

Erdington District's Neighbourhood Challenge-Clean & Green

1. Introduction from Josh Jones, Executive Member, Erdington District Committee

“ At its Annual General Meeting in May 2015, Birmingham City Council gave a new responsibility to the ten District Committee's to undertake a “Neighbourhood Challenge.” This involves putting the spotlight on a district issue affecting local residents and exploring ways to improve the experiences of local people.

The Erdington District Committee agreed, in September 2015, to use the new powers available to it to undertake a challenge exercise into:

“Clean and green issues and how relevant services across the district could be improved.”

I am grateful to the council officers and district partners who gave evidence to Erdington District Committee and also to the District Members who, at a special session on 9 March 2016, helped to review the evidence and agree recommendations for future clean and green improvements.

Having got this far with our neighbourhood challenge exercise we must continue to work with providers to bring about the improvements desired and ensure we receive regular updates. “

2. Purpose of the Neighbourhood Challenge

District Members recognize that the environment in which people live has a significant impact on both their physical health and mental wellbeing. Clean streets and well maintained local parks and open spaces make a powerful contribution to resident's quality of life and levels of satisfaction with the area in which they live.

The City Council has challenging targets around environmental cleanliness and recycling. It has recently introduced wheelie bins for household waste and for the recycling of paper/ cardboard, multi-materials and a chargeable green waste service. Whilst there was not universal support for wheelie bins amongst all District Members now they are here all Members are united in wanting to see the arrangements that have been put in place working effectively and efficiently in order to enhance residents experience and in turn their perception of the council.

The Neighbourhood Challenge exercise aims to assist the council and the relevant service departments to improve clean and green related services across Erdington. It will also enable Members and officers to gain a better understanding of the overall services available and the experiences of local residents.

3.Key Questions for our Neighbourhood Challenge Exercise

A list of key questions for the challenge exercise was developed as follows:

Topic: Clean & green issues (including wheelie bins.)		<u>Who can provide evidence?</u>
1.	<u>Parks & Open Spaces</u>	BCC parks
a)	Can we evidence standards of cleanliness in our parks & open spaces compared to other districts and local authorities:	BCC GM Contractor
b)	What resources (financial & human) are expended on the above in Erdington District and how does that compare to other districts and local authorities?	BCC Fleet & Waste BCC Housing
c)	Despite limited resources how can we improve standards and improve Erdington resident perceptions of the service?	Veolia
2.	<u>The District as a place to live, work and shop</u>	Env Quality Surveys
a)	Can we evidence standards of cleanliness in Erdington District compared to other districts and local authorities in respect to our: <ul style="list-style-type: none"> • Streets • Local shopping centres • housing owned land • car parks 	Env Health Officers Ward Committees HLBs Residents groups
b)	What resources (financial & human) are expended on the above in Erdington District and how does that compare to other districts and local authorities?	KRT WLCA
c)	Despite limited resources how can we improve standards and improve Erdington resident perceptions of the service?	CVCHA / Pioneer
3.	<u>Refuse Collection & Recycling</u>	Forest Schools / KFC
a)	What are the current recycling rates across Erdington District for: <ul style="list-style-type: none"> - Paper/cardboard - Multi materials - Garden / green waste Have these rates improved (or not) since the introduction of wheelie bins?	Other third sector Friends of groups BOSF
b)	What are the current levels of residual waste disposal (landfill) for Erdington District and have the levels improved (or not) since the introduction of wheelie bins?	Place managers
c)	What resources (financial & human) are expended on the above in Erdington District and how does that compare to other districts and local authorities?	Schools
d)	What are the current levels of Erdington residents satisfaction with the refuse collection service and has this improved (or not) since the introduction of wheelie bins	Resident survey
e)	How can we further raise standards on recycling and improve Erdington residents perceptions of refuse collection service?	

4. Methodology for conducting the Neighbourhood Challenge

Two evidence gathering sessions were held at district committee meetings and the detailed evidence taken at these two sessions is attached as Appendix 1.

Firstly, on 24 November 2015, a session was held to consider the management and maintenance of local parks and open spaces with evidence taken from the Area North Parks Manager and the City's Grounds Maintenance Contract Manager. Then, to gain an understanding of how partners and community organisations can contribute to parks management and park improvements an external perspective was provided by Linda Hines, Friends of Witton Lakes and from Jagwant Johal on behalf of Witton Lodge Community Association. In addition, at this session, the North Senior Service Manager for Housing and the North Street Scene Co-ordinator were interviewed and gave evidence concerning the way the council's housing teams are addressing clean and green issues locally. Finally, Mike Davis, District Head, gave evidence in relation to the maintenance of the council's Erdington based Pay & Display car parks that were, until May 2015, managed by the district team.

The second session was held at Erdington's District Committee meeting on 26 January 2016 and was devoted to issues around Erdington District's refuse collection, street cleansing and recycling services with evidence taken from Richard Smith, a Perry Barr depot based officer within the BCC Fleet & Waste Management Service.

