

# Birmingham City Council

## Neighbourhoods Overview and Scrutiny Committee

4 October 2023



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**Subject:** Cleaner Streets: Monitoring the implementation of scrutiny recommendations

**Report of:** Councillor Majid Mahmood, Cabinet Member, Environment

**Report author:** Darren Share, Director, Street Scene

### 1 Purpose

To update Neighbourhoods Scrutiny Committee on the implementation of recommendations R01 – R012 from the meeting on 7 June 2023.

### 2 Recommendations

2.1 That this update be noted by the Committee.

### 3 Any Finance Implications

3.1 All finance implications in light of the S114 announcement on 4 September 2023 should be taken into consideration when reviewing the progress of the recommendations. Where spend was approved before the announcement then activities will continue up to the limit of that agreed expenditure. Where new spend is incurred after this date, requests will have to be made to and decided by the S151 officer. Waste collection is considered a statutory/essential service that the council is obliged to provide.

### 4 Any Legal Implications

4.1 Not applicable

### 5 Any Equalities Implications


5.1 Not applicable

### 6 Appendices

6.1 Appendix A: Cleaner Streets Response Table

Ref	Recommendation	Response	What Does Success Look Like	Implementation
R01	Introduce Local First	<p>Our services are built up from the ground from each asset we maintain a work schedule is produced. This is reported on a Ward basis. Teams are deployed to work to these schedules.</p> <p>In 2017 these schedules were shared with the local councillors to test their relevance we are repeating that exercise now with depot visits and information sharing. Some local councillors have not been able to attend these briefings so their information will be shared with them and further opportunities created for depot visits</p> <p><u>06 September 2023</u> Any changes with the work programme will be sent to the relevant local councillor. We are currently investigating providing a digital solution combined with grounds maintenance data.</p>	Local Councillors are aware of their work programmes	<p>Work programmes shared by May 2023</p> <p>ACHIEVED - ONGOING</p>
R02	Deliver a new Litter Prevention Strategy	<p>Due to intelligence and lessons learnt from the Commonwealth Games we recognised the need to review the policy. We will build upon the work started by the Scrutiny committee to develop a new strategy. We will be supported by Keep Britain Tidy.</p> <p><u>06 September 2023</u> Still working on this with KBT, we have examples of Litter Strategies from around the UK which is informing our plan for the City.</p>	A new Litter Prevention Strategy will be produced	<p>September 2023</p> <p>ON TARGET</p>
R03	Implement localities approach to delivery	<p>There are currently 64 vacancies within the Street Cleansing Service. We are just about to recruit to these posts. Once we have these staff in place we will directly employ 100% of the workforce.</p> <p>Teams will be dedicated in areas to develop a better understanding and local knowledge.</p> <p>We will encourage staff to interact with communities.</p>	A fully committed workforce reflected of the local community	Recruitment June 2023

