
Cleansing Services Parks & Open Spaces

Scrutiny 15th November
2022

Purpose

- To provide members with 12 month statistical data and core service delivery operations across the city.
- To provide details of innovative service changes.

Introduction

This presentation gives an overview of Cleansing Services operations throughout Leicester.

1. Scope of service (4 – 5)
2. Statutory requirements / performance (6 – 10)
3. Service delivery (11 – 23)
4. Innovation (24)
5. Budget Pressures (25)

Scope of Cleansing Services

- Maintaining DEFRA statutory requirements for Litter, detritus, graffiti, fly posting standards.
- Abandoned vehicles service
- Removal of fly tipping
- Public toilets maintenance
- Needle Collection
- Out of hours cover (RTC's, Spillages, Needle collection etc)
- Gum and stain removal

Cleansing Services Team

- 146 Employees
- 6 Managers
- 5 Admin
- 135 Front line operatives

Core Operational Schedules

- ❖ City Centre - 05.15am – 21.00pm Monday - Sunday
- ❖ Districts – 07.00 – 15.00pm Monday – Friday
- ❖ Gateways & Shopping precincts Saturday & Sunday

DEFRA Statutory Requirements

Under section 89 (7) of the Environmental Protection Act 1990 Authorities has a statutory duty:

To ensure that their land (or land for which they are responsible) is, so far as is practicable, kept clear of litter and refuse.

Standards are measured using DEFRA code of practice NI195 national standards:



A Grade - Satisfactory



B Grade - Satisfactory

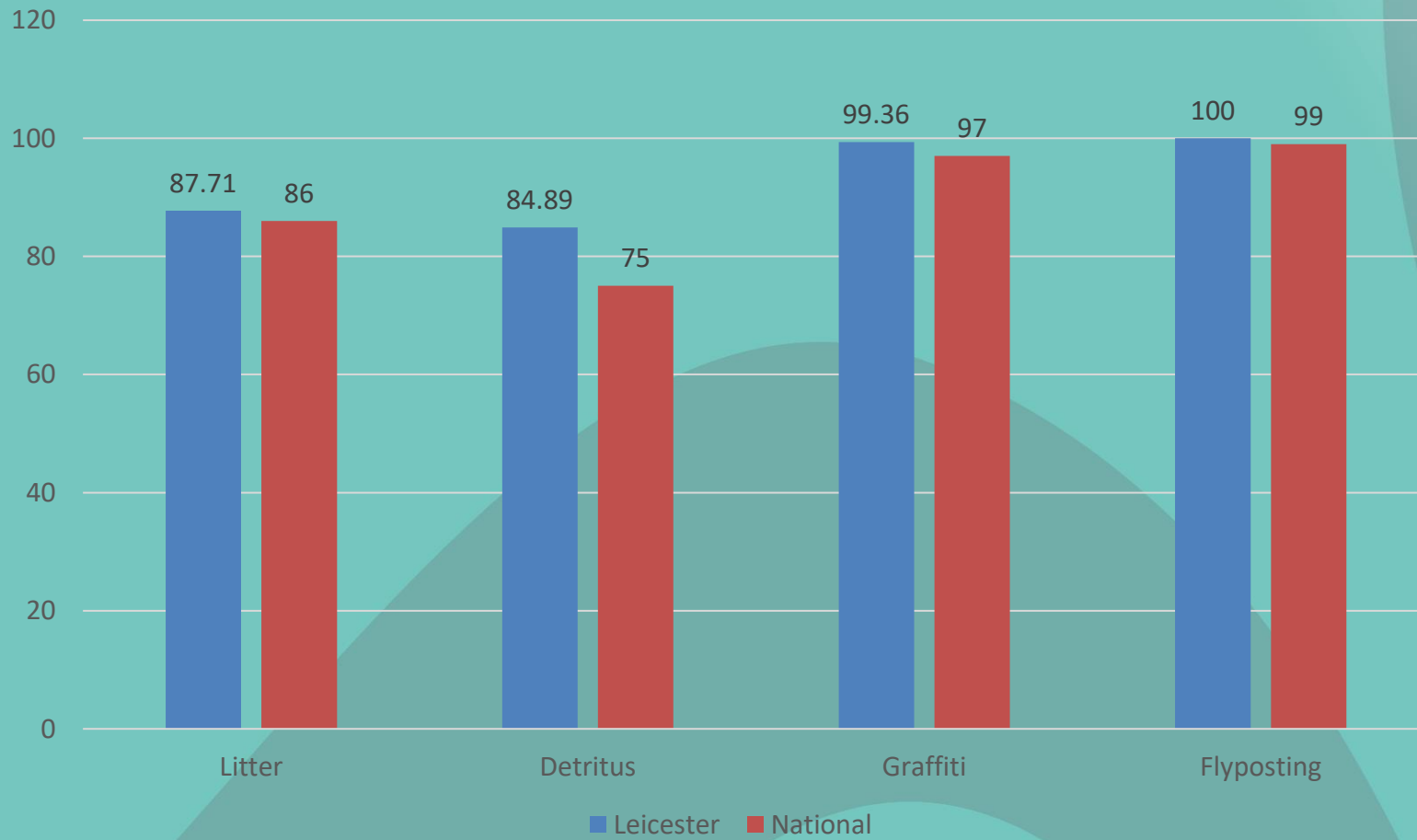


C Grade – Unsatisfactory



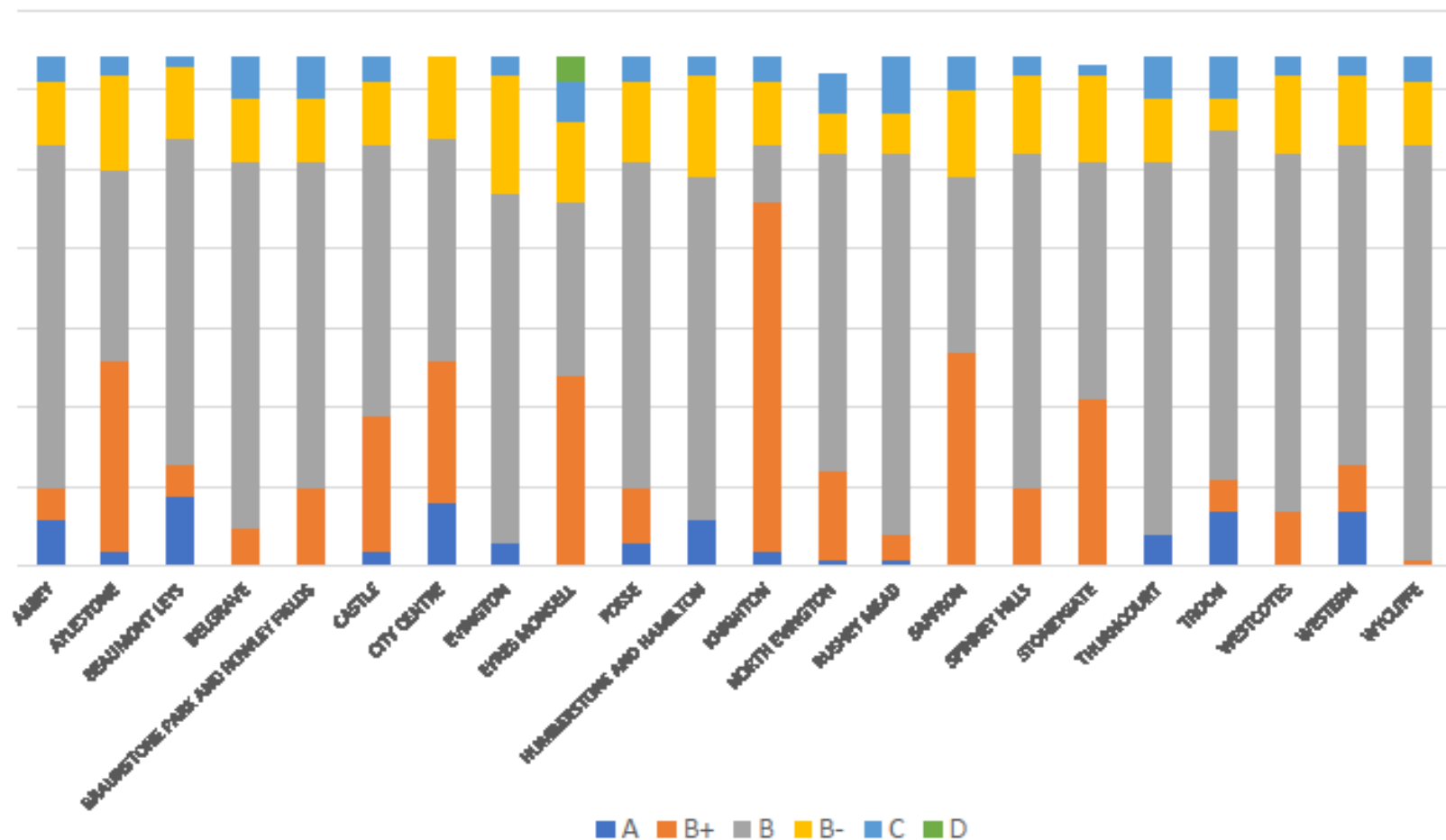
D Grade – Unsatisfactory

2021 – 22 Citywide Performance



NI 195 Results 21 / 22	Litter	National	Detritus	National	Graffiti	National	Flyposting	National
Abbey	89.06	86%	79.69	75%	98.43%	97%	100%	99%
Aylestone	87.50	86%	82.81	75%	97.65%	97%	100%	99%
Beaumont Leys	91.40	86%	86.72	75%	100%	97%	100%	99%
Belgrave	85.94	86%	78.90	75%	100%	97%	100%	99%
Braunstone & Rowley Fields	85.94	86%	88.28	75%	98.43%	97%	100%	99%
Castle	89.06	86%	82.03	75%	100%	97%	100%	99%
City Centre	92.18	86%	93.75	75%	97.65%	97%	100%	99%
Evington	85.16	86%	83.59	75%	100%	97%	100%	99%
Eyres Monsell	79.69	86%	82.81	75%	98.44%	97%	100%	99%
Fosse	87.50	86%	87.50	75%	100%	97%	100%	99%
Humberstone & Hamilton	86.72	86%	85.94	75%	100%	97%	100%	99%
Knighton	89.06	86%	82.03	75%	98.44%	97%	100%	99%
North Evington	88.28	86%	87.5	75%	97.65%	97%	100%	99%
Rushey Mead	85.15	86%	75.00	75%	100%	97%	100%	99%
Saffron	85.15	86%	80.47	75%	99.22%	97%	100%	99%
Spinney Hills	89.06	86%	86.72	75%	100%	97%	100%	99%
Stoneygate	89.84	86%	85.94	75%	100%	97%	100%	99%
Thurncourt	85.93	86%	86.72	75%	100%	97%	100%	99%
Troon	89.06	86%	82.81	75%	100%	97%	100%	99%
Westcotes	89.06	86%	87.50	75%	100%	97%	100%	99%
Western	89.84	86%	91.41	75%	100%	97%	100%	99%
Wycliffe	89.06	86%	92.19	75%	100%	97%	100%	99%
City Wide average	87.71	86%	84.89	75%	99.36	97%	100%	99%

Litter Grades Quarters1-4 2021/22



Manual Sweeping Operations

Manual Cleaning Teams
3000+ streets cleaned
weekly

District 12 Teams - 58
