

Transport and Environment Committee

10:00am, Tuesday, 7 June 2016

Cleanliness of the City

Item number	8.3
Report number	
Executive/routine	Routine
Wards	All

Executive summary

This report updates Committee on a range of performance measures, including LEAMs, CIMs and data from Confirm, concerned with the cleanliness of Edinburgh's streets and open spaces.

The citywide CIMS score assessed by Keep Scotland Beautiful in March 2016 is 71 with 93% of streets clean. Fourteen out of seventeen Wards achieved a cleanliness score of 67 or above, meeting the national standard for cleanliness. Five of those Wards achieved 72, or above, meeting the Council's high standard for cleanliness. Seven wards achieved a % clean result of 95% or above and out of those two achieved a 100% clean result. A total of 441,463 transects were surveyed during this assessment.

This 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, as well as information on dog fouling statistics and initiatives across the city. It also provides information on citywide cleanliness initiatives; updates on the roll-out of the Council's new trade waste policy and the development of a citywide litter campaign.

Links

Coalition pledges	P44
Council outcomes	CP9
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) are used throughout the year to monitor the standard of cleanliness across Edinburgh's streets and open spaces. The PI's are taken at different times throughout the calendar year, and consist of Local Environmental Audit Management System (LEAMS - three surveys per year), Cleanliness Index Monitoring System (CIMS – four assessments per year), 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 a minimum of 5% of streets and other relevant sites. Two surveys are completed internally and KSB carries out an annual validation survey which took place in March 2016. An annual report on the findings and results for each local authority is prepared by KSB.
- 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 CIMS targets for 2015/16 are a citywide score of 72, with a secondary target of 95% of streets surveyed as clean.
- 2.4 In March 2016, 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:



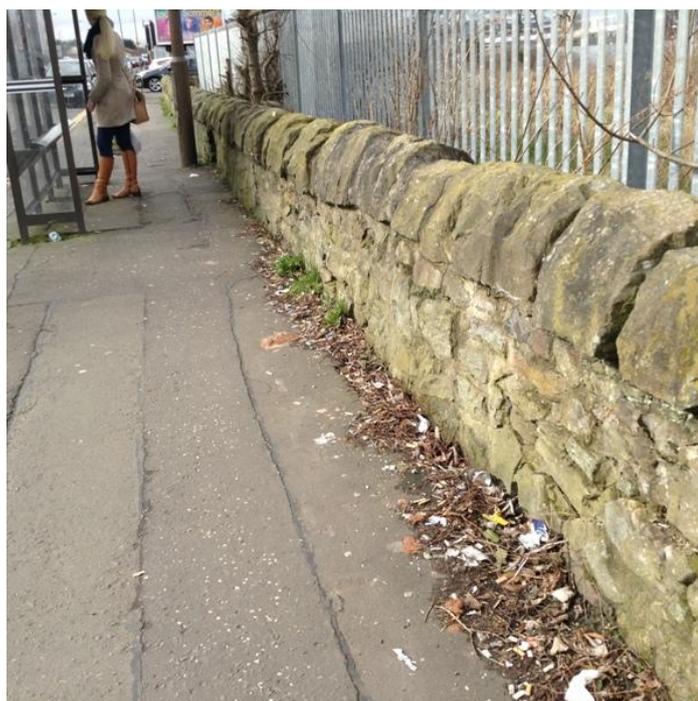
Grade A These areas have no litter or refuse on the street, on the pavement, in gutters or at back lines. There were 52 (12%) Grade A streets observed within the March 2016 assessment.



Grade B These areas are clean apart from a few small items of litter. There were 352 (79%) Grade B streets observed within the March 2016 assessment.



Grade C These areas show accumulations of litter at back lines, kerbs and in between parked cars. There were 29 (7%) Grade C streets observed within the March 2016 assessment.



Grade D Streets are visibly and obviously heavily littered, with significant litter and refuse items. There were 2 (1%) Grade D assessments observed in the March 2016 assessment.

