

Transport and Environment Committee

10.00am, Thursday, 16 November 2023

Cleansing Performance Report

Executive/routine
Wards

Routine
All

1. Recommendations

- 1.1 Transport and Environment Committee is asked to:
 - 1.1.1 Note the contents of this report, and in particular the good level of performance compared to other urban areas, and the steps being taken to develop the service; and
 - 1.1.2 Agree to continue with the use of the booking system at household waste recycling centres and the potential for the data to help support the development of Household Waste Recycling Centres going forward.

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Cleansing Performance Report

2. Executive Summary

- 2.1 This report provides the regular six-monthly update on street cleanliness across the city and provides an update on progress in respect of the actions agreed by Committee on 6 October 2022.
- 2.2 This report also responds to the motion approved by Committee in June 2023 in relation to the use of the booking system at Household Waste Recycling Centres (HWRCs).

3. Background

- 3.1 It is acknowledged that the general cleanliness, evidenced by the Local Environmental Audit and Management System (LEAMS) surveys and the Council's own internal monitoring of the city had reduced markedly over the course of the COVID-19 pandemic but that these have started to return to a normal level. LEAMS is the sole statutory indicator for the Street Care service. It is a survey that is undertaken three times per year and provides an indicative scoring for the cleanliness of the city. In the case of Edinburgh, all three surveys are undertaken independently by Keep Scotland Beautiful (KSB) whilst the majority of, if not all, other Scottish Councils self-score two of the three audits.
- 3.2 The most recent audited report shows that Edinburgh's performance has improved significantly and remains in line with the other urban Councils in its peer group, while Appendix 1 sets out the most recent data related to internal monitoring of cleansing requests and demonstrates that the service continues to deliver a high level of responsiveness.
- 3.3 The remainder of the report sets out how the service is using the additional funding agreed as part of the budget for financial year 2023/24, with the aim of improving cleanliness overall and ensuring that the service is both proactive and responsive.
- 3.4 The final part of the report responds to the approved motion from Committee in June 2023 in relation to the use of the booking system at household waste recycling centres.

4. Main report

LEAMS Validation Audit 2023/24

- 4.1 The most recent audited LEAMS report shows a KPI of 86.2%. The data in 2022/23 showed that Edinburgh's score was identical to the average for others in the benchmarking club (with the average score for the group of urban Councils). It was higher than Dundee City, Falkirk, Glasgow and North Lanarkshire, and lower than Aberdeen City and East and West Dunbartonshire. The national average score across Scotland in the verification survey was 90.6%.
- 4.2 The main sources of litter reported were smoking related litter, followed by fast food, drinks packaging and packaging generally. Besides litter, other environmental impacts included graffiti, fly-posting and chewing gum staining. Low levels of vandalism were reported.
- 4.3 Responses to a number of these issues are outlined below but, following the postponement of the deposit return scheme for drinks containers (DRS) until 2025 at the earliest, it seems unlikely that there will be significant improvements in behaviour in relation to littering of these materials before this comes into effect.
- 4.4 The second LEAMS survey for the 2023/24 period is due to be carried out in the latter part of November 2023. Refresher training on LEAMS standards has been carried out for all manual and supervisory cleansing staff.

Internal Monitoring

- 4.5 Appendix 1 shows the most recent position with regard to requests for cleansing activities and response times. In August 2022 the service was subject to significant industrial action and prior to August 2023 requests for cleansing were lower than in the same period in 2022. The gap has now reduced following a more "normal" August but overall, the service continues to see a high level of responsiveness to requests within the target timescales.

Cleaning up Edinburgh- Progress to date and ongoing workstreams

- 4.6 Following the allocation of additional funding towards the Cleansing service in the 2023/24 budget, a number of initiatives have been taking place.
- 4.7 Two new graffiti/washing vehicles have been procured which gives the service a current resource of three. A further two are anticipated to be procured before the end of the financial year. One hired vehicle will be returned to the supplier to leave a total of four vehicles.
- 4.8 A system to support the delivery of free means tested special uplifts for some customers is under development and is expected to go live in December 2023.
- 4.9 Recruitment of additional drivers for the Cleansing service, together with cleanliness inspectors, has been concluded and candidates are being onboarded. The service has successfully recruited Operational Managers to cover East and West operations and more specialist services. Recruitment of cleansing operatives is the final recruitment requirement and is underway.