Once the two evidence giving sessions had been completed a special meeting of the Erdington District Members was held on 9 March 2016 to reflect on the evidence and crucially to develop a set of recommendations designed to encourage future improvement to the way local services operate or to add value to the existing arrangements.

5. Findings:

(a) What Works Well

- District Members paid tribute to the efficiency and responsiveness of Nick Reid, Depot Manager, who personally deals with so many enquiries they submit direct to him on behalf of residents. Members value having this point of contact in order to resolve resident issues
- District Members recognize the contribution of John Porter, Area Parks Manager in working with partners in an innovative manner to improve the districts parks and open spaces
- The work of Friends of Parks Groups and other volunteer based groups as well as third sector organisations was acknowledged. The role of those outside of the Council is increasingly important in this time of shrinking resources.

(b) What Needs Improving:

- A re-occurring theme is the need to improve communications with District Members and with partners. These can help in the identification of repeat hotspot areas and help suggest where scarce resources can best be deployed. They can also help in monitoring the efficiency and effectiveness of council services.
- On EQS scores 3 of 4 Wards in district are falling below the target on littering, 2 of 4 are falling below standard on fly posting. Tyburn Ward is one of nine in the city failing on all 3 scores. (Appendix 2)
- A detailed set of recommendations follows and it is the intention to review progress in delivering these by means of a progress report in six months and again in 12 months.

6. Recommendations

	Recommendations	Responsibility	Timescale
Improving Cleanliness across the District:			
R01	Improve refuse collection arrangements for flats above shops introducing wheelie bins where practical to do so	Depot Manager	March 2017
R02	Improve refuse collection arrangements to residents in newly built homes within district	Depot Manager	Sept 2016
R03	Provide a list of homes requiring alternative alleycat collection service and work to stabilize	Depot Manager	Sept 2016
R04	Ensure all bins are collected on the day specified (and not the next day) Improved communication on missed collections and when round not completed from crew to depot and then to Members	Depot Manager	Sept 2016
R05	Share street cleansing rotas with Members and partners at ward level to ensure the same resource is best meeting local needs	Depot Manager	Sept 2016
R06	Make better use of EQS reports at Tasking meeting, Members meetings and in district clean & Green group	EQS Surveyor / District Head/ Tasking Chairs	March 2017
R07	Recycling Banks to be removed in conjunction and with agreement of Ward Members to ensure implications understood.	Depot Manager	Sept 2016
R08	Encourage regular enforcement around trade waste contracts	Environmental Health Officer	Sept 2016
R09	Greater communication with District Members about enforcement campaigns to allow resources to be influenced / targeted.	Environmental Health Officer	Sept 2016
R10	Greater enforcement around fly posting where contact details are readily available	Environmental Health Officer	Sept 2016
R11	Better deployment of mobile CCTV cameras in conjunction with Members (e.g Car parks)	Place Manager (Community Safety)	Sept 2016
R12	Work toward introducing more regular systematic cleaning arrangements in place on BCC local car parks	District Car Parks Lead	Sept 2016
R13	Better use of Housing Environmental Capital Budget to tackle hotspot areas	Budget Programme Lead	March 2017

Park & Open Spaces			
R14	Potential to expand wildflower meadow approach (rather than grass cutting) in conjunction and with agreement of Members and partners	Area Parks Manager	Sept 2016
R15	Share the Grounds Maintenance specification with Members and partners to involve in monitoring and agreeing any future savings	Area Parks Manager	Sept 2016
R16	Improve links between BOSF (Birmingham Open Spaces Forum) and Friends of Parks Groups. Improve communications with Friends Groups and work with them toward attracting external funds where possible	Area Parks Manager / District Members / District Head	Sept 2016
R17	Consider if the five park keepers within Erdington parks can be used more flexibly to support a neighbouring park.	Area Parks Manager	Sept 2016
R18	Pilot no parking on grass verges in a small part Perry Common in conjunction with Witton Lodge Community Association and then explore potential to expand into other areas.	WLCA/ BCC	Sept 2016
General			
R19	District Committee to receive progress report 6 months and 12 months after completion and agreement to the challenge recommendations	District Head	Sept 2016 & March 2017
R20	Maintain the district clean and green group and ensure the Neighbourhood Challenge recommendations are shared with partners and progress reported to the group	District Head	Sept 2016

Appendices

1. Notes of evidence giving sessions at District Committees on 24 November 2015 and 26 January 2016
2. Environmental quality standard (EQS) scores 2015/16 for 40 Wards

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Appendix 1

Erdington District's Neighbourhood Challenge-Clean & Green

24 November 2015

Evidence Session 1:

Parks & Grounds Maintenance - *Phil Beville & John Porter*

How is the standard of cleanliness measured in Erdington and how does it compare with others?

Phil explained there are in Erdington 76 parks and open spaces sites and 1.716 million square metres of grass with the same core standard of maintenance applied across the city.

One way to measure cleanliness is via complaint enquiries and only had 8 enquiries about litter in parks in past 3 years where average across other districts is 10

Glendale is the external partner and the last half yearly contract meetings their litter levels are showing as lower than last year indicating a reduction in litter volumes.

