

# Transport and Environment Committee

10am, Tuesday, 3 June 2014

## Cleanliness of the City

<b>Item number</b>	7.14
<b>Report number</b>	
<b>Executive/routine</b>	Executive
<b>Wards</b>	All

### Executive summary

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In March 2014, Keep Scotland Beautiful (KSB) undertook the latest Cleanliness Index Monitoring System (CIMS) independent assessment of Edinburgh's street cleanliness. The City of Edinburgh Council cleanliness targets for 2013/14 are a cleanliness index score of 72 and a minimum of 95% of streets surveyed as clean. The national standard of cleanliness target is a cleanliness index score of 67.

In this assessment, a cleanliness index score of 74 was achieved with 96% of streets surveyed achieving the nationally recognised standard of cleanliness. This was an improvement on both the last CIMS assessment in December 2013 and the March 2013 assessment which achieved results of 71 and 95% and 70 and 94% respectively.

Five out of six Neighbourhoods achieved a cleanliness score equal or greater to the city wide target of 72, an improvement from March 2013 where only one neighbourhood achieved this (Appendix 4).

### Links

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<b>Coalition pledges</b>	<a href="#">P44</a>
<b>Council outcomes</b>	<a href="#">CO7</a> , <a href="#">CO17</a> , <a href="#">CO19</a> , <a href="#">CO25</a> , <a href="#">CO26</a> , <a href="#">CO27</a>
<b>Single Outcome Agreement</b>	<a href="#">SO4</a>

## Cleanliness of the City

### Recommendations

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- 1.1 It is recommended that the Transport and Environment Committee note the content of this report.

### Background

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- 2.1 CIMS are the method used by The City of Edinburgh Council to assess street cleanliness. KSB manages the CIMS scheme nationally and carries out four independent assessments each year. In March 2014, KSB undertook the latest CIMS independent assessment of Edinburgh's street cleanliness.
- 2.2 Each assessment is a snapshot of the cleanliness of the streets, with a 50-metre transect surveyed from a random sample of 10% of the city's streets. Each transect is graded on the presence of litter on a scale from 'A' to 'D' as detailed in the Code of Practice on Litter and Refuse (Scotland 2006). An 'A' grade indicates no litter whatsoever, whereas a 'D' grade signifies major accumulations along the transect. Grade 'A' and 'B' represent an acceptable standard of cleanliness, while Grade 'C' and 'D' are noted as unacceptable. The grades are then given a points value - from 3 points for an 'A' grade, to 0 points for a 'D' grade. The transect scores for each Neighbourhood and Ward are then aggregated up to a score out of 100. A score of 67 or above indicates that an area meets the national standard of cleanliness i.e. the majority of transects in that area were assessed as 'A' or 'B'. The same methodology is used for Local Environment Audit Management System (LEAMS), the statutory performance indicator for street cleaning, although a smaller sample of streets are assessed.
- 2.3 The City of Edinburgh Council CIMS performance targets for 2013/14 are a citywide cleanliness index score of 72 and a minimum of 95% of streets meeting the acceptable standard of cleanliness.

## Main report

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3.1 The result of the March 2014 survey are summarised in Figure 1 below.

Neighbourhood	CIMS Score	% streets clean
West	78	100
South	78	94
South West	77	93
North	75	100
East	72	94
City Centre & Leith	66	94
<b>City wide</b>	<b>74</b>	<b>96</b>

*Figure 1: Summary of March 2014 CIMS street cleanliness results*

- 3.2 The overall results for this assessment are the best for any March assessment undertaken by KSB since the introduction of CIMS assessments in 2007. The Council achieved an above target score of 74, with 96% of streets surveyed achieving the nationally recognised standard of cleanliness (Figure 1).
- 3.3 This was an improvement on the March 2013 results, where a cleanliness index score of 70 was achieved with 94% of streets meeting the acceptable standard of cleanliness (Appendix 1 and 2). It was also an improvement on the previous CIMS assessment in December 2013 which resulted in an index score of 71 and 95% of streets clean.
- 3.4 Five out of six Neighbourhoods received a cleanliness score equal to or greater than the city wide target of 72 (Figure 1). The City Centre and Leith Neighbourhood, with a score of 66, missed the national cleanliness target by one point. A detailed breakdown of the CIMS score in this ward is detailed in section 3.11. Notwithstanding this, significant cleanliness improvements have been achieved compared to March 2013 when only one neighbourhood achieved a score of 72 (Appendix 3 and 4).
- 3.5 Alongside an improvement in overall cleanliness compared to March 2013, the number of unacceptable transects recorded has also improved. In March 2013, 6% of transects were noted as unacceptable (Grade 'C' or 'D'). This fell to 5% in this recent assessment.
- 3.6 Further details of the survey findings at a Ward level are detailed in sections 3.11 onwards and Appendix 5. In summary, of the 17 wards, only two did not