- 4.10 Small mechanical sweepers are being routed and deployed consistently across the city, while a more flexible litter bin siting policy was agreed by Committee in October 2023. Four rapid response vehicles have been deployed to strengthen responses to incidents citywide. Vehicles are equipped with bin lifts and tail lifts.
- 4.11 An external supplier has been engaged to review daily resource deployment and routing of scheduled cleaning teams and is intended to validate in-house work undertaken so far. This work will be influenced by four factors: the CoPLAR zone the area falls into; historic LEAMS data; Scottish Indices of Multiple Deprivation (SIMD) and type of waste collection provided in that area (kerbside or communal).
- 4.12 Poor LEAMS scores can be mapped against SIMD and footfall to target enhanced cleansing frequencies in those areas versus areas that have previously had higher LEAMS, kerbside waste collections, and therefore need less targeted or frequent interventions. Each street will be allocated a cleaning frequency allowing for cleaning to Grade A standard. This work is in the final stages of completion and is anticipated to be introduced from December onwards. Between 14 and 18 teams will be undertaking scheduled cleaning across Monday to Friday.
- 4.13 Fly-tipping has long been an endemic problem in tenemental streets, and an enhanced service of four vehicles will be routinely checking those streets every two days and will remove items dumped at on-street bin hubs or in the street more generally. These crews will also carry out running communal bin repairs (such as lid or wheel replacements).

Household Waste Recycling Centre (HWRC) Booking System

- 4.14 The use of the booking system was most recently [considered](#) by Committee in March 2022 and the decision was made to retain the system for a number of reasons. These included: customer feedback related to ease of access and lack of over-crowding at peak times; ability to prevent illegal use of the sites by commercial vehicles, and to prevent use by residents from other areas; ability to collect data on site use patterns.
- 4.15 The system enabled an immediate response on 12 October 2023 when the Craigmillar site was closed at short notice because of illegal dumping of asbestos on the access road. The data from the booking system allowed many customers to be contacted in advance and redirected to Seafield instead rather than being turned away at Craigmillar.
- 4.16 Going forward, it is intended to use data from the booking system to assess the need for, and timing of, development of the HWRC network in line with housing growth across the city.
- 4.17 West Edinburgh in particular is subject to significant growth with homes forecast to increase by more than 10,000 by 2032. As the Sighthill HWRC is already extremely busy at peak times, it is likely that the Council will need to consider options to address this (e.g. potentially reopening Braehead HWRC at least on a part time basis initially). Visitor number data would be used to support any future recommendations on this.

5. Next Steps

- 5.1 The report sets out a number of work streams which are underway to recruit staff, procure equipment and carry out service routing. Work is ongoing and will continue, to complete these.
- 5.2 The next Cleansing performance report is due to be considered by Committee in six months.

6. Financial impact

- 6.1 The measures outlined in this report are being delivered within the agreed budget for 2023/24 and is inclusive of the additional funding awarded to the Cleansing Service.

7. Equality and Poverty Impact

- 7.1 The report highlights the intention to better target some cleansing resources in the areas where they are most required which is expected to improve the cleanliness of areas where there is multiple deprivation.

8. Climate and Nature Emergency Implications

- 8.1 As a public body, the Council has statutory duties relating to climate emissions and biodiversity. The Council

“must, in exercising its functions, act in the way best calculated to contribute to the delivery of emissions reduction targets”

(Climate Change (Emissions Reductions Targets) (Scotland) Act 2019), and

“in exercising any functions, to further the conservation of biodiversity so far as it is consistent with the proper exercise of those functions”

(Nature Conservation (Scotland) Act 2004)

- 8.2 The City of Edinburgh Council declared a Climate Emergency in 2019 and committed to work towards a target of net zero emissions by 2030 for both city and corporate emissions and embedded this as a core priority of the Council Business Plan 2023-27. The Council also declared a Nature Emergency in 2023.

