

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1. Meeting:	Cabinet Member and Advisers for Planning, Highways and Street Scene Services
2. Date:	Monday 1st September 2014
3. Title:	NI 195 - proposed change to performance measurement
4. Directorate:	Environment and Development Services

5. Summary: This report sets out an alternative performance measure for the Street Cleansing service.

6. Recommendations

It is recommended that Cabinet Member agrees to use data collected by the Leisure & Community Services Area Supervisors as an alternative to the former national indicator 'NI 195' as a performance measure for Street Cleansing.

7. Proposals and Details

To date the former national performance indicator 'NI 195' has been used as a corporate performance measure for street cleansing. The methodology for data collection requires 1,200 site inspections to be undertaken each year; each inspection involves walking a 50m section of highway and assessing it for litter, detritus, fly posting, and graffiti. Assuming that there are reasonable weather conditions, the whole process can take a single officer approximately 8 weeks to complete. A single officer is used to ensure consistency of assessment but this does significantly impact on their management/supervisory capacity.

A recent review of the use of NI 195 as a performance indicator has raised the following issues:

1. In light of reducing staff resources, the amount of time consumed by the data collection process is no longer an effective use of officer time.
2. There is duplication and / or over-collection of data as Leisure & Community Services Area Supervisors already also carry out a total of 30 planned street cleansing inspections per month.
3. NI195 data collection was designed to give an overall picture of the cleanliness across all land classes in the borough, it is not an accurate measure of cleansing performance as much of the data collected relates to areas that are not routinely cleansed. Also, because it does not allow for revisiting of sites, it deters like for like comparisons, and prevents the measurement of improvements.
4. Recent research suggests that a number of local authorities have moved away from or use modified data collection for NI 195 and as such the comparative data is becoming less reliable.

Alternative performance measure

Area Supervisors already carry out street cleansing assessments based on the Code of Practice for Litter and Refuse that sets out standards of cleanliness ranging from grade A to grade D (A = good standard, B = reasonable standard, C and D = poor standard) and this is the basis of the NI 195 methodology.

The Supervisor's inspections are undertaken in scheduled cleansing locations that are chosen at random or because requests for service have been received; they are also carried out at known hot spots. The inspections are programmed to be completed shortly after scheduled cleansing works have taken place to confirm that standards of cleansing have been achieved. They are also carried out prior to scheduled cleansing works taking place to establish whether the level of cleanliness is below that specified in the Code of Practice.

The Code of Practice recommends that for any location that falls to grade C or D, further cleansing should be undertaken to bring the standard back to at least grade B. If and when this occurs, the Supervisor will issue a rectification notice to

operatives for action and will follow this up with random checks to ensure that the rectification time scale is being met.

It is therefore proposed that the data collected by the Leisure & Community Services, Area Supervisors is used as an alternative to NI 195 as a performance measure for Street Cleansing services. This will be in line with the corporate indicator already used for Grounds Maintenance services.

The reporting format will mirror the existing corporate performance indicator for Grounds Maintenance (see example below).

Indicator Title	Good Performance	Frequency	2013 / 14 Performance (March)	2014/15 Target
Following re-inspection of Grounds Maintenance works ensure no more than 5% defective / not to standard works	Low	Quarterly	3%	=>5%

Indicator Title	Good Performance	Frequency	2013 / 14 Performance (March)	2014/15 Target
Following re-inspection of Street Cleansing works ensure no more than 5% defective / not to standard works (grade A or B)	Low	Quarterly	3%	=>5%

8. Finance

There are no budget implications but the proposals will lead to an efficiency saving in terms of reducing the amount of officer time taken to carry out the NI 195 inspections.

9. Risks and Uncertainties

It will no longer be possible to submit NI 195 data to APSE.

10. Policy and Performance Agenda Implications

The proposal has the potential to have a positive impact on the Council's 4th priority

Priority 4: All areas of Rotherham are safe, clean and well maintained

11. Background Papers and Consultation

N/A

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