meet the national cleanliness target of 67 (Ward 7 Sighthill/Gorgie and Ward 11 City Centre). Nine wards achieved a CIMS score of 72 or greater, with the remaining six scoring between 69-71.

- 3.7 Eight wards achieved a result of 100% clean for acceptable standards of cleanliness. This is an excellent result and a significant improvement from March 2013 where only two wards were assessed as 100% clean (Appendix 5).
- 3.8 Incidences of dog fouling across the city were recorded at 5%, down from 8% in March 2013.
- 3.9 It should be noted that pedestrian derived litter constitutes the greatest source of litter in the city, with 76% of litter classed as originating from this source.

### **Confirm Environmental System**

- 3.10 The Confirm on Demand Environmental system went live on 24 March 2014 for Street Cleaning Operations. All enquiries, service requests and information requests are now being logged and progressed through the system. This will see real time service requests reaching frontline operatives, and in turn updates to service requests being available to our Contact Centre as the system is updated in the field. As part of the roll out of the Confirm on Demand, customers will also be able to, for the first time, request an automatic confirmation that their service request has been completed.

### **City Centre and Leith Neighbourhood, CIMS Score 66 - 94% Clean**

- 3.11 The City Centre and Leith Neighbourhood achieved a score of 66, one point below the national standard, with 94% of streets assessed as clean, a 2% increase in compared to December 2013 (Appendix 4). Ward 11 (City Centre) failed to achieve the acceptable standard of cleanliness score by four points, whilst Ward 12 (Leith Walk) and Ward 13 (Leith), both achieved scores above the national standard of cleanliness index score. Notably, 100% of streets surveyed were assessed as clean in Ward 12 (Leith Walk) during this survey. Overall a total of 93 transects were surveyed of which 6 failed to meet the acceptable standard of cleanliness.
- 3.12 Ward 11 (City Centre) received a score of 63 with 89% of transects noted as clean (Appendix 5). Five locations in this ward failed to meet the acceptable standard of cleanliness; Calton Road (cigarette litter); Antigua Street (fast food and cigarette litter); North Clyde Lane (spillages from trade waste bins); North Thistle Street Lane (spillages from trade waste bins); Coates Place (spillages from domestic recycling boxes). Ward 12 (Leith Walk) scored 69 with 100% of streets assessed as clean.

- 3.13 Ward 13 (Leith) scored 69 with 96% of streets assessed as clean. One location at Bath Road did not meet the acceptable standard of cleanliness due to accumulations of fast food packaging waste near to a food retailer.
- 3.14 On Friday 7 March 2014, volunteers at the Fleshmarket Close Day of Action were cleaning street furniture; removing stickers, fly-posting and graffiti, litter picking and conducting joint patrols between Police and Community Safety Officers in the Fleshmarket Close and nearby areas.
- 3.15 Community Safety officers also accompanied Community Fire Fighters giving essential advice to residents on fire safety and stair security. All the partners encouraged the business community to get involved on the day. This was a joint initiative led by the City Centre & Leith Neighbourhood Office.
- 3.16 To mitigate against the impact of trade waste on city centre streets, a new approach to manage trade waste better is being trialled in three pilot areas (Rose Street and surrounding lanes, Leith Walk and the High Street), with business waste only permitted on street at certain times. In Rose Street and surrounding lanes, the number of bins stored on public space has fallen from 390 to under 100. The majority of the remaining bins are for food or glass which can be more problematic for some businesses to store within the premises. Continued on-street storage of these bins is permitted in the interim while businesses work towards full compliance. Enforcement is being carried out to ensure that businesses take responsibility for their waste. Since 20 January 2014, 86 Fixed Penalty Notices (FPNs) have been issued. Additional resources in the area have resulted in a further 48 FPNs being issued for general littering offences. Leith Walk and the High Street are still in the initial implementation phase, albeit the numbers of bins permanently stored on street have already fallen and anecdotal evidence suggests these streets are already appearing cleaner.
- 3.17 By engaging with the local community via the Clean Leith Forum, as well as using customer contact records and local staff knowledge, the Cleaner Leith Project team has sought to identify the problem areas to be prioritised. A number of actions looking to have long-term impact are being taken forward, with the opportunity to trial new ideas and improve partnership working with internal colleagues and external partners. Meantime, the audit of all Leith streets is ongoing with a number of issues such as fly-tipping, abandoned bikes, graffiti and fly-posting being recorded and dealt with.

