

Transport and Environment Committee

10am, Tuesday, 13 January 2015

Cleanliness of the City

Item number	7.20
Report number	
Executive/routine	Executive
Wards	All

Executive summary

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

In this assessment, a cleanliness score of 69 was achieved, with 94% of streets surveyed achieving the nationally recognised standard of cleanliness. This was a small decline on the previous survey undertaken in June 2014, where a score of 70 was achieved with 96% of streets classed as clean (Appendix 1 and 2).

One neighbourhood achieved a cleanliness score equal to or greater than the city wide target of 72. Five Wards achieved a CIMS score greater than 72 with one achieving a score of 80.

The Confirm system is now being rolled out to route schedule street cleansing. From the streets that have been completed, team leaders will select a number for post work inspections. They will assess the quality of work that has been undertaken and call back crews if the work is not to the required standard and/or identify additional training needs.

Links

Coalition pledges	P44
Council outcomes	CO7 , CO17 , CO19 , CO25 , CO26 , CO27
Single Outcome Agreement	SO4

Cleanliness of the City

Recommendations

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

Background

- 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 September 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 point's 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 cleanliness performance targets for 2014/15 are a citywide CIMS score of 72 with a secondary target of 95% of streets surveyed as clean.

Main report

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

Neighbourhood	CIMS Score	% streets clean
West	72	96
South	70	93
South West	71	95
North	69	89
East	66	94
City Centre & Leith	66	93
City wide	69	94

Figure 1: Summary of September 2014 CIMS street cleanliness results

- 3.2 The Council achieved the nationally recognised standard of cleanliness (a score of 67), with an overall CIMS score of 69 for this assessment. This fell short of the internal target of 72 (Figure 1). Five Wards achieved a CIMS score of greater than 72, with one achieving a score of 80.
- 3.3 The percentage of streets clean figure of 94% achieved in this assessment falls short of meeting the Council target of 95% of streets surveyed as clean (Appendix 2).
- 3.4 One neighbourhood received a cleanliness score equal or greater to the city wide target of 72 (Figure 1). Two neighbourhoods achieved this in the June assessment (Appendix 4).
- 3.5 Of the six neighbourhoods, four achieved or exceeded the national cleanliness target of 67. East Neighbourhood and the City Centre & Leith Neighbourhood missed the national target by 1 point (Appendix 4).
- 3.6 Five Wards achieved a result of 100% clean for acceptable standards of cleanliness and 10 Wards met or exceeded the Council target of 95% of streets surveyed as clean (Appendix 5). Compared to the previous survey in June 2014, the number of unacceptable transects recorded (Grade C or D) increased slightly from 5% to 6%.
- 3.7 Full details of the survey findings at a Neighbourhood and Ward level are detailed in sections 3.12 onwards and in Appendix 1- 5.

In summary, of the 17 Wards:

- Four Wards met or exceed the council target score of 72
- Thirteen Wards met or exceeded the national standard of cleanliness score of 67
- Four Wards fell short of achieving the national standard of cleanliness score of 67

- 3.8 In Wards where the standards were not met a review has being undertaken to establish the reasons for this. This includes levels and types of litter, the incidence of flytipping and dumping and resource availability, including manual and mechanical cleaning. Additional information on this is set out in paragraphs 3.12 and 3.13.
- 3.9 Incidences of dog fouling across the city were recorded at 6%, up from 4% recorded in the previous survey undertaken in June 2014.
- 3.10 It should be noted that pedestrian derived litter constitutes the greatest source of litter in the city, with 89% of litter classed as originating from this source.

Confirm Environmental System

- 3.11 The Confirm on Demand Environmental system went live in March 2014 for Street Cleaning Operations. All enquiries, service requests and information requests are now being logged and progressed through the system. Real time service requests now reach frontline operatives, and in turn updates to service requests are now available to the Contact Centre as the system is updated in the field. A performance and information framework has been developed which allows local issues and trends to be monitored and assists in identifying ways to improve the service through changes to operations or campaigns.
- 3.12 The Confirm system is now being used to schedule routing for street cleansing. These routes are lists of streets that Task Force crews will be cleaning on any given day. Crews will mark streets as complete once they have cleaned them. Managers will be able to monitor what has been completed and identify any streets which have yet to be cleaned. From the streets that have been completed team leaders will select streets for post work inspections. They will assess the quality of work that has been undertaken – calling back crews if the work is not to the required standard and/or identifying additional training needs.
- 3.13 The Confirm information assembled to date indicates that there are high levels of dumped items being reported. This requires crews to be diverted from scheduled cleaning to recover. Crews are now being encouraged to also record on Confirm instances where dumped items are proactively removed to enable a robust data set to be gathered. This will enable a better assessment of the issue and possible responses.

