

Scrutiny Review Fly Tipping Report; Update Statement May 2005

	Recommendations	Comments
13.1	<p>Joint working arrangements</p> <p>a) Consider through the Neighbourhood Management Strategy the creation of one team per neighbourhood area to deal with all environmental related issues.</p>	<p>a) Actioned – ongoing. The first Neighbourhood Partnership Team is currently being developed with a focus on antisocial behaviour and enviro-crime. This joint initiative with SY Police will enable the neighbourhood focus required of the Scrutiny Review Group’s recommendation. Greater use of local intelligence and quicker deployment to address problems in the neighbourhood will be achieved. However, original concerns reported to the Scrutiny Review remain, particularly in terms of current resource and working arrangements which would cause difficulty in deployment to local teams undertaking solely environmental work:-</p> <ul style="list-style-type: none"> ○ The total number of Council staff working on purely environmental maintenance is limited. Much of this resource is concentrated in specific areas (e.g. both the Neighbourhood Wardens and Green/Clean teams operate in Rawmarsh). Having regard to this and that specialist cleansing operations could not be included in area teams, there is unlikely to be sufficient critical mass in each of 7 neighbourhood areas to cover for absences or workload peaks. ○ There is a significant number of specialist operations in environmental maintenance, e.g. graffiti removal, gully cleansing, mechanical road sweeping and fly tip removal etc, each utilising specialist plant /skills. ○ Currently in the Streetpride Service most maintenance work (i.e. both street cleansing and basic highway maintenance) is carried out in 3 area teams based on the parliamentary constituencies. The appointment of the Strategic Partner for Streetpride Services (Grounds Maintenance) will now enable better integration of grounds maintenance work with street cleansing. It is proposed that the Strategic Partner will in the future fully integrate street cleansing, grounds maintenance and highway maintenance activities (with an element of multi-skilling) into 7 area based teams covering all maintenance activities and not just environmental issues. Other environmental improvement resources (such as Community Caretakers) could be brought into this arrangement at the time.

	<p>b) Develop procedures between Programme Areas to stipulate how fly tipping reports are to be dealt with and to ensure an audit trail exists for each service request.</p> <p>c) Create a Streetpride Accord between Programme Areas that gives ownership of the Streetpride concept to all contributing parties. The document would set out:</p> <ul style="list-style-type: none"> o Roles and responsibilities o Financial commitments o Service Standards o Identify a Streetpride co-ordinator within each Programme Area. 	<p>b) Actioned - completed. Recommendation already implemented in July 2004 through a change request to RBT.</p> <p>c) To be actioned. To be accommodated within service plan commitment to marketing of Streetpride. To be developed during the introduction of Neighbourhood Partnership Teams where all Council services, including Streetpride, will need agreement to deliver to local neighbourhood charters.</p>
<p>13.2</p>	<p>RBT</p> <p>a) Consider setting up a dedicated Environmental Streetpride Team to process all service requests relating to environmental issues such as fly tipping, fly posting, graffiti, dog fouling and street littering.</p>	<p>a) Not actioned - completed As previously reported by CMT the recommendation was not feasible to practically implement because:-</p> <ul style="list-style-type: none"> o There are currently 6 staff in Rotherham Connect dedicated to handling Streetpride calls and this will increase to about 9 staff by March 2006 when the full range of 155 Streetpride processes are taken into the Contact Centre. If a separate team was set up dedicated to environmental issues only then this would not have the resilience necessary to cope with absences or peaks in workload. In addition, in quiet periods there would be insufficient calls to keep one member of staff fully employed on purely environmental issues. o The vision behind Streetpride is that a dedicated team would deal with all street/maintenance issues on a single golden number without passing the caller on. The proposal for a separate environmental team would necessitate either a separate golden number or the passing on of callers. o Customers often have multi issue service requests concerning both the condition of the built environment and environmental issues such as fly tipping and graffiti. Contact Centre staff need to be skilled in the full range of Streetpride issues to be able to provide the public with a joined up service.