### **North Neighbourhood, CIMS Score 75 – 100% clean**

- 3.18 The North Neighbourhood received an overall score of 75 (Figure 1). Ward 4 (Forth) achieved a CIMS score of 71 and Ward 5 (Inverleith) achieved a score of 79 (Appendix 5). The percentage clean result of 100% was achieved for these two wards with no 'C' or 'D' grades found. Both Ward 4 (Forth) and Ward 5

(Inverleith) exceeded the national standard of cleanliness score of 67 (Appendix 5).

- 3.19 The data shows 13% of streets surveyed in Ward 4 (Forth) and 29% of streets in Ward 5 (Inverleith) achieved an 'A' grade.
- 3.20 Smoking-related litter accounted for most of the litter found in Ward 4 (Forth). The Environmental Wardens will review the data to concentrate efforts in the areas where smoking-related litter has been problematic.

### **East Neighbourhood, CIMS Score 72 – 94% clean**

- 3.21 The East Neighbourhood received a score of 72 with 94% of transects noted as meeting the acceptable standard of cleanliness. This result is one point lower than the December 2013 result (Appendix 4). A total of 52 transects were surveyed in this assessment.
- 3.22 Ward 14 (Craigentinny/Duddingston) had an overall cleanliness index score of 69, which is a 2 point decrease from the previous result. 92% of the streets met the acceptable standard (Appendix 5). Of the 24 transects assessed two were graded as unacceptable, one Grade 'C' and one Grade 'D'. The Grade 'C' was noted in Clockmill Lane for a mix of litter types but predominately deep leaf litter. The mechanical sweeper cannot access the lane due to parked cars, therefore it is deep cleansed when a Traffic Regulation Order is put in place closing the road and restricting parking. This was already scheduled for the week after the CIMS assessment to enable a range of work to be undertaken and the area has now been brought back up to standard. The Grade 'D' was recorded in Piershill Grove and related to fly-tipping. Fly-tipping is a persistent issue across the Neighbourhood and the team will be looking to work with the Environment Service Support Unit (SSU) to look at ways to address this.
- 3.23 Ward 17 (Portobello and Craigmillar) received a score of 74 with 96% of streets meeting an acceptable standard. A total of 28 transects were surveyed, with one 'C' grade noted (Adelphi Place) for cigarettes and detritus. Team Leaders will be reminding operatives of the need to sweep as well as litter pick.
- 3.24 The team are working with Environmental Wardens and colleagues from the new Environment SSU on a Clean-up Lochend/Restarig campaign to focus on litter issues in this area (Ward 14). There is a persistent problem with high levels of residual waste, poor recycling rates and wrongly presented waste, all of which has an impact on street litter. Recycling Advisory Officers have spoken to residents about how to recycle more and ten sites have been identified where additional on-street recycling banks could be placed. The Environmental Wardens have been targeting the area and in Ward 14 (Lochend/Restarig, over the past three months, have issued the following fines; 15 for dog fouling, 12 for domestic waste, 4 for trade waste and 3 for littering.