- 2.5 The Confirm on Demand asset and works order management system enables a 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. 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 Dog fouling is assessed using a variety of performance indicators, capturing information from different sources to provide a robust overview of those areas where there is a significant problem and the Council’s response. These indicators include the number and distribution of dog fouling complaints received, the number of Fixed Penalty Notices (FPNs) issued for dog fouling, % of CIMS transects containing dog fouling and the annual Edinburgh Peoples survey results.
- 2.7 A Parks Quality Score is produced annually for each of Edinburgh’s parks using the Green Flag judging criteria. The 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.

Main report

Confirm on Demand data

- 3.1 The enquiries from the public logged onto the Confirm on Demand system in March 2016 are summarised in Tables 1 and 2.

Neighbourhood	Number of enquiries received	% of enquiries dealt within agreed timescale	CEC Target
City Centre & Leith	523	62%	85%
East	235	76%	
North	237	70%	
South	199	95%	
South West	424	87%	
West	189	89%	
Total	1807	74%	

Table 1: Number of enquires logged in each Neighbourhood in March 2016 and the % dealt with in agreed timescale.

- 3.2 Three neighbourhoods (South, South West and West) achieved the target of 85% for dealing with enquiries within the given timescales. Citywide the target was not met with 74% of enquiries being dealt within the given timescales.
- 3.3 The largest numbers of requests received were for litter (566 requests) and fly-tipping/dumping (559 requests).

Enquiry type	Number of enquiries received
Litter	566
Dumping/fly-tipping	559
Dog fouling	241
Street cleaning request	147
Bin full	42
Bin repair/replace/resite	37
Broken glass	35
Needles	34
Leaves	34
Dead Animal	33
Graffiti (non-offensive)	24
Spillage of fluids	22
Graffiti (offensive)	9
New bin request	8
Bonfire clearance	5
Public Conveniences (including cleaning, closures, repair and safety)	4
Clear up of Road Traffic Accidents	2
Weeds	1
Beach cleaning request	1
Total	1808

Table 2: Enquiries received by the public in March 2016

CIMS survey results

3.4 The results of the March 2016 CIMS survey are summarised in Table 3 below.

Neighbourhood	% streets clean	CIMS score	KSB Acceptable Target	CEC Target CIMS Score	CEC Target % Clean
City Centre & Leith	84	64	67	72	95%
East	96	70			
North	94	73			
South	95	69			
South West	97	78			
West	93	69			
City wide	93	71			

Table 3: Summary of March 2016 CIMS street cleanliness results

Survey date	Citywide score	
	% streets clean	CIMS
December 2014	96%	71
March 2015	98%	76
June 2015	95%	74
September 2015	93%	69
December 2015	97%	74
March 2016	93%	71

Table 4: Trend data for percentage of streets clean and CIMS score

3.5 Table 4 shows the CIMS scores and % streets clean scores from the past 5 surveys covering the period December 2014 to March 2016. CIMS scores can be influenced by the inclusion of a relatively small number of Grade C or D streets. However, the % streets clean figure shows the percentage of streets meeting Grade B or above and can therefore be viewed as a more accurate indicator to monitor the cleanliness of the streets throughout the city.

- 3.6 Fourteen out of seventeen wards achieved a cleanliness score of 67 or above, meeting the national standard for cleanliness. Five of those wards achieved 72, or above, meeting the Council's high standard for cleanliness. Seven wards achieved a 95% or above clean result and out of those, two achieved a 100% clean result. The source of 88% of the litter noted within the survey was pedestrian related.
- 3.7 The highest % of litter noted by type within the survey was smoking related litter, which was noted in 78% of the streets surveyed.
- 3.8 There were two D grade streets surveyed in the March assessment. One of these was in the North Neighbourhood (Ward 1) and the other two were located in the West Neighbourhood (Ward 4). These were due to accumulation of severe littering and fly-tipping.

City Centre and Leith Neighbourhood

Ward	% Streets Clean	CIMS Score
11	87	64
12	88	65
13	76	63
Overall	84	64

East Neighbourhood

Ward	% Streets Clean	CIMS Score
14	95	71
17	96	69
Overall	96	70

North Neighbourhood

Ward	% Streets Clean	CIMS Score
4	94	71
5	94	75
Overall	94	73

South Neighbourhood

Ward	% Streets Clean	CIMS Score
10	95	72
15	96	71
16	93	66
Overall	95	69

South West Neighbourhood

Ward	% Streets Clean	CIMS Score
2	96	84
7	92	65
8	100	87
9	100	74
Overall	97	78

West Neighbourhood

Ward	% Streets Clean	CIMS Score
1	94	70
3	90	69
6	92	68
Overall	93	69

Dog Fouling Framework and performance update

Dog Fouling Complaints

- 3.9 From 1 February 2016 to 31 March 2016 a total of 297 dog fouling complaints were received by the Environmental Wardens. This represents a 28% reduction compared to 2015 which recorded 417, and an increase of 6 complaints compared to the 291 received over the same period in 2014.

