

Transport and Environment Committee

10:00am, Tuesday, 15 March 2016

Cleanliness of the City

Item number	8.1
Report number	
Executive/routine	Routine
Wards	All

Executive summary

This report updates Committee on a range of performance measures, including LEAMs, CIMs and Confirm, concerned with the cleanliness of Edinburgh's streets and open spaces.

The citywide CIMS score assessed by KSB in December 2015 is 74 with 97% of streets clean. Fifteen out of 17 Wards achieved a cleanliness score of 67 or above, meeting the national standard for cleanliness. Twelve of those Wards achieved 72, or above, meeting the Council's high standard for cleanliness. Fifteen Wards achieved a percentage clean result of 95% or above and out of those eleven achieved a 100% clean result. A total of 441 transects were surveyed during this assessment.

This report gives a summary of the work and initiatives being carried out by the Council's Neighbourhood Teams to improve cleanliness at a local level, as well as information on dog fouling statistics and initiatives across the city. It also provides information on citywide cleanliness initiatives such updates on the roll-out of the Council's new trade waste policy; and the development of a litter action plan and a city wide litter campaign.

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 A range of Performance Indicators (PI's) is used throughout the year to monitor the standard of cleanliness across Edinburgh's streets and open spaces. These PI's are addressed at alternating times throughout the calendar year, and consist of Local Environmental Audit Management System (LEAMS) surveys (three per year), Cleanliness Index Monitoring System (CIMS) assessments (quarterly), Confirm on Demand performance reports (monthly), Parks Quality Assessments (annually) and the Edinburgh People Survey (annually).
- 2.2 The statutory performance indicator LEAMS process is structured so that all authorities carry out exactly the same monitoring programme to allow for full comparison between the results obtained. The methodology changed in 2014/15 to include a 'perception' value, and all authorities are now carrying out surveys based on the new methodology. A representative from the City of Edinburgh Council attends the newly formed LEAMs steering group discussions which are coordinated by Keep Scotland Beautiful (KSB). A total of three surveys will cover a random sample of a minimum of 5% of the streets and other relevant sites. Two surveys are completed internally and KSB completes an annual validation survey. An annual report on the findings and results for each local authority is prepared by KSB. The National Cleanliness Benchmarking Report 2014-2015 produced by Keep Scotland Beautiful is presented here.
- 2.3 CIMS is 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. The City of Edinburgh Council cleanliness performance targets for 2015/16 are a citywide CIMS score of 72, with a secondary target of 95% of streets surveyed as clean.
- 2.4 In December 2015, KSB undertook the latest CIMS independent assessment of Edinburgh's street cleanliness. 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). The following photographs depict the visual impact of an 'A' to a 'D' grade street:



Grade A These areas have no litter or refuse on the street, on the pavement, in gutters or at back lines. There were 87 (20%) Grade A streets observed within the December 2015 assessment.



Grade B These areas are clean apart from a few small items of litter. There were 339 (77%) Grade B streets observed within the December 2015 assessment.



Grade C These areas show accumulations of litter at back lines, kerbs and in between parked cars. There were 12 (3%) Grade C streets observed within the December 2015 assessment.



Grade D Streets are visibly and obviously heavily littered, with significant litter and refuse items. There were 3 (1%) Grade D assessments observed in the December 2015 assessment.

- 2.5 The Confirm on Demand asset and works order management system enables real-time two way flow of information and allows enquiries from the public to be directed straight to the Task Force workforce using smart phones and tablets. A performance and information framework has been developed which allows local issues and trends to be monitored and this information can be used in tandem with CIMS results and resident surveys in order to manage resources and target campaigns.
- 2.6 Dog fouling is assessed using a variety of performance indicators, capturing information from different sources to provide a robust overview of those areas where there is a significant fouling problem and the Council's response. These indicators include the number and distribution of dog fouling complaints received, the number of Fixed Penalty Notices (FPNs) issued for dog fouling, the percentage of CIMS transects containing dog fouling and the annual Edinburgh Peoples survey results.
- 2.7 A Parks Quality Score is produced annually for each of Edinburgh's parks using the Green Flag judging criteria. These scores are compared to the Edinburgh Minimum Standard which has been developed to benchmark our parks and record how they are improving. A range of criteria is assessed including litter and dog fouling, which can provide data on the cleanliness of the city's parks.

Main report

Confirm on Demand data

- 3.1 The enquiries from the public logged onto the Confirm on Demand system in December 2015 are summarised in Tables 1 and 2.

