

COMMUNITIES SCRUTINY PANEL

DATE	3 rd October 2019
REPORT OF	Councillor Stewart Swinburn – Portfolio Holder Environment, Transport and Energy Councillor Ron Shepherd –Portfolio Holder Safer and Stronger Communities
RESPONSIBLE OFFICER	Clive Tritton – Interim Director Economy and Growth
SUBJECT	Street Scene Select Committee 12-months update
STATUS	Open

CONTRIBUTION TO OUR AIMS

North East Lincolnshire Council's priorities are clear; Stronger Economy and Stronger Communities. Environment covers a range of services which contributes to both the delivery of a stronger economy and a stronger community.

The Council's provision of well managed environmental services supports North East Lincolnshire residents to live in attractive and well serviced communities which directly contribute to our aim stronger communities.

EXECUTIVE SUMMARY

All functions in Environmental services are high profile, customer facing and often attract high levels of public expectations and scrutiny.

In 2018, the Overview and Scrutiny Committee commissioned a Street Scene Select Committee to look at the quality of the local street scene in North East Lincolnshire, including the extent of littering, fly tipping and anti-social behaviour in order to give it more significant and direct attention. The review looked at the extent of the Council's previous investment in its Smarter Neighbourhoods Programme, related enforcement activities and how the Council worked with communities to enhance civic pride and change behaviours. Following the review, the Overview and Scrutiny Committee made 21 recommendations, which were endorsed by cabinet in November 2018. This report provides a 12-month update on progress following these recommendations.

1 BACKGROUND AND ISSUES

- 1.1 The Select Committee looked at issues in respect of the quality of the local street scene such as the extent of littering, fly tipping and anti-social behaviour in order to give these issues and areas more significant and direct attention. The review was tasked with looking at the extent of the Council's investment in its Smarter Neighbourhoods Programme, related enforcement activities and how we work with our communities to enhance civic pride and change behaviour.
- 1.2 The Select Committee was held over 5 sessions (1 of which was closed to the public) with an initial scoping meeting being held in private prior to the first meeting. Alongside the formal meetings 2 separate tours of the borough, which included site visits to operational/issue hot spots, were organised for all members. Furthermore prior to and during the Select Committee process a consultation on street scene was sent out to 115 people who had registered an interest in completing consultations for the authority. In addition, it was also sent to 150 community groups, all elected members and to the Town and Parish Councils. The various meetings/sessions took place between the 30th August and 4th October 2018.
- 1.3 A total of 113 people completed a survey and were given the opportunity to attend the select committee and address the Members directly, to pose their questions and receive answers. Four residents or community group representatives, seven elected members and the Chair of Town and Parish Council Liaison Committee attended. A representative from the Lincolnshire Housing Partnership was also invited to address issues regarding grass cutting and future working arrangements. Two officers from Engie attended a session to discuss and update the select committee members in respect of highways (fly posting and planning enforcement).
- 1.4 The results of the consultation were shared in detail with the Select Committee and reflected the issues highlighted in this report. The results were considered by the Select Committee during two sessions.

2 RECOMMENDATIONS MADE BY COMMITTEE

- 2.1 Following the review, the Chair of the Select Committee prepared a report to detail the findings of the Street Scene Select Committee. This report included 21 recommendations which were endorsed by Cabinet in November 2018. The original report is appended in Appendix 3.
- 2.2 A summary of the recommendations made by the Select Committee can be seen below:
 - (1) That street cleansing work schedules be reviewed and scheduled on the basis of need and that a culture of continuous improvement be adopted.
 - (2) That the use of temporary Traffic Regulation Orders be explored to assist in situations where access is required to carry out street cleansing.

