raised awareness of the issues. This work ended with a week of action in May in the areas around the Drumbrae hub, including Dochart Drive, Durar Drive, Essendean Place and Hoseseason Gardens.

City wide initiatives:

Roll out of Edinburgh's new recycling service

- 3.15 Since the 1 September 2014, Waste Services has been replacing red and blue boxes with a wheelie bin. The new service allows residents to recycle more of their waste and make this easier by having fewer items to sort. Additional materials can now be recycled including small electrical items. Waste Services rolled out the third phase in March 2015, which means 60,000 households now receive the new service. Participation in the new recycling service is averaging 73%. The introduction of the new recycling service has had a positive impact of cleanliness standards in the areas where the red and blue boxes have been replaced. This is because the recycling material is contained in a wheelie bin and is not prone to being blown out.

City wide implementation of Trade Waste Strategy

- 3.16 Phase 1 of the roll-out commenced on 1 April 2015 in Ward 11. As reported previously, the aim of this project is to minimise trade waste permanently stored, or presented for collection, on public space through the use of clear guidelines on storing/presenting waste, education for businesses on meeting legal obligations, the removal of general waste containers from areas, and effective enforcement to embed changes. As well as clearing public space of large numbers of bins, it is intended that the new policy will reduce the amount of litter on streets resulting from wrongly presented trade waste.

Eco schools

- 3.17 Litter is a mandatory topic for all Eco Schools, and as such all schools participating in the programme regularly undertake activities to address litter. Examples of the work carried out by schools include community litter picks, mapping playground litter hotspots, litter picking rotas for school and taking part in beach clean-ups. Parks and Greenspaces support the Eco-Schools Programme on behalf of the Council.
- 3.18 There are currently 151 Edinburgh Local Authority establishments registered as Eco Schools in Edinburgh. Of these, 96% have achieved at least one award and 70 have achieved Green Flag status. Part of the work to become a Green Flag school is the production of an action plan, planning at least one year's worth of work to tackle litter related issues.
- 3.19 Two schools with particularly good action plans which include litter are Currie Community High School (CCHS) and Juniper Green Primary School.

Examples of the work delivered by the Eco Committee at CCHS are:

- Regular litter picks of Roley's Wood and school grounds;
- Success in accessing additional bins (including a recycling bin) for the school; and
- The implementation of a 'Litter-o-Meter' to track the amount of litter in the school foyer at lunch time.

Examples of the work delivered by Juniper Green students are:

- Participation in the annual Community Spring Clean;
- The establishment of Litter Detectives to do spot checks on littering; and
- Participation in a joint community initiative to tackle dog fouling.

- 3.20 Parks and Greenspaces worked in partnership with Children and Families to facilitate a Learning for Sustainability Conference in May 2015, which offered teachers the chance to participate in workshops relating to sustainable development education, outdoor learning and global citizenship.

Waste Action Grants

- 3.21 The Waste Aware Grant Programme is a Council initiative that awards grants of up to £2,500 for projects that will encourage communities to reduce, reuse and recycle. This unique funding programme raises awareness in local areas and the wider community of the need to respect and look after the environment. In linking agendas across services, it helps highlight the increasing contribution schools make to Edinburgh becoming a cleaner, greener, safer and more sustainable city.
- 3.22 To date:
- 76 Large waste projects and 10 Small waste action projects have been funded;
 - £146,392 has been awarded to fund local waste projects;

- Approximately 17 tonnes of waste have been diverted from landfill as a direct result of the programme;
- 49,000 people have directly participated in the Waste Action Grant Programme Projects through workshops, events and on-the-ground activities¹; and
- 712,527 contacts have been made with people indirectly participating in the Waste Aware Grant Programme, by receiving waste aware leaflets, reading newspaper articles about the projects, and/or hearing radio promotion about the projects.

3.23 It is anticipated that through the grant programme, and the development and support of waste related community initiatives across Edinburgh, residents of Edinburgh will be inspired to use the Council's recycling services and find ways to reduce, reuse and recycle their waste. This funding source is now being opened up to include projects that tackle litter issues.