Neighbourhood	Number of enquiries received	% of enquiries dealt within agreed timescale	CEC Target
City Centre & Leith	454	62%	85%
East	195	79%	
North	240	52%	
South	236	97%	
South West	387	88%	
West	171	75%	
Total	1683	65%	

Table 1: Number of enquires logged in each Neighbourhood in December 2015 and the percentage dealt with in agreed timescale.

- 3.2 Two neighbourhoods (South and South West) achieved the target of 85% for dealing with enquiries within the given timescales. Citywide the target was not met with only 65% of enquiries being dealt within the given timescales.
- 3.3 The largest numbers of requests received were for dumping/fly-tipping (592 requests) and litter (455 requests).

Enquiry type	Number of enquiries received
Dumping/fly-tipping	592
Litter	455
Street cleaning request	196
Dog fouling	152
Leaves	98
Bin full	45
Broken glass	34
Bin Repair	28
Dead Animal	20
Needles	14
Graffiti (non-offensive)	11
Graffiti (offensive)	11
Spillage of fluids	8
New bin request	6
Weeds	4
Public Conveniences (including cleaning, closures, repair and safety)	2
Clear up of Road Traffic Accidents	3
Total	1683

Table 2: Enquiries received by the public in December 20151

LEAMS – National Cleanliness Benchmarking Report 2014-2015

- 3.4 The information presented in KSB’s National Benchmarking Report sets out the findings of LEAMS on the local environmental quality of Scotland. This is the 12th such report to present the results of a survey of 13,253 randomly selected sites from across Scotland’s local authority areas.
- 3.5 The report highlights that since 2003, LEAMS has been used by local authorities as a Best Value key performance indicator. It forms the basis of evidence of performance in street cleansing and provides vital management information to support service reviews and service improvements. Importantly, LEAMS has allowed KSB and the local authorities to measure trends and has helped local authorities to improve, year on year, street cleanliness and the local environmental quality of our local communities.
- 3.6 The 2014/2015 report finds that KSB is no longer able to report the upward trend of continuous improvement. For the first time since records began, Scotland’s cleanliness indicator has declined. KSB suggest the reasons for this are complex but are almost certainly linked to increased pressure on public spending, local environmental quality having a lack of strategic prominence and sections of the public who continually litter, fly-tip, don’t pick up their dog mess etc.

CIMS survey results

- 3.7 The results of the December 2015 CIMS survey are summarised in Table 3 below.

Neighbourhood	% streets clean	CIMS score	KSB Acceptable Target	CEC Target CIMS Score	CEC Target % Clean
City Centre & Leith	90%	68	67	72	95%
East	98%	77			
North	100%	75			
South	98%	72			
South West	97%	77			
West	99%	74			
City wide	97%	74			

Table 3: Summary of September 2015 CIMS street cleanliness results

Survey date	Citywide score	
	% streets clean	CIMS
December 2014	96%	71
March 2015	98%	76
June 2015	95%	74
September 2015	93%	69
December 2015	97%	74

Table 4: Trend data for % street clean and CIMS score

- 3.8 Table 4 shows the CIMS scores and % streets clean scores from the past 5 surveys covering the period December 2014 to December 2015. CIMS scores can be influenced by the inclusion of a relatively small number of Grade C or D streets. However, the ‘% streets clean’ figure shows the percentage of streets meeting Grade B or above and can therefore be viewed as a more accurate indicator to monitor the cleanliness of the streets throughout the city.
- 3.9 Fifteen Wards achieved a cleanliness score of 67 or above, meeting the national standard for cleanliness. Twelve of those Wards achieved 72, or above, meeting the Council’s standard for cleanliness. The source of 79% of the litter noted within the survey was pedestrian related.
- 3.10 The highest percentage of litter noted by type within the survey was smoking related litter, which was noted in 57% of the streets surveyed.
- 3.11 There were three D grade streets surveyed in the December assessment. One of these was in the City Centre Neighbourhood (Ward 11) and the other two were located in the South West Neighbourhood (Ward 7). These were due to accumulation of domestic and trade waste, including fly-tipping at communal bins.