- (3) That the Council engage with shop owners to encourage them to keep their frontage clean and tidy; and to implement enforcement to this effect.
- (4) That the recommendations within the Litter Bin Review report be endorsed.
- (5) That the recommendations of the Review of the Street Cleansing Service be endorsed, subject to consideration of long term financial viability.
- (6) That options for the maintenance or ownership on the 80 un-adopted walk ways within the borough be explored.
- (7) That the use of wild flowers in parks, open spaces and grass verges, in consultation with Ward Councillors and communities, be supported.
- (8) That it be noted that the petition requesting improvements to grass cutting in Cleethorpes had been addressed within the review of the grounds maintenance service report.
- (9) That the recommendations of the review of the grounds maintenance service be endorsed, subject to consideration of long term financial viability.
- (10) That the Council work with other agencies and partners to develop greater collaboration between services to tackle anti-social behaviour and environmental crime.
- (11) That a community led pilot scheme for alleyway clearances be developed by exploring options for support from the Council (over the next 12 months).
- (12) That all legal options and best practice be explored in order to pursue enforcement, particularly in respect of fly-tipping.
- (13) That there be improved co-ordination between all stakeholders, leading to more robust enforcement processes and higher profile action.
- (14) That good news stories around the successful removal of fly posting and enforcement of littering and dog fouling be publicised in order to promote effective action with the public.
- (15) That the positive feedback on the Skip It Campaign be noted, and the scheme be reviewed following evaluation of the pilot.
- (16) That the recommendations within the Bulky Waste Collection Service report be endorsed.
- (17) That the offer of support towards any future Skip It! events be noted, and that officers engage with Lincolnshire Housing Partnership when making future arrangements.
- (18) That communications to the public and Members on guidance about service areas be reviewed and improved.

- (19) That reporting arrangements be reviewed and new options explored to increase the public's reporting of fly-tipping.
- (20) That enhanced ward based information on street scene activity and enforcement to be provided to Elected Members on a quarterly basis.
- (21) That the Street Scene Select committee be reconvened in 12 months' time to receive an update on progress.

Substantial progress has been made across the service to implement these recommendations. A detailed summary of progress for each recommendation is enclosed in Appendix 1.

A proposed quarterly service information template is also enclosed in Appendix 2.

3 RISKS AND OPPORTUNITIES

- 3.1 The select committee considered a range of risks and opportunities throughout its meetings, and these are reported within the select committee findings report at Appendix 3.

4 REPUTATION AND COMMUNICATIONS CONSIDERATIONS

- 4.1 There are reputational considerations with regard to implementing changes within these services as they are high profile, public facing and any changes may not meet public expectations.
- 4.2 Communication needs to be carefully planned for any future service changes.

5 FINANCIAL CONSIDERATIONS

- 5.1 Any proposed changes to these service areas need to have regard to future affordability of the service. Implementation of several of the Select Committee Recommendation made use of short term capacity funding. If resources are to be maintained at the current level, long term funding plans are required. Any changes to resourcing implications will have a potential financial impact.
- 5.2 To reduce future financial pressure on front line services a detailed review of potential income streams has been completed which resulted in the implementation of changes to certain fees and charges and the setting up of a new expanded kerbside bulky waste collection service.

6 WARD IMPLICATIONS

- 6.1 Any changes to service delivery for these areas would have an effect in all wards.

7 BACKGROUND PAPERS

7.1 Cabinet reports:

- 3rd August 2016 Cabinet Report Review of Operations and Making Waste Pay
- 12th April 2017 Cabinet Report Smarter Neighborhoods Operations Project review (Grounds Maintenance Changes report).
- 12th April 2017 Cabinet Report General Statement of Enforcement Policy
- 30th August 2017 Cabinet Report
- 25th Oct 2017 Cabinet report Environmental Compliance in the Community
- 14th March 2018 Cabinet report Smarter Neighborhoods Programme Next Steps.
- September 2018 Cabinet Report Dog Fouling and Litter Enforcement
- September 2018 Cabinet Report Litter Bin review
- October 2018 Cabinet report Bulky Waste
- November 2018 Cabinet Report endorsing select committee recommendations

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**APPENDIX 1-
DETAILS OF PROGRESS FOLLOWING SELECT COMMITTEE
RECOMMENDATIONS**

1.0 STREET CLEANSING

1.1 A number of reoccurring issues regarding street cleansing came up across all the sessions including:

- a. Over flowing litter bins.
- b. Black bags being left at litter bins and “Bring to Sites” from both residents and commercial businesses.
- c. Members sought clarification on the process for street sweeping, as a Member had witnessed sweepers cleaning streets more than once when it was not required.
- d. Parked cars also caused issues for the sweepers to access some streets and restricted the level of cleaning.
- e. The Committee also considered the recommendations from recent litter bin review and street cleansing service review.

1.2 Recommendations made in respect to street cleansing:

A number of recommendations were made in respect to improvements to street cleansing. These are listed below together with a summary of actions taken and impact 12 months on:

1.2.1 That street cleansing work schedules be reviewed and scheduled on the basis of need and that a culture of continuous improvement be adopted.