The Grounds Maintenance contract show a completion rate of 99.4% across Erdington (of all jobs in the schedule) suggesting a good completion rate. The city rate is 99.88%. Our experience is that the litter collection work contractors are supposed to complete they are in fact doing. Those contracts are monitored extensively

The core standard is to collect litter weekly on majority of sites. Over 1 million square metres has collection on a weekly basis. The rest (84K?) is done twice a week in summer and once in winter.

John added the district has EQS information which covers parts of parks and you can nominate sites to be surveyed and any failing sites could be referred to the provider but the parks EQS demonstrates it meets standards required on litter picking. Also important to attract resources to parks via Friends of Parks groups who often litter pick on a volunteer basis. These who get involved enjoy their parks more and that type of partnership is the way forward.

What resources - human and financial are expended in Erdington?

Erdington has 5 dedicated park keepers at Centre Park Castle Vale, Pype Hayes Park, Rookery Park, Witton Lakes and Brookvale Park and they are expected to pick litter, deal with graffiti and fly tipping and around outskirts of park also. When they cut the grass 12 x per year they must pick up litter

before cut grass to avoid confetti effect. It is in interest of contractor to do this to protect the heavy machinery.

How can the service be improved?

Most surveys show people look for parks with toilets and cafes. We have good local parks but not premier parks offering these facilities and there would be aspirations around making some basic provisions for park users. There is some positive steps being taken in that direction and a great deal of hope with partners such as WLCA with Asset Transfer and with new owners of Pype Hayes Hall and the planned community involvement to come from Rookery Park development so we are on the upward path in many ways with increased community involvement and joined up thinking with communities.

Cllr Josh Jones - agreed partnerships and working with others to bring in extra resources is something we should continue to push hard on through the clean & green group.

John mentioned as a highlight our work on Urban HWB Park which covers part of 3 Wards so instead of separate parks doing the same we would see neighbouring parks specializing slightly so perhaps sailing and a café at Brookvale and different offers at Witton Lakes and Bleak Hill. The parks collectively can provide a suite of opportunities for all ages and we know getting out enjoying the environment is fundamental to wellbeing and in a way we are trying to get back to basics.

Cllr Sambrook made a point on use of open spaces and parks and Friends Group . There is a cliché around Birmingham partnerships but it is about working with friends not just on land issues but wider issues such as the Pimple group who have in their mind wider aims such as tackling ASB

John thanks Cllr for those comments and acknowledged we are the victim as well as the community and the solution is often off site via the community.

Cllr Beauchamp - (1) the enquiries on litter and the number of 8 from Erdington comparing well but is it simply complaints you take into account. (2) amazed at the number of sites so what is included? Is it grass verges and central reservations and islands. (3) Cafes and toilets. Many have barred up provisions but barred up for good reasons so how can do differently? (4) The 'Jungles' along Witton Lakes stream and what attention is paid to those including Kingstanding island? (5) With groups setting up is there any conflict if too enthusiastic and how to you assist and help?

John responded re litter complaints on some sites park keeper records number bags and also spot checks done to see weekly collections are happening plus great feedback from staff and councilors so we know the hotspots. On the areas mentioned yes these are large and small sites. The toilets is a good question. Stand alone toilets have not survived and need to combine with cafes where staff in attendance and that is very much the idea at PH Hall where new owner is considering. On jungles we have fantastic natural wildlife sites and aim to increase wildlife habitat but not to the point

when they become unacceptable to people if the term jungle is used in that sense. Friends of groups can be over-ambitious but that's a good thing and we do lots of training and have rules around engagement so they cannot use chain saws or do the work of contractors but they do bring added value. There is appetite to do things together and add value.

John said this was a bespoke report for Erdington.

External perspectives -

Friends of Witton Lakes (FOWL) , Linda Hines

Linda used to walk the dog and began noticing the harm to wildlife so set up Friends of Witton Lakes and then Duckling Watch along with former Cllr Bennett. There were 35 showed interest at first meeting in 2009 and membership has since stayed constant at around 15-20 supported by John Porter over recent years. The value that brings to a Friends Group and as regards 'direction' Linda feels this is negotiated and benefits identified that would not have been there before. Friends bring ideas and then go do it not pass ideas over. Example being a reed bed that is being installed by the volunteers at Witton Lakes.

The Manager of Glendale is on Friends Group. We tell it as it is both for right things and wrong things.

The orchard at Witton Lakes is excellent but has been largely developed by the Friends who introduced Midland Toilet Hire who donated two free portaloo toilets so its all this partnership working makes a difference.

The litter from PC Rd was an issue and John said why not ask the developers to donate 200 metres of top soil and plant wild flowers they did and the result is a wildlife meadows with people taking photos from miles around have stopped the littering. So as Friends we look at different ways to stop things happening we don't want but also thinking of different ways to do what we want to do in parks.