City Centre and Leith Neighbourhood

Ward	% Streets Clean	CIMS Score
11	79%	59
12	100%	73
13	100%	78
Overall	90%	68

East Neighbourhood

Ward	% Streets Clean	CIMS Score
14	96%	80
17	100%	74
Overall	98%	77

North Neighbourhood

Ward	% Streets Clean	CIMS Score
4	100%	70
5	100%	78
Overall	100%	75

South Neighbourhood

Ward	% Streets Clean	CIMS Score
10	100%	73
15	96%	75
16	97%	71
Overall	98%	72

South West Neighbourhood

Ward	% Streets Clean	CIMS Score
2	100%	83
7	88%	73
8	100%	91
9	100%	73
Overall	97	77

West Neighbourhood

Ward	% Streets Clean	CIMS Score
1	97%	79
3	100%	72
6	100%	70
Overall	99%	74

Dog Fouling Framework

East Neighbourhood

- 3.12 Work has begun to tackle dog fouling in line with the new framework with a complaints tracking system being used to monitor areas affected by dog fouling. Stencils will be used (weather permitting) and signs reminding people to pick up after their dog will be attached to street furniture. Follow-up visits and high visibility patrols will be carried out. Wardens will engage with local dog walkers and FPNs will be issued where an offence is witnessed. The Wardens also plan to trial glow in the dark 'watching you' posters which have been used successfully by other local authorities.

South Neighbourhood – Don't Blame the Dog Campaign

- 3.13 The South Neighbourhoods "Don't Blame the Dog" Campaign began on Thursday 5 November in Burdiehouse Burn Park. The campaign involved a press launch attended by Councillor Lesley Hinds, and was supported by social media, posters, lamp-post wraps, bin stickers and pavement stencils.
- 3.14 The campaign involved joint patrols with Community Safety Officers and Police Scotland, and was in operation for at least two full days every week. CCTV was also employed to target hotspots around the Moredun multi-storey flats, and three libraries in the area also stocked free samples of "smart scoops" to assist people in tidying up after their dog.
- 3.15 The above approach meant the South Teams Environmental Wardens encountered many dog owners out with their dogs, and in all instances they were observed to pick up after their pets. Therefore although no fixed penalty notices were served, staff feedback indicated that the press launch along with the new signage had a positive effect in encouraging dog walkers to do the right thing and for other residents/ public to be more aware of the behaviour of dog walkers.
- 3.16 The 'Don't Blame the Dog' Campaign is due to be repeated in the South Area during the lighter spring and summer months.

West Neighbourhood Dog Fouling Initiative

- 3.17 The West Neighbourhood began its dog fouling initiative on the 13 January, targeting identified hotspots around South Queensferry, Kirkliston, Ratho and Clermiston including parks, recreation areas and sports fields. The initiative will be ongoing until the end of March, and involves partnership working with Police Scotland, CCTV, Community Safety Teams, Parks Officers and Partnership Development Officers. The initiative is also being supported by local community groups, including the Friends of Ferry Glen who have also joined the National Green Dog Walkers Scheme.

Dog Fouling Complaints

- 3.18 From the 1 November 2015 to 31 January 2016, there were a total of 396 dog fouling complaints received by the Environmental Wardens. This figure is identical for the same period over 2014/15, and represents a small increase of 3 complaints or 0.8% over the same period for 2013/14.

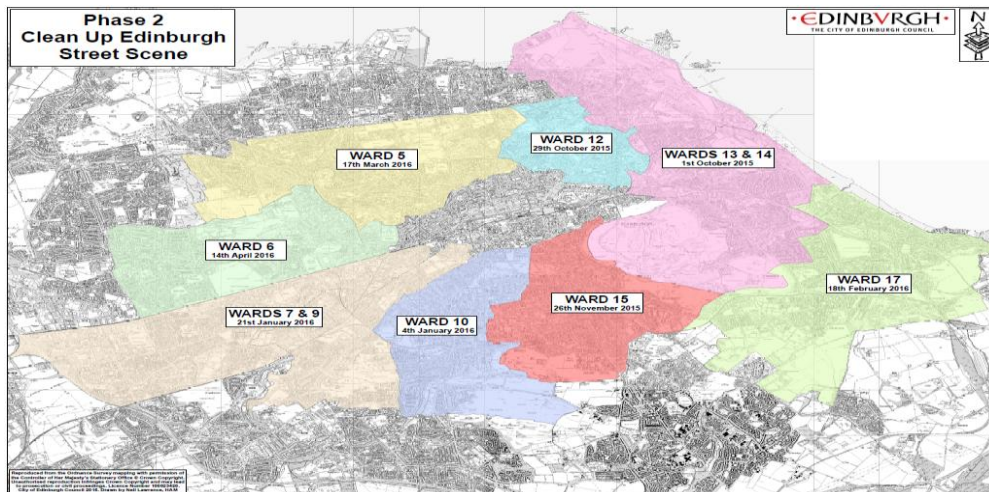
Dog Fouling Fixed Penalty Notices

- 3.19 During the reporting period of 1 November 2015 to 31 January 2016, 9 FPNs were issued across all 6 neighbourhood areas. This compares to 21 issued in the same period in 2013, and 15 issued in 2014.