Following the committee, a review of street cleansing schedules were completed. The review focused on revisiting which areas of Grimsby and Cleethorpes received cleansing once or twice a day (zone 1). By reducing the size of the zone 1 to fit in with current business use and footfall, the new schedule aim to increase the amount of daily resources available to focus on areas outside the town centre, as well as respond quicker to any emerging issues. Following a service restructure, the new zone areas and new schedules were implemented on the 2nd September 2019.

1.2.2 That the use of temporary Traffic Regulation Orders be explored to assist in situations where access is required to carry out street cleansing.

Enquiries have been made with Engie Highways Team into the required process and financial cost of temporary Traffic Regulation Orders (TRO). Due to pressures on the service it has not been possible to progress this at this time, however as resources increase in this area Officers will revisit this option. To improve service delivery in this area, greater co-ordination has taken place to utilise any existing road closures jointly, to deliver both street cleansing and grounds maintenance tasks at the same time as planned Highways works.

1.2.3 That the Council engage with shop owners to encourage them to keep their frontage clean and tidy; and to implement enforcement to this effect.

Following the select committee, this was included in the Regulation and Enforcement Service plan 2019/20. Engagement with businesses around their

waste management controls in place happens routinely across the borough while officers respond to enquiries covering where appropriate litter amongst others aspects. During visits officers will advise or remind business owners of their responsibilities or in certain cases, take enforcement action i.e. issuing fixed penalty notices if the business fails to fulfil their obligations.

More recently, specific efforts have been centred on refreshing our wider approach around business waste including “Bring to Site” misuse, fly tipping from businesses such as landlords and their waste storage. Now these arrangements are in place, further engagement with business through a combined education and enforcement approach will commence.

1.2.4 That the recommendations within the Litter Bin Review report be endorsed.

In line with the litter bin review, the service gained capital approval to roll out a litter bin replacement programme across the Borough. This has seen smaller capacity bins being replaced with modern 240L bins, which are easier to empty and also less likely to overflow. Extensive consultation on the location of the new bins took place with ward, parish and town councillors in January 2019. The programme is now nearing completion and 769 new bins have been installed across the Borough including 4 solar bins which compacts waste to reduce how often they need to be emptied. 99 older bins will remain in situ and options are still under consideration for some of the park bins.

1.2.5 That the recommendations of the Review of the Street Cleansing Service be endorsed, subject to consideration of long term financial viability.

A review of the street cleansing service was completed in early 2019, with the aim of achieving a more modern and flexible 7 day service. Following extensive consultation with staff and Trade Unions, the new organisational structure, and service work patterns commenced on the 2nd September 2019. Recruitment has also taken place for the additional posts funded by short term capacity funding, to deliver a dedicated fly tipping crew and a revised bulky waste service.

2.0 GROUNDSMAINTENANCE

2.1 With regards to grounds maintenance, the issues that came up across all the sessions included:

- a. Concerns around weeds, the rate of growth and that the 14 weeks spraying cycle were unable to effectively control weeds across the Borough.
- b. The appearance of the A180, including the roundabout and grass verges.
- c. Litter along the river Freshney and consideration if wild flowers could be considered along the river banks, in areas on open spaces and along grass verges.
- d. Pressures from maintaining land not in Council ownership.
- e. The impact of the previous reduction in grass cutting to a monthly schedule.

2.2 Recommendations made in respect to grounds maintenance:

A number of recommendation were made in respect to improvements to grounds maintenance. These are listed below together with a summary of actions taken and impact 12 months on:

2.2.1 That options for the maintenance or ownership on the 80 un-adopted walk ways within the borough be explored.

Establishing ownership of un-adopted walkways have been challenging and time consuming, but evaluation is now near completion. Some un-adopted walk ways have been handed over to the public rights of way team and LHP. Solutions for other walkways are still being sought.

2.2.2 That the use of wild flowers in parks, open spaces and grass verges, in consultation with Ward Councillors and communities, be supported.