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		<p>Our Love Your Environment approach will target additional resources to areas of need through discussions with local councillors and communities.</p> <p>Each Ward will be allocated a manager and it would be good to identify and have regular walkabouts with the local managers, beat sweepers and ward crews.</p> <p><u>6 September 2023</u></p> <p>Vacancies have been paused, however vacancies are being covered by agency staff. The Love Your Environment days have continued</p> <table><tr><td></td><td>LYE Days completed</td><td>Total Tonnage collected</td><td>Dumped sacks collected</td><td>Litter Picked Bags</td><td>Graffiti removal</td></tr><tr><td>From Jan 23- Mar 23</td><td>106</td><td>563.35</td><td>16202</td><td>6538</td><td>2271 tags</td></tr><tr><td>From April 23- 25<sup>th</sup> July 23</td><td>117</td><td>923.60</td><td>24332</td><td>9854</td><td>6445 tags</td></tr><tr><td>Total</td><td>223 Days</td><td>1,486.95 tn</td><td>40,534 Bags</td><td>16,392, Bags</td><td>8716 tags</td></tr></table> <p>Each manager has been allocated to a Ward that can be shared with the local Councillors which can be found here:</p>		LYE Days completed	Total Tonnage collected	Dumped sacks collected	Litter Picked Bags	Graffiti removal	From Jan 23- Mar 23	106	563.35	16202	6538	2271 tags	From April 23- 25 <sup>th</sup> July 23	117	923.60	24332	9854	6445 tags	Total	223 Days	1,486.95 tn	40,534 Bags	16,392, Bags	8716 tags	<p>willing to engage with communities to identify and resolve problems.</p> <p>Local managers empowered to direct resources responding to local need</p> <p>An interactive relationship between the service at all levels and the community we serve.</p>	<p>Ward Manager Allocation May 2023</p> <p>ONGOING</p>
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		 Copy%20of%20WardsCoveredPerDepot.xls  Managers responsible as at 20.09.23:  Lifford Household, Recycling & Bulky – Lesley Sparkes Lifford Street Cleansing – Mark Airey  Atlas Household, Recycling & Bulky – David P Miller Atlas Street Cleansing – Rachel Pearson  Perry Barr Household, Recycling & Bulky – Richard J Smith Perry Barr Street Cleansing – Justin Hillyer.		
R04	Use key messages to deter litter and fly tipping tailored to the intended audience.	<p>We are working with Keep Britain Tidy to do this. They are bringing a series of options and examples we are exploring. One being chewing gum, using their materials we have seen a drop in chewing gum in the piloted areas. Working with KBT and Veolia we are looking at our communications and our current environmental educational offer. We have used crime scene tape and stencils to highlight fly tipping and more targeted communications are planned. We are currently investigating ECO schools the RHS campaign for School Gardening as ways to improve our environmental education.</p> <p><u>6 September 2023</u>            Veolia are hosting videos and infographics on their website that details the journey of waste after it has been tipped  <a href="https://www.birmingham.veolia.co.uk/journey-waste">https://www.birmingham.veolia.co.uk/journey-waste</a></p>	<p>A series of targeted messages are produced</p> <p>The information on services is available electronically</p> <p>The services and environmental delivery</p>	<p>June 2023</p> <p>July 2023</p> <p>September 2023</p> <p>ONGOING</p>

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		<p>BCC web policy is such that third party content is not duplicated on the .gov website, hence the signposting from our site.</p> <p>The format of presentation for Grime Watch has been tweaked to embed videos in social media posts and we have engaged with Birmingham Updates to repackage the core Grime Watch episode into one more suited for the audience on TikTok, with a significant increase in viewership as a result.</p>	<p>programmes through Waste Prevention and the Ranger Service is updated and rolled out</p> <p>A second bid for KBT chewing gum project will be submitted.</p> <p>The new procurement process will require the providers to provide more educational resources for schools</p>	
R05	Adopt a One Team, One Council approach	Staff will be dedicated to specific areas, this will be the same across the whole of Street Scene. There are close working relationships across the services. Under Love Your Streets Love Your Environment all teams	A One Council Approach to environmental	June 2023

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		<p>come together to resolve any local issues and provide a joined up service delivery. We are currently in the process of transferring the Housing function to Street Scene that will bring all environmental operations under one service. A full training programmes has been developed for Street Cleaning and Grounds Maintenance Teams and had been implemented.</p> <p><u>6 September 2023</u>  All is in train. A local team is established. People are kept in localities so local knowledge and continuity is kept. Waste Enforcement teams have been allocated across city; Grounds Maintenance are meeting regularly with Street Cleaning to liaise and tackle joint problems to improve the local environment. Everyone comes together to deliver Love Your Environment days and tackle hard to reach parts of the Ward.</p>	<p>management with empowered and trained staff.</p> <p>Increased in Love Your Environment days</p> <p>Love your environment will bring a coordinated approach across a number of teams</p> <p>No one will walk past a problem</p>	<p>July 2023</p> <p>May 2023</p> <p>ACHIEVED - ONGOING</p>
R06	Culture Change	<p>We do recognise the work the teams are doing, they are doing a massive amount to make the city as clean as it is. It is a challenge to motivate staff when they read the press or reports that just say more work is needed or we are a failing service. We are going to recruit and along with that will come a training package and this year we are looking to train aspiring managers from within the workforce</p>	<p>We have introduced toolbox talks, recruitment is planned for April and a</p>	<p>June 2023</p> <p>ONGOING</p>