City Centre and Leith Neighbourhood – CMS 66, 93% clean

- 3.14 The City Centre Ward scored 63 and, despite this being 2 points down on the previous survey, the percentage of streets clean surveyed rose by 2% for this Ward to 89%. Notably, no streets surveyed were heavily littered. The score was affected, however, by the predominance of cigarette litter which was noted in almost all streets surveyed in the City Centre. Streets where cigarette litter has been identified as a result of licensed premises will be targeted by the Environmental Wardens. The recent procurement exercise for the replacement

of small pavement sweepers should see better reliability for this part of the fleet to help tackle this problem. These vehicles should be available from early in the New Year.

- 3.15 Both Leith Wards scored above the KSB acceptable level of cleanliness, with a score of 68 for Leith Walk and 71 for Leith. 100% of all streets surveyed in the Leith Walk Ward were noted as clean for the second survey in a row.

North Neighbourhood - CIMS 69, 89% clean

- 3.16 North Neighbourhood achieved an overall CIMS score of 69 in September. Forth (Ward 4) scored 63 and Inverleith (Ward 5) scored 73.
- 3.17 Six grade C's were obtained. Seaforth Terrace and Easter Drylaw Grove in Inverleith Ward were C grades. Pennywell Road, Crewe Road North, Royston Mains Street, Lower Granton Road were C grades in Forth Ward. Most of these transects had confectionary and smoking-related litter present. Of the streets inspected, 83% met or exceeded the minimum standard of cleanliness in Forth Ward and 94% in Inverleith Ward.
- 3.18 A grades were obtained in transects of Trinity Way in Forth Ward and Warriston Crescent, Hillpark Crescent, March Gait, House O'Hill Crescent and Queensferry Road in Inverleith Ward.
- 3.19 Increased street cleansing operations have been undertaken in Forth Ward, predominantly in the Pilton, Pennywell and Muirhouse areas to pick up excess recycling and domestic waste spillages, dumped items and litter accumulations. Local Environmental Wardens continue to target their efforts on litter and smoking related concerns in both Wards.

East Neighbourhood, CIMS Score 66 – 94% clean

- 3.20 The East Neighbourhood received a score of 66, one point below the national standard of cleanliness. Of the 48 streets surveyed, a total of 94% of streets were assessed as clean. Three streets failed to meet the standard in this survey. The breakdown of grades was A (2%); B+ (6%); B (86%), C (6%), D (0%).
- 3.21 Ward 14 (Craigentinny & Duddingston) achieved a score of 65, two points below the acceptable standard of cleanliness. The council target of 95% of streets assessed as clean, however, was achieved. Only one street in this Ward (Fishwives Causeway – walkway) failed to meet the acceptable standard of cleanliness.
- 3.22 Ward 17 (Portobello & Craigmillar) achieved the national standard score of 67 with 92% of streets assessed as clean. Two streets in this Ward failed to meet the standard during this survey (Niddrie Marischal Court and West Brighton Crescent).

- 3.23 A review of street cleaning resources for East Neighbourhood has identified the need for a mechanical precinct sweeper vehicle to improve the cleansing efficiency of hard surfaces such as pavements and walkways where high levels of smoking related and pedestrian litter predominate. The presence of such litter impacts on the ability to achieve an A grade rather than B and thus improve the overall scores. The ability to resource this is currently being assessed.
- 3.24 The East team continue to work in partnership with others to improve cleanliness standards across the Neighbourhood. In September, the park rangers supported a successful community clean up event at Lochend Park involving pupils from Hermitage Park Primary School, and also collaborated with city-wide rangers to remove significant volumes of fly-tipping from the Niddrie Burn at Jewel Park.
- 3.25 Tackling a local problem of lunchtime litter in streets and green spaces at Duddingston, the East Neighbourhood's Environmental Wardens held a successful clean up event involving pupils from Holyrood High School in September.
- 3.26 During the period June to September 2014, Environmental Wardens issued 22 fixed penalty notices for environmental offences in the East Neighbourhood area.
- 3.27 Finally, Lochend and Restalrig Residents Association are to be congratulated on their recent achievement of a Gold award from Beautiful Scotland's 'Flatted Community' category. This great achievement is a testament to all those involved and who work tirelessly to keep their local environment clean and green.