Fly-tipping project

3.24 Zero Waste Scotland funded the City of Edinburgh Council to test different approaches to reduce fly-tipping occurring in tenement housing areas in Edinburgh. The project was devised to test the three interventions outlined in the National Litter Strategy; education, enforcement and infrastructure. The interventions were carried out over a seven week period from 1 February to 20 March 2015.

3.25 In Leith Walk (Ward 12) the enforcement intervention was tested. Increased Environmental Warden patrols working with public space CCTV operators took place in the identified streets. Additional educational materials such as bin stickers, pavement stencils and lamp post signage were distributed. These materials included messages about the illegality of dumping items besides bins and the potential for a Fixed Penalty Notice (FPN).

3.26 In Gorgie and Dalry (Ward 7) the education intervention was tested. A range of educational materials such as bin stickers, lamp post signs and posters for communal stairs were distributed throughout the identified area. These included messages about the National re-use hotline, the Council's Special Uplift Service and information about the potential for fly-tipping to result in the issue of a FPN. An 'upcycling' Workshop for residents was held on 7 March as part of 'Pass it On' Week.

3.27 In Hillside, the infrastructure intervention was tested as changes were made to the on-street recycling facilities. The number of landfill bins was reduced and the number of dry-recycling bins doubled. Glass recycling was also introduced. Nudge techniques involving stencil footsteps directing the public to the recycling

NB calculation for participation is based on the following definitions. A Family Group = 4 people, A Household = 2 people, Allotment plot holder = 2 people

banks were used. Direct mailing was used to inform residents on the new recycling options and provide information on how to dispose of other unwanted household items.

- 3.28 To measure the impact of the different approaches, a number of monitoring techniques were utilised including household surveys, and adapted LEAMs surveys. Assessment of the number of fly-tipping incidents reported by the public and recorded on Confirm was used to provide a baseline of incidents occurring within the project areas.
- 3.29 Using the resources developed and lessons learnt from the project, a toolkit with guidance and communication materials has been developed and is available to support future projects in Edinburgh, and to share with other Local Authorities faced with similar issues.

Community Clean Ups

- 3.30 The South Neighbourhood Task Force Team worked with the Council's Natural Heritage Service and KSB to launch the KSB Spring Clean Campaign on 1 April 2015. This was held at Burdiehouse Burn Valley Park, and a clean-up of the woodlands surrounding Lasswade Bank took place as part of the launch. The event was also supported by the Friends of Burdiehouse Burn Valley Park and volunteer staff from Greggs the Bakers.
- 3.31 Between January and May 2015, over 24 Community clean up events took place across the city, with over 1100 participants. Examples of groups that organised a clean-up are; Health All Round, Sciennes Primary School and Friends of the Pentlands.

Measures of success

- 4.1 To achieve the national standard of cleanliness CIMS score of 67 as a minimum in all areas
- 4.2 To achieve a city wide CIMS score of 72.
- 4.3 To meet 85% of operational commitments within the given timescale.

Financial impact

- 5.1 There is no financial impact from this report.

Risk, policy, compliance and governance impact

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

Equalities impact

- 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, particularly those with visual impairments.

Sustainability impact

- 8.1 None

Consultation and engagement

- 9.1 None

Background reading/external references

www.keepsotlandbeautiful.org

[2014 Edinburgh People Survey](#)

[Keep Scotland Beautiful Eco Schools](#)

[City of Edinburgh Council Waste Action Grant](#)

[Zero Waste Scotland National Litter Strategy](#)

John Bury

Acting Director of Services for Communities

Contact: Karen Reeves, Open Space Strategy Manager

E-mail: karen.reeves@edinburgh.gov.uk | Tel: 0131 469 5196

Links

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|--------------------------|--|
| Coalition pledges | P44 - Prioritise keeping our streets clean and attractive. |
| Council outcomes | CO7 - Edinburgh draws new investment in development and regeneration. CO17 - Clean – Edinburgh’s streets and open spaces are free from litter and graffiti. |

Single Outcome Agreement

Appendices

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.

SO4 - Edinburgh's communities are safer and have improved physical and social fabric.

N/A