	<p>b) Create one Service Level Agreement between RBT and the 'Streetpride' function.</p> <p>c) Review IT systems to create compatibility with Fly Capture and Flare.</p>	<p>Consideration of the development of a “Neighbourhood” golden number for issues such as Anti-Social Behaviour and other neighbourhood problems will require business case development and service integration priorities to be assessed.</p> <p>b) Actioned - completed. A detailed set of Service Level Agreement between RBT and RMBC (incorporating Streetpride) has been in existence since August 2003. This includes a range of service measures such as the time to answer calls, caller satisfaction, etc and provides for improved targets in future years.</p> <p>c) To be actioned. To be reviewed as part of overall I.T. compatibility review as part of Streetpride Connect Phase 2 (implementation scheduled for Autumn 2005). Requires detailed scoping and assessment by RBT. Integration with other I.T. systems utilised by services in Neighbourhood Partnership Teams will also be required.</p>
<p>13.3</p>	<p>Budget</p> <p>a) Urgently review how Environmental Wardens will be funded in the financial year 05/06 and in future years.</p> <p>b) Resolve outstanding financial commitments to RBT in relation to Streetpride.</p>	<p>a) Actioned – ongoing. Part exit from NRF funding for 2005/06 was achieved via use of Commutation Fund monies. Identification of the £104,000 funding gap for 2006/07 and thereafter for the current Environmental Warden team is critical to ensure environmental crime continues to be addressed strongly in the Borough. A further Scrutiny Review Group report on “Warden Services” is expected to be reported shortly (May/June) which will enable the whole Warden and Ranger services of the Council, in a Neighbourhood context to be strategically reviewed.</p> <p>b) Actioned – completed. Financial commitment agreed in principle July 2004.</p>

	<ul style="list-style-type: none"> b) Increase publicity for the Household Waste Recycling Centres including opening hours and access arrangements. c) Arrange a leaflet drop to all households in the Borough on the Recycling Waste and Fly Tipping subjects. d) Produce a 'Householders Waste Pack' offering a range of information on the recycling services provided by RMBC. e) Produce a 'Commercial Waste Pack' advising businesses on all aspects of waste disposal including the Councils own Commercial waste Collections Service. f) Organise an annual public exhibition of Waste Management 	<ul style="list-style-type: none"> b) Actioned - completed. A new leaflet was issued in Spring 2004, outlining the summer and winter opening hours of the Household Waste Recycling Centres and the criteria for permit/non permit access to the sites. The leaflet has been distributed to all housing offices, libraries and Household Waste Recycling Centres. The supply of these leaflets is regularly replenished. c) Actioned - ongoing. Proposed as part of publicity campaign in 13.5(a) above. d) Actioned – ongoing. Currently developing envelope file as householders waste pack for placement in office receptions etc. Information on recycling has been included within the “Welcome Pack” issued to new Council tenancies. e) To be actioned To be developed this year when the Waste Minimisation Team has been established. f) Actioned - ongoing. The Rotherham Show provides the opportunity to promote the full range of Waste Management services provided by the Council. The Waste Management Unit exhibition vehicle currently undertakes roadshows/local galas throughout the year.
<p>13.6</p>	<p>Strategy</p> <ul style="list-style-type: none"> a) Update the Environmental Action Strategy to reflect a more robust approach to tackling fly tipping and other environmental crime in the light of the Governments direction and recent legislation. 	<ul style="list-style-type: none"> a) To be actioned. Issue to be addressed in development of revised Environment Action Strategy. Scope of the Action strategy requires transparency as to whether an internal environmental performance strategy or impact that Council services can have on the wider environment.

	<p>b) Ensure that the Anti Social Behaviour Action Plan details how the powers set out in the 2003 Act will become operational with particular reference to the stop and search powers.</p> <p>c) The Anti-Social Behaviour Strategy and the Crime and Disorder Strategy need to align to reflect the councils commitment to Environmental Crime and the Streetpride concept</p> <p>d) Develop stronger strategic links with the Police through the Strategic Police Authority and the Anti-Social Behaviour Unit.</p>	<p>b+c) Actioned - ongoing. Enviro-crime will be taken into account within the Safer Rotherham Partnership's Crime and Disorder Reduction Strategy (required by new Clean Neighbourhood and Environment Act)</p> <p>The SRP Anti Social Behaviour Strategy is currently under review and will be reported to the SRP and Council in June/July. The Strategy recognises the wide use of the range of enforcement interventions and these will be further expanded upon in the development of an Enviro-Crime Enforcement Strategy during 2005.</p> <p>d) Actioned – ongoing. Commenced via co-ordination in the development of Neighbourhood Standards and the Neighbourhood Partnership Team approach.</p>
<p>13.7</p>	<p>RMBC Website</p> <p>a) Develop further the website to contain detail on how the council tackles all environmental issues.</p> <p>b) Provide concise information on all services relating to waste, environment and Streetpride.</p> <p>c) Enhance the links between sites dedicated to different Programme Area's</p> <p>d) Complete existing 'headings' that contain no information</p> <p>e) Provide on line reporting to the Rotherham Connect Streetpride Team</p>	<p>a-d) Actioned - completed. All completed June 2004 in joint improvement made by Streetpride Service and Neighbourhood Services.</p> <p>e) Actioned – ongoing.</p> <ul style="list-style-type: none"> o On line reporting to Rotherham Streetpride (www.rotherham.gov.uk/streetpride which is handled by staff in the Streetpride Service) has been in existence since June 2004. Currently this only receives about 10 reports per week compared with about 750 calls per week to the Streetpride golden number. o The financial viability of the website reports being handled by the