Dog Fouling Fixed Penalty Notices

- 3.10 During 1 February 2016 to 31 March 2016, a total of 14 FPNs were issued across all 6 neighbourhoods compared to the 16 issued in 2015, and 75 issued in 2014 over the same period.

South West Neighbourhood

- 3.11 The South West Neighbourhood operates a dog fouling tracking system, which assesses the impact of dog fouling on the environment in the area. It identifies and highlights areas which are most affected by dog fouling in the Neighbourhood and details action taken by the Environmental Wardens to reduce the number of incidents by way of patrols, public awareness and Fixed Penalty Notices (FPNs). Patrol times are staggered over the course of the day unless clients can provide specific times.
- 3.12 Throughout the months of February and March a total of 175 complaints were received in relation to dog fouling in the South West Neighbourhood. Three FPNs was issued in Stenhouse Drive, Slateford Road and Calder Park to persons witnessed allowing their dog to foul. A total of 326 patrols were carried out over the period.

West Neighbourhood

- 3.13 As the West Neighbourhood Team receive a high level of dog fouling complaints during the months of January, February and March every year, dog fouling initiatives were programmed in during these months to tackle the problem. High visibility patrols were carried out at 'hot spot' locations, along with signage being erected in areas identified through complaints/enquiries, and stencilling put on pavements affected by dog fouling. Unfortunately no FPNs have been issued to date for dog fouling as all owners on the dates patrolled were seen to pick up their dogs faeces. FPNs were however issued during these operations for littering, and unauthorised disposal of domestic waste. Patrols also identified fly tipped items to be removed, blocked drains and dog fouling which required to be cleansed. A reduction in fly tipped items at recycling points within the areas patrolled was noted.

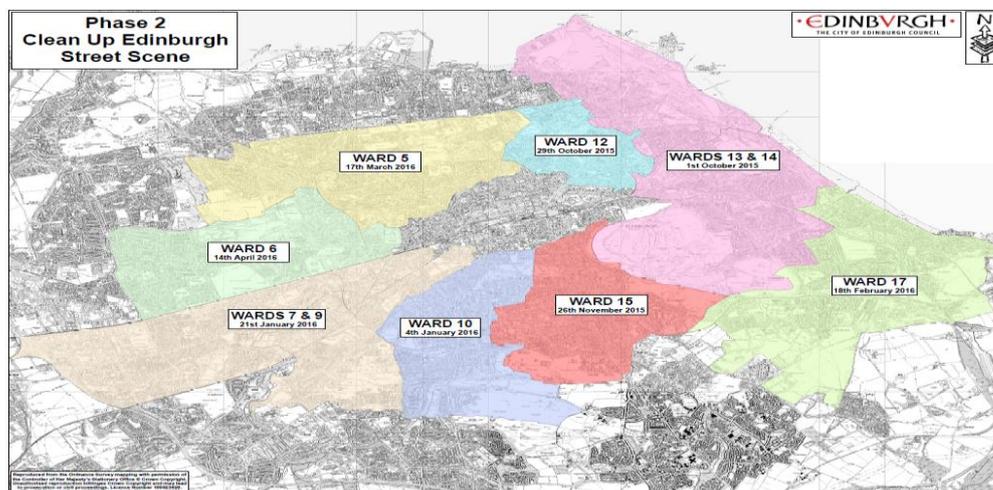
Citywide and Local Action and initiatives

Citywide implementation of Trade Waste Strategy

- 3.14 Phase 2 of the Street Scene Project started in October 2015 and to date the new trade waste policy has been implemented in Wards 7, 9-15 and 17. A reduction of 80% in trade waste bins permanently stored on public land is expected. The project is running on time and due to be completed by the end of June 2016.
- 3.15 As well as making Edinburgh a cleaner, greener and safer city, in line with the Councils five-year strategic plan, the Street Scene project also serves to focus business owner's attention on the waste they produce and how they dispose of it. This has helped to contribute to an increase in recycling of commercial waste

across the city centre as reported by the 17 waste carriers operating in Edinburgh.