South West Neighbourhood, CIMS Score 71 – 95% clean

- 3.28 Wards 2, 8 & 9 received scores of 71, 80 & 77 respectively, with 100% of streets assessed as clean in each. Ward 7 scored 61, receiving 4 failures, with an 84% of streets assessed as acceptably clean.
- 3.29 Smoking and confectionary related litter continues to account for the majority of litter found within wards. The latest survey, however, also saw an isolated incident of anti-social behaviour where a kerbside recycling box was set on fire. This incident had a negative impact on this area's assessments results.
- 3.30 An action plan is being put in place to improve levels of cleanliness. This plan will include the introduction of new barrow beats, the continued roll out and installation of new litter bins incorporating the capture top ash trays, targeting of dog fouling, trade waste and littering hot spots by Environmental Wardens and the revisiting of a previously used education and awareness programme for local schools.

South Neighbourhood, CIMS Score 70 – 93% clean

- 3.31 The South Neighbourhood achieved a cleanliness index score of 70, with the area achieving a 93% clean result. The previous percentage clean result for the South in June was 100%, with an overall cleanliness index result of 71.
- 3.32 Ward 10 (Morningside) achieved a result of 73 (the same cleanliness index points as June), Ward 15 (Southside/Newington) achieved a result of 70 (down one cleanliness index point from June) and Ward 16 (Liberton/Gilmerton) received a score 67, a three point decrease from June 2014.
- 3.33 Following the summer festival period of August, significant effort was put into ensuring that Ward 15 was brought up to an acceptable standard, and this Ward achieved a 100% clean score, which is above target. The other two Wards in the South Neighbourhood unfortunately did not reach the targets relating to percentage clean. Ward 10, whilst gaining a cleanliness index score of 73, only reached an 84% clean score. Ward 16 failed to meet the percentage of streets clean target by 1%, with a 93% clean score.
- 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, the team worked to try and provide comparative cleansing standards across all ward areas, however following the festival period and all available resources being required in Ward 15, a slight decrease of scores has been achieved across the other parts of the neighbourhood.
- 3.35 The South team 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, back edge treatment and removing fly tipping where noted. The team will continue to monitor this type of approach to ensure that it provides the best overall methods of cleaning and of meeting agreed targets

West Neighbourhood, CIMS Score 72 – 96% clean

- 3.36 The West Neighbourhood area has achieved a CIMS result of 72 returning a 96% clean sample from all 81 streets inspected.
- 3.37 Individual Ward CIMS scores were: Ward 1 (Almond) – 74, Ward 3 (Drum Brae/Gyle) – 68 and Ward 6 (Corstorphine/Murrayfield) – 71.
- 3.38 Throughout 2014, the Street Cleaning service has been working in partnership with the West Neighbourhood Environmental Warden team to deliver a number of initiatives. 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 have resulted in the issue of a number of FPNs at critical known problem areas.

- 3.39 Operationally, local teams have assisted in community clean-ups, issuing clean-up kits and arranging for pick up and disposal of waste collected. Looking forward, the West Neighbourhood is seeking to work more closely with local communities to assist in raising awareness of the community clean-ups
- 3.40 Planned operations in the area include further partnership working with Police Scotland, Scottish Fire and Rescue Service and other Council services addressing problems with fly tipping and the delivery of an education programme with the pupils from the Royal High School and Queensferry High School.

Measures of success

- 4.1 To achieve a city wide CIMS score of 72.

Financial impact

- 5.1 There is no financial impact from this report.