Environmental Impacts

- 8.3 The majority of the measures outlined in this report focus on the cleanliness of the city. As such they do not directly impact on climate change or contribute to adaptation to climate change. They do help to deliver improved local environmental quality and could potentially have indirect benefits for biodiversity by protecting the

natural environment from the impacts of litter (e.g. through harm to wildlife from litter).

- 8.4 The continued use of the booking system at household waste recycling centres directly helps to prevent inappropriate use of the sites to dispose of waste illegally and could be seen as a means of ensuring the correct sorting of waste for recycling which does ultimately encourage more efficient use of resources with indirect benefits to the climate emergency and to the wider environment, including biodiversity.
- 8.5 The booking system has served to prevent over-crowding at peak times and prevented wider environmental impacts in the surrounding areas by avoiding traffic management issues outwith the sites.

9. Risk, policy, compliance, governance and community impact

- 9.1 The revised litter bin siting policy referred to was agreed at Transport and Environment Committee in October 2023, and was agreed following engagement with elected members.
- 9.2 The measures outlined in this report support the Council in complying with the Code of Practice on Litter and Refuse (CoPLAR) which, under the Environmental Protection Act 1990, provides statutory guidance to organisations (which include local authorities) with a duty to keep the land and roads for which they're responsible clean, and clear of litter and refuse.
- 9.3 The continued use of the booking system for household waste recycling centres is supported by customer feedback as service users have found that the use of the system allows them to use the sites when they want to, without overcrowding and delays on site, and impacts on neighbouring streets as a result of traffic management problems at peak times.

10. Background reading/external references

- 10.1 Street Cleansing Performance [Report](#) – Transport and Environment Committee, 20 April 2023.
- 10.2 Cleaning Up Edinburgh – [report](#) to Transport and Environment Committee, 6 October 2022.

11. Appendices

Appendix 1- Responses to Cleansing Requests

Appendix 2 – HWRC tonnages and recycling performance

Appendix 1- Cleansing Requests

1. Requests resolved within timescale (*performance measure*):

% of Street Cleansing Service Requests Resolved Within Timescale

Locality	Sep-22	Aug-23	Sep-23	Monthly
	Value	Value	Value	Target
North East Locality	83%	96%	95%	85%
South East Locality	79%	96%	97%	85%
North West Locality	82%	99%	98%	85%
South West Locality	93%	97%	97%	85%
City	84%	97%	97%	85%

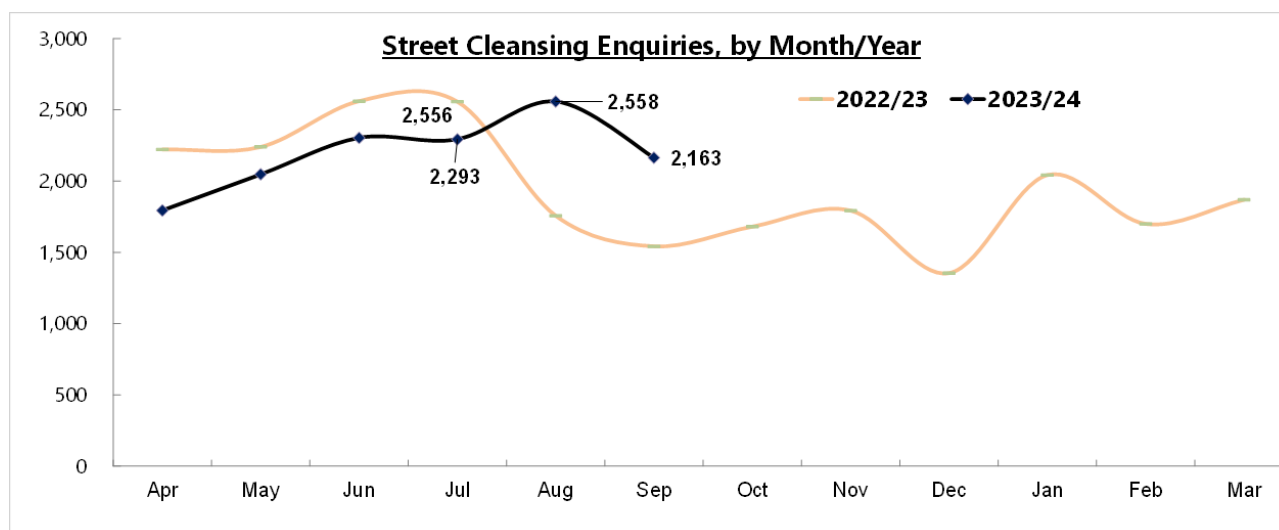
1. Number of Enquiries (*additional info*):

