

## **CABINET MEMBER FOR WASTE AND EMERGENCY PLANNING**

**Venue: Town Hall, Moorgate  
Street, ROTHERHAM.  
S60 2TH**

**Date: Monday, 4th November, 2013**

**Time: 9.30 a.m.**

### **A G E N D A**

1. To determine if the following matters are likely to be considered under the categories suggested, in accordance with Part 1 of Schedule 12A (as amended March 2006) to the Local Government Act 1972
2. To determine any item which the Chairman is of the opinion should be considered later in the agenda as a matter of urgency
3. Apologies for absence
4. Minutes of the previous meeting held on 7th October 2013 (Pages 1 - 3)
5. Minutes of a meeting of the Health, Welfare and Safety Panel, held on 18th October, 2013 (Pages 4 - 6)
6. APSE Performance Network - Benchmarking for Street Cleansing and Refuse Collection 2011/12 (Pages 7 - 12)
7. Review of Street Cleansing Target Response Times (Pages 13 - 19)
8. Emergency Planning Update and Health and Safety Issues (Officers to report)
9. Waste Update (Officers to report)
10. Date and time of next meeting - Monday 2nd December 2013 at 9.30 am

**CABINET MEMBER FOR WASTE AND EMERGENCY PLANNING  
7th October, 2013**

Present:- Councillor R. S. Russell (in the Chair); Councillors Ali and Swift.

**L24. MINUTES OF THE PREVIOUS MEETING HELD ON 2ND SEPTEMBER 2013**

The minutes of the previous meeting of the Cabinet Member and Advisers for Waste and Emergency Planning held on 2<sup>nd</sup> September, 2013, were considered.

Resolved:- That the minutes of the previous meeting be approved as a correct record for signature by the Chairman.

**L25. EMERGENCY PLANNING UPDATE AND HEALTH AND SAFETY ISSUES**

Consideration was given to the update provided by the Emergency and Safety Manager. The update included:-

(a) Business Continuity

- practical sessions with Streetpride, Legal Services and Housing on enhancing business continuity arrangements and migrating information into BCMShared;
- delivery of the seasonal flu vaccination programme to health and social care staff, during October and November 2013;
- Exercise Clash post exercise report (final draft) was published; and is to be ratified at the SESMT on 18th October 2013;
- work has commenced with Zurich Insurance primarily to develop accommodation resilience measures in Sheffield City Council; any learning points from this process will be transferred and embedded within Rotherham Council;
- Liaison has begun with both Sheffield and Rotherham Council emergency care network and partner groups; to ensure Winter planning measures are integrated and complimentary – additionally, promotional activities are planned to be launched within the national “get ready for Winter” campaign week (beginning on 21 October 2013).

(b) Emergency Planning

- Assistance provided to the South Yorkshire Police in respect of two right wing demonstrations during the past few weeks (in Rotherham and Sheffield);
- working with Barnsley and Doncaster to deliver training on what the Local Authority can provide and what they can expect from our response to every Police Officer in South Yorkshire;
- Re-arrangement of the reservoir LRF exercise to Tuesday 4th February 2014.

(c) Health and Safety

- site visit of the Council housing re-roofing project in the Swinton area;
- various health and safety training for staff in schools and at the Rockingham training centre (eg: fire safety, asbestos awareness, COSHH regulations);
- delivered a training session on SHARPS and Manual Handling, for Housing Services staff visiting Council properties to carry out furniture audits and removals/deliveries - poor manual handling techniques are the single most cause of injuries at work.
- provided Health and Safety support for a Cycle Road Race which began and ended in Rotherham and required rolling road closures for the first five miles of the race.

Resolved:- That the update be noted and the Emergency and Safety Manager be thanked for his contribution.

**L26. WASTE UPDATE**

Consideration was given to the update provided by the Waste Manager, Environment and Development Services. The update included:-

(a) delivery of waste to Nottinghamshire Recycling began on 2<sup>nd</sup> October 2013;

(b) reference to the continuing discussions about the Waste Treatment and Disposal Contract for the 2014/15 financial year;

(c) officers have visited the Energy Recovery Facility at Runcorn on 27<sup>th</sup> September, 2013; further details of the visit will be reported at a future meeting;

(d) temporary closure of the Magilla household waste recycling site, North Anston, during November and December, 2013;

(e) calendars for the Christmas and New Year 2013/14 waste collection arrangements are being delivered to households;

(f) Waste PFI – deliveries of waste to the facility will begin during January 2015.

