

## Overview & Scrutiny Committee

Wednesday 7 September 2016

7.00 pm

Ground Floor Meeting Room G02A - 160 Tooley Street, London SE1 2QH

### Membership

Councillor Gavin Edwards (Chair)  
Councillor Rosie Shimell (Vice-Chair)  
Councillor Anood Al-Samerai  
Councillor Jasmine Ali  
Councillor Catherine Dale  
Councillor Paul Fleming  
Councillor Tom Flynn  
Councillor Rebecca Lury  
Councillor Michael Situ  
Councillor Kieron Williams  
Martin Brecknell  
Lynette Murphy-O'Dwyer

### Reserves

Councillor Eleanor Kerlake  
Councillor Sunny Lambe  
Councillor Maria Linforth-Hall  
Councillor David Noakes  
Councillor James Barber  
Councillor Karl Eastham  
Councillor Jon Hartley  
Councillor Ben Johnson  
Councillor Leo Pollak  
Councillor Martin Seaton  
Councillor Cleo Soanes

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### INFORMATION FOR MEMBERS OF THE PUBLIC

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#### Access to information

You have the right to request to inspect copies of minutes and reports on this agenda as well as the background documents used in the preparation of these reports.

#### Babysitting/Carers allowances

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**Contact:** [shelley.burke@southwark.gov.uk](mailto:shelley.burke@southwark.gov.uk) 02075257344

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Members of the committee are summoned to attend this meeting

**Eleanor Kelly**

Chief Executive

Date: 30<sup>th</sup> August 2016



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Wednesday 7 September 2016  
7.00 pm

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## Order of Business

Item No.	Title	Page No.
1.	<b>APOLOGIES</b>	
1.	<b>NOTIFICATION OF ANY ITEMS OF BUSINESS WHICH THE CHAIR DEEMS URGENT</b>	
	In special circumstances, an item of business may be added to an agenda within five clear working days of the meeting.	
3.	<b>DISCLOSURE OF INTERESTS AND DISPENSATIONS</b>	
	Members to declare any interests and dispensations in respect of any item of business to be considered at this meeting.	
	<b>PART A - OPEN BUSINESS</b>	
4.	<b>GETTING SOUTHWARK TO WORK</b>	
	Discussion with:  Val Shawcross, Deputy Mayor for Transport Councillor Mark Williams, cabinet member for regeneration and new homes Councillor Ian Wingfield, cabinet member for environment and the public realm	
5.	<b>BRIEFING ON BULKY WASTE AND STREET CLEANING</b>	1 - 6
6.	<b>SCRUTINY COMMITTEE WORK PLANS</b>	
	Papers to follow	

**Item No.**

**Title**

**Page No.**

**DISCUSSION OF ANY OTHER OPEN ITEMS AS NOTIFIED AT THE START OF THE MEETING.**

**PART B - CLOSED BUSINESS**

**DISCUSSION OF ANY CLOSED ITEMS AS NOTIFIED AT THE START OF THE MEETING AND ACCEPTED BY THE CHAIR AS URGENT.**

## OSC briefing paper – Street Cleaning Performance

### September 2016

Street cleanliness in Southwark is measured by utilising the LEQs (Local Environmental Quality Surveys) methodology to ensure consistency and comparison with previous years.

Three surveys take place each year, each survey concentrates on a number of geographical areas known as target wards, seven target wards are surveyed per tranche to ensure that all 21 wards are surveyed at least once during the 12 month period and in every survey a 50 metre stretch of each road called a transect is graded for levels of litter, detritus, graffiti and fly posting.

Street cleaning assessors measure the presence of each of the four elements within a specific transect using the following grades:

#### Litter

GRADE A - no litter or refuse

GRADE B - predominantly free of litter and refuse except for some small items

GRADE C - widespread distribution of litter and refuse, with minor accumulations

GRADE D - heavily littered, with significant accumulations

#### Detritus

GRADE A - no detritus present on the transect;

GRADE B - predominantly free of detritus except for some light scattering

GRADE C - widespread distribution of detritus, with minor accumulations

GRADE D - extensively covered with detritus with significant accumulations

An identical grading system is also used for graffiti and fly posting.

Three Intermediate Grades are also used. These are:

- B+, between Grade A and Grade B
- B-, between Grade B and Grade C
- C-, between Grade C and Grade D

Grades A, B+ and B are deemed to be an acceptable standard and all other grades unacceptable.

The target wards for each tranche in 15/16 are shown in the table blow. 50 roads were surveyed in each ward giving a total of 1050 roads for the year.

Date	Wards surveyed
July 2015	Brunswick East Dulwich Newington Grange Nunhead Peckham Rye South Camberwell
October 2015	Chaucer East Walworth Surrey Docks College Peckham The Lane Cathedrals
March 2016	South Bermondsey Livesly Faraday Riverside Camberwell Village Camberwell Green

### **NI 195 Cross Borough Surveying Partnership**

To ensure impartiality, street cleansing officers from LB Lambeth participated in all three 15/16 surveys carrying out 75 assessments per survey making a total of 225 for the year or approximately 20% of the total assessed. Southwark Cleaning staff were used in a reciprocal arrangement for the LB Lambeth street cleaning surveys.

