



City of Westminster

Environment Policy and Scrutiny Committee Briefing

Date: Tuesday 8th September 2015

Portfolio: Cabinet Member for City Management

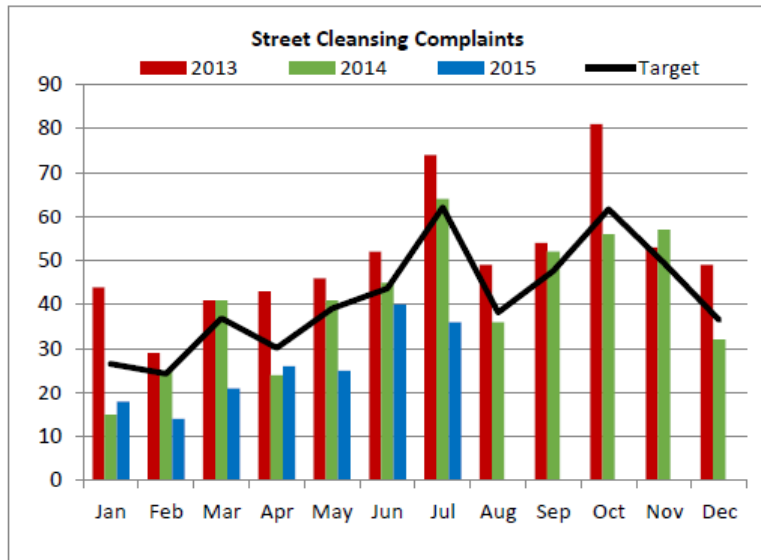
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1. Street cleansing

Cleansing Performance

Streets Cleansing	
This Month	
Jul-14	64
Jul-15	36
% Var	-44%
Target	62
Status	Ahead

YTD	
2014	255
2015	180
% Var	-29%
Target	263
Status	Ahead



1.1 Street cleansing services continue to perform to an extremely high level. As shown in the above table, complaints are **29% down** this year against the same period in 2014. Just 180 complaints so far this year against 255 by the same point last year.

Independent Street Cleansing Survey

YEAR	Month of Survey	Litter	Detritus	Graffiti	Fly-posting
2013-14	Feb	4%	2%	1%	0%
2014-15	June	5%	6%	1%	0%
2014-15	Nov	5%	0%	2%	0%
2014-15	Jan	1%	0%	4%	0%
2015-16	July	2%	2%	2%	2%

1.2 The first local environmental quality survey of the year took place in July. The results were very good, with litter and detritus both slightly below 2%, which is excellent for this time of year. Fly posting (illegal advertising) is higher than usual, but remains at a good standard overall, and pavement staining is still the most notable issue in retail areas and other highways.

Cleansing at Special Events

- 1.3 On 27th June, **Pride** involved the annual parade, concert and post event celebrations long into the night in Soho. There was a number of issues that occurred in the cleansing of the parade, most notably pedestrians accessing the parade route before the roads were ready to be reopened. Cleansing had to stop at Waterloo Place in order to reclose the roads and ensure the safety of staff. These lessons will feed into the 2016 event plan. There was also a massive clean-up operation in Soho through the night, involving 27 sweepers, 12 mechanical sweepers and washers and 2 RCVs.
- 1.4 On 12th July 35 sweepers and 10 mechanical sweepers were deployed to ensure that the event route for the **British 10k** was effectively cleansed and ready to be reopened by 1:15pm, ahead of schedule.
- 1.5 On 1st and 2nd August, a weekend event celebrating cycling, **Ride London**, came to the capital. The two days of this event generated very little in the way of litter, which ensured that the roads were able to be reopened to the general public in good time. A number of main roads were closed in the centre of Westminster to accommodate the free cycle event on the Saturday and the Classic and Grand Prix events on the Sunday. In total, 17 sweepers and 10 cleansing vehicles were deployed over the weekend to ensure that the roads were returned to contract standard prior to their reopening.
- 1.6 The **Notting Hill Carnival** over the August bank holiday is always one of the busiest events for cleansing in the calendar year. Veolia will deploy 170 staff and 60 vehicles over both nights of the carnival in order to return roads to an A Grade standard before 8am. We expect to collect in the region of 200 tonnes of waste over the two days. As usual, a free garden and basement clean-up for residents within the carnival footprint has been offered to those who had not used their private land to trade, party, or entertain during the carnival. By Thursday 27th August close to 400 residents had signed up online to receive this service.

2. Waste and recycling

Waste Disposal Contract re-let

- 2.1 The OJEU tender notices for the three new waste disposal contracts (Residual waste, dry recyclables and food waste) were issued on August 10th. Pre-qualification questionnaire responses are due by September 11th with a view to awarding new contracts next spring.