Resolved:- That the update be noted and the Waste Manager be thanked for his contribution.

**HEALTH, WELFARE AND SAFETY PANEL  
FRIDAY, 18TH OCTOBER, 2013**

Present:- Councillor R. S. Russell (in the Chair); Councillors Swift and Wootton; Mrs. J. Adams (NUT), Mrs. S. Brook (NASUWT), Mr. P. Harris (GMB), Mr. K. Stoddart (ATL), Mrs. K. Hall-Garritt (UNISON) and Mr. J. Ogle (UNISON).

Apologies for absence were received from Councillors Ali, Dodson, G. A. Russell, P. A. Russell, Sharman and Whelbourn.

**7. HEALTH, WELFARE AND SAFETY PANEL - ROLE AND FUNCTION**

Members received a presentation from the Principal Health and Safety Officer describing the role, function and purpose of the Council's Health, Welfare and Safety Panel, including the protocols used for the Panel's regular visits of inspection. Issues discussed were:-

- : trades union representation on the Panel;
- : the attendance of workplace trades union representatives at site visits of inspection by the Panel;
- : visits of inspection to Academies (schools), in order to provide advice on health, welfare and safety issues; service level agreements are in place between the Borough Council and most of the Academies in the Rotherham area, in respect of the provision of such advice;
- : provision of copies of the Panel's Constitution to Panel Members.

**8. MINUTES OF THE PREVIOUS MEETING HELD ON 12TH JULY, 2013**

Resolved:- That the minutes of the previous meeting of the Health, Welfare and Safety Panel, held on 12th July, 2013, be approved as a correct record for signature by the Chairman.

**9. MATTERS ARISING**

(a) With regard to Minute No. 4 (Annual Health and Safety Report 2012), reference was made to the reporting of statistics in relation to incidents of violence to staff in schools.

(b) With regard to Minute No. 5 (Visits of Inspection held on 21<sup>st</sup> June, 2013):-

(i) up-to-date information was provided as a consequence of Health and Safety Officers' subsequent inspections of the Hellaby Depot; and

(ii) information was provided about the regulations affecting the provision of signs at highway repair and construction sites and also about the wearing of protective clothing and use of equipment on such sites.

**10. HEALTH AND SAFETY BULLETIN**

Consideration was given to the Health and Safety Bulletin, containing recent articles and reports of legal cases relating to health and safety.

The following items were highlighted:-

- matters of interest from the Health and Safety Executive, including changes to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995;
- the corporate manslaughter charge affecting the Sterecycle (Rotherham) company and the subsequent hearings in Court;
- safety myths (dog training classes; risk assessments; boiling kettles and employees walking around with open-topped cups of hot drinks in offices; school pupils wearing hair clips and jewellery during PE lessons);
- recent Court Cases, with one incident involving a resident falling and being injured at one of Doncaster Council's care homes.

Resolved:- That the Principal Health and Safety Officer distribute copies of the bulletin throughout the Authority and also publish the bulletin on the Council's Intranet web site.

#### **11. REPORTS ON VISITS OF INSPECTION HELD ON 20TH SEPTEMBER, 2013**

Consideration was given to matters arising from the visits of inspection made by the Panel on Friday, 20th September, 2013. The report included the responses provided by Service Areas to the various issues raised at the inspections. Particular reference was made to:-

##### **(a) Wath Central Primary School**

The Panel noted that the air handling unit at the School has been checked and serviced and is operating correctly.

##### **(b) Waste Recycling Centre at Warren Vale, Rawmarsh**

The Panel noted the arrangements being made for the thermosplastic road markings to be renewed at this waste recycling centre.

##### **(c) Storage of Heavy Containers and Materials at a High Level**

The Panel noted that advice is to be issued to Council premises in order to ensure that heavy containers, boxes and materials are not being stored at high levels.

##### **(d) Treeton Church of England Primary School**

The Panel noted that Health and Safety Officers will provide appropriate advice in respect of the correct positioning of the overhead projector used in this School.

##### **(e) Hilltop School, Maltby**

The Panel noted the difficulties of vehicle parking at this School and that School staff were endeavouring to manage these difficulties.

(f) Newman School, Whiston

The Panel welcomed the display of appropriate posters at this School, informing pupils and students about the importance of health and safety matters.