In 2019 several wild flower schemes were set up on a trial basis across the Borough. This includes Mathew Fords Way on the A180 approach to Stallingborough, a section of the A16 Peaks Parkway, a few smaller verge schemes and the A46 Laceby bypass. The success of the schemes have been variable depending on soil type and original vegetation. Where schemes have successfully delivered consistent wild flower cover through the growing season, they have received much praise and attention on social media. The A16 wildflowers were the most liked Instagram picture for North East Lincolnshire Council in 2019. Laceby bypass wild flower scheme has struggled to deliver visible wild flower cover this season due to vigorous grass growth. Steps have been taken to remove grass this autumn to deliver a quicker progression towards a wild flower meadow environment. Following the success of the schemes and lessons learnt from trials, the service intend to review the prospect of further schemes on a ward to ward basis in consultation with ward, town and parish councillors. The service is also working with the Environment Agency along the river Freshney to encourage the option of future wild flower cover along the river banks managed by the Environment Agency

2.2.3 That it be noted that the petition requesting improvements to grass cutting in Cleethorpes had been addressed within the review of the grounds maintenance service report.

The actions detailed in 2.2.4 below, also addressed the concerns raised in this petition.

2.2.4 That the recommendations of the review of the grounds maintenance service be endorsed, subject to consideration of long term financial viability.

The recommended review of grounds maintenance service included increased resources in some areas to improve performance, funded by short term capacity funding. Staff consultation and a restructure of the service took place and was implemented from March 2019. A capital statement was further approved for required vehicles in February 2019 with procurement commencing in March 2019. Use of lease vehicles allowed the full new service offer to be in place in March 2019, for the full growing season. The new schedules increased resources in the following areas:

- a. Grass cutting frequencies were increased from monthly cutting to 2-3 weekly cutting. This has greatly decreased the number of complaints received by the service.
- b. Weed killing frequency was increased from every 14 weeks to every 10 weeks. Whilst this has effectively tackled weed in high traffic areas where frequent street cleansing also takes place, concerns are still regularly

received by the service in respect to weed control in residential areas. Further work will be carried out to re-align street cleansing rounds with weed spraying to increase effect of current weed control routine.

- c. Dedicated resource for tree maintenance.
- d. More frequent playground inspections.

3.0 ANTI-SOCIAL BEHAVIOUR INCLUDING ENFORCEMENT

3.1 With regards to anti-social behaviour and enforcement, the issues that came up across all the sessions included:

- a. The issue of fly tipping was the single biggest issue raised by all involved, fly tipping in alleyways was also a major issue.
- b. The need for increased enforcement for dog fouling and littering was noted.
- c. A perceived increase in fly posting across the Borough.

3.2 Recommendations made in respect to enforcement:

A number of recommendation were made in respect to improvements to enforcement. These are listed below together with a summary of actions taken and impact 12 months on:

3.2.1 That the Council work with other agencies and partners to develop greater collaboration between services to tackle anti-social behaviour and environmental crime.

The Councils Environmental Enforcement team actively work with range of partners and other agencies in a variety of ways in order to reduce environmental anti-social behaviour. This includes working with colleagues from Humberside Police and internal council ASB team to deal with specific neighbourhood based cases bringing in other services where needed such as mediation services in order to solve community issues. Officers routinely access and share information with Environment Agency around licensed waste carriers and have close links with Grimsby Operations who oversee the Community recycling Centres with the borough in order to detect commercial misuse of the site and facilities. Team members also engage with community groups, regularly attend their community hubs such as Centre4 and where ever possible support ward based initiatives such as ward walks, led by ward councillors members or ward based days of actions such as those with Engie's, Private sector Housing team

3.2.2 That a community led pilot scheme for alleyway clearances be developed by exploring options for support from the Council (over the next 12 months).

Following the select committee, this was included in the Regulation and Enforcement Service plan 2019/20 as an action to explore and develop further.

As a consequence effort has been focused on refreshing our approach to tackle fly tipping into alleyways and waste in gardens. This relies on both education and enforcement in order to the change behaviour of certain residents and landlords/agents in that locality.

Over recent months, a pilot alleyway was identified within the East Marsh. The so called "Fat Alley" serves around 50+ homes around the Harold street area and has 5 gated entrances. The site was in focus as it had previously been cleared as part

of the final efforts with Probation Services, before they withdrew their participation in the clearance of privately owned alleyways in the borough. However, after that clearance and over the next 12 months the site had once again become heavily contaminated with waste. Residents that served that alleyway in question were written to by the councils Environmental Enforcement team and reminded on their obligations to keep their own land clear of waste and they were encouraged to work together as a community to clear their waste or enforcement action could be taken. Officers met with residents and explained their intentions and desire for increased community action to tackle the problem and following this, the community successfully applied to host a Skip It event which was delivered in July 2019. The Environmental Enforcement team are now monitoring the site and follow up work involving combined education and enforcement is being prepared with engagement with community group and ward councillors.