	<p>Provide online service requests for collection services e.g. Bulky Items and Commercial Waste Collections.</p>	<p>Rotherham Connect Centre will be examined when the outstanding Streetpride Connect phase 2 processes have been brought into the Connect Centre later this year.</p> <p>Actioned – ongoing. To be investigated as part of the development of Streetpride 2 into the RBT Connect call centre. Service users can currently pay for commercial waste and bulky items using debit cards.</p>
<p>13.8</p>	<p>Community Skips</p> <p>a) Reinstate the provision of Community Skips until the Landfill Site at Thurcroft is opened in September 2005.</p>	<p>a) Not actioned. The cessation of the community skip service has been agreed by Members as a consequence of legislative changes limiting the types of waste that will be accepted at landfill sites.</p> <p>Items such as refrigerators, tyres and asbestos are subject to strict re-processing procedures or disposal in specific “hazardous waste” landfill sites.</p> <p>The Waste Electrical and Electronic Equipment Regulations and Batteries Directive will provide further legislative burdens on what can be landfilled.</p> <p>It is considered that the location of the landfill site does not have any significance on the provision of the service. There are local private and council Waste Management facilities within the Rotherham area for householders to dispose of waste.</p> <p>Also bulky item service prices have been held at 2003/04rates .</p>
<p>13.9</p>	<p>Bulky Waste Collection Service</p> <p>a) Review the cost of this service with a view to providing a free collection service for all users.</p> <p>b) Provide appointment times for householders so that they know when to put out the item of rubbish out for collection</p> <p>c) Explore ways of utilising the services of Rotherham Services Plus particularly with</p>	<p>a) Actioned – completed. The cost for the bulky item collection service is reviewed on an annual basis and reported to Members for approval. Free collection service is not supported.</p> <p>b) Actioned - completed. The Waste Management Unit contacts the customer to provide details of the day and date of collection upon receipt of payment for the service.</p> <p>Actioned – completed. Rotherham Furniture Plus service is offered to individuals when they request the removal of furniture. White goods are</p>

	regard to the recycling of white goods	separated for recycling by the bulky item collection crew through our HWRC's.
13.10	<p>Blue Bag/Box/Green Bin Recycling Scheme Review the timing of collections and rationalise these so that householders do not have numerous days to remember for each collection.</p>	a) Actioned – completed Service operates from 7:00am to ensure we can meet the closing times for facilities where high participation occurs. The kerbside collection of recyclables operates on the same day as the refuse collection service.
13.11	<p>Education and Schools a) Progress the work being undertaken with CLLL and produce an action plan to ensure implementation of educational activities in schools and adult education are progressed</p>	<p>a) Actioned - ongoing.</p> <ul style="list-style-type: none"> o education campaign for secondary schools developed and gained ECAMS innovation commendation award ("Toxic" campaign) o Streetpride and environmental issues have been included in a Council wide environmental education booklet produced in September 2004 for all teachers. o Production of a Strategy and Resource Plan for education is a key step within the Streetpride Service Action Plan with a completion target of June 2005. <p>The provision of education activities on waste issues has initially been addressed through external funding bids.</p> <p>Resources provided in 2005/06 budget (Commutation Fund) for the Waste Service Improvement Plan will in part address programmes to deliver greater involvement in sustainable waste management. The requirement for implementing education activities and adult education regarding environmental crime will be integrated to this initiative.</p>
13.12	<p>Scrutiny Review a) Waste Management Review – look at waste minimisation and recycling. b) Review how RBT services are delivered to Programme Area's. Look at how Service Level Agreements are drawn up and how flexible these are in term of reflecting changing demands for service.</p>	a+b) Actioned – ongoing. Programme for Scrutiny Panel Reviews in 2005/06 being developed