

East Midlands Improvement and Efficiencies Programme

Efficiency Savings Part 1

June 2010



About Keep Britain Tidy

Keep Britain Tidy is an environmental charity working to achieve cleaner, greener places for everyone. We campaign in England against litter and neglect, providing advice and leading others by inspiring practical action and better policy. With our origins in the 1950s anti-litter campaigns, we now focus on the range of issues affecting where people live including fly-tipping, fly-posting, graffiti, antisocial behaviour and abandoned vehicles. We run programmes such as Eco-Schools, Blue Flag and Quality Coast Awards for beaches, and the Green Flag for parks to demonstrate practical action. We are part funded through Government and other income is secured through training, consultancy and sponsorship. For more information on how you can make a change visit www.keepbritaintidy.org.

East Midlands Improvement and Efficiency Partnership (EMIEP)

Keep Britain Tidy

June 2010

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Contents

Executive Summary	4
Introduction	5
Data Analysis	7
Satisfaction with Cleanliness and Litter Performance	11
Cleansing Costs and Litter Performance	13
Cleansing Costs and Detritus Performance	14
Cleansing Costs and Satisfaction with Cleanliness	15
Summary of Data Analysis	16
Operational Efficiencies	19
Conclusion	23
Appendix 1: Additional Graphs	26
Cleansing Costs and Levels of Deprivation	26
Level of Deprivation and NI195a (Litter)	28
Level of Deprivation and Satisfaction with Cleanliness	29
Population Density and NI195a (Litter)	29
Population Density and Satisfaction with Cleanliness	30
Appendix 2: References	31
Contact Information	33

Executive Summary

Following a request from the East Midlands Regional Improvement and Efficiency Partnership (EMIEP), Keep Britain Tidy was asked to develop a region wide improvement programme to assist the 'Efficiency Challenge Project' to work with local authorities on recommendations and the measurement of potential savings around cleansing in the East Midlands. This report, **Efficiency Savings Part 1**, focuses on how EMIEP may identify small scale and non-cashable savings amongst authorities in the East Midlands.

The report consists of two main parts – the first focusing on data analysis and the second on operational efficiencies, with conclusions combined from both areas.

The data analysis section reviews and analyses a wide range of publically available cleansing related primary data for the East Midlands, identifies correlations of trends and patterns regionally, and combines these with Keep Britain Tidy's wider research around resident satisfaction and cost and the impact of external factors, such as IMD and population density which impacts on perceptions and routes to efficiencies.

The operational efficiencies section identifies a range of broad efficiency saving routes which could be considered to help realise small and non-cashable savings across environmental portfolios.

In combining these findings, the report concludes by giving three routes to region-wide implementation through operational efficiencies; correlation of relative performance; and a focus on learning from areas with high perceptions.

Through the remainder of the over-arching EMIEP Efficiency Challenge Project, Keep Britain Tidy will work with authorities in the East Midlands to extend Efficiency Savings Part 1 to develop larger scale efficiency savings models.

Introduction

The aim of this report is to identify smaller scale efficiencies (i.e those that can be generated through more efficient ways of working) and are often classified as non cashable savings (although some authorities can often demonstrate that a change in working can save budgets from further in year pressure). Local authorities in East Midlands like many councils, are in a position where they need to alleviate the increasing pressure currently placed on public sector finances particularly over the next few years. The information in this report has been sourced by analysing a range of publically available data sets on street cleanliness, resident perceptions, population density and other measures to perform a comparative analysis on local authorities in the East Midlands region. It is envisaged that the analysis of the data will provide trends and patterns within the region that could be used to achieve both improved service effectiveness and suggestions for operational efficiency savings.

Background

Following a request from the East Midlands Regional Improvement and Efficiency Partnership (EMIEP), a proposal was submitted to develop a regional programme to tackle the poor levels of local environmental quality in the East Midlands as assessed independently by Keep Britain Tidy for the Department of Environment Food and Rural Affairs (Defra). The most recent published results from the national Local Environmental Quality Survey of England¹ (LEQSE) 2008/09 revealed that the East Midlands was second from the bottom of the English regions league table with an unsatisfactory LEQSE score of 62%.

Project aims and approach

Two identifiable work streams were proposed as part of the regional improvement programme; the efficiency work stream and the improvement work stream. Both elements of work were intended to benefit the whole region as well as carrying out discrete work with a small development group to look at best practice.