In addition to the above initiative, our waste and street cleansing services are actively working in partnership with community groups to explore options to provide assistance with disposal of waste that communities clear from private alley ways. Permits have been provided to community groups to allow free disposal at the Community Recycling Centre.

3.2.3 That all legal options and best practice be explored in order to pursue enforcement, particularly in respect of fly-tipping.

During this financial year, there has been significant effort to ensure that officers and team leaders within the Environmental Enforcement Team have received refresher training and mentoring on a wide range of enviro related legislation. In addition, a review of the internal processes and working procedures has been undertaken. Council wide Enforcement Policy was revised in April 2019 by Legal Services to allow better use of Fixed Penalty Notices now in place. To support implementation, the Environmental Enforcement team continue to meet regularly with solicitors from the councils Legal Services team to review progress on current investigations and ensure informed decisions are made with regard to which actions to take i.e. warnings or prosecutions considering best practice. Team leaders also attend regional environmental enforcement group in order to discuss topical issues and identify best practice across the profession.

New Public Space Protection Orders around dog control and Anti-social behaviour approved by cabinet in January 2019, was implemented in July 2019 with LA Support, Humberside Police and council officers involved in their enforcement. Fly tipping cameras in use across the borough, which following an upgrade are producing quality evidential images which will assist investigations and prosecutions.

New Fixed penalty notice software has been procured following cabinet's approval to implement a range of new environmental and trading standards fixed penalty charges and being implemented within a schedule of works supported by colleagues in ICT.

3.2.4 That there be improved co-ordination between all stakeholders, leading to more robust enforcement processes and higher profile action.

The Environmental Enforcement team delivered its ninth successful waste related prosecution through the court system in August 2019 over the previous 2 years, demonstrating action is being taken. During August 2019, current vacancies were filled. A vacant Team Manager post is now filled to providing some essential resources to deliver the improved enforcement processes that have been implemented. In addition, two vacant Environmental Education Officers posts are now filled which will increase resources to allow more engagement with residents by attending community group meetings and deliver more borough wide initiatives such as National Recycling Week. Internally, coordination of the work across Environment has also improved, with the Councils communications team playing a major part in its delivery.

3.2.5 That good news stories around the successful removal of fly posting and enforcement of littering and dog fouling be publicised in order to promote effective action with the public.

The Smarter Neighbourhoods Communications and Engagement plan was reviewed and rewritten in October 2018 with an emphasis on being more proactive in the way we keep people informed about our operational work.

A total of 78 good news stories relating to topics considered by the Street Scene Select Committee were published between 1 September 2018 and 31 August 2019. There were also 148 enquiries and interview requests in the same period covering subjects ranging from recycling and tree maintenance to litter and dog fouling enforcement.

Officers have had workshops with organisations including WRAP and Keep Britain Tidy to make better use of nationally recognised campaigns in North East Lincolnshire.

In addition to using regional and local news outlets and more engaging content on social media to keep people informed, we have had positive results from offering ward members, parish councils and community groups the opportunity to distribute posters, leaflets and other material in their neighbourhoods to publicise initiatives such as the weekly recycling pilot, the bulky waste service and Skip It.

4.0 SKIP IT EVENTS AND BULKY WASTE SERVICE PROVISION

4.1 The Select Committee considered two recent trials/proposals additional to standard service delivery to evaluate impact and success.

- a. The Skip It! initiative was designed to give something back to the community along with building relations with the community and providing educating material on recycling.
- b. The select committee further considered the draft cabinet report on an improved bulky waste collection service aiming to prevent fly tipping by offering an attractive alternative to residents and improve the quality of the local environment by reducing the current level of reactive work which was diverting resources from programmed street cleansing work.

4.2 Recommendations made in respect to skip it events and bulky waste:

A number of recommendation were made in respect to these areas. These are listed below together with a summary of actions taken and impact 12 months on:

4.2.1 That the positive feedback on the Skip It Campaign be noted, and the scheme be reviewed following evaluation of the pilot.