(g) Kelford School, Kimberworth

The Panel expressed concern about the use of changing rooms for the storage of equipment at this School. It was agreed that Health and Safety Officers make a further inspection of this School.

(h) Internal Doors in Schools – Vision Panels

The Panel noted that Health and Safety Officers will provide appropriate advice to schools in order to ensure that vision panels in internal doors are kept clear at all times.

(i) Panel visits of inspection on Friday 6<sup>th</sup> December 2013

Visits of inspection will be made by the Panel to the Tourist/Visitor Information Centre and to the Key Choices premises within the Rotherham town centre. At a later date, a visit of inspection would be made to the administrative building and shop at the Thrybergh Country Park.

<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
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<b>1.</b>	<b>Meeting:</b>	<b>Cabinet Member and Advisers for Waste and Emergency Planning</b>
<b>2.</b>	<b>Date:</b>	<b>Monday 4<sup>th</sup> November 2013</b>
<b>3.</b>	<b>Title:</b>	<b>APSE Performance Networks 2011/12 Benchmarking Reports for Street Cleansing &amp; Refuse Collection. Summary of Key Points and Issues</b>
<b>4.</b>	<b>Programme Area:</b>	Environment and Development Services

## **5. Summary**

- 5.1 This report summarises highlights from an analysis of the most recent APSE Performance Networks reports for Rotherham's Street Cleansing and Refuse Collection services.

## **6. Recommendations**

The content of this report is noted, and that Cabinet Member commissions a review of the arrangements for dealing with detritus on the public highway.

## **7. Proposals and Details**

### **APSE Performance Networks Background**

- 7.1 APSE Performance Networks is a voluntary public sector benchmarking service. A principal focus of APSE benchmarking and performance measurement is demonstrating relative levels of value for money, it is therefore a valuable tool for assisting and informing local service reviews, spending decisions and resource allocation during the current challenging economic climate
- 7.2 Annual service specific data returns are processed through the APSE model with the resulting reports providing comparative performance data across a range of indicators related to costs, performance and quality of service.
- 7.3 To ensure 'like-with-like' comparison participating authorities are assigned to comparator 'family groups' based on shared characteristics such as scale of service, management arrangements, resources, authority's size, infrastructure, demographic composition and levels of deprivation. The family group analysis is supplemented with whole service analysis inclusive of all participating authorities; the following analysis for RMBC considers both family group and whole service data
- 7.4 The annual APSE calendar requires data submissions during September / October for the financial year ending the previous March. Final reports are published between January and March. The following analysis is therefore based on the Street Cleansing and Refuse Collection returns for 2011/12 reflecting the position at March 2012.



7.5 APSE performance reports are comprehensive and will generally publish data against 30 or more performance indicators per service with related data sets. This report has therefore focused on the key issues of relative costs, performance and quality of service for street cleansing and on relative costs, disposal issues (recycling, landfill etc) and customer service for refuse collection.

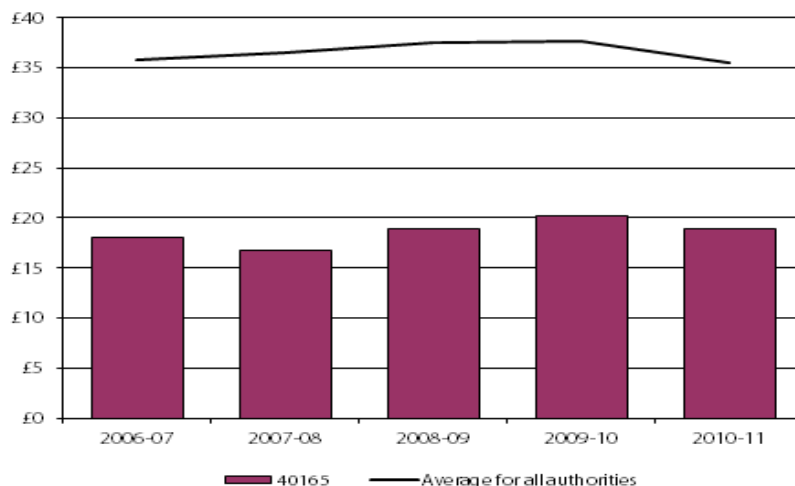
### Street Cleansing

#### 7.6 Comparative Costs 11/12

The following table summarises the position against cost related indicators per household and per head of population including or excluding Central Establishment Charges (CECs).