Jagwant Johal, Witton Lodge Community Association

WLCA has been going for 20 years when community came together to address issues along with council. With parks and open spaces we operate an asset based model looking at what we have got not what we haven't. As Linda said with Duckling Watch it started solving a nature issue but has introduced families to the park for enjoyment and as John said parks were created for relaxation but have become anything but that. Maybe the council imposed rules and regulations about how parks can be used but now Friends Groups are taking some ownership.

When John spoke of Urban Park that is a City Council officer idea. Sometimes people listen to people from outside more than internally so John

partnered with WL to look at a collection of parks and see what Friends Groups and other can do in those parks and how we give park keepers permission to be project officers and be creative forces and develop solutions.

A common question across the city is around park keepers and can we have them back in more parks well maybe by working with contractors we can do so as part of those contractors workforce so can they be incorporated in future contracts

Previously there was more resources for council maintenance and with resources disappearing it makes working with community organisations more important even when they themselves have more limited resources. An example of co-operation is when green waste charge introduced and leaf fall a problem on streets for residents so WL phoned Nick the depot manager with an offer that if residents swept leaves up into piles would Fleet & Waste collect and because of the relationship WL has with the council it is able to do so for mutual benefit. It is possible to do those things if the relationships are there.

Also we need to instill in public consciousness the need for personal responsibility not to drop litter but also to pick it up when we see it in our road or in our park because that's where we need to get to.

On Enterprise it is madness to always do the same things the same way and expect any different or better outcomes. So local people can put forward different proposals around land ownership and management so can the district make land plots available for growing food and so we shift the responsibility, reduce spend and complaints.

Can we raise awareness among residents so they can monitor whether the service is happening on time or not. So more information given to lay people on the specification and how to report to avoid issues being raised at the councilors level.

Cllr Jones - interesting points from both thanks and an emphasis on a good dialogue with third sector and the residents around education and personal responsibility. Its important to work with schools and young people who will in turn nag parents. We have examples such as Marsh Hill allotments where schools have been to see how food is grown which goes to local food banks and also Kingstanding Food Communiy and what they have done with Edmonton Ave.

Cllr Finnegan recalled Linda's Duckling Watch presentation in SG Ward Committee and congratulated and thanked her for her work. He commented on running a fishing competition with NRF funds with young children between 12 and 25 in number many of whom still fish to this day. We need more such local projects.

Cllr Sambrook wished to explore how existing groups can share their skills and expand links and share best practice?

Linda responded by commenting on The Pimple bringing 15 together and having someone from the Friends Group makes a difference in telling it as it really is and overcoming negativity.

BOMB ALERT DELAYED MEETING FOR ONE HOUR

BCC Housing Division - *Patrick Canavan & Dave Billingham*

Pat made an information sheet available.

The NC exercise fits with the Place agenda. Dave is the Street Scene Co-ordinator and is looking at cleaner safer part of agenda for the district.

Evidence of cleanliness in Erdington on housing owned sites.?

The Erdington EQS was distributed by Pat and he explained how the scores are used to improve standards. This a key tool used by housing staff. They are used to target clean ups and then sites are monitored over coming months. The solution may include engagement with residents or even enforcement. Some before and after videos are being considered also.

Glendales also cut grass and maintain housing land.

Dave's described how his work will include face to face engagement around bulky waste issues and overgrown alleyways to remind them of their own responsibilities and to encourage action. If issues are not progressed then enforcement may follow such as bag searches. If bag searches do not identify culprit lets door knock and be visible so we are seen to be tackling and not tolerating.

Dave is overseeing a number (target to get up to 10) of 16-24 year olds on a 12 week placement to work on environmental projects and do what residents want perhaps around drying areas.

Resources financial and human in Erdington?

Erdington Housing Team has 4 district neighbourhood caretakers on North plus neighbourhood cleaners and caretakers with service charge funded for 35% of time so other 65% can be used for wider community. Allocation of resources is based on stock numbers so east has twice the stock and twice the area caretakers. Also environmental crew 4 days managed by Dave to target hotspot areas and cost is 87k for crew.

Will have a one off quadrant for 14 weeks a wagon and crew of 3 persons and Dave is managing to tackle failing EQS areas and others.

How can the service improve?

The 4 E's are key. Also:-

Own your road - approach

Good Neighbour Agreements so residents can contribute to improving the area.

Door knocking intelligence on tipping

Regular performance visits until the place is clean and tidy

Ward Place Manager plans

Resident litter picks and make equipment available.

Ensure the offer to the overall Place agenda is continued from other service departments

Use complaints information and use Dave to address

Use resources to target failed sites in EQS.

4 streetscene visiting officers now available to work with residents

Cllr Jones - interested in a trainee programme and it is good this is happening to keep the streetscene nice.

Cllr Beauchamp - asked for more detail on the training programme - Dave replied that it was 16-24's who no longer get housing benefit so this gives them estate skills and job ready skills to help them toward employment and so far 3 of 5 have gone into employment.

