

STREET CLEANSING FREQUENCY REVIEW

Budget Saving £1m

The current street cleansing service (delivered by Biffa) costs Wirral four and a half million pounds every year. A reduction in the frequency of street cleansing aims to save up to one million pounds.

RATIONALE FOR SAVINGS

The current key performance indicator (KPI) for street cleansing carried out by Biffa shows that over the last 12 months, 96.8% of all locations surveyed are to an acceptable standard, which is an over performance on the street cleansing standards when compared nationally, or against our target.

In order to identify the desired savings of up to one million pounds the frequency of cleanse for many locations across the borough will drop, reducing KPI performance levels. An invest to save bid will be needed to fund resources to carry out a six-month pilot study.

IMPACT

It is highly likely reducing the frequency of street cleansing will initially increase customer dissatisfaction which may lead to a rise in customer referrals/complaints during the pilot period to Streetscene.

Wirral Council has an obligation to maintain reasonable cleansing standards and ensure the public highway is not obstructed by waste. The pilot will establish how long areas stay clean so that realistic but adequate cleansing frequencies can be established. Reactive operational resources required to respond to cleansing requests will be monitored in order to identify the hardest areas to keep clean.

Most of the reduction in cleanse will be in residential areas, with secondary retail areas and industrial areas also being affected.

MITIGATION

A six month pilot (starting in January 2013) will take place to research the cleansing frequency tolerances of all land types across the borough highlighting exactly how long various location types take to fall below standards. The pilot will identify areas that can be changed immediately and areas that should not be changed.

A Litter Reduction Strategy will be developed that tackles the undesirable behaviour of littering. The strategy will seek to encourage citizens to look after the immediate place where they live and the associated resources will be targeted to areas where the streets become littered quickly.

There may be an opportunity to allow private sector organisations to bid for extra cleansing from either Biffa or other providers to allow for a higher standard of local environmental quality in various commercial/industrial areas affected.

The initial pilot option would allow for public consultation throughout the six month research period.