Indicator	RMBC 11/12	Family Group Average 11/12	All service Average 11/12
PI03 Cost of cleansing service per household (inc CECs)	£16.41	£41.11	£37.04
PI 04 Cost of cleansing service per household (exc CECs)	£15.92	£38.67	£34.40
PI 19 Cost of Service per head of population (inc CECs)	£7.14	£18.98	£16.58
PI 05 Cost of Service per head of population (exc CECs)	£6.93	£17..54	£15.37

These indicators evidence that RMBC Street Cleansing costs are well below the average for the family group and for the whole service; this is consistent with APSE direction of travel data from at least 2006/07 onwards. The following graph indicates Rotherham's costs per household largely follow the whole service trends over recent years with small increases between 2008-09 and 2009-10 and then decreasing from 2010-11 but consistently well below the average.



## Performance

- 7.7 The APSE methodology has retained the former national indicator NI 195 as a key performance outcome for street cleansing services. Rotherham's score for litter and detritus at 14.9% was below the comparator average of 4.66% (lower is better) and the whole service average of 7.21%. This reflects an ongoing recent annual trend with RMBC's performance slipping relative to average since 2008/09 through a combination of budget reductions and extreme winter weather. Local performance data indicates however that it is levels of detritus rather than litter which exert most negative influence on Rotherham's performance.

Indicator	RMBC 11/12	Family Group Average 11/12	All service Average 11/12
Street Cleanliness - Litter and Detritus (former national indicator NI 195)	14.9%	4.66%	7.21%

## Quality

- 7.8 The Performance Networks methodology includes two quality measures which score councils against specific criteria. Rotherham's score was assessed at below average against both measures. Factors which had a negative affect on the Council's scores included

- Lack of external verification of street cleanliness survey results
- Limited customer consultation and perception surveys
- No ISO 9001 quality systems accreditation

Rotherham did however score well within the quality assessments against the following:

- reactive targets and performance times for responding to fly tipping, graffiti (offensive and other) and abandoned vehicles.
- Publication of services standards
- Complaints procedures and complaints handling performance.

Indicator	RMBC 11/12	Family Group Average 11/12	All service Average 11/12
PI 44a Quality Indicator	128	136	129
PI 17 Quality Assurance and Community Consultation	52	65.80	69.95

## Refuse Collection

### Cost Related Measures

7.10 The table below shows Rotherham's waste collection service is relatively low cost within both its APSE Family Group and across the whole service. Performance was actually top quartile compared to all participating councils with the exception of Net Cost of Recycling per Household which was 2<sup>nd</sup> quartile.

Ref & Description	RMBC Score	Family Group Average 11/12	Whole Service Average 11/12
PI 01a Cost of refuse collection services per household (including CECs)	£33.48	£69.86	£ 75.66
PI 01c Cost of refuse collection service per household (excluding landfill tax & waste disposal)	£31.27	£57.77	£59.94
PI 02a Cost of refuse collection per household (Excluding CECs)	£32.42	£64.37	£67.84
PI 02c Cost of refuse collection per head of population (excluding landfill tax and waste disposal and CECs)	£30.20	£53.03	£55.17
PI 03a Net cost of recycling per household	£18.21	£24.64	£24.21

Relatively strong performance against low cost and value for money indicators is welcome. There are however concerns that the APSE methodology may not take into consideration differences in local accounting practices; for example, historically Rotherham stripped out RBT related costs. Also, other authorities may not differentiate between refuse collection and disposal costs

### Disposal Related Measures (Recycling / Landfill / Energy)

7.11 The following table sets out relative performance against key measures for waste disposal. Rotherham's performance against waste recycling is generally close to the comparator and all service average. Rotherham did however send lower than average volumes of waste to landfill; this is possibly indicative of the relatively higher and above average volumes of waste being diverted to into energy recovery.

Ref & Description	RMBC Score 11/12	Family Group Average 11/12	Whole Service Average 11/12
PI 03b Tonnes of domestic waste sent for recycling per household	0.45	0.46	0.43
PI 12a Percentage of total waste collected which is sent for recycling	43.12%	44.28%	41.16%
PI 12c Percentage recovery of energy from waste collected	19.34%	7.54%	18.36%
PI 32d kg of residual waste sent to landfill per annum per household (Unitary only) (England and Wales Only)	270.4	438.14	423.07

It should be stressed that this report is based on the position at April 2012 and does not therefore reflect the impact of the closure of the Sterecycle facility later in the year. 2012/13 performance is therefore expected to see a reduction on recycling volumes; additional pressures on recycling measures and performance will include:

- localised poor participation in recycling schemes (e.g. Eastwood)
- smaller budgets for education schemes
- trend for food and drinks manufacturers to use containers with lower glass and metal content
- more people switching from printed to digital and electronic media

**Note:** When the PFI Waste Treatment facility opens in 2015, it is anticipated that the recycling rate will exceed 50%.