Risk, policy, compliance and governance impact

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

Equalities impact

- 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

- 8.1 None

Consultation and engagement

- 9.1 None

Background reading/external references

www.keepsotlandbeautiful.org

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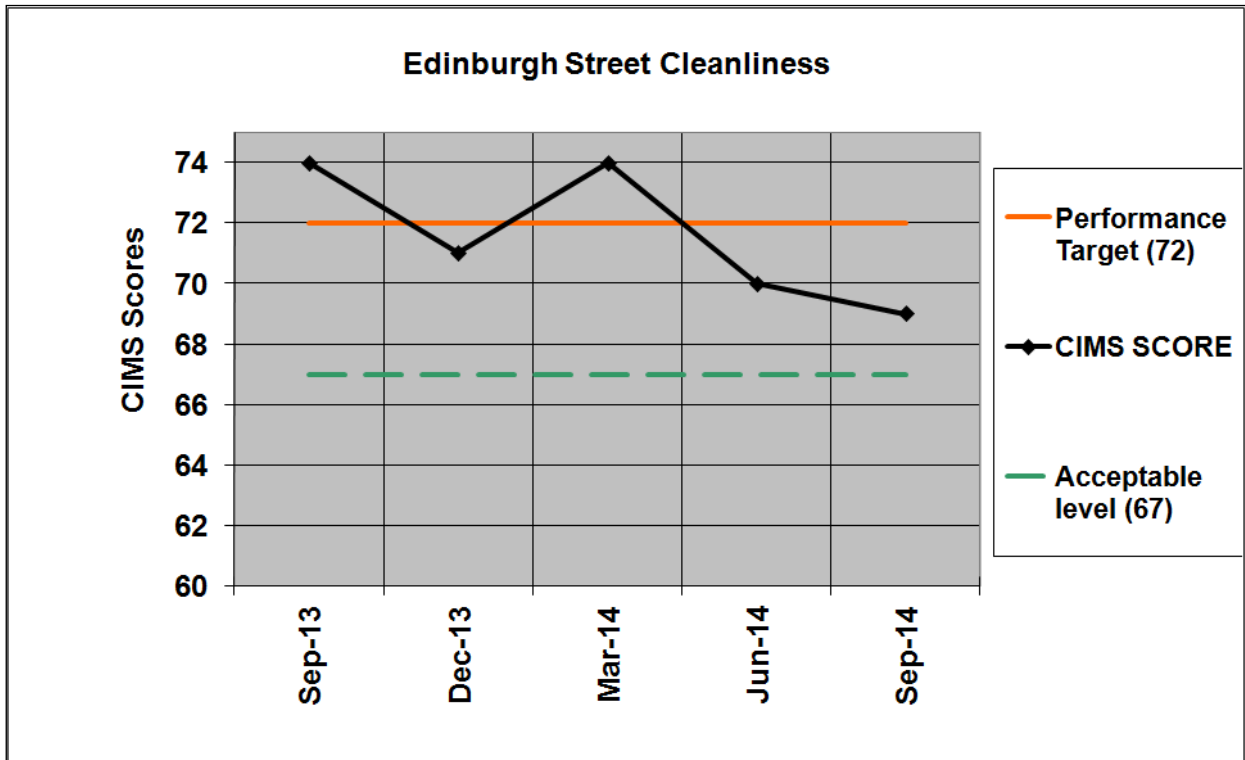
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Links

Coalition pledges	P44 - Prioritise keeping our streets clean and attractive.
Council outcomes	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.
Single Outcome Agreement	SO4 - Edinburgh’s communities are safer and have improved physical and social fabric.
Appendices	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.