Cllr Jones asked about overgrown gardens and the powers around annual housing officer visits? Dave recognized the problem and he has a role around enforcement and has streetscene visiting officers to remind tenants of responsibilities but eviction very unlikely. If vermin involved referral to environmental health and clean up or fine the resident. If someone really cannot do garden and no relatives a small trainee resource could be considered.

Cllr Beauchamp - how are clean up crews and opportunities promoted to the public? Dave said this is an internal resource for councilors and officers and much of the identification is done by officers and caretakers. His officers need to make residents aware in hotspot areas what to do with their rubbish so there is no excuse.

Cllr Jones asked about housing's work with schools? Also what are differences between Erdington and Sutton he has noticed? Can EQS surveys be sent to councilors? Dave agreed to do this. On work with schools there is a Streetscene lead on education. He spoke of littered alleyway alongside the North Bham Academy where a lot comes from school kids. He wants to be there when kids come out and engage with schools. Dave would like tenants to learn about streetscene issues in letting interviews e.g the size of bags to go down refuse chute in high rise.

Cllr Finnegan - agreed on education but said not to be afraid of enforcement from recent experiences in Stockland Green. Dave agreed we cannot be a

toothless tiger. Dave started as an officer 8 years ago serving FPNs for littering and he agrees.

Cllr Beauchamp queried enforcement on alleyways as easy to say it not do it. Dave spoke of using a crew to clean up then promptly as soon as done there is a follow up visit to make residents aware of their own duties and then further monitoring.

Car Parks - *Mike Davis*

Mike reported to the committee that there are 4 BCC car parks in Erdington and cleanliness is deemed no better or worse than elsewhere and our cleaning process like others is rather ad hoc, rather than a planned process, it is reactive so either the matter is drawn to our attention or our own officers see the need. Most districts use Fleet and Waste and occasionally Payback is used. In Erdington we have had Community Chest used for cleaning car parks but no longer available. We try and keep spend to a minimum but when fall below an acceptable standard we do address that.

Cllr Clinton asked about Church rd No 2 car park behind Iceland and said it isn't just litter there is a tendency to fly tip and wonders if the stores are responsible? Cllr Jones suggested we could work with Dave and he could speak to the stores and see if there are any issues with businesses. Cllr Alden explained there are joint visits of Town Centre, Police and councilors to the businesses. Some waste comes from flats above rather than businesses as trade waste licenses are checked on the regular visits. Cllr Alden spoke of the secluded nature of the car parks leading to tipping of commercial waste from vans.

Mike recognized this as an issue and that we need to respond as necessary. Volunteers do assist as recently on Church Rd no 1 but it is a council duty and we have to respond to issues as and when they arise.

Erdington District Neighbourhood Challenge - Clean & Green

26 January 2016

Evidence Session 2:

Fleet & Waste Management - Richard Smith

Evidence standards of cleansing and comparisons with others?

Figures of November 2015 EQS:

	Erdington (ave) 2015	City (21 Wards) 2015 (Nov)	Target
Litter	9.47%	6.2%	5%
Detritus	11.01%	14.16%	8.35%
Graffiti	3.75%	5.2%	7%
Flyposting	1.43%	2.07%	1%

Latest ward scores coming in litter 7.14% and detritus 5%

Re SG Ward recycling bank has been reviewed following complaints

‘Street Cleansing’ Resources expended?

City spend for Street Cleansing is 9.6 million for city excludes transport and overheads.

3 new beatsweepers on Slade Rd, Station Rd and Sutton New Road plus 2 existing on High St and Kingstanding making 5 beatsweepers in total. Deployment of resources is reviewed by FWM officers using their local knowledge to meet needs.

Currently running 4 Ward crews on street cleansing and these consist of three man teams operating 5 days per week in the Wards. We have small mechanical sweeper vehicle operating on footpaths and beatsweeper at the weekend on Erdington High St both Sat and Sun. On top of that is a two man crew that does all the smaller shopping parades on a six day a week basis excluding Sunday. This covers Slade Rd shops, Kingstanding Circle, Hawthorn Rd, In addition are large mechanical sweepers at least once a week subject to resources on main streets.

How can we improve street cleansing standards?

More targeting of resources that we have to best effect.

Reviewing ‘one size fits all’ approach that doesn’t work due to higher density and footfall in some areas - so a more flexible use of resources. And prioritization of workload for Ward teams to meet basic standards.

Great public awareness and engagement - via NTG forums if we can get into those and we have done that successfully somewhere else.

Volunteering, community groups & schools - keen to get people involved in helping themselves and to help with tidy ups.

Work with Place based managers and Streetscene co-ordinator for a unified approach and again can do that via NTG forums. Also work closely with enforcement and consider education & engagement. We have worked with CVCHA and others.

Our Waste Prevention Team will tackle hotspot areas with education and tackle individual cases.

‘Recycling Rates’ across Erdington and comparisons?

Difficult in providing for Erdington as we are zonal based so we cross some Wards with our collection service.

Compare for 4 months of June 14 to Sept 14 with same 4 months a year later June 15 to Sept 15, we have seen an 82 tonne increase in multi material recycling and a paper increase of 67 tonnes.