In August 2018, NELC unveiled Skip It as new way to help people get rid of their household junk for free. Pop-up recycling points were set up for a day in each of the area's 15 wards, as part of a pilot project with the ambition to:

- reduce fly-tipping
- promote civic pride and community clean ups
- and increase community engagement and education about recycling and waste.

People were encouraged to bring their household junk and while they were at the site they could pick up extra recycling boxes, find out more about recycling and home energy and meet their councillors, voluntary groups and other organisations active in their community. People visited in their thousands, even those without transport, with some carrying a sofa down the street or pushing a fridge along in a wheelbarrow. They brought everything from mattresses and washing machines to garden clippings and fence panels. Most rubbish was recycled or sent to the energy from waste plant to generate electricity. Some items were sold at the Grimsby Community Recycling Centre, and proceeds went to charities and good causes.

The statistics for the 2018 events revealed that, from 4,921 visits, 194 tonnes of recycling and household waste were collected. Of this, 41 per cent was recycled, 49 per cent went to the energy from waste plant; and only 10 per cent went to landfill. In addition, a total of 1,536 recycling boxes were given out to help people recycle more at home.

Skip It was evaluated after the first 15 events and the Council found it had been hugely popular and successful in raising awareness, education and community spirit, but it had not had sufficient reach in relation to improving the local environment and promoting local community groups. It was also costly to run and had little impact on reports of fly-tipping. People said they loved Skip It but wanted events to be held in other locations and outside normal working hours.

In 2019, the concept was grown further to make sure NELC harness the enthusiasm from the community and use it to seed new community groups, grow existing groups and encourage added benefits such as litter picks and fly-tipping action days around the central event. For the second phase of skip it community groups and other organisations were invited to bid to stage their own pop-up recycling centres in association with the Council. These would see the workload shared between the Council and the community, which meant they were cheaper to stage and could run to a slightly later time than the 2018 events.

In spring 2019, NELC teamed up with Lincolnshire Housing Partnership (LHP) to deliver two Skip It events in partnership where almost 28 tonnes was collected.

Since then, seven groups, including parish councils, a school and several community groups, have held their own Skip It events in association with the Council and there are two more to come in October. One group used their Skip It to dispose of waste fly-tipped in private alleyways, others have held litter picks, provided volunteer opportunities and offered to collect bulky items from the homes of people who aren't able to remove it themselves. They've built links with other groups in their areas and used Skip It to promote the work they do and help recruit more volunteers.

4.2.2 That the recommendations within the Bulky Waste Collection Service report be endorsed

The dedicated bulky waste collection service went live in March 2019, including a new booking system. The service is popular and well used and to date 872 bookings have been made.

4.2.3 That the offer of support towards any future Skip It! events be noted, and that officers engage with Lincolnshire Housing Partnership when making future arrangements.

In spring 2019, NELC teamed up with Lincolnshire Housing Partnership (LHP) to deliver two Skip It events in partnership where almost 28 tonnes was collected.

For LHP, these events represent a true example of how working with partners such as NELC offers the opportunity to help and support both its residents and the wider community. During the two days, local community groups and officers from a whole host of LHP services attended the events to offer advice and answer questions. LHP's Director of Customers Bridget Lloyd said: "We cannot thank NELC enough for making these events happen. Skip It is a fantastic idea and demonstrates what can be done for the benefit of everyone."

5.0 COMMUNITY ENGAGEMENT AND FINAL RECOMMENDATIONS

5.1 With regards to community engagement, the issues that came up across all the sessions included:

- a. A need for clearer communication to residents.
- b. A need for the Council to harness the skills and engagement provided by community groups across the area.
- c. Ease of reporting for fly tipping incidents
- d. A need for clearer communication with Elected Members to ensure they are aware of the services the council offered

5.2 Recommendations made in respect to community engagement:

A number of recommendations were made in respect to improvements to community engagement. These are listed below together with a summary of actions taken and impact 12 months on:

5.2.1 That communications to the public and Members on guidance about service areas be reviewed and improved.

Steps taken to implement this recommendation is detailed in paragraph 3.2.5. and a proposed quarterly newsletter format is included for the panels consideration in Appendix 2.

5.2.2 That reporting arrangements be reviewed and new options explored to increase the public's reporting of fly-tipping.

Following the recommendation made by the Select Committee, consultation took place with the Customer Contact Centre and ICT. The current routes for reporting fly tipping are well used by residents, with few concerns of reporting methods fed back to the contact centre. Some minor changes to reporting forms have been completed to improve ease of use. A service review of the DASH reporting system has also taken place to improve the quality of progress updates provided to residents reporting issues.