### **South West Neighbourhood, CIMS Score 77 – 93% clean**

- 3.25 The South West Neighbourhood exceeded the city wide Council target of 72 in this assessment. The percentage of streets clean target was not met with 93% of streets meeting the acceptable standard of cleanliness (Appendix 4). A total of 105 transects were surveyed during this assessment. It shows an improvement on seasonal cleanliness standards from the assessment undertaken in December 2013.
- 3.26 Three wards exceeded the national cleanliness index target of 67. Two out of four wards achieved the 72 target or above with three wards achieving or exceeding the percentage of streets clean target of 95%. One ward achieved a 100% clean result (Appendix 5).
- 3.27 Out of the 105 transects surveyed, seven 'C' grades were noted, which is higher than recent surveys. These grades related mainly to domestic waste spillage and smoking litter. The domestic waste litter may have been caused by high winds blowing recycling material from on-street residential recycling boxes on the survey day, but the unavailability of mechanical street cleaning (MSC) vehicles on two of the survey days contributed to the poor result. Only one transect noted a small presence of dog fouling. This illustrates continued effort being made by Environmental Wardens and Task Force Street Cleaning staff to target this issue.
- 3.28 The overall cleanliness index result of 77 is due to the higher number of 'A' Grades noted in this assessment (34). A total of 32% of transects surveyed in this assessment were awarded 'A' grade.
- 3.29 Ward 7 (Sighthill/Gorgie) achieved a score of 64 with only 81% of transects surveyed noted as clean (Appendix 5). This result was disappointing as a street cleaning initiative had been organised in this ward recently, with staff prioritising hot spots throughout to remove litter and fly tipping accumulations quickly. The temporary unavailability of MSC vehicles due maintenance and the high winds on survey days exacerbated the issues. The procurement of new litter bins incorporating ashtrays instead of stub plates should improve the reduction in cigarette litter in this ward.
- 3.30 The Neighbourhood Task Force also removed graffiti from the Sighthill area and are working with Waste Service to prevent the escape of wind blown litter from the local Community Recycling Centre. The South West team will be planning a variety of clean up events in the Neighbourhood throughout 2014.

### **South Neighbourhood, CIMS Score 78 – 94% clean**

- 3.31 The South Neighbourhood achieved a very impressive cleanliness index score of 78 and a 94% clean result. The previous percentage clean result for the South in December 2013 was 92% with an overall cleanliness index result of 68 (Appendix 4).
- 3.32 All three Wards have improved on their previous score. Ward 10 (Morningside) achieved a result of 79 (up ten cleanliness index points from December 2013), Ward 15 (Southside/Newington) achieved a result of 69 (up two cleanliness index points from December 2013) and Ward 16 (Liberton/Gilmerton) received a score 84, a sixteen point increase from June 2013 (Appendix 5).
- 3.33 Wards 10 (Morningside) and 16 (Liberton/Gilmerton) exceeded the targets set by Services for Communities relating to percentage clean and cleanliness index with one ward (Ward 15 Southside/Newington) below target, although the Cleanliness Index increased.
- 3.34 The South Task Force focused on achieving and maintaining an acceptable standard of cleanliness throughout the Neighbourhood. An emphasis was placed on monitoring and concentrating efforts to achieve grade 'B' or above. During this survey, a larger number of 'A' grades (26) were noted from the random sample of streets. This has resulted in the higher overall cleanliness index result.
- 3.35 The South continue to operate a 'blitz' clean to areas. This type of cleaning proves to be efficient, as it uses both mechanical and manual sweeping with all resources focusing on a particular area. This includes litter picking of open space areas, street sweeping (manually and mechanically), weed treatment and scraping and removing fly tipping where noted. Future focuses for the Neighbourhood include Ward 15 (Southside/Newington), where the heavy footfall in this particular area provides an additional challenge in maintaining the acceptable standard of cleanliness in these streets.

### **West Neighbourhood, CIMS Score 78 – 100% clean**

- 3.36 The West Neighbourhood area has achieved an excellent CIMS result of 78 returning a 100% clean sample from all 92 streets inspected (Appendix 4).
- 3.37 Individual ward CIMS scores were: Ward 1 (Almond) – 80, Ward 3 (Drum Brae/Gyle) – 73 and Ward 6 (Corstorphine/Murrayfield) – 79.
- 3.38 During February and March 2014 the Street Cleaning service has been working in partnership to deliver a number of initiatives with the West Neighbourhood Environmental Warden team. Environmental Wardens have managed and delivered a number of joint working projects with Police Scotland and the Council's CCTV service to improve detection rates for dog fouling offences and littering adjacent to fast food outlets. Targeted operations have been successful in increasing the visible presence of the Environmental Warden service in the



area and has resulted in the issue of a number of FPNs at critical known problem areas.