Figures for green waste not available but in 2014 3462 tonnes were collected and in 2015 4,666 tonnes were collected . These are best estimates on zoned collections which do cross districts.

Figures for residual household waste again are estimated due to zonal working but in June-Sept 14 collected 1525 tonnes and 1249 tonnes in June-Sept 2015 showing a reduction of 277 tonnes year on year or 18%. Currently send less than 6% of waste to landfill on a city basis

Financial & Human Resources for Refuse Collection (RC)?

City spend 15.9 Million excluding transport and overheads so averages 1.6 Million per district. Again there is zonal working so at times crews working on a Monday Wednesday and Friday in Erdington also work part of a day in another district.

Satisfaction with the overall service?

In quarter 1 2015/16 (April to June 2015) it was 80% for Erdington and no details were available for quarter 2 at the time of the meeting. This was 5th of 10 districts

How can we raise standards and improve resident perceptions of overall service?

We have issues around contamination so crews have been trained and briefed on how to talk to residents and they will tag bins and we have waste

prevention teams that go out to persistent offenders and provide leaflets and education and log record of visit on a shared database. The education process is designed to clarify what can and can not be recycled. 2787 letters issued by Waste Prevention Team up until June 2015 to residents. Section 46 notices served to 130 residents. Mike asked if those figures were for Erdington or if Erdington specific figures were available? Richard believed they were Erdington but offered to get specific figures to us.

Specific door knocking exercises have been carried out on Slade Rd, George Rd, High St Erdington, flats and maisonettes on Brookvale estate and Deakin Avenue. We do have issues with fly tipping in city but look to collect on the appointed day.

Collection standards and process is improving and this needs to continue. We are looking at where new builds are coming along in Erdington, such as Lyndhurst / Abbey Fields and also Pitts Farm, and carry out property assessments for all such new build properties. These will receive their bins in time or be advised of any alternative collection method.

Flats above shops - still a bit of a problem working to get service right with appropriate collection method and working with Trade Waste Team to make sure shops are not disposing of trade waste in amongst household waste from shops.

Leafing exercise is now near completion.

Cllr Clinton queried percentages and whether low was good or bad? Richard confirmed a low percentage is good as it is the % of unacceptable sites (on the EQS rating that takes a 50 metre section of land at random and surveys it) which we want as low as possible so low is best.

Cllr Clinton asked for clarity around (1) the shops cleansing service and whether reached small parade of a handful of shops such as Tyburn and Kingsbury rd (2) queried how well crews were tackling education on contamination as they seem to rushed to checks bins unless something obvious on top (3) were examples of streets door knocked requested by ward members and (4) are we having any problems with clinical waste and how it should be disposed of now.

Richard replied he would seek clarification on designation of shopping areas and get back to the committee. Door knocking was at random and determined by depots. Clinical waste if incontinence can go in bins like nappies and normal disposal. Hazardous waste has special collection and treatment via Tyseley depot. On contamination - yes generally clear from looking on top and tag placed on bin plus a copy goes to the Waste Admin Team recorded on computer 'SharePoint' and letter sent.

Cllr Jones followed up the issue of shopping cleanliness and ask for a comprehensive list.

Cllr Moore asked why statistics could not have been distributed in advance as would have helped in the analysis of performance. From what I heard none of the EQ standards have been reached which is a concern. So can we have these and expect we will need time to scrutinize ,

Cllr Moore asked (1) about the larger wagons which were too large for some routes and alleycats were more appropriate. He asked how problems of this sort were addressed given an experience in a cul de sac where there were missed collections due to access issues and despite repeated reports from councilors nothing seemed to be actioned. (2) about delays in provision of wheelie bins with some provided months after main roll out including his own address where upon reporting he was told bins had been delivered when clearly they had not. Lots of time has been wasted for residents and councilors getting a basic service in place.(3) new builds that are occupied now and still are not getting a collection service on Abbey Fields and again constant reporting with little evidence of action.(4) on trade waste what is council performance on collecting on time such as at a local school where paper recycling has not been collected.

Richard apologized for not having handouts and will get out. Vehicles are new and turning circles are different. Greswold Drive Holly Lane is being put on alleycat route but has to go through admin to update website and collection days and residents. Richard took details of Cllr's address to investigate. On new builds Richard said we need to stabilise service and everything should be on a round now.

Cllr Jones suggested Fleet & Waste liaise with Economic development for details of new builds to aid their service planning.

Cllr Moore responded that issues at Greswold Drive had been raised since August and only now being told it will go on an alleycat round.. Bearing in mind it was an alleycat round in first place before it had bins and he could not see why it took so long to resolve. On Abbey Fields he questioned why crew collected multi materials but not residual household waste from new houses.

Richard replied that the crews are different for recycling and household collections and some issues with round completion which are beginning to stabilize.

