

BABERGH DISTRICT COUNCIL

FROM: Head of Natural and Built Environment

REPORT NUMBER: **H33**

TO: **OVERVIEW AND SCRUTINY
(COMMUNITY SERVICES) COMMITTEE**

DATE OF MEETING: 20 May 2008

STREET CLEANSING ACTION PLAN

1. PURPOSE OF REPORT

1.1 This report provides the Committee with the Action Plan which was requested by Strategy Committee (Minute No 56(b) (2), 27 September 2007 refers).

2. RECOMMENDATIONS

2.1 That the revised satisfaction levels be noted.

2.2 That the Action Plan attached as an Appendix to this report be approved.

2.3 That the Committee review the operation of the Open Space Management Contract after the first year of operation.

The Committee is able to resolve this matter.

3. FINANCIAL IMPLICATIONS

3.1 There are no direct financial implications. The Plan will be implemented within the budget allocated to the new Open Space Contract with English Landscapes.

3.2 Any variations to the existing contract specification would incur additional cost in accordance with the schedule of rates.

4. RISK MANAGEMENT

4.1 This report is most closely linked with the Council's Significant Business Risk No. 5 Capacity. Key risks are set out below:

Risk Description	Likelihood	Seriousness or Impact	Mitigation Measures
Failure to implement an appropriate level of service results in a deterioration of cleanliness in the area, leading to reduced public satisfaction in Babergh's services/CAA score	D Low	III Marginal	Effective implementation of Action Plan, regular monitoring and review of performance and modification as appropriate.

5. **KEY INFORMATION**

- 5.1 The original report presented to Strategy Committee on User Satisfaction for Question 6 - *Satisfaction that local authority has kept public land clear of litter and refuse*, indicated that 30% of respondents were either fairly or very dissatisfied. This figure was reported as a result of a data-handling problem and in fact the correct figure should have been 10.9% (ref. Senior Policy and Performance Officer). In fact, 75% of respondents were either very or fairly satisfied. Weighted data released by the Audit Commission shows that 18% of Babergh residents think that keeping public land clear of litter and refuse has got better over the last three years.
- 5.2 BV89 data confirms this evidence, with 72% reported satisfaction with street cleanliness, a 4% increase in satisfaction since 2003/4, the last time the survey was undertaken..
- 5.3 BV199a (litter) scores continue to improve in line with the LAA target
- 5.4 Although all the above indicators show an improvement, comparatively performance has slipped into the 2nd quartile. The Street Cleansing Improvement Action Plan (Appendix 1) identifies actions already in place and planned, which will enhance performance further.
- 5.5 Overview and Scrutiny (Stewardship) Committee had believed that part of the problem related to non-adopted new housing estates, and officers were asked to provide information on the number of non-adopted areas in the District and the number of households affected. A definitive list of sites is being collated

6. **APPENDICES**

- 1 Street Cleansing Improvement Action Plan 2007-2008.

7. **BACKGROUND PAPERS REFERRED TO:**

None.

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