Staff

City Centre 12 Staff & 6
Retail Market





Street Washing Service
City Centre 05.15 – 21.00
District 06.00 – 14.00

Weekly Schedules

- Market Street (Daily)
- Horsefair Street
- TownHall Square including Every Street
- Granby Street
- Belvoir Street
- Rutland Street (Granby Street – Charles Street)
- Halford Street (Granby Street – Charles Street)
- Gallowtree Gate
- High Street
- Clock Tower
- Eastgates
- Jubilee Square
- Hotel Street
- Market Place
- Cheapside
- Cank Street
- Charles Street (in front of City Hall)
- Churchgate (on completion of regeneration work)
- Belgrave Gate (on completion of regeneration work)

Monthly Schedules

- Applegate
- Rutland Street (Charles Street – Humberstone Gate)
- Halford Street (Charles Street – Orton Square)
- Orton Square (Curve area)
- Loseby Lane
- Carts Lane
- Silver Street
- Guldhall lane
- Cathedral Gardens
- Peacock Lane
- Charles Street (Halford Street – Haymarket bus station)
- Humberstone Gate East
- King Street
- London Road (Front of train station)
- Gravel Street

Mechanical cleaning operations

Footway sweeper

- 06.00 – 14.00 - District
- 05.15 – 20.30 – City Centre

Removing detritus from footways including cycle lanes.



Mechanical brush

- 06.00 – 14.00 – Districts

Removing detritus from kerb lines city wide



City Centre Gum Buster

Working in partnership with BID Leicester, Gum removal is in operation within the City Centre, average 500 gum stains removed daily.

Recent success in receiving £20,000 KBT grant to extend the city centre team for 6 months from 1 to 2 FTE and implementing behavioural change.