Cllr Alden picked up on Cllr Moore's point and questioned why at the very least crews were not reporting back to the depot there were bins not on their round that needed collection from new homes on Abbey Fields. In connection with alleycats Cllr Alden asked (1) how many roads were taken off alleycat collections when Wheelie bins introduced that are now having to be put back on alleycat rounds? (2) on litter where city is 6.2% and Erdington 9.4% failed sites that means litter is an average 50% higher in Erdington and totally unacceptable, You spoke of reallocation of resources within the district but is there any way resources can come from other districts to assist in bringing the litter rate to an acceptable level and maintaining it? (3) High St enforcement we have had environmental health out a lot to do walkabouts because issues

of dumping at rear of shops and traders not having waste licenses. The view on occasions is as there are no obvious signs of rats we can leave for the landowner to clean up but we do have a duty to keep a clean environment for shoppers and don't we have powers to remove and recharge the landowner so can you work toward improving in this work area. If traders have had a letter and failed to clean up then let's use the powers we have. (4) some suggestion of new collection arrangements linked to council budget proposals for new build. Cllr would be concerned if different methods applied on opposite sides of road e.g. a communal bin for one side and a domestic wheelie bin for other side.

Richard new nothing on last point re different collection methods proposed. On alleycat rounds some assessments done across the North and some have moved with success to normal collection but can look into numbers of those moved back to alleycat and get that to Cllr at some point. Issues of waste dumped behind shops is something we can look at with our EHO's and trade waste team. If cllr provides locations we can do joint visits and some joint working to tackle. (Cllr Alden agreed to ask Town Centre Manager to send details to Richard.) Responding to missed collection issues on new build Richard is aware of issues and concerns and work is ongoing to build sufficient capacity into the rounds to cope with the new builds.

Cllr Hughes asked (1) how the EQS survey can have meaning if it is a random process and how the service takes account of known hotspot roads and locations prone to littering. (2) re satisfaction level of 80% is it a genuine reflection of what people think. (3) the term stabilization after wheelie bins introduced has been used often and yet this does not seem to have happened and even since xmas residents are suggesting the service still has not settled down yet and Cllr finding it difficult now after several months to tell them any more or reassure.

Richard said yes some areas may go unsurveyed for sometime in a random process but as he said before they will take other factors into account including local knowledge to target resources to areas with more need. The stabilisation period has taken longer than expected. Recruitment of drivers has just taken place and will be in post soon and also reviewed the size of some rounds to bring about improvement so going forward should be more positive news. On surveys Richard believe these are done at random with general public but not sure method. It was acknowledged we need to clarify survey method as if 100 survey forms are dispatched and 1 responds and is satisfied then that could be treated as 100% satisfaction.

Cllr Sambrook made some points on collections and that 1000 houses in Kingstanding were missed last week, not just the odd cul de sac, but a whole estate so deep problem. The Xmas service was described as pretty shocking with many having no refuse collection for 2 weeks and the week after road after road had missed collection and not a satisfactory service over xmas. Need to seriously look at bank holidays and xmas and improve the collection arrangements. There are issues with bins not being returned to the right

property and rubbish dropped on floor is left behind and brooms not used to pick up.

Richard replied and acknowledged issues over xmas but contributed to by residents putting bins out on wrong week. Bins not returned is being addressed by briefing to crews and spot checks. Cllr Sambrook responded that not many residents see the Observer of the mail where details of Xmas collection publicized. He added his thanks to Nick and Richard were very responsive to emails.

Cllr Alden commented on the survey and pointed out it's the trend that is important.

Mike commented that having a single figure for qtr 1 in isolation is not helpful and given we are trying to understand impact on customer satisfaction before and after wheelie bins we ideally need before and after survey results. The figures provided show a mixed picture not best or worst but we are the only district where members have chosen to scrutinize clean and green issues and we would suggest that the live streaming is reviewed by other senior managers and would ask for a focus on this service in Erdington and perhaps I could work with you to convert this raw data into several areas improvement and to agree recommendations to take forward and bring you or Nick back in the future.

Cllr Brown asked for customer satisfaction data numbers, methodology and copy of questionnaire.

Cllr Sharpe asked why we need surveys to identify priorities as the crews pass the bags regularly. Also queried information on frequency of mechanical sweeper rounds and beat weeper rounds because in the past the schedules provided do not match the reality on the ground as these areas do not look as if they have been done at the stated frequencies. Also agree that rubbish is dropped on floor and blowing down roads and no effort to collect. Also the paper pod is not being put back inside and left on the floor.

Richard acknowledged piles of sacks may not be collected as crew has designated routes to adhere to. Street cleansing schedules are available with up to date frequencies. Richard to look into pods being thrown on floor and requested locations.

Cllr Sharpe thanked Pam Fields for a fantastic job.

Cllr Finnegan explained flats over shops get overlooked in Stockland Green and 10 bags put out by residents then get added to by other bags. Cllr Jones added that at Slade Rd this needs to be addressed without regular calls being made. Richard acknowledged flats above shops need to be on a regular schedule. And crews are now picking up all bags irrespective and working with EHO's and Trade Waste Team around trader waste bags being within the general household collection.