## Customer Service

7.12 Rotherham's performance against customer service and quality assurance related measures was above average. Performance against missed bin collections was sustained at high levels across the year and was within the family group upper quartile. Service performance against the Quality Assurance measure was well above the average and reflected high standards and performance related to complaints handling and communication of service standards and procedures.

<b>Ref &amp; Description</b>	<b>RMBC Score</b>	<b>Family Group Average 11/12</b>	<b>Whole Service Average 11/12</b>
PI 15 Quality Assurance (Score out of a possible 200)	132	83.68	77.41
PI 22a Missed collections per 100,000 collections	17.87	52.99	44.84
PI 22b Missed collections per 100,000 collections (April - Sept)	18.18	51.55	44.18

## Conclusions

- 7.13 The APSE Performance report for 2011/12 reveals that Rotherham's Street Cleansing service is comparatively low cost. This suggests good value money when taking into consideration the level of service in relation to reactive targets and performance times, services standards and handling of customer contacts and complaints. However, evidence suggests a correlation between budget reductions, relatively low performance outcomes and a decline in quality assurance and customer insight which may have longer term performance implications.

Data for 2011/12 indicates that Rotherham's Refuse Collection service is comparatively low cost and delivering value for money through high levels of customer service and diverting waste from landfill through a combination of energy recovery and recycling

## 8. Finance

- 8.1 None

## 9. Risk and Uncertainties

- 9.1 This report is concerned with a snapshot of performance at 31 March 2012. Subsequent developments and issues will be reflected in the 12/13 reports which will be available early 2014.

## 10. Policy and Performance Agenda Implications

- 10.1 Street Cleansing and Refuse Collection are key public facing services and reflected in council priorities for clean streets and health and well being

## 11. Background Papers and Consultation

- 11.1 APSE Performance Reports for Street Cleansing and Refuse Collection 2011-12

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<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
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<b>1.</b>	<b>Meeting:</b>	<b>Cabinet Member and Advisers for Waste and Emergency Planning</b>
<b>2.</b>	<b>Date:</b>	<b>Monday 4<sup>th</sup> November 2013</b>
<b>3.</b>	<b>Title:</b>	<b>Review of Street Cleansing Target Response Times</b>
<b>4.</b>	<b>Directorate:</b>	<b>Environment and Development Services</b>

### **5. Summary**

Reductions to Street Cleansing resources have prompted a review of current Street Cleansing response times as there are concerns that existing targets in specific areas of reactive work are no longer sustainable. This report outlines the impact of resource reductions on performance and proposals for revised targets.

### **6. Recommendations**

Cabinet Member approves the proposed revised service standard response times as set out below under Proposals and Details

## 7. Proposals and Details

### Review of Standards and Targets

Significant Street Cleansing budget reductions from 2011-12 through to the current financial year continue to impact on resources and service capacity. The service reviewed its routine operational practices and implemented revised schedules from April 2012 and a review of current reactive operational standards targets has now been completed and has concluded that a number are no longer sustainable with the reduced levels of resources.

### Benchmarking

A bench-marking exercise was also completed to gauge the extent to which Rotherham's current and proposed targets compare with the Council's 'family group' of local authorities and also the extent to which the current financial challenges are prompting similar reviews elsewhere. .

This exercise focused on a sample of 16 of Rotherham's 'comparator' authorities as identified by the CIPFA '*Nearest Statistical Neighbours*' model or the APSE Performance Networks model (see Appendix 1).

Overall this survey concluded there is no standard pattern emerging in terms of reductions to street cleansing services and delivery targets which perhaps reflects variations in local spending priorities. A clear fact which did emerge is that Rotherham's Street Cleansing standards are more target-driven than the majority of comparator councils therefore, regardless of the proposed target adjustments, Rotherham will continue to aim to deliver a relatively higher quality service.

### Proposals

The following table sets out the proposed changes to Rotherham's Street Cleansing targets, the rationale for these changes and the results of the benchmarking exercise.