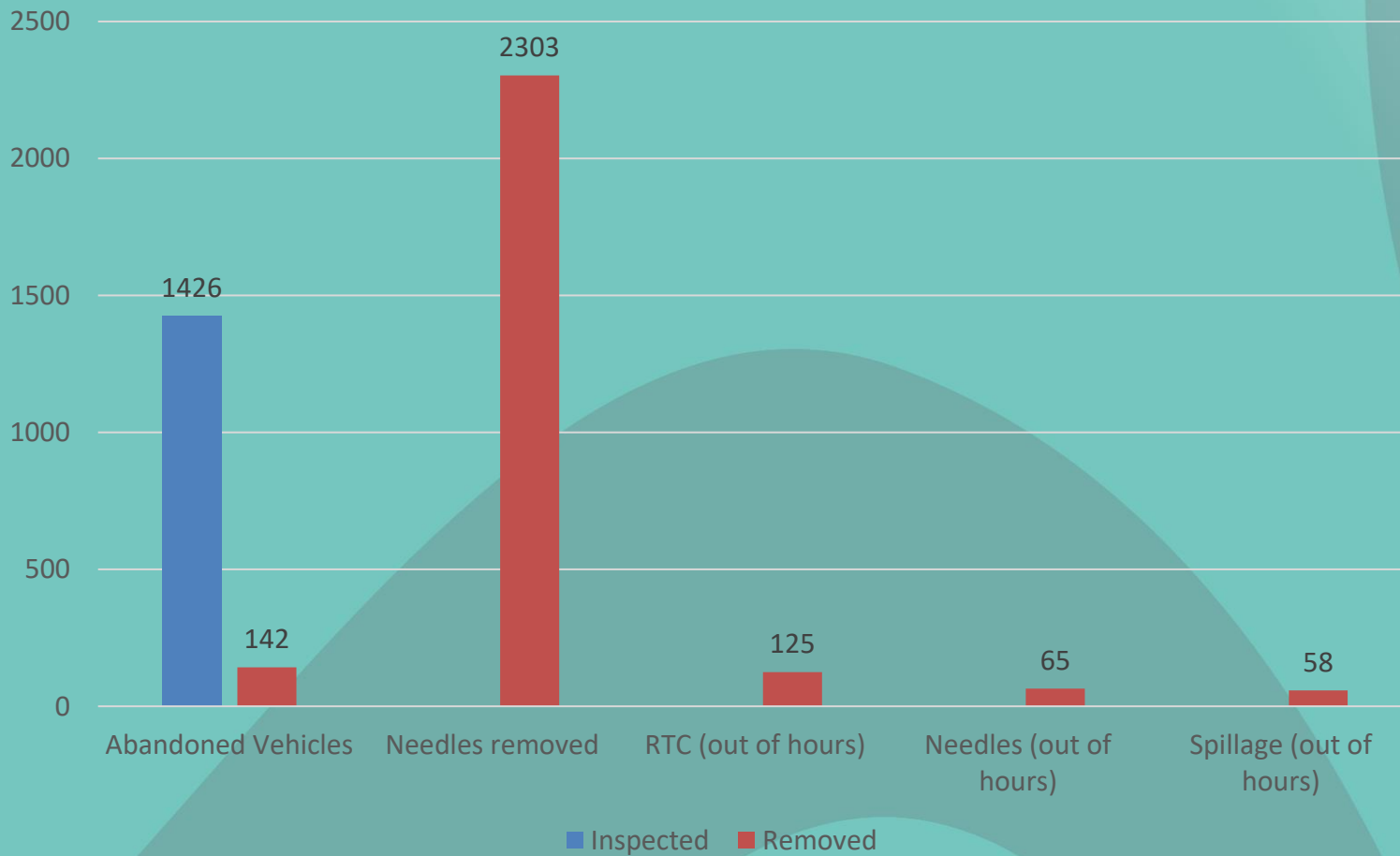




Litterbins and Maintenance

- 1752 Multi purpose litter & dog waste bins
- 343 within the City / Outer Centre
- Litterbins are installed, repaired and maintained by Cleansing Services.
- Litter bins are emptied during street cleansing frequency.

2021 Incidents



2021 - £138K toilet refurbishment program Capital Bid



Refurbishment Welford Road, Humberstone Park, Western Park, Knighton Lane East, East Park Road, Abbey Park, Knighton Park.



In 2020 introduction of self-contained graffiti removal vehicles.
2021 - 6457 tags from 1528 locations removed

Graffiti Photo's Before and After Removal



Graffiti Photo's Before and After Removal



Repainting of cable boxes



Graffiti removal from unusual places

River Soar



Marsdon Lane/Great Central Way



Spinney Hill Park on Pavilion Roof



Town Hall Square Fountain



Key Aims

- Increase recycling city wide.
- Explore low emissions / electric vehicles.
- Digital transformation for all front line service teams.
- Maintain reduction in glyphosate usage.
- Leicester to be recognised as a pesticide free city.



Any Questions