- 3.16 The Street Scene Project was acknowledged at the KSB annual Local Environmental Quality Network awards ceremony which took place in March 2016. The project was awarded a Local Environmental Quality Award in recognition of its efforts to improve Edinburgh's environment.



Map 1: Roll-out of new trade waste policy Phase 2

- 3.17 The Environment Service Support Unit in Waste Services is working closely with Neighbourhoods to tackle ongoing issues encountered as a result of changes to waste collection arrangements, such as bins left out on the street, contaminated and uncollected waste and overflowing bins. The Council's policy is that if the bin is contaminated it will not be collected by the recycling vehicle. However, the Council is looking at the processes which lie behind the policy to better manage these situations.

Local and national litter campaigns

- 3.18 The Council is currently developing a campaign to encourage behaviour change in relation to dropping litter, fly-tipping, dog fouling and other environmental anti-social behaviour. The focus of this campaign will be on promoting pride in our city. It is expected the campaign will be launched this summer.
- 3.19 The Council has joined forces with KSB and Hubbub and, with residents and businesses in the Grassmarket area, will trial new approaches to tackling litter and increasing civic pride through a project called 'Neat Street's'.
- 3.20 The 'Neat Streets' project started on Villiers Street, Westminster, London in the summer of 2015. Hubbub trialled new approaches to tackling littering, using the latest thinking on behaviour change and awareness raising from around the world.
- 3.21 The first Neat Streets event took place in the Grassmarket during March, whereby residents and businesses were given the opportunity to highlight the

litter issues they are aware of in the area and comment on initial ideas on the types of interventions that could be used. The outcomes of this project will help the Council identify the best techniques to utilise in its citywide campaign.

- 3.22 The Council's Community Protection, Open Space Strategy and Communications Teams submitted an application to Zero Waste Scotland for their Litter Communications Fund in January. This funding was due to allow the Council to utilise communications materials that are specifically designed to target localised areas such as parks and beaches. However, the Council was informed in March that due to funding restraints at Zero Waste Scotland the project could not be funded in the 2015/2016 financial year. The Council awaits further updates from Zero Waste Scotland on when the funding stream will become available.
- 3.23 Work on the Council's litter strategy/action plan has continued since winter 2015. Research on litter projects and strategies throughout the UK fed into a draft document which was presented to frontline street cleaning, Community Safety and Environment staff in December 2015. Feedback has been incorporated into a strategy and action plan and has been sent to Zero Waste Scotland for input.

Community Clean Ups

- 3.24 Nearly 40 events have taken place already this year (up to March 2016), with more than 800 volunteers taking part. There are another 17 events planned, and more are being arranged every day. Task Force teams continue to provide support for these events by providing litter pickers, bags and uplifting litter and waste collected after the event. Waste Services Community Engagement Team also provides guidance, posters, certificates and support to those organising an event.
- 3.25 In February 2016, an Edinburgh resident and member of the Friends of Pentland Hills, received the prestigious Clean Up Scotland "Hero of the month" award in recognition of their persistent efforts to pick up litter in the Pentlands. The award is part of the national Clean Up Scotland campaign, organised by the environmental charity KSB.

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 All street scene waste is screened to remove recyclable materials prior to disposal, to reduce the amount of waste going to landfill. The current rate of recycling achieved from street scene waste is 30%.

Consultation and engagement

9.1 Where local anti-litter initiatives and projects are delivered, such as community cleans ups, we always seek to engage with local community groups and stakeholders to deliver a successful result.

Background reading/external references

www.keepsotlandbeautiful.org

[2014 Edinburgh People Survey](#)

[Keep Scotland Beautiful Eco Schools](#)

[Zero Waste Scotland National Litter Strategy](#)

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Links

Coalition pledges	P44 - Prioritise keeping our streets clean and attractive.
Council outcomes	CP9 – An attractive city
Single Outcome Agreement	SO4 - Edinburgh's communities are safer and have improved physical and social fabric.
Appendices	N/A