- 3.39 Operationally, local teams have managed two recent rugby clean up events in the Murrayfield area and have also provided priority winter maintenance footpath treatment (pre-grits) on over ten occasions in the Corstorphine and Clermiston areas. Since the start of 2014, street cleaning teams have been preparing for the introduction of Confirm, the new asset management and operational control system. The street cleaning and open space management element of the system commenced on 24 March 2014 and, so far, operational and customer contact benefits are apparent. Over the months ahead, local teams will continue to deliver focused, customer-driven services to achieve the highest possible cleanliness results with the resources available.
- 3.40 Planned operations in the area include further partnership working with Police Scotland, Scottish Fire and Rescue Service and other Council services to address fire safety issues, problems with fly tipping and deliver an education programme with the pupils from the Royal High School and Queensferry High School.

## Measures of success

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- 4.1 A cleanliness index score of 72 and 95% of streets meeting the acceptable standard of cleanliness an 'A' or 'B' grade).

## Financial impact

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- 5.1 There is no financial impact from this report.

## Risk, policy, compliance and governance impact

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- 6.1 There is no risk, policy, compliance or governance impact from this report.

## Equalities impact

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- 7.1 The achievement of high cleanliness standards throughout the city fosters good relationships between the Council and residents through the provision of high quality services. It can also lead to safer routes free from potential obstructions and trip hazards for all pedestrians, particular those with visual impairments.

## Sustainability impact

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- 8.1 The CIMS assessments provide regular robust and independent assessments of how well Edinburgh is performing in keeping its streets and open spaces clean and litter free.

## Consultation and engagement

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- 9.1 None.

## Background reading/external references

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[www.keepsotlandbeautiful.org](http://www.keepsotlandbeautiful.org)

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## Links

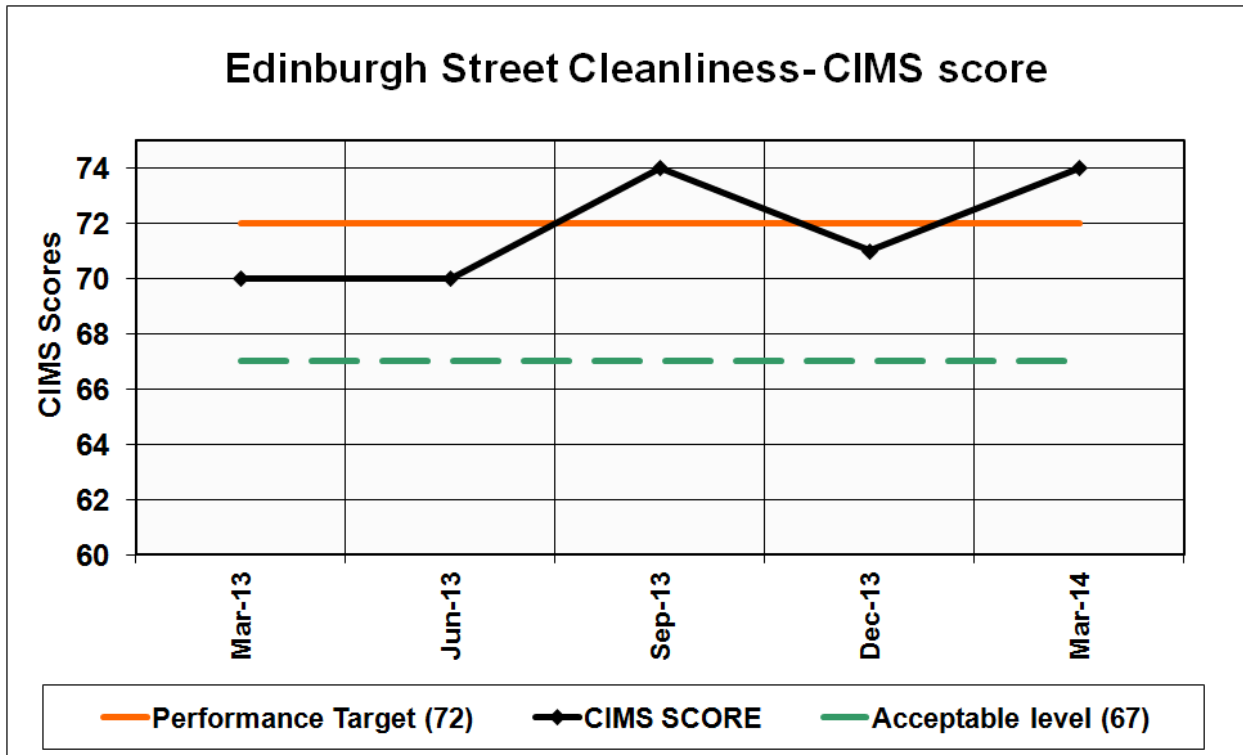
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<b>Coalition pledges</b>	P44 - Prioritise keeping our streets clean and attractive.
<b>Council outcomes</b>	CO7 - Edinburgh draws new investment in development and regeneration. CO17 - Clean – Edinburgh’s streets and open spaces are free from litter and graffiti. CO19 - Attractive places and well maintained – Edinburgh remains an attractive city through the development of high quality buildings and places and the delivery of high standards. CO25 - The Council has efficient and effective services that deliver on objectives. CO26 - The Council engages with stakeholders and works in partnership to improve services and deliver on agreed objectives. CO27 - The Council supports, invests and develops our people.