**15/16 Year End Results - Litter (4.8 %)**

Of the 1050 roads surveyed 50 were judged to be below an acceptable standard for litter which represents a failure rate of just under 5%, the litter target for 15/16 was no more than 7% of roads failing to meet an acceptable standard for litter.

**15/16 Year End Results – Detritus (6.2 %)**

Of the 1050 roads surveyed 65 were judged to be below an acceptable standard for detritus which represents a failure rate of just over 6%, the detritus target for 15/16 was no more than 10% of roads failing to meet an acceptable standard for detritus.

**15/16 Year End Results – Graffiti (4.3%)**

Of the 1050 roads surveyed 45 were judged to be below an acceptable standard for graffiti which represents a failure rate of just over 4%, the graffiti target for 15/16 was no more than 5% of roads failing to meet an acceptable standard for graffiti.

**15/16 Year End Results – Fly posting (2.5%)**

Of the 1050 roads surveyed 26 were judged to be below an acceptable standard for fly posting which represents a failure rate of 2.5%, the fly posting target for 15/16 was no more than 3% of roads failing to meet an acceptable standard for fly posting

**15/16 – Dog Fouling (6%)**

As part of each survey incidents of dog fouling were also recorded, dog fouling is graded differently to the other elements insofar as any single incident of dog fouling found means that that the road is deemed to have failed, results for dog fouling were as follows :

<b>Survey</b>	<b>Number of Transects</b>	<b>Roads with incidents of DF</b>	<b>% of roads inspected found to have dog fouling</b>
Tranche 1	350	21	6
Tranche 2	350	21	6
Tranche 3	350	22	6
<b>Total</b>	<b>1050</b>	<b>64</b>	<b>6</b>

**Appendix One - Comparisons with previous year's street cleansing survey results**

<b>YEAR</b>	<b>TRANCHE</b>	<b>LITTER</b>	<b>DETRITUS</b>
2007-08	T1	8	14
2007-08	T2	6	19
2007-08	T3	9	16
<b>2007-08</b>	<b>Full Year</b>	<b>8</b>	<b>16</b>
2008-09	T1	6	12
2008-09	T2	3	8
2008-09	T3	8	15
<b>2008-09</b>	<b>Full Year</b>	<b>6</b>	<b>12</b>
2009-10	T1	4	15
2009-10	T2	5	7
2009-10	T3	3	9
<b>2009-10</b>	<b>Full Year</b>	<b>4</b>	<b>10</b>
2010-11	T1	4	6
2010-11	T2	3	8
2010-11	T3	4	12
<b>2010-11</b>	<b>Full Year</b>	<b>4</b>	<b>9</b>
2011-12	T1	5	7
2011-12	T2	7	11.5
2011-12	T3	8	9
<b>2011- 12</b>	<b>Full Year</b>	<b>6.5</b>	<b>9</b>
2012-13	T1	4.5	8
2012-13	T2	8	10
2012-13	T3	9	10
<b>2012- 13</b>	<b>Full Year</b>	<b>7</b>	<b>9</b>
2013 -14	T1	5.5	11
2013 -14	T2	8.5	9.5
2013 -14	T3	7	7
<b>2013 -14</b>	<b>Full Year</b>	<b>7</b>	<b>9</b>
2014 -15	T1	7.5	12
2014 -15	T2	6	8
2014 -15	T3	8	5
<b>2014 -15</b>	<b>Full Year</b>	<b>7</b>	<b>8</b>
2015 -16	T1	3	11
2015 -16	T2	6	5.5
2015 -16	T3	5	2
<b>2015 -16</b>	<b>Full Year</b>	<b>4.8</b>	<b>6.2</b>