5.2.2 That enhanced ward based information on street scene activity and enforcement to be provided to Elected Members on a quarterly basis.

Access to easy retrievable service data to share on a ward based level has been challenging. The service has been working with the service design team to look at how we collate and publish ward by ward information about fly-tipping, street cleansing, bin collections and enforcement. Several reporting dash boards have been created for the service to allow easy review of customer service data. These are all operational from September 2019 and will form an essential part of future quarterly information to Elected Members. Appendix 3 include an example of the information that the service intend to share going forward.

5.2.3 That the Street Scene Select committee be reconvened in 12 months' time to receive an update on progress.

This report providing detailed updates on progress, will be considered by Communities Scrutiny panel in October 2019.

APPENDIX 2- PROPOSED QUARTERLY SERVICE INFORMATION

SMARTER NEIGHBOURHOODS UPDATE - October 2019



Performance Overview



Reliable waste collections	<ul style="list-style-type: none"> Daily collection of: <ul style="list-style-type: none"> 1400 domestic bins 1600 garden waste bins 17,000 recycling boxes 	★
Deliver grass cutting schedule	<ul style="list-style-type: none"> 1-3 weekly grass cutting of 8 million sqm of amenity and verge cutting 11-30-40 mph zone Annual cutting of 16.2 miles of rural verge 	★
Deliver weed spraying rota	<ul style="list-style-type: none"> 10 weekly weed spraying across the borough 	★
Maintenance of open spaces	<ul style="list-style-type: none"> 13 Play areas 60 Parks and open spaces Maintenance of 100,000 trees 	★
Street Cleansing	<ul style="list-style-type: none"> Daily cleansing of zone 1 and 2-11 weekly cleansing of other areas Removal of 1600 fly tipping incidents a year 	★
Gully Maintenance	<ul style="list-style-type: none"> Bi-annual emptying of 31,000 gullies Adequate maintenance of kerotic blocks and gully channels 	★
Special Waste Collections	<ul style="list-style-type: none"> 120 Domestic waste collections per week Household bulky waste removal 	★
Robust Enforcement	<ul style="list-style-type: none"> SPNs for littering, dog fouling and PSPD breaches Prosecutions for fly tipping and other legal breaches Regulatory inspections and delivery of Port Reach Service 	★

In the News



[Woman fined for using backyard as a dump](#)

More than 30 bin bags, cardboard boxes, plastic tubs and children's toys – just some of the rubbish North East Lincolnshire Council enforcement officers found dumped in a Grimsby back garden.



[Beachgoers told to stay away from protected birds](#)

Recreational water users are being warned not to disturb roosting and feeding birds while taking part in summer activities.



[Keeping the River Freshney clean](#)

Rubbish fished from the River Freshney in August was piled up in Grimsby town centre in a drive to cut littering. Organisations with connections to the river are backing the campaign to remind people to respect the river and put their litter in a bin or take it home.

SMARTER NEIGHBOURHOODS UPDATE - October 2019

In the News



[Cleethorpes launches initiative to tackle beach littering this summer](#)

Campaign tells visitors to 'Bin it or take it home' after tests show it reduces littering by 26 per cent. New signs and stickers will be appearing on Cleethorpes beach in a drive to cut the amount of rubbish left by visitors



[Nearly 50 penalties given for littering and cycling offences last week](#)

Nearly 50 fixed penalty notices were issued in Grimsby town centre last week, including 13 for cycling in the pedestrian area, on Friday morning alone.



[Council cracking down on dog fouling as PSPOs come into effect](#)

New Public Space Protection Orders (PSPOs) are coming into force in North East Lincolnshire to clamp down on irresponsible dog owners.



[Holidaymaker fined for fly-tipping at bring to recycling site](#)

A holidaymaker has been prosecuted by North East Lincolnshire Council for fly-tipping at a bring-to recycling site at the Humberston Fitties.



[Pioneering Skip It events are back with more dates for 2019](#)

Community groups from across the area are teaming up with North East Lincolnshire Council to host their own Skip It events this summer.



[Thank you to local litter heroes for keeping our streets and parks clean](#)

Community groups are being thanked for their efforts for keeping the streets and parks of North East Lincolnshire clean.

Operational information *