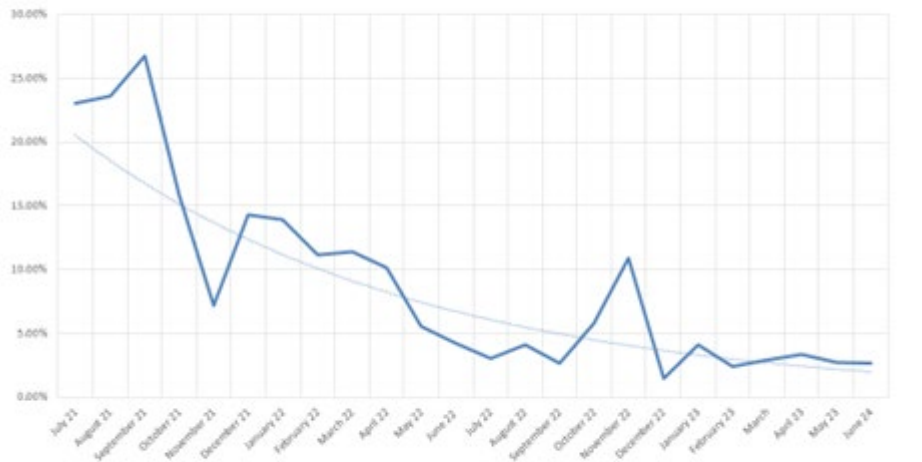

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		<p><u>6 September 2023</u></p> <p>Toolbox talks have been introduced</p> <p>Training programme for all staff introduced</p> <p>Vacancies have been paused, however vacancies are being covered by agency staff</p> <p>We are continuing to develop links into the communities and support groups who want to help. We provide equipment and training and will collect anything they pick up</p> <p>Volunteer Data Jan23- March 23</p> <table><tr><td></td><td>Jan-23</td><td>Feb-23</td><td>Mar-23</td></tr><tr><td>Bags Collected</td><td>678</td><td>718</td><td>913</td></tr><tr><td>Hours</td><td>197.85</td><td>201.5</td><td>215.07</td></tr><tr><td>Days</td><td>39.57</td><td>40.3</td><td>43.014</td></tr></table> <p>Volunteer Data April – July 23</p> <table><tr><td></td><td>Apr-23</td><td>May-23</td><td>Jun-23</td><td>Jul-23</td></tr><tr><td>Bags Collected</td><td>687</td><td>792</td><td>835</td><td>727</td></tr><tr><td></td><td></td><td>256.02</td><td></td><td></td></tr><tr><td>Hours</td><td>276.97</td><td>3</td><td>317.44</td><td>272.26</td></tr></table>		Jan-23	Feb-23	Mar-23	Bags Collected	678	718	913	Hours	197.85	201.5	215.07	Days	39.57	40.3	43.014		Apr-23	May-23	Jun-23	Jul-23	Bags Collected	687	792	835	727			256.02			Hours	276.97	3	317.44	272.26	<p>training package has started.</p> <p>We will support communities and work alongside them to clean up areas. We will recognise the work of the volunteers both formally and informally</p>	
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		<div> <div>Days</div> <div>51.204</div> <div>55.394</div> <div>6</div> <div>63.488</div> <div>54.452</div> </div> <p>Registered Volunteers: Total of 600 solo pickers and 194 groups registered since February 2023.</p>		
R07	Implement a proactive enforcement approach.	<p>The enforcement team have been increased from 8 to 19 plus 6 ward based neighbourhood enforcement officers. A very close relationship has been developed with the Neighbourhood Action Co-ordinators who are helping to target actions. 20 additional cameras have been brought and more are planned.</p> <p>We are working more closely with the litter enforcement teams and providing evidence to target this resource across the city.</p> <p><u>6 September 2023</u></p> <p>Flytipping stats for 2023 are continuing to be lower than in previous years. As of week 26, we are the lowest number of reported incidents for the corresponding week over the last 5 years.</p>	Fly tipping statistics are reducing with the approaches in place we would expect this to continue.	<p>June 2023</p> <p>ACHIEVED - ONGOING</p>