**Street Cleansing Targets - Performance 10/11 - 12/13, Proposed Revisions and Benchmarking.**

Current Service Standard	Target	Cumulative Performance			Proposed Changes	Rationale	Benchmarking
		10/11	11/12	12/13			
Attend reported incidents of Fly-Tipping within 4 working days (Note: <i>This reflects the published target but the service has an internal 'stretch' target to attend within 1 working day.</i> )	90%	96%	89.7%	79%	Cease the operational 'stretch' target to attend within 1 working day and amend published target to <b>2 working days.</b> Monitor and report against the new 2 day target	<p>12/13 performance was below target. This was consistent with the direction of travel at the close of 2011/12 compared with 2010-11. Cumulative performance for 13/14 performance is currently 61%.</p> <p>The number of fly tipping reports actually decreased from 2,394 in 2010-11 to 2,311 in 2012-13 - a fall of around 3%. Removal of fly tipping is delivered by an integrated service responding to a range of street cleansing issues. Reduced capacity has led to less flexibility in resource allocation and prioritisation. Performance is particularly vulnerable during severe cold weather when resources are diverted to winter maintenance work.</p>	57% of the authorities who responded aimed to remove fly tipping within 2 or 3 days and in one case 5 days. The remainder aimed to remove it within one day. Two of the councils responding focused their attention on urgent removal of hazardous fly tipped waste with non hazardous waste removed either as part of scheduled work or as and when the resource was available.
Removal of racist / offensive graffiti – standard: 90% in 1 day.	90%	98.9%	92.8%	78%	No changes proposed, extending the target times for non offensive graffiti and other standards will allow the service to better meet this target	<p>2012-13 cumulative performance was below the target. This trend has continued into 13/14 with current cumulative performance around 54%.</p> <p>Resource reductions and temporary reallocation due to severe winter weather have impacted on the capacity of the service to meet targets</p> <p>There has also been some increase in reports. The 164 reports during 12/13 represented a 12% increase over the 146 reported during 10/11.</p>	There is a consistent approach to racist and offensive graffiti which is generally removed within 24 hours of notification.



**Street Cleansing Targets - Performance 10/11 - 12/13, Proposed Revisions and Benchmarking.**

Current Service Standard	Target	Cumulative Performance			Proposed Changes	Rationale	Benchmarking
		10/11	11/12	12/13			
Remove reported Non Offensive Graffiti within 4 working days	90%	92.2%	92.1%	69%	Response time extended to 5 working days	<p>2012-13 cumulative performance was below the target. Current cumulative performance for 13/14 is 53%.</p> <p>As above resource reductions and temporary reallocations due to severe winter weather have impacted on performance. There has also been a significant increase in customer reports. The 331 reports during 12/13 amounted to an almost 40% increase over the 223 reported for 10/11. This rise can in some way be contributed to the reduction in resource and resultant reduced capacity to carry out proactive works (i.e. removing before a report is received)</p>	The approach with regards 'non offensive' graffiti is mixed. 59% (10) of surveyed authorities sought to remove it within 3 - 5 days. One authority reported no longer having a standard for non offensive graffiti following severe budget cuts. A small number reported seeking to remove it whenever possible but this sometimes takes weeks.
Empty reported overflowing litter bins within 1 working day	90%	100%	N/A	N/A (See comments under 'Rationale')	No change proposed but we will ensure reporting of all contacts and response times to inform future service planning.	<p>The revised schedules following 10/11 created some uncertainty with regards reporting against this standard in particular where an overflowing litter bin was in any event scheduled to be emptied within one or two days after a customer notification. It is however proposed to retain this standard and officers have been instructed to report all customer notifications of overflowing bins and our subsequent responses times. This will enable accurate monitoring of the situation with a view, if necessary, to reviewing performance at current resource levels and identifying achievable targets.</p>	61% of councils aimed to deal with reports of overflowing bins on more than 1 day, A number admitted that they did not keep a record of performance and did not use this as a service standard. 24% (4) generally emptied bins in accordance with schedules regardless of customer notifications and 29% (5) did not use this as a standard at all. One council has installed larger bins in areas of heavy use but also removed those it no longer has the resource to service.

