Transport and Environment Committee

10:00am, Tuesday, 30 August 2016

Cleanliness of the City

Item number	7.6
Report number	
Executive/routine	Routine
Wards	All

Executive summary

This report provides an assessment of the cleanliness of Edinburgh's streets and open spaces using the results of LEAMs and CIMs surveys and data from Confirm (the environment asset management and works ordering system). The citywide CIMS score assessed by KSB in June 2016 is 72 with 95% of streets clean. Fifteen out of seventeen wards achieved a cleanliness score of 67 or above, meeting the national standard for cleanliness. Seven of those Wards achieved 72, or above, meeting the Council's high standard for cleanliness. Ten wards achieved a percentage clean result of 95% or above and out of those four achieved a 100% clean result. A total of 483 transects were surveyed during this assessment.

This report also gives a summary of the work and initiatives being carried out by the Council 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 as updates on the development of a city wide litter campaign and the review of litter bins.

Links

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

Report

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 LEAMS, the statutory performance indicator, 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 KSB annual validation survey took place in March 2016.

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 Council has two performance targets for street cleanliness – a Cleanliness Index target score of 72 and a target of 95% of streets achieving the acceptable standard of cleanliness (i.e. those that have been assessed as grade A or B). The CIMS data has been presented in this report to reflect the Council's new Locality structure.

2.4 In June 2016, 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 71 (15%) Grade A streets observed within the June 2016 assessment.

Grade B These areas are clean apart from a few small items of litter. There were 388 (79%) Grade B streets observed within the June 2016 assessment.

Grade C These areas show accumulations of litter at back lines, kerbs and in between parked cars. There were 22 (5%) Grade C streets observed within the June 2016 assessment.
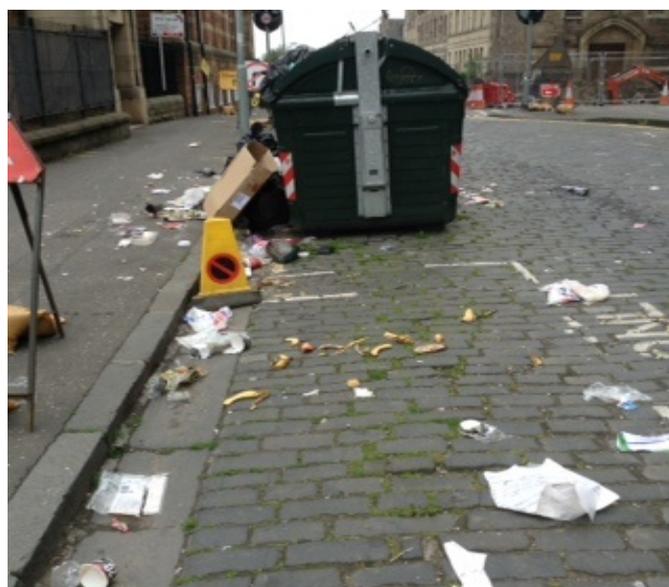
Grade D Streets are visibly and obviously heavily littered, with significant litter and refuse items. There were 2 (1%) Grade D assessments observed in the June 2016 assessment.

2.5 As part of the Council's Transformation Programme, the Council's Street Cleansing Service and Environmental Warden Service have been reviewed and will form part of the new Waste and Cleansing Service. This new department merges the Waste & Recycling Collections, Street Cleansing and Environmental enforcement functions into one service – Waste and Cleansing, with a broad remit for the cleanliness of Edinburgh. This move will enable staff from these three services to work more closely together to provide a more integrated approach to litter and waste, both at a city wide and locality level.

2.6   The Code of Practice on Litter and Refuse (Scotland) 2006 (COPLAR) is currently being reviewed by the Scottish Government, which includes a review the statutory performance measure LEAMS. The Council will review it's cleanliness performance measures in line with the outcome of the review of COPLAR to ensure they are used help to drive forward improvements in services.

2.7   The Council is also currently participating in a European Litter Monitoring Pilot being co-ordinated by Keep Scotland Beautiful. European experts from the Clean Europe Network have devised a common European tool for evaluating how clean streets are and allow comparisons with other European cities. The Council, along with a number of other local authorities in Scotland, is undertaking a series of exercises to assess the practical use of the common measurement and monitoring methodology and will provide feedback to Keep Scotland Beautiful later in the year.

2.8   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 street-cleansing staff 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.

2.9   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.

2.10   A Parks Quality Score is produced annually for each of Edinburgh's parks using the Green Flag judging criteria all of Edinburgh's parks. 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 June 2016 are summarised in Tables 1 and 2.

Locality	Number of enquiries received	Percentage of enquiries dealt within agreed timescale	CEC Target
North East	633	67%	
North West	398	80%	
South Central	505	74%	
South West	388	89%	85%
Total	**1924**	**76%**	

Table 1: Number of enquires logged in each Neighbourhood in June 2016 and the percentage dealt with in agreed timescale.

3.2   The South West Locality achieved the target of 85% for dealing with enquiries within the given timescales. City wide the target was not met with 76% of enquiries being dealt within the given timescales.

