

ITEM 4

Time commenced – 6.00pm
Time finished – 7.45pm

Communities Scrutiny Review Board

11 February 2019

Present: Councillor Naitta (Chair)
Councillors Afzal, Cooper, A Holmes, Hudson, Nawaz, Peatfield

In Attendance: Simon Aitken – Head of Street Cleansing, Waste and Fleet Management
Stella Birks – Visitor Services and Development Manager
Claire Davenport – Director of Leisure, Culture and Tourism
Peter Ireson – Head of Culture Events and Tourism
Steven Mason – Democratic Services Officer
Andy Thomas – Head of Community Safety and Partnerships

25/18 Apologies for Absence

Apologies were received from Councillor Sandhu.

26/18 Late items introduced by the Chair

There were none.

27/18 Declarations of Interest

There were none.

28/18 Minutes of the meeting held on 26 November 2018

The minutes of the meeting held on 26 November 2018 were agreed as a correct record, subject to the following amendment.

That Councillor Sandhu was present for the meeting.

29/18 Street Cleansing Service

The Board received a report of the Director of Public Protection and Streetpride on Street Cleansing Service. The report was presented by the Head of Street Cleansing, Waste and Fleet Management.

The report detailed the different elements of the Street Cleansing service and the current level of performance.

It was reported that the core Street Cleaning service had 63 FTE's working around Derby cleaning the streets. Members were provided with a breakdown of this resource.

In terms of city centre cleaning, it was reported that a team of 8 FTE's worked on a rota to cover 7 days a week from 4am–12pm (generally 5 staff per day Monday to Friday and 6 Saturday and Sunday). It was also reported that this team cleaned the city centre following the night time economy. Members noted that a team of 7 FTE's worked on a rota to cover 7 days a week, 10am-6pm Monday to Saturday and 8am-4pm on a Sunday (generally 4/5 staff per day Monday to Friday and 5 Saturday and Sunday). It was also noted that this team were responsible for ensuring the city centre remained clean throughout the day.

Members were informed about the following city wide cleansing resources:

- Area cleaning team
- Mobile cleaners
- Mechanical Road Sweeper
- Mechanical Footway Sweepers
- Fly-tipping removal
- Hit Squad
- Litter pick team
- Litter bin emptying
- Graffiti Removal

It was reported that Street Cleansing had one main target that was in DORIS, which is the overall number of jobs completed within the current service level agreement (SLA) and that this was based on a number of SLA's. It was also reported that the Council's current position against this target for April 2018 until the end of December 2018 was:

- Overall jobs completed within the current SLA is 7501, this gives the service a 96.51% achievement against this SLA.

Members noted that the individual targets that made up the overall target above and the Council's current position against those targets for April 2018 until the end of December 2018 were:

- Litter reports dealt with within the current SLA are 2654; this gives the service a 95.70% achievement against this SLA.
- Fly-tipping reports dealt with within the current SLA are 4327; this gives the service a 96.63% achievement against this SLA.
- Non offensive graffiti reports dealt with within the current SLA are 364; this gives the service a 100% achievement against this SLA.
- Offensive graffiti reports dealt with within the current SLA are 27; this gives the service a 100% achievement against this SLA.
- Discarded syringe (needles) reports dealt with within the current SLA are 129; this gives the service a 98.45% achievement against this SLA

It was noted that Street Cleansing also provided trade services to Derby Homes and other private sector customers, with a team of 27.5 FTE's.

Members discussed the level of resources required. It was reported that more resources, especially in inner city areas, would enable a greater frequency of cleans and gum removal.

Members considered and discussed the problems associated with littering and recognised it as a behavioural issue. Members were informed about various approaches being taken to tackle littering, such as the educational work being undertaken by Public Protection Officers (PPO's), the use of marketing materials and bespoke livery on gum removal vehicles. Members were also informed about the usefulness of joint working and noted that there had recently been a joint meeting of waste management, parks, PPO's and enforcement, etc.

Members enquired about cleanliness standards. It was reported that this was no longer measured. Members noted that at one time, when measuring was mandatory, there were inspectors for both waste management and street cleansing.

Members discussed the work of Community Protection Officers in helping to tackle fly tipping.

The Head of Community Safety and Partnerships spoke to the Board about the recent city centre deep cleans. It was reported that the first had taken place in July 2018 and had involved the turning on of the water feature outside the Council House, the installation of new waste bins and the painting of street furniture. It was also reported that the second one had taken place in October and had been centred around a general clean up. Members noted that the deep cleans had been led by Neighbourhood and Streetpride Officers but had also involved many other people, such as students, Derby Homes employees and the members of a local church.

Members were informed about future deep cleans that would hopefully take place in the city centre and in other wards.

Members recognised the positive impact of people coming together and the benefits that could be achieved through collaborative working.

It was reported that the city centre deep cleans played a part in fostering and encouraging city centre living.

Two Members discussed two examples of similar work that had been carried out in their own wards and had involved college students in one instance and school children in the other. Members recognised events like this were good value for money and encouraged people to take responsibility.

Members requested that a report on the city centre deep cleans be circulated to Members of the Committee and that it should include the figures on Council officers involved in the two deep cleans.

Resolved to note the contents of the report.

30/18 Derby Destination Management Plan - Update

The Board received a report of the Director of Leisure, Culture and Tourism on Derby Destination Management Plan – Update. The report was presented by the Director of Leisure, Culture and Tourism and the Visitor Services and Development Manager.

The report updated Members on key information in the draft Derby Destination Management Plan (DMP) and this was supported further by a presentation, to enable understanding of the purpose of the plan and to give an opportunity to provide feedback on key elements of the draft plan.

Members noted that the creation of a DMP was part of the Leisure, Culture and Tourism Business Plan and that a DMP was a key requirement to be identified as a destination by Visit England. It was also noted that the draft Plan identified the actions required to enable Derby to develop as a visitor destination and benefit more fully from the visitor economy.

It was reported that the DMP would be supported by a Steering Group who would support the delivery of the DMP action plan. It was also reported that the Steering Group were representatives of the various sectors that made up the Tourism Industry. It was noted that the Cabinet Member for Leisure, Culture and Tourism would chair the DMP Steering Group.

Members were informed about the use of national press releases, work with travel agents, partnership working and the importance of getting involved in local events, such as the Women's Cricket World Cup, and the Poppies: Weeping Window event, to help develop Derby as a destination.

Members discussed the night life offer in Derby and how it could be developed.

Members discussed the use of TripAdvisor, when planning trips and proposed that officers should look at the website and consider its use as a tool to promote Derby as a destination.

Resolved to note the information within the report.

31/18 Work Programme for the 2018/19 Municipal Year

The Board considered a report of the Strategic Director of Corporate Resources presenting the proposed work programme of the Board for the remainder of the 2018/19 municipal year.

Members noted that the Tree Management Strategy and Policy was to be considered at an extra meeting of the Board scheduled for Monday 18 March 2019. Members agreed that they would like to see the draft policy before the meeting.

Resolved to note the report.

MINUTES END