

Ref	Recommendation	Response	What Does Success Look Like	Implementation
R01	Introduce Local First	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.	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 Councillor have not been able to attend these briefings so their information will be shared with them and further opportunities created for depot visits	Work programmes shared by May 2023
R02	Deliver a new Litter Prevention Strategy	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.	A new Litter Prevention Strategy will be produced	September 2023
R03	Implement localities approach to delivery	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. Teams will be dedicated in areas to develop a better understanding and local knowledge. We will encourage staff to interact with communities. Our Love Your Environment approach will target additional resources to areas of need through	A fully committed workforce reflected of the local community willing to engage with communities to identify and resolve problems. Local managers empowered to direct resources responding to local need	Recruitment June 2023 Ward Manager Allocation May 2023

		<p>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>An interactive relationship between the service at all levels and the community we serve.</p>	
R04	<p>Use key messages to deter litter and fly tipping tailored to the intended audience.</p>	<p>We are working with Keep Britain Tidy to do this. They are bring 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>A series of targeted messages are produced</p> <p>The information on services is available electronically</p> <p>The services and environmental delivery 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>	<p>June 2023</p> <p>July 2023</p> <p>September 2023</p>
R05	<p>Adopt a One Team, One Council approach</p>	<p>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</p>	<p>A One Council Approach to environmental management with</p>	<p>June 2023</p>

		Environment all teams 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.	empowered and trained staff. Increased in Love Your Environment days Love your environment will bring a coordinated approach across a number of teams No one will walk past a problem	July 2023 May 2023
R06	Culture Change	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	We have introduced toolbox talks, recruitment is planned for April and a training package has started. We will support communities and work alongside them to clean up areas. We will recognise the work of the volunteers both formally and informally	June 2023
R07	Implement a proactive enforcement approach.	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.	Fly tipping statistics are reducing with the approaches in place we would expect this to continue.	June 2023

		We are working more closely with the litter enforcement teams and providing evidence to target this resource across the city.		
R08	Establish small grant budgets for all Wards	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 from a budget of £200,000. 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 a £20,000 grant awarded to BOSF stimulated over £120,000 of projects delivered by community groups.	Groups are fully supported in their requests.	
R09	Extend the Love Your Environment Days	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.	Improved LAMs scores and cleaner Wards	July 2023
R010	Introduce a proactive approach to graffiti and fly posting on private land	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	Dedicated graffiti teams, well trained and aware of processes. A full record of graffiti removed	June 2023
R011	Promote options for residents and businesses to dispose of items	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.	Residents feel knowledgeable of how to dispose of unwanted items	September 2023

R012	Map current bin assets	There currently isn't an up to date list of our bin assets. This work will be started.	A list of bin assets with emptying schedule will be completed and shared with Ward Councillors	January 2024
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