

Public Pride Recommendations' Review

6. The Council and One Watford consider jointly how to positively influence organisations that own land adjoining public land to maintain it to a presentable standard.			
Executive response	Officer's response	Scrutiny response	Completed
Cabinet – 21 April 2009	Head of Environmental Services and Head of Planning – 18 January 2011	Policy Development Scrutiny Committee – 18 January 2011	
The Portfolio Holder for Environmental Services commented that, in respect of recommendation vi) there were a number of partners with whom the Council would have to be engaged.	<p><u>Land Adjoining Public Land</u></p> <p>The Street Cleansing Section Head, Mike Robson, will lead on this project, commencing in April 2011, having due regard to the Code of Practice on Litter and Refuse from DEFRA dated 2006.</p> <p>It is noted that Planning also have a role to play in progressing this.</p> <p><i>Planning's response is attached as Appendix A to this document.</i></p>	<p>The Vice-Chair noted Environmental Services' response to recommendation 6. He asked that a further report should be presented scrutiny in October explaining how successful the project had been.</p> <p>Resolution –</p> <p>3. that, regarding recommendation 6, Environmental Services be asked to provide an update in October 2011 on the project commencing in April 2011.</p>	
<p>Response from the Head of Environmental Services (15 November 2011)</p> <p>Additional enforcement resource has been assigned to this task on a needs basis (ie. tackling those hot-spot areas) and also Watford Community Housing Trust has taken on the total land maintenance responsibility for all their land. Given this, and due to other pressures on the service, this project has been delayed until April 2013.</p>			

7. The policy of Environmental Services on the scheduling of road sweeping and litter picking according to the assessment of need rather than by fixed schedule be reviewed.

<p>Executive response Cabinet – 21 April 2009</p>	<p>Officer's response Head of Environmental Services – 18 January 2011</p>	<p>Scrutiny response Policy Development Scrutiny Committee – 18 January 2011</p>	<p>Completed</p>
<p>With regard to recommendation vii) he said that he disagreed very strongly with the suggestion to revert to scheduled cleaning. The fixed schedule arrangement had been in place when the administration took over in 2002 and did not work. The introduction of the current system had been responsible for the improvement in street-care. The system worked well and this was demonstrated by the fact that public perception of town cleanliness was high, the ENCAM results were very good, the best in Hertfordshire and the Council had obtained a four star rating in the Clean Britain Awards. Reverting to the old system would immediately reduce standards as people would be diverted from areas that required cleaning to areas that did not.</p>	<p><u>Road Sweeping</u> At Cabinet on 21.04.09 the Portfolio Holder for Environmental Services commented that <i>'he disagreed very strongly with the suggestion to revert to scheduled cleaning. The fixed schedule arrangement had been in place when the administration took over in 2002 and did not work. The introduction of the current system had been responsible for the improvement in street-care. The system worked well and this was demonstrated by the fact that public perception of town cleanliness was high, the ENCAM results were very good, the best in Hertfordshire and the Council had obtained a four star rating in the Clean Britain Awards. Reverting to the old system would immediately reduce standards as people would be diverted from areas that required cleaning to areas that did not.'</i> This view was, and still is, shared by the Street Cleansing Section Head and the Head of Environmental Services so there has been no change to the existing</p>	<p>The Scrutiny Committee then discussed recommendation 7. One Member said that there were areas outside the Town Centre which were not cleaned and referred to Boundary Way in Woodside. She said that the area had not been deep cleaned. Members were informed that this was different to normal street cleaning. Deep cleansing involved working with several partners and set areas were targeted.</p> <p>The Chair suggested that the Scrutiny Committee could ask how outlying streets were monitored and that a six-month survey could be set up.</p> <p>A Member advised that it was possible to telephone the Street Cleansing Team and they would arrange to visit the affected area and clean the streets.</p> <p>The Chair added that the service could</p>	

	<p>policy.</p>	<p>also be asked to provide details of how many telephone calls about street cleaning were received that were not about the current street cleaning system.</p> <p>A Member said that the Town Centre was kept clean. Residents in other areas in Watford paid their Council Tax and therefore their streets should be cleaned.</p> <p>Resolution –</p> <p>4. that, regarding recommendation 7, Environmental Services be asked to carry out a street cleaning survey and monitor the number of telephone calls related to street cleaning.</p>								
<p>Response from the Head of Environmental Services (15 November 2011)</p> <p>Monitoring is undertaken both in the town centre and outside of the town centre and continues to show that Watford is kept to a very high street cleansing standard (ie. low levels of litter, detritus, graffiti and fly posting)</p> <p>The number of recorded calls etc about street cleansing issues over the last three years is as follows:</p> <table data-bbox="136 1109 515 1300"> <tr> <td>2008/2009</td> <td>1149</td> </tr> <tr> <td>2009/2010</td> <td>1035</td> </tr> <tr> <td>2010/2011</td> <td>1034</td> </tr> <tr> <td>2011 to 30.09.11</td> <td>477</td> </tr> </table>		2008/2009	1149	2009/2010	1035	2010/2011	1034	2011 to 30.09.11	477	
2008/2009	1149									
2009/2010	1035									
2010/2011	1034									
2011 to 30.09.11	477									