## OSC Briefing Paper – Bulky Waste Service

**September 2016**

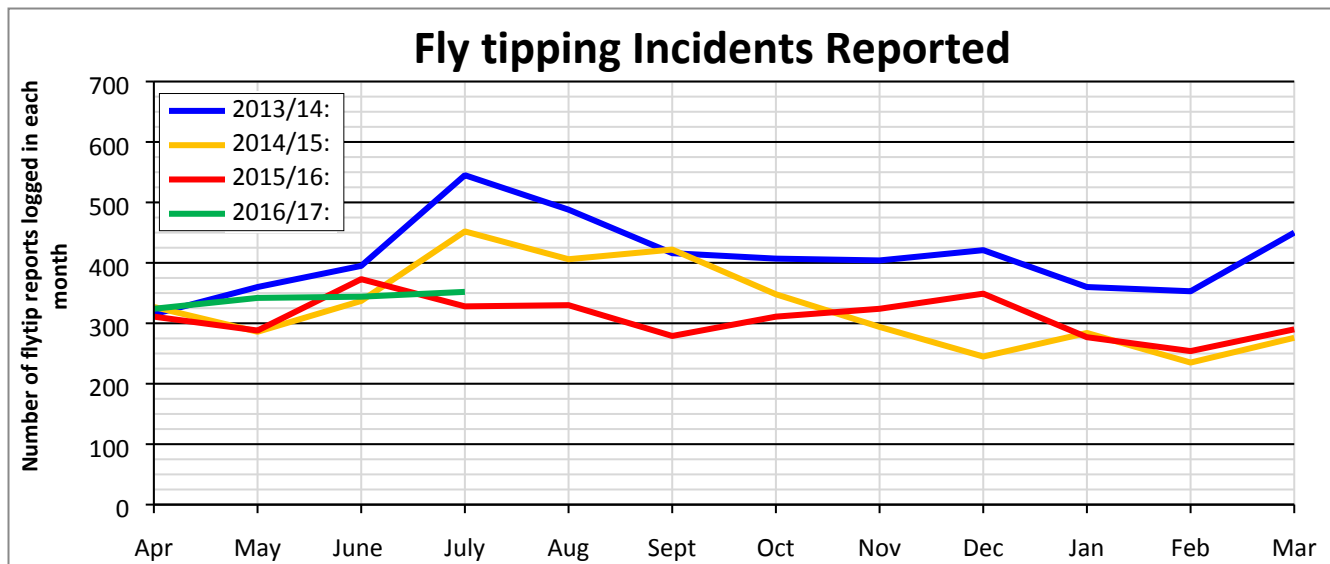
The table below provides a summary of the number of bulk waste collections, income received, service complaints and reported fly-tips since the bulky waste collection charge was introduced compared to the same period one year earlier.

<b>Current Year (from start of charges Dec 15)</b>	<b>Dec- 15</b>	<b>Jan- 16</b>	<b>Feb -16</b>	<b>Mar -16</b>	<b>Apr- 16</b>	<b>May -16</b>	<b>Jun -16</b>	<b>Jul- 16</b>	<b>Aug -16</b>	<b>Sep -16</b>	<b>Oct- 16</b>	<b>Nov -16</b>
No. of collections	879	552	658	599	802	805	850	742				
Income rec'd (£'000)	8.67	12.1	11.3	9.6	12.8	12.9	13.6	11.9	0.00	0.00	0.00	0.00
No of complaints	13	14	7	12	19	10	31	23				
Reported Flytips	349	277	254	290	324	342	344	352				
<b>Previous year comparison data</b>	<b>Dec- 14</b>	<b>Jan- 15</b>	<b>Feb -15</b>	<b>Mar -15</b>	<b>Apr- 15</b>	<b>May -15</b>	<b>Jun -15</b>	<b>Jul- 15</b>	<b>Aug -15</b>	<b>Sep -15</b>	<b>Oct- 15</b>	<b>Nov -15</b>
No. of collections	1704	1890	174 8	184 6	189 5	217 8	217 8	195 3	217 5	217 9	202 8	182 6
Income rec'd (£'000)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
No of complaints	10	4	8	10	13	13	15	14	14	19	14	7
Reported Flytips	245	284	235	276	311	288	373	328	330	279	311	324

The main conclusions that can be drawn from this information are as follows:

- The number of bulky waste bookings since the charged service commenced has reduced to just under 40% of the number over the same period one year earlier. A fall in the number of bulky waste collection bookings was anticipated when the charged service was introduced.
- The income generated by bulky waste bookings to date is £93k – this would equate to around £127k for a full financial year.
- The number of complaints has remained at very low levels since the changes were introduced in December 2015 apart from the two most recent months. This is as a result of changes in the way the requests are handled in the back office. These changes have now settled and the number of complaints received is expected to fall again as a result.
- Fly tipping appears to be holding at similar levels to last year overall with some month by month variations as has always been the case. Please see the graph below for a longer term trend analysis





### Conclusion

The introduction of charges for bulky waste collections has been successful in terms of creating an income stream from the council. It has also been successful in terms on migrating a significant number of service requests from the telephone booking to on-line booking.

Work continues to improve the service still further with improvements to the on-line booking process underway to ensure that it is clear what items can and can't be collected and to proceed to fully automated transaction handling.

The year on year reduction in reported fly tips appears to have slowed but there is no evidence to suggest the introduction of a charge for this service has had a negative impact.

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**OVERVIEW & SCRUTINY COMMITTEE****MUNICIPAL YEAR 2016/17****AGENDA DISTRIBUTION LIST (OPEN)****NOTE:** Original held by Scrutiny Team; all amendments/queries to Shelley Burke Tel: 020 7525 7344

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Councillor Jasmine Ali	1	Shelley Burke, Head of Overview & Scrutiny	1
Councillor Paul Fleming	1	Norman Coombe, Legal Services	1
Councillor Tom Flynn	1	Aine Gallagher, Political Assistant	1
Councillor Eleanor Kerslake	1	Niko Baar, Political Assistant	1
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<b><u>Electronic agenda (no hard copy)</u></b>		<b>Total: 30</b>	
<b>OSC Members</b>		<b>Dated: May 2016</b>	
Councillor Gavin Edwards (Chair)			
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<b>Reserves</b>			
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