<b>Single Outcome Agreement</b>	SO4 - Edinburgh's communities are safer and have improved physical and social fabric.
<b>Appendices</b>	Appendix 1 - Edinburgh Street Cleanliness CIMS score March 13 – March 14. Appendix 2 - Percentage of Streets Clean Score March 13 - March 14. Appendix 3 - Cleanliness by Neighbourhood Area March 13 - March 14. Appendix 4 - Cleanliness by Neighbourhood Area March 13 – March 14. Appendix 5 - Cleanliness by Ward March 13 – March 14.

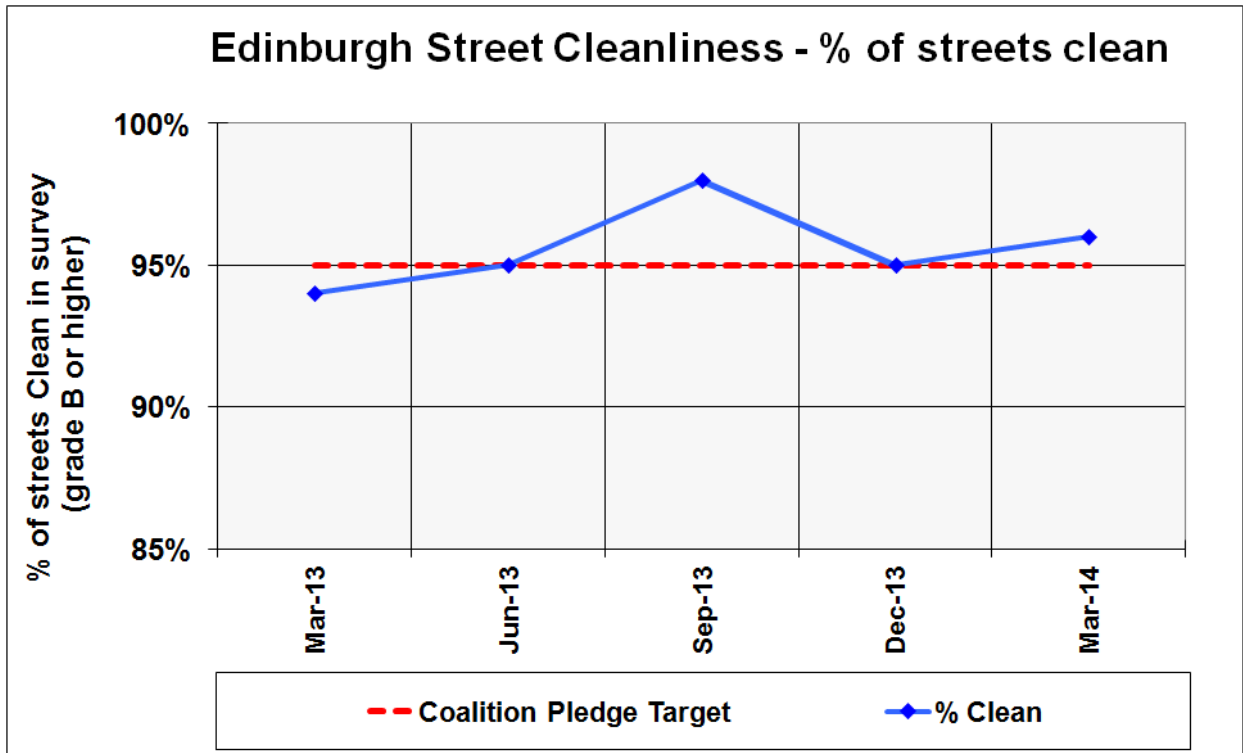
Appendix 1

Edinburgh Street Cleanliness – CIMS Score (March 13 – March 14)