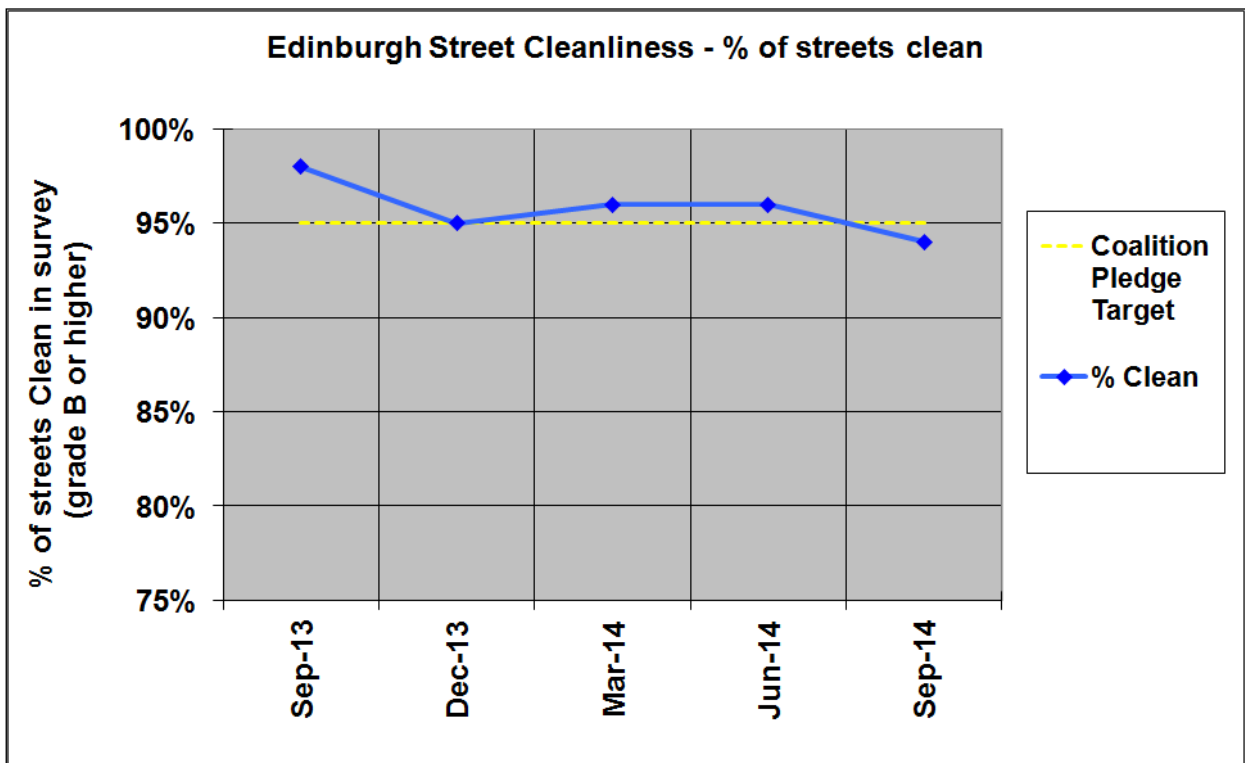
Appendix 1

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



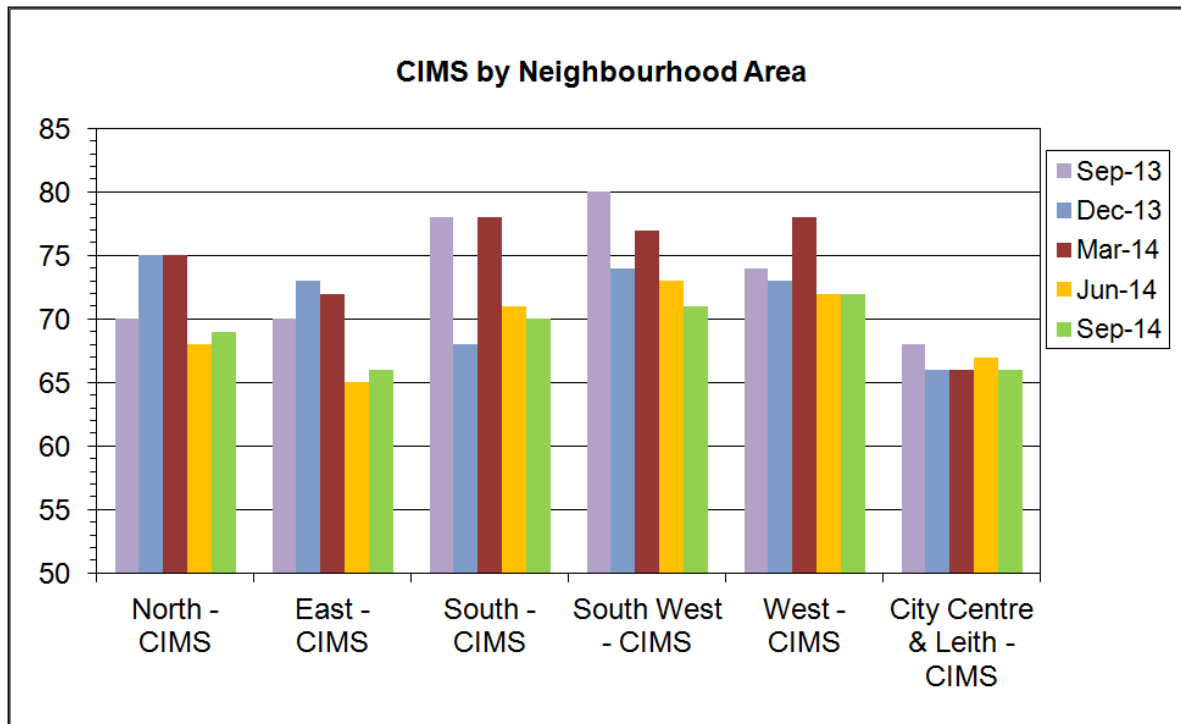
Appendix 2

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



Appendix 3

Cleanliness by Neighbourhood – CIMS (June 13 – June 14)



Appendix 4

Cleanliness by Neighbourhood – CIMS (September 13 – September 14)