Citywide and Local Action and initiatives

City wide implementation of Trade Waste Strategy

- 3.20 Phase 2 of the Street Scene Project started in October 2015 and to date the new trade waste policy has been implemented in Wards 7, 9, 10, 11, 12, 13, 14 and 15. A reduction of 80% of trade waste bins permanently stored on public land is expected. The project is running on time and due to be completed by June, 2016.
- 3.21 As well as making Edinburgh a cleaner, greener and safer city, in line with the Council's five-year strategic plan, the Street Scene project also serves to focus business owner's attention on the waste they produce and how they dispose of it. This has helped to contribute to an increase in recycling of commercial waste across the city centre as reported by the 17 waste carriers operating in Edinburgh.
- 3.22 The citywide rollout to improve the management of trade waste has moved beyond the City Centre and Leith Neighbourhood and the local teams are working with colleagues in the Environment Service Support Unit to maximise the environmental benefits. This work will also help equip the teams with the necessary skills and experience to manage the process going forward.



Map 1: Roll-out of new trade waste policy Phase 2

3.23 The East Neighbourhood Team continue to work with Waste colleagues to tackle ongoing issues encountered as a result of changes to waste collection arrangements such as bins left out on the street, contaminated and uncollected waste and overflowing bins. New communal bins have been installed in the Magdalene area with associated educational visits and communications to residents. Waste Services have committed to reassessing certain streets in the Lochend area to determine whether communal bins would be better suited to the property type and resident needs.

Local and national litter campaigns

- 3.24 The Council's Community Protection Team, Open Space Strategy Team and Communications Team have submitted an application to Zero Waste Scotland for their Litter Communications Fund. This funding will allow the Council to utilise communications materials that are specifically designed to target localised areas such as parks and beaches.
- 3.25 By using appropriate and targeted communication messaging the project team aim to raise the awareness of residents, visitors and businesses with regards to different types of litter and the impact it has on specific environments; which will encourage the responsible disposal of litter and unwanted items.
- 3.26 If the application is successful, these communications materials will link in and support the citywide 'We Love Edinburgh' campaign that will be launched from March/ April 2016. This overarching campaign will run for between two to three years and will use positive messages to encourage a sense of pride and responsibility by residents and businesses in Edinburgh and in their local area.
- 3.27 Work on the Council's litter strategy/action plan has continued since winter 2015. Research on litter projects and strategies throughout the UK fed into a draft document, which was presented to frontline street cleaning, Community Safety

and Environment staff in December 2015. Feedback from this session has been incorporated into the updated strategy document and action plan.

Community Clean Ups

- 3.28 In Edinburgh a total of 73 community clean up events, which have been registered with KSB, have been undertaken this year (up to September 2015). Over 4300 volunteers have taken part in a variety of clean ups throughout the city. Task Force teams continue to provide support for these events by providing litter pickers, bags and uplifting litter and waste collected after the event. The Waste Services Community Engagement Team help by providing guidance, posters, certificates and support to those organising an event.
- 3.29 One of the largest clean up events of the year took place in October 2015, and was organised by the anti-litter group Leithers Don't Litter. Over 40 volunteers carried out clean-ups in six areas around Leith, collecting around 80 bags of litter. They have also worked with Leith Academy on a series of events, including a clean up on 18 December with 300 pupils.

Measures of success

- 4.1 To achieve the national standard of cleanliness CIMS score of 67 as a minimum in all areas
- 4.2 To achieve a citywide CIMS score of 72.
- 4.3 To meet 85% of operational commitments within the given timescale.

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, particularly those with visual impairments.

Sustainability impact

- 8.1 All street scene waste is screened to remove recyclable materials prior to disposal, to reduce the amount of waste going to landfill. The current rate of recycling achieved from street scene waste is 30%.

Consultation and engagement

- 9.1 Where local anti-litter initiatives and projects are delivered, such as community cleans ups, we always seek to engage with local community groups and stakeholders to deliver a successful result.

Background reading/external references

www.keepsotlandbeautiful.org

[2014 Edinburgh People Survey](#)

[Keep Scotland Beautiful Eco Schools](#)

[Zero Waste Scotland National Litter Strategy](#)

[Keep Scotland Beautiful National Benchmarking Report 2014/2015](#)

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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.

**Single Outcome
Agreement
Appendices**

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.

SO4 - Edinburgh's communities are safer and have improved physical and social fabric.