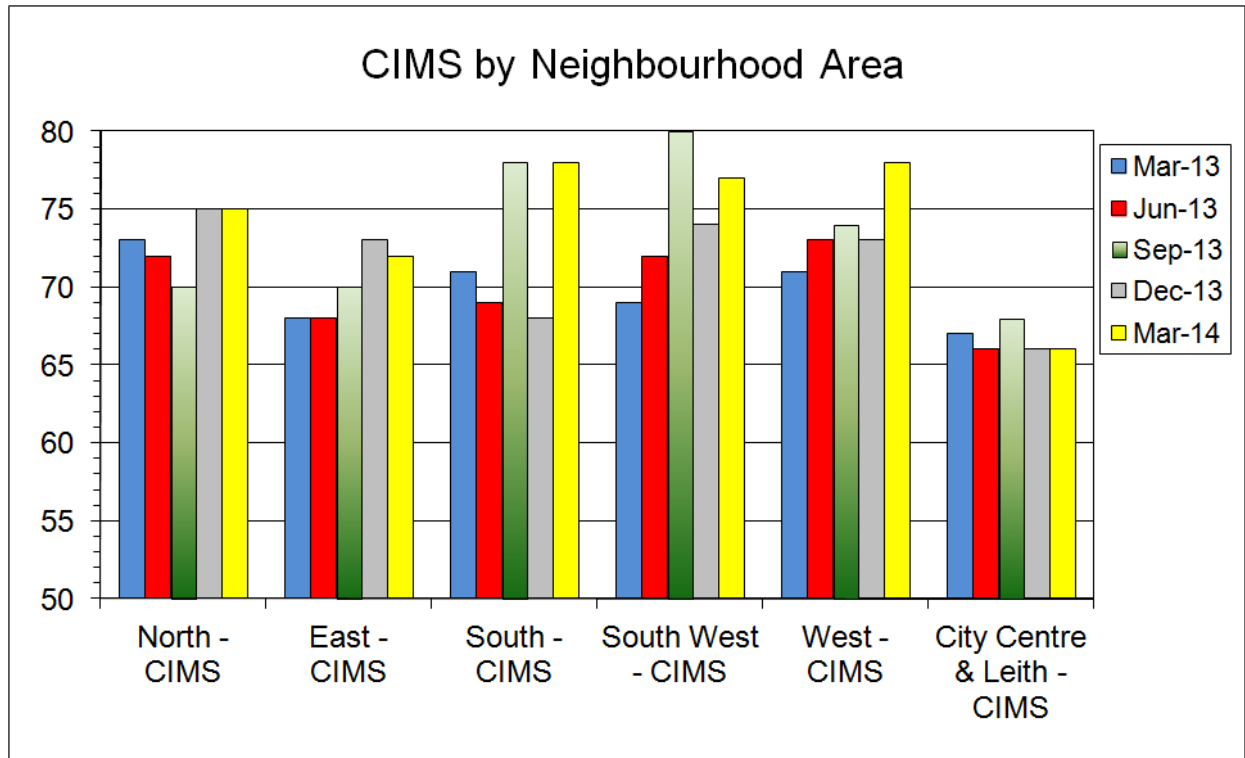
Appendix 2

Edinburgh Street Cleanliness – % clean score (March 13 – March 14)