3.3   The largest numbers of requests received were for fly-tipping/dumping (596 requests) and litter (591 requests).

Enquiry type	Number of enquiries received
Dumping/fly-tipping	596
Litter	591
Street cleaning request	187
Weeds	122
Bin full	109
Dog fouling	106
Broken glass	36
Dead Animal	36
Bin repair/replace/resite	33
Graffiti (offensive)	25
Needles	25
New bin request	16
Graffiti (non-offensive)	15
Spillage of fluids	14
Leaves	6

Public Conveniences (including cleaning, closures, repair and safety)	2
Clear up of Road Traffic Accidents	2
Beach cleaning request	1
Total	**1924**

Table 2: Enquiries received by the public in June 2016

CIMS survey results

3.4   The results of the June 2016 CIMS survey are summarised in Table 3 below.

Locality	% streets clean	CIMS score	KSB Acceptable Target	CEC Target CIMS Score	CEC Target % Clean
North East	90	67			
North West	97	72			
South Central	95	72	67	72	95%
South West	97	79			
City wide	**95**	**72**			

Table 3: Summary of June 2016 CIMS street cleanliness results

	Citywide score	
Survey date	**% streets clean**	**CIMS**
December 2014	96%	71
March 2015	98%	76
June 2015	95%	74
September 2015	93%	69
December 2015	97%	74
March 2016	93%	71
June 2016	95%	72

Table 4: Trend data for percentage of streets clean and CIMS score

3.5 Table 4 shows the CIMS scores and % streets clean scores from the past 5 surveys covering the period December 2014 to June 2016. 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.

3.6 Fifteen out of seventeen wards achieved a cleanliness score of 67 or above, meeting the national standard for cleanliness. Seven of those wards achieved 72, or above, meeting the Council's high standard for cleanliness. Ten wards achieved a percentage clean result of 95% or above and out of those four achieved a 100% clean result.

3.7 85% of the litter found during the survey was pedestrian related. The highest percentage of litter noted by type within the survey was smoking related litter, which was noted in 79% of the streets surveyed.

3.8 There were two D grade streets surveyed in the June assessment. One of these was in the North East Locality (Ward 13) and the other was located in the South East Locality (Ward 11). These were due to accumulation of severe littering in Ward 13 and an over flowing communal domestic bin in Ward 11 (see Section 2.4 for photograph).

North East Locality

Ward	% Streets Clean	CIMS Score
12	**88**	**64**
13	**86**	**65**
14	**92**	**67**
17	**92**	**69**
Overall	90	67

North West Locality

Ward	% Streets Clean	CIMS Score
1	**98**	**71**
3	**96**	**69**
4	**91**	**72**

5	**100**	**75**
6	**97**	**71**
Overall	97	72

South Central Locality

Ward	% Streets Clean	CIMS Score
10	**96**	**70**
11	**92**	**70**
15	**100**	**72**
16	**95**	**73**
Overall	95	72

South West Locality

Ward	% Streets Clean	CIMS Score
2	**96**	**83**
7	**93**	**67**
8	**100**	**90**
9	**100**	**72**
Overall	97	79

Dog Fouling Complaints

3.9   From the 1 April to 30 June 2016, there were a total of 286 dog fouling complaints received by the Environmental Wardens. This figure represents a reduction of 14% compared to the figure for 2015 which was 335, and a 2% reduction compared to the 292 complaints received over the same period in 2014.

Dog Fouling Fixed Penalty Notices

3.10 During the reporting period of 1 April to 30 June 2016, 21 FPNs were issued across all 4 locality areas. This compares to 17 issued in 2015, and 22 issued in 2014 over the same periods.

Resident Satisfaction

3.11 Resident satisfaction is a key performance measure relating to street cleansing. This indicator is measured via the Edinburgh People Survey on an annual basis. The most recent survey shows a satisfaction rate of 64%, which is a 6% increase from the 2014 outturn of 58%. Whilst showing an improving trend, this figure is a major concern. As recently as 2013, resident satisfaction has been as high as 84%.

3.12 The Transformation Programme has brought about a significant service change in the creation of a single city-wide Waste and Cleansing Service which will also have responsibility for co-ordinating environmental enforcement activity. The purpose of this new service is to ensure closer working between the cleansing, waste collection and environmental enforcement services to ensure a 'right first time' approach to tackle all issues that affect street cleanliness.

3.13 It should also be noted that the performance of our street cleansing service is not the single determinant of the level of street cleanliness. Other factors which contribute towards street cleanliness are resident participation, education and engagement and effective enforcement. A new Street Cleanliness Strategy is which will encompass all of these themes is being developed and a draft for consultation will be presented to this Committee at it's meeting on 17th January 2017.

Litter initiatives and campaigns

Neat Streets Grassmarket

3.14 During the summer the Council joined forces with Keep Scotland Beautiful and Hubbub to trial new positive nudge interventions to tackle litter and increase civic pride through a project called Neat Streets. The campaign running from May to September 2016 comprises of a series of interventions across three consecutive phases. These focus on local pride and sense of community, litter collection facilities and specific littering behaviours. The campaign builds on the latest thinking around behaviour change and awareness-raising.