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		<p><u>FLYTIPPING: NUMBER OF WEEKLY REPORTS OF FLY TIPPING (YEARLY COMPARISON)</u></p> <p>Source: Resident reports via contact centre and website as recorded on M3 database</p> <p>Birmingham City Council</p>		
R08	Establish small grant budgets for all Wards	<p>Within the Street Scene budget there is no opportunity to devolve a budget to Wards. There is provision to support groups with equipment and resources. Since November 22 we have cleared 15,203 bags of rubbish collected by groups and supported 311 groups. A small seed corn grant is provided to Birmingham Open Spaces Forum for them to support local groups to bid for money that is not available to the City Council. In 2022/23 and £20,000 grant has brought in over £120,000 of projects delivered by community groups.</p> <p><u>6 September 2023</u></p>	Groups are fully supported in their requests.	

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		Out of the scope of the City Operations to achieve this. However the service will continue to support local groups with equipment and pick up any rubbish they collect.		
R09	Extend the Love Your Environment Days	<p>Love Your Environment is an approach that started earlier this year to provide additional resources to target areas of need with a Ward. Since this initiative started we have completed 108 events. It is planned that these dates and locations are shared with Ward Councillors to ensure they are targeted in the right place.</p> <p><u>6 September 2023</u></p> <p>See RO3 table above</p> <p>We do monitor the LAMS scores across all Wards. The graph below does show how the LAMS score has changed since the introduction of</p>	Improved LAMs scores and cleaner Wards	<p>July 2023</p> <p>ACHIEVED - ONGOING</p>

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		<p>the interventions</p> <p><u>FLYTIPPING: LAND AUDIT MANAGEMENT SYSTEM SURVEYS</u></p> <p>Percentage of LAMS assessments where the fly tipping grade was determined to be B or C (unacceptable standard)</p>  <p>Data reported from Waste Prevention Team</p> <p></p>		
R10	Introduce a proactive approach to graffiti and fly	<p>We do remove from private land and properties however we do need permission from the property owner. A process for the teams has been developed, once we have gained permission the disclaimer is ongoing</p> <p><u>6 September 2023</u></p>	Dedicated graffiti teams, well trained and aware of processes. A	June 2023

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	posting on private land	Achieved – ongoing. We have maintained our relationship with Network Rail and Kier and we co-ordinate clearance of graffiti	full record of graffiti removed	ACHIEVED - ONGOING
R11	Promote options for residents and businesses to dispose of items	<p>The website currently promotes the 2 reuse sites. Each Household Recycling Centre currently has an option to transfer items to the reuse shop at James Road. We will explore with the Web Team the option of promoting alternative venues. This will include other apps and opportunities such as Trolleywise.</p> <p><u>6 September 2023</u> Web policy does not currently support the promotion of external charity or private organisations, however the web team could encourage people to consider donating to their local charities or community reuse projects.</p>	Residents feel knowledgeable of how to dispose of unwanted items	September 2023
R12	Map current bin assets	<p>There currently isn't an up to date list of our bin assets. This work will be started.</p> <p><u>6 September 2023</u> We are currently identifying a system to record the information but crews are plotting bin locations onto paper maps for future input in onto the preferred IT solution (when found)</p>	A list of bin assets with emptying schedule will be completed and shared with Ward Councillors	<p>January 2024</p> <p>IN PROGRESS</p>