Recycling Reward Scheme

- 2.2 The scheme to encourage more participation and lower contamination is being promoted via door-knocking targeting 41,000 residents will be completed by the end of September. The costs of the door-knocking project are being met by grants from the Department for Communities and Local Government and the Waste Electrical Equipment Producer Responsibility Scheme. 'Bin Weight' monitoring equipment has









been fitted to vehicles and bins, allowing us to accurately measure the quantities of waste and recycling from each estate and mansion block.

Recycling Bag Trial

2.3 The trial aims to support the development of blue bags to offer improved customer satisfaction and better value for money. Volunteer residents will use 6 different bag types and feedback online weekly. The results of the trial will be used to discuss product development with suppliers.

3. Highways





3.1 The following table shows the performance for highways reactive defects compared against the respective targets. For reference, the previous contract targets are also given.

	June and July Avg Performance		July Performance		Target from 1 April 14	Previous Contract Target
Priority 1 (2 hr)	98%		98%		98%	98%
Priority 2 (24 hr)	98%		98%		98%	95%
Priority 3 (10 day)	96%		98%		98%	90%
Priority 4 (28 day)	98%		98%		98%	83%

3.2 Performance has improved between 2% and 4% on the previous period for all priorities and only 10 day priority remains slightly under target. The 10 day priority is particularly sensitive to works that require input from other services such as parking suspensions and whilst still under target, the current performance is still higher than the previous contract target.

4. Public Lighting

- 4.1 Reactive performance has continued at the required level or higher for 48 hour responses. The 2 hour priority level dipped in June 2015 due to higher than normal volumes bringing the period performance slightly below target.

	June and July Avg Performance		July Performance		Target from 1 April 14	Previous Contract Target
Priority 1 (2 hr)	97%		98%		98%	98%
Priority 3 (48 hrs)	98%		99%		98%	90%

Outages

- 4.2 The year to date percentage of outages as of the end of July 2015 is recorded as 0.35%. This is lower than normally expected and is due to resourcing issues with the night scout. The average time to fix a light under local authority control is also well within the target 12 days at 7.4 days. The total time to fix a light where UKPN also need to carry out work is 43 days, which is outside of the 40 day target. This has not changed since my last report and officers continue to work with UKPN to bring this figure down.

Long Term Faults

- 4.3 At the end of June, there were 38 jobs more than 40 days old, an increase of 5 jobs against the previous report. 25 of these jobs require work by UKPN and the increase is reflective of the current UKPN response times. It should be noted that there are always a small number of more complex cases to fix which will take longer and this number is small in comparison to the 14,000 lighting columns that make up our network.

Remote Monitoring System ('Smart Lights')

- 4.4 The project team to implement the change to generating works orders to our Service Provider remotely is now in place. The full end to end process required is expected to be completed by the end of September 2015 to pilot in October 2015.

5. Highway Capital Programme Delivery

2015/16 Carriageway Programming

- 5.1 The 15/16 programme is progressing well with some more challenging schemes being successfully delivered in the last two months, such as Grosvenor Crescent and Harrow Road. We have received positive feedback from Grosvenor Estates commending us on the good work that was carried out at Grosvenor Crescent. The main resurfacing programme is scheduled to complete by October. The completion of

some schemes which contain anti-skid works could be delayed as this process is weather dependant. However it remains the intention to deliver these within this financial year.

2015/16 Footway Programming

5.2 Again, as per the carriageway programme a large number of schemes have now been successfully delivered. The programme is scheduled to complete by December.

6. Gully Service

6.1 The routine programme is on target with 35.1% of the network cleaned to date and 50% of the network visited as of July 2015.

6.2 Our service provider has been in discussions with the city council's cleansing service to look at how their work impacts on the gully service. A collaborative approach will be taken in terms of how cleansing use weather information to adjust their programme reactively to cope with seasonal variations in respect of leaf fall and wind patterns.

6.3 In order to achieve a lower number of abortive visits on the routine programme, a targeted approach was trialled in Warrington Crescent. This involved additional advance notice leaflets and collaboration with the parking team. The result was very positive with a far lower number of abortive visits that we have experienced in the past. This approach will be adopted moving forward in other areas where high abortive rates are seen.

7. Gully Further works

7.1 When a gully cannot be fixed by cleaning alone, further investigation is needed. A list of these gullies is maintained by the service and works are put into delivery phases to resolve, subject to prioritisation and budgets. The current phase of works is at the following stage:

1. Maida Vale (Randolph Road) – Works still in progress.
2. Westbourne Grove o/s 4. – Works still in progress.
3. Bishops Bridge Road (NEW) - Date to be confirmed.
4. Conduit Street - Works Completed
5. Knightsbridge (141) - Works Completed
6. John Adam Street – Works Completed
7. Allsop Place – Works Completed