3.15 Phase 1 focussed on reinforcing the sense of the Grassmarket community. 25 residents and business people featured in the 'My Street is your Street' poster campaign (Appendix 1, Photo 1), businesses were handed branded planters, brooms, badges, posters and lamp post banners were erected (Appendix 1, Photo 2).

3.16   Phase 2 focussed on trialling new bins for cigarette litter (Appendix 1, Photos 3 & 4) and increasing the visibility of litter bins within the Grassmarket (Appendix 1, Photos 5 & 6).The final phase focuses on targeting night-time economy and Festival leaflet litter. Social media has been used extensively to promote the Neat Streets campaign. Messages promoting the cigarette ballot bins reached just under 84,000 people.

3.17   Keep Scotland Beautiful have developed and implemented a methodology for evaluating the short and long-term impacts of the interventions using a before and after design. The monitoring includes litter counts, litter bin sensors and surveying behaviour and attitudes. The outcomes of this project will help the Council identify the best techniques to utilise in its city-wide campaign described below.

Our Edinburgh – anti litter campaign

3.18   The Council has developed an anti litter campaign, Our Edinburgh, to encourage residents and visitors to dispose of their litter responsibly, raise awareness of the problems litter causes and highlight the hard work of the Council's street cleaning teams. The focus of this campaign is to promote pride in our city.

The Council launched the first phase of the campaign during the festival period in August when visitor numbers swell and there is an increased volume of waste and litter, particularly in the city centre. The campaign adopts a humorous approach 'we'll bin our jokes, if you bin your litter'. It uses a number of techniques and tools including street interventions, digital media and high profile street advertising. Evaluation will be based on litter tonnage, social media reach and media coverage.

City wide implementation of Trade Waste Strategy

3.19   Phase 2 of the Street Scene Project was completed at the end of June 2016. As well as making Edinburgh a cleaner, greener and safer city, in line with the Councils five-year strategic plan, the Street Scene project has also focussed business owners 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.

Litter bin review and sensor trial

3.20   A litter bin audit was undertaken during 2015. For the first time all the city's litter bins were been mapped and digitally recorded. The data is held on the Council's Confirm system. The key findings of the survey were:

- There are in excess of 3700 on street litter bins across Edinburgh on street and in parks/greenspaces.
- There are around 30 different types and sizes of litter bins
- There are around 15 different keys needed to access the different types of litter bins

- Litter bins are serviced by either litter press vehicles (mini refuse collection vehicles) or Street-cleaning Service vehicles..
- The majority of bins require manual handling to be emptied.
- On average the Council receives around 14 requests every month from members of the public and Elected Members for new additional bins.

The lack of one clear policy for litter bins across the city has led to inconsistencies in the bin style, suitability of locations, frequency of emptying, which have increased purchase, maintenance and servicing costs.

3.21   It is proposed a litter bin policy will be written to ensure cohesive design principles can be applied to the public realm, parks and street furniture for current locations and for the design for any new developments. The policy will present a standard suite of litter bins for the city and also guidance on litter bin placement and their replacement. The policy will aim to capture and address the following issues to improve the cleanliness of our streets;

- Ensure litter bins are the right design and in the right location
- Deliver litter bins that are fit for purpose and support the street scene needs across Edinburgh
- Ensure consistency when responding to requests to remove, or install, litter bins
- Develop standards of consistency for location, facilitate servicing and maintenance across all service areas

320 litter bin sensors have been installed in litter bins in the City Centre, Leith Walk, Leith Links and Portobello prom as part of a 12 month project to monitor fill rates and servicing frequencies. The sensor data will enable servicing frequencies and routing to be adapted to ensure they are as efficient as possible. The system can also generate dynamic routes to allow staff only to service those bins that require servicing. The trial will allow the Council to review the effectiveness of sensor data and, if deemed a success, develop a business case for the purchase of further sensor units.

Leither's Don't Litter

3.22   Leithers Don't Litter were awarded a Waste Action Grant of £2177 that has been used to produce stickers for every takeaway shop in Leith reminding customers to dispose of their litter responsibly. The Council has provided further stickers, designed by the group, to put on litter bins to remind dog owners to bin their dog waste (Appendix 1, Photo 7). The Council continues to support the group's monthly litter picks by providing litter pickers, gloves, black bags and the collection of all associated waste.

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 city wide targets of a CIMS score of 72 and 95% of streets assessed as being of an acceptable standard of cleanliness.

4.3   To meet 85% of customer enquiries responded to within agreed timescales.

4.4   To achieve increased levels of resident satisfaction.

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.keepscotlandbeautiful.org

2014 Edinburgh People Survey

Keep Scotland Beautiful Eco Schools

[Zero Waste Scotland National Litter Strategy](#)

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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- Images from Neat Streets Grassmarket and Leithers Don't Litter

Appendix 1

Photo 1: My Street is Your Street poster

Photo 2: Lamp post banner

Photo 3: Cigarette ballot bin

Photo 4: Cigarette concertina bin

Photo 5: Double bin wrap

Photo 6: Single bin wrap

Photo 7: Leither's Don't Litter bin sticker