Area	Sep-13	Sep-13	Dec-13	Dec-13	Mar-14	Mar-14	Jun-14	Jun-14	Sep-14	Sep-14	Comparison with previous survey	Comparison with previous survey	Comparison Year on Year	Comparison Year on Year	Mtg coalition target (95%) (Y/N)
	CIMS	% Clean	CIMS	% Clean	CIMS	% Clean	CIMS	% Clean	CIMS	% Clean	CIMS	% Clean	CIMS	% Clean	% Clean
North	70	94%	75	98%	75	100%	68	98%	69	89%	↑	↓	↓	↓	N
East	70	95%	73	98%	72	94%	65	87%	66	94%	↑	↑	↓	↓	N
South	78	100%	68	92%	78	94%	71	100%	70	93%	↓	↓	↓	↓	N
South West	80	98%	74	97%	77	93%	73	98%	71	95%	↓	↓	↓	↓	Y
West	74	99%	73	96%	78	100%	72	96%	72	96%	→	→	↓	↓	Y
City Centre	68	94%	66	92%	66	94%	67	92%	66	93%	↓	↑	↓	↓	N
CITYWIDE	74	98%	71	95%	74	96%	70	96%	69	94%	↓	↓	↓	↓	N

Appendix 5

Cleanliness by Ward (June 13 – June 14)

Ward	Area	Dec-12	Dec-12	Sep-13	Sep-13	Dec-13	Dec-13	Mar-14	Mar-14	Jun-14	Jun-14	Sep-14	Sep-14	Comparison with previous survey	Comparison with previous survey	Comparison Year on Year	Comparison Year on Year	Mtg condition target (85%) (Y/N)
		CIMS	% Clean	CIMS	% Clean	CIMS	% Clean	CIMS	% Clean	CIMS	% Clean	CIMS	% Clean	CIMS	% Clean	CIMS	% Clean	% Clean
1. Almond	W	77	95%	77	100%	74	94%	80	100%	72	95%	74	97%	↑	↑	↓	↓	Y
2. Pentland Hills	SW	73	100%	76	97%	73	97%	87	97%	81	95%	71	100%	↓	↑	↓	↑	Y
3. Drum Brae / Gyle	W	73	95%	73	96%	71	100%	73	100%	72	96%	68	95%	↓	↓	↓	↓	Y
4. Forth	N	70	89%	68	96%	79	100%	71	100%	66	100%	63	83%	↓	↓	↓	↓	N
5. Inverleith	N	64	80%	72	92%	73	97%	79	100%	71	100%	73	94%	↑	↓	↑	↑	N
6. Corstorphine / Murrayfield	W	64	81%	71	100%	71	96%	79	100%	73	91%	71	96%	↓	↑	→	↓	Y
7. Sighthill / Gorgie	SW	65	87%	70	96%	72	100%	64	81%	66	100%	61	84%	↓	↓	↓	↓	N
8. Colinton / Fairmilehead	SW	75	97%	91	100%	83	100%	83	100%	73	100%	80	100%	↑	→	↓	→	Y
9. Fountainbridge / Craiglockhart	SW	70	85%	86	100%	69	91%	71	96%	71	100%	77	100%	↑	→	↓	→	Y
10. Meadows/ Morningside	S	69	97%	81	100%	69	93%	79	96%	73	100%	73	84%	→	↓	↓	↓	N
11. City Centre	CC	60	80%	70	93%	64	90%	63	89%	65	87%	63	89%	↓	↑	↓	↓	N
12. Leith Walk	CC	72	95%	68	95%	68	95%	69	100%	71	100%	68	100%	↓	→	→	↑	Y
13. Leith	CC	61	80%	67	96%	67	92%	69	96%	68	95%	71	95%	↑	→	↑	↓	Y
14. Craigtinny / Duddingston	E	65	88%	69	93%	71	96%	69	82%	68	95%	65	95%	↓	→	↓	↑	Y
15. Southside / Newington	S	67	82%	76	100%	67	90%	69	96%	71	100%	70	100%	↓	→	↓	→	Y
16. Liberton / Gilmerton	S	70	89%	78	100%	68	94%	84	100%	70	100%	67	93%	↓	↓	↓	↓	N
17. Portobello / Craigmillar	E	69	93%	70	96%	74	100%	74	96%	63	81%	67	92%	↑	↑	↓	↓	N
Overall		69	89%	74	98%	71	95%	74	96%	70	96%	69	94%	↓	↓	↓	↓	N