### Appendix 3

#### Cleanliness by Neighbourhood – CIMS (March 13 – March 14)



## Appendix 4

### Cleanliness by Neighbourhood – CIMS (March 13 – March 14)

	Mar-13	Mar-13	Jun-13	Jun-13	Sep-13	Sep-13	Dec-13	Dec-13	Mar-14	Mar-14	Comparison with previous survey	Comparison with previous survey	Comparison Year on Year	Comparison Year on Year	Mtg coalition target (95%) (Y/N)
Area	CIMS	% Clean	CIMS	% Clean	CIMS	% Clean	CIMS	% Clean	CIMS	% Clean	CIMS	% Clean	CIMS	% Clean	% Clean
North	73	97%	72	94%	70	94%	75	98%	75	100%	→	↑	↑	↑	Y
East	68	96%	68	89%	70	95%	73	98%	72	94%	↓	↓	↑	↓	N
South	71	94%	69	98%	78	100%	68	92%	78	94%	↑	↑	↑	→	N
South West	69	96%	72	95%	80	98%	74	97%	77	93%	↑	↓	↑	↓	N
West	71	92%	73	98%	74	99%	73	96%	78	100%	↑	↑	↑	↑	Y
City Centre	67	91%	66	92%	68	94%	66	92%	66	94%	→	↑	↓	↑	N
<b>CITYWIDE</b>	<b>70</b>	<b>94%</b>	<b>70</b>	<b>95%</b>	<b>74</b>	<b>98%</b>	<b>71</b>	<b>95%</b>	<b>74</b>	<b>96%</b>	<b>↑</b>	<b>↑</b>	<b>↑</b>	<b>↑</b>	<b>Y</b>

## Appendix 5

### Cleanliness by Ward (March 13 – March 14)

	Area	Mar-13	Mar-13	Jun-13	Jun-13	Sep-13	Sep-13	Dec-13	Dec-13	Mar-14	Mar-14	Comparison with previous survey	Comparison with previous survey	Comparison Year on Year	Comparison Year on Year	Mtg coalition target (95%) (Y/N)
Ward		CIMS	% Clean	CIMS	% Clean	CIMS	% Clean	CIMS	% Clean	CIMS	% Clean	CIMS	% Clean	CIMS	% Clean	% Clean
1. Almond	W	71	90%	75	96%	77	100%	74	94%	80	100%	↑	↑	↑	↑	Y
2. Pentland Hills	SW	68	93%	74	94%	76	97%	73	97%	87	97%	↑	→	↑	↑	Y
3. Drum Brae / Gyle	W	69	95%	72	100%	73	96%	71	100%	73	100%	↑	→	↑	↑	Y
4. Forth	N	71	96%	68	90%	68	96%	79	100%	71	100%	↓	→	→	↑	Y
5. Inverleith	N	75	97%	75	97%	72	92%	73	97%	79	100%	↑	↑	↑	↑	Y
6. Corstorphine / Murrayfield	W	71	94%	71	100%	71	100%	71	96%	79	100%	↑	↑	↑	↑	Y
7. Sighthill / Gorgie	SW	66	96%	66	92%	70	96%	72	100%	64	81%	↓	↓	↓	↓	N
8. Colinton / Fairmilehead	SW	74	100%	74	100%	91	100%	83	100%	83	100%	→	→	↑	→	Y
9. Fountainbridge / Craiglockhart	SW	69	96%	75	95%	86	100%	69	91%	71	96%	↑	↑	↑	→	Y
10. Meadows/ Morningside	S	68	93%	68	96%	81	100%	69	93%	79	96%	↑	↑	↑	↑	Y
11. City Centre	CC	67	95%	66	93%	70	93%	64	90%	63	89%	↓	↓	↓	↓	N
12. Leith Walk	CC	65	85%	68	95%	68	95%	68	95%	69	100%	↑	↑	↑	↑	Y
13. Leith	CC	67	89%	65	88%	67	96%	67	92%	69	96%	↑	↑	↑	↑	Y
14. Craigtinny / Duddingston	E	65	89%	62	78%	69	93%	71	96%	69	92%	↓	↓	↑	↑	N
15. Southside / Newington	S	71	93%	68	96%	76	100%	67	90%	69	86%	↑	↓	↓	↓	N
16. Liberton / Gilmerton	S	73	97%	72	100%	78	100%	68	94%	84	100%	↑	↑	↑	↑	Y
17. Portobello / Craigmillar	E	71	100%	75	100%	70	96%	74	100%	74	96%	→	↓	↑	↓	Y
<b>Overall</b>		<b>70</b>	<b>94%</b>	<b>70</b>	<b>95%</b>	<b>74</b>	<b>98%</b>	<b>71</b>	<b>95%</b>	<b>74</b>	<b>96%</b>	<b>↑</b>	<b>↑</b>	<b>↑</b>	<b>↑</b>	