Cllr Beauchamp said (1)the city has a long history over 100 years of waste collection and it has grown through those years and indeed recently and the service should have systems in place to bring on new build properties and to manage the new workload but there have been countless calls by councilors and others to get access to a service. (2) you mentioned contamination - what sort and who really knows what is recyclable stuff. How is this information communicated to residents so they can help the service.

Richard replied explaining some of the contamination issues such as the paper going in the main bin instead of the pod and residents informed and educated as necessary. Leaflets with advice on what can and cannot be recycled were distributed with the wheelie bin introduction and if roads are identified more work can be done to educate . Cllr Beauchamp said we have a transient population and leaflets just once is not sufficient it needs regular reinforcing. On the new housing Richard again spoke of his knowledge of one round now on Abbey Fields but some access issues given construction vehicles and activity and as new houses are built new rounds will be established.

Cllr Moore said he was sure the council was encouraging departments to work together and take ownership of issues rather than leave to others. Surely crews even if on a fixed round are in a good position to provide feedback on other issues that they observe when out and about and should be feeding intelligence back to depot. Does there need to be a changed mentality where if you see something either you pick it up there and then or if not you feed it back to avoid someone else having to report it later.

Richard said this was valid and the crews do have in their packs paperwork for referrals to highways as well as waste issues. We are working continuously to achieve this.

Cllr Storer - asked (1) for recycling increases to also be in percentages when send on to committee members later. (2) what effect drug and alcohol tests had on drivers and inturn the service over xmas (3) going to the survey from experience of residents he spoke to it was closer to 100% dissatisfaction.

Random drink testing introduced and 3 out of 4 depots had this over xmas. It was 3 of 4 because it was random and decided upon at a higher level. There have been fails and these are being investigated. If it was a driver it would have a significant impact.

Cllr Alden - assumed recycling rates quoted earlier were city figures but can we get recycling data broken down by ward so we can see if improvements are across all wards and also comparisons with previous periods.

Cllr Sambrook queried the impact on the rest of the crew if a driver failed a test and the crew could not go out. Richard said they would be deployed on other duties and not sent home. If another driver could be identified they could go on the round as usual.

APPENDIX 2

2015/16 street cleansing inspection performance data

Ward (date in brackets denotes start of two-day inspection)	Litter	Fly-posting	Graffiti
Acocks Green (16/07/2015)	3.57	0.00	5.00
Aston (04/06/2015)	5.71	3.57	5.71
Bartley Green			
Billesley (24/11/2015)	5.00	0.71	7.86
Bordesley Green (13/08/2015)	11.43	4.29	10.00
Bournville (16/09/2015)	3.57	0.71	7.86
Brandwood (07/07/2015)	7.86	1.43	11.43
Edgbaston (26/01/2016)	2.14	6.43	1.43
Erdington (14/01/2016)	7.14	2.14	2.14
Hall Green (22/09/2015)	6.43	6.43	5.71
Handsworth Wood (18/11/2015)	12.86	2.14	8.57
Harborne			
Hodge Hill (26/08/2015)	5.00	1.43	2.86
Kings Norton (10/12/2015)	7.14	1.43	3.57
Kingstanding (21/07/2015)	16.43	0.00	1.43
Ladywood (21/10/2015)	5.00	8.57	4.29
Longbridge (29/09/2015)	10.00	2.86	2.14
Lozells & East Handsworth (14/10/2015)	22.86	6.43	8.57
Moseley & Kings Heath (14/04/2015)	0.00	0.71	6.43
Nechells			
Northfield (12/01/2016)	5.71	0.71	7.86
Oscott (15/12/2015)	7.14	1.43	5.00
Perry Barr (02/07/2015)	9.29	3.57	7.86
Quinton (10/11/2015)	7.14	0.71	5.00
Selly Oak (29/10/2015)	5.00	1.43	5.71
Shard End (10/06/2015)	0.71	5.71	5.71
Sheldon (13/05/2015)	1.43	0.71	10.71
Soho			
South Yardley			
Sparkbrook (06/10/2015)	8.57	7.14	12.14
Springfield (08/09/2015)	12.14	3.57	2.86
Stechford & Yardley North (04/11/2015)	5.71	4.29	7.86
Stockland Green (13/10/2015)	5.00	0.71	2.14
Sutton Four Oaks (23/06/2015)	0.71	1.43	0.71
Sutton New Hall (03/09/2015)	1.43	0.00	0.00
Sutton Trinity (05/08/2015)	5.00	0.00	1.43
Sutton Vesey (02/12/2015)	1.43	0.00	1.43
Tyburn (20/08/2015)	10.00	4.29	8.57
Washwood Heath (18/06/2015)	6.43	1.43	7.86
Weoley			

Target (percentage of unsatisfactory inspected sites)	5%	1%	7%
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% performance of inspected wards below target	57.58%	60.61%	39.39%
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Note 1: 70 sites are inspected in each ward to reach the figures reported

Note 2: The Wards with no figures are scheduled to be inspected before the end of the 2015/16 financial year

Note 3: All 40 Wards are inspected once annually. This is currently under review, with a view to increasing the frequency