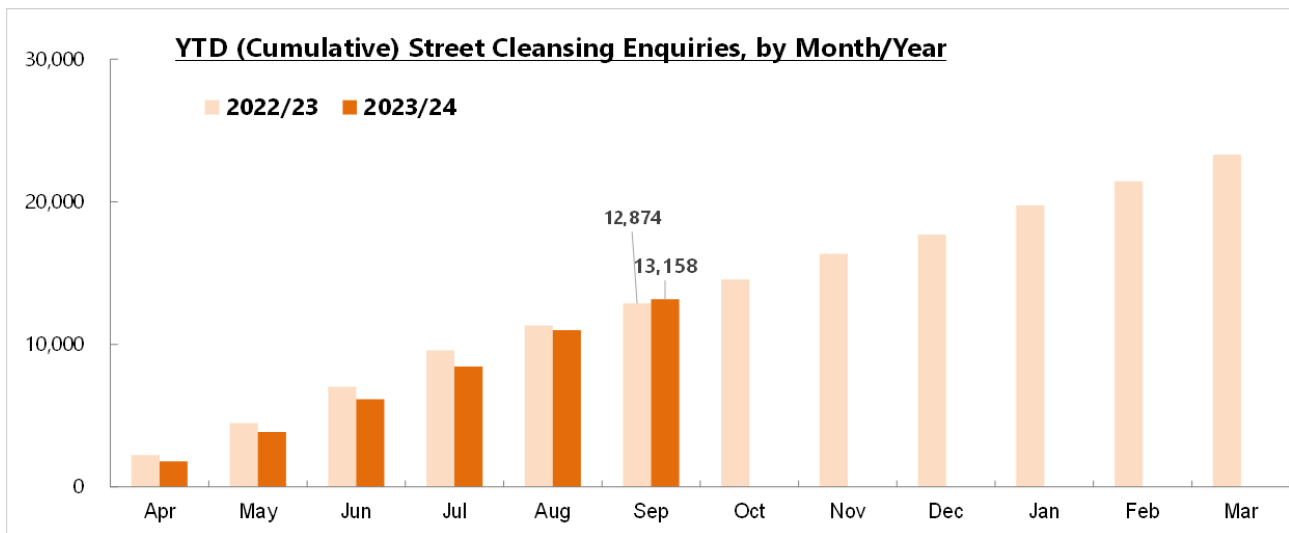
YTD Street Cleansing Service Requests are **2%** (284) up from the **2022/23** figures and are **5%** down from the **2021/22** figures, for the same period.

Street Cleaning Service Requests in the month are down **15%** (395) from the previous **month**

Dumping (**8%** (85) down on the month), Litter (**24%** down (120) on the month) and Bin Full **18%** down (102 on the month) Service Requests make up **81%** of Service Requests in the month.

There was a **40%** increase (621) in Street Cleaning Service Requests versus **September 2022**. This increase relates primarily to the strike action in 2022, when requests could not be actioned.





Appendix 2 – HWRC tonnages and recycling performance

	2018/19	2019/20	2020/21	2021/22	2022/23
Tonnage Recycled	19,545.97	19,622.03	13,010.17	16,086.58	13,433.41
Total Landfill CRC	14,160.19	13,030.16	6,227.19	8,339.51	6,889.14
Total Waste Arisings	33,706.16	32,652.19	19,237.36	24,426.09	20,322.55
Recycling Percentage	58.0%	60.1%	67.6%	65.9%	66.1%