**Street Cleansing Targets - Performance 10/11 - 12/13, Proposed Revisions and Benchmarking.**

Current Service Standard	Target	Cumulative Performance			Proposed Changes	Rationale	Benchmarking
		10/11	11/12	12/13			
Removal of Dog Mess – standard: 90% removed in 1 day.	90%	96.5%	88.4%	79%	Change the standard definition to remove 90% within 1 day <i>from identified priority locations (e.g. child play areas)</i> . In non priority locations the response time will be as for litter (5 days)	Cumulative performance was below target in 2011-12 and 2012-13. This was against a background of increased service request volumes from 499 in 2010-11 to 790 in 2012-13. This was an increase of 58% and indicates the vulnerability of performance against the current target with reduced resource levels. Current cumulative performance for 13/14 is 88%.	Councils responding on this issue generally aimed to attend reports within 1 working. None reported setting a target to deal with a set percentage within a specific time. One council was however able to report achieving 83% within 1 working day. Some councils classed dog mess as general litter.
Removal of litter – standard: 90% in 5 days.	90%	96.6%	97.9%	94%	No Change	Cumulative performance was above target for 2012-13 Current cumulative performance for 13/14 is 97%. Above target performance has been sustained despite the increased volume of service requests which grew from 610 in 2010-11 to 776 in 2012-13 - an increase of 27%.	Response times generally within 4 - 5 days but other Councils tend not to not set targets to deal with a specific percentage in a set time.  <b>Note:</b> The Environmental Protection Act does not set a single standard response time for litter clearance.
Clear up spillage on Highway with 4 hours of notification	90%	100%	100%	95%	No Change. Service requests against this standard must always take priority due to safety concerns.	Service request volumes are relatively low compared with fly tipping or graffiti but did actually increase by around 44% between 2010-11 and 2012-13 from 66 to 92.	Service requests tend to be prioritised due the safety concerns. Response times are generally 100% within 4 hours

### Town Centre Standards

This report is concerned with borough wide standards and targets only. A separate report detailing proposed changes to town centre operations will be presented in early in the New Year.

### **8. Finance**

This report is intended to address the ongoing outcomes of a reduction in financial resource

### **9. Risks and Uncertainties**

Streetpride's overall efficiency in meeting its target response times can be adversely affected by factors beyond Streetpride's control, such as extreme weather conditions.

### **10. Policy and Performance Agenda Implications**

The Streetpride service deals with local environmental and street scene issues and makes an important contribution to the Council's corporate priorities for clean streets.

### **11. Background Papers and Consultation**

Streetpride response times reports 2010 -11, 2001-12 and 2012-13

### **Contact Names:**

*Steve Hallsworth Leisure and Community Services Manager Streetpride, . Ext 22483 email: [Steve.hallsworth@rotherham.gov.uk](mailto:Steve.hallsworth@rotherham.gov.uk).*

**Appendix 1.****Benchmarking of Comparator Authority Street Cleansing Standards and Targets**

A benchmarking exercise has been undertaken to ascertain the extent to which other local authorities are adjusting street cleansing standards and targets during the current period of budget and resource reduction.

The survey focused on a sample 'comparator' authorities as defined by the Audit Commission / CIPFA 'Nearest Statistical Neighbours' model and the APSE Performance Networks model.

**CIPFA / Audit Commission Nearest Statistical Neighbours Model:**

This model generates 'family groups' based on a range of socio-economic indicators. This model identifies the following as Rotherham's nearest statistical neighbours:

**APSE Performance Networks Model**

This model is restricted to those authorities who choose to participate in the APSE Performance Networks service for Street Cleansing. It places more weight on service profile characteristics such as scope of cleansing operations, service standards and human resources issues and therefore can identify some surprising comparators (e.g. Shetland Isles).

The following table lists those comparator authorities from whom we able to gather information,

<b>Authority</b>	<b>Comparator Group</b>
Barnsley Metropolitan Borough Council	CIPFA
Bassetlaw District Council	APSE
Bolton Metropolitan Borough Council	CIPFA
Borough of Telford and Wrekin	CIPFA
Darlington Borough Council	APSE
Doncaster Metropolitan Borough Council	CIPFA
Dudley Metropolitan Borough Council	CIPFA
Dudley Metropolitan Council	APSE
Gateshead Metropolitan Borough Council	CIPFA
Halton Borough Council	CIPFA
Renfrewshire Council	APSE
St Helens Metropolitan Borough Council	CIPFA
Stirling Council	APSE
Stockton-on-Tees Borough Council	CIPFA
Telford Council	APSE
West Lothian Council	APSE