Key findings, challenges and potential improvements from the work streams will be fed into EMIEP and the 'Efficiency Challenge Project' who will then work with local authorities on the recommendations and the measurement of potential savings and improvements made.

The focus of this efficiency report sits within the efficiency work stream and focuses specifically upon a review of available primary data for the East Midlands, including NI195, Place Survey, revenue account budget information and data gathered from the Office of National Statistics. The main focus of this analysis is to identify trends and patterns regionally which will assist in the identification of priorities for the delivery of frontline services in order to help maximise efficiencies.

Many efficiency savings in this report are those savings where efficiencies can be squeezed from budgets through better organisation of operations; greater use of information and communication technologies; better utilisation of assets; more economical procurement practices; partnership arrangements with other authorities and the private sector; and from the automation of clerical and administrative procedures. Efficiency savings do not affect the standard or level of service to the population at large or for particular client groups.

A further report looks at larger levels of efficiency with analysis of contracts throughout the region, partnership across council boundaries and suggestions where contracts or staff sharing might benefit neighbouring authorities.

Data Analysis

Methodology

Using the various data sets available a number of comparisons were made in the form of charts. Through discussion with East Midlands Improvement and Efficiency Partnership an early decision was made to analyse public data sets. Key reasons for this were:

1. Public data sets are 'audited' and submitted by local authorities to government or other organisations and therefore should have a higher level of integrity
2. Previous experience has shown that sourcing cost data directly can be subject to significant delays or restriction from councils themselves
3. Using public data sets means that a wider range of data can be taken into account.

Each of the charts in this report are therefore constructed using public datasets and consist of a scatter diagram which is divided into four segments. The segments are defined using regional averages (shown by the vertical and horizontal lines going across the chart). For example, a chart comparing street cleansing costs with NI195a performance has segments for 'high cost, high performance', 'high cost, low performance', 'low cost, low performance' and 'low cost, high performance'. Each local authority will fall into one of the four segments. In this context, 'high' indicates 'above the regional average', and 'low' indicates 'below the regional average'.

The following data sets are used to make comparisons and were seen as the most relevant to environmental service analysis:

National Indicator 195 2008/09

The survey that forms the basis of the NI195 Cleanliness Performance Indicator has been developed to measure the cleanliness of the local environment, as a member of the public would see it. NI195 is split into four elements: litter; detritus; fly-tipping and fly-posting. For the purposes of this report we have used NI195a (litter) and NI195b (detritus).

Street cleansing spend (£ per capita)

For each local authority in the East Midlands, the Revenue Account Budget 2008/09 provides local authority revenue expenditure and financing for the financial year April 2008 to March 2009. This information is derived from Communities and Local Government/Chartered Institute of Public Finance and Accountancy (CIPFA). The street cleansing spend (£ per capita) for each local authority in the East Midlands, has been calculated using the Revenue Account Budget 2008/09.

Place Survey 2008 (released in 2009)

The National Indicator Set launched by the Government in April 2008 contains a number of indicators which are informed by citizens' views and perspectives. In order to minimise the number of surveys that local authorities need to undertake, a number of these indicators are collected through a single Place Survey administered by each local authority. The survey is carried out every two years.

In this report we analysed the responses to *the percentage of residents who are very or fairly satisfied that their authority has kept the land clear of litter and refuse*. Used in conjunction with NI195 it can be a useful tool to measure what the current state of the local environmental quality is compared to what the residents perceive it to be. It can help managers determine where best to target resources.

Indices of Multiple Deprivation (IMD) 2007

The Index of Multiple Deprivation (IMD) is a score of the level of deprivation of each local authority in England, the scores were then used to rank each local authority in the East Midlands from 1 to 40, where 1 is the most deprived and 40 is the least deprived.

The Index of Multiple Deprivation combines a number of indicators, chosen to cover a range of economic, social and housing issues, into a single deprivation score for each small area in England. The indices are used widely to analyse patterns of deprivation, identify areas that would benefit from special initiatives or programmes and as a tool to determine eligibility for specific funding streams.

Previous studies within Keep Britain Tidy have demonstrated that there is a strong correlation between deprivation and local environmental quality. Studies show that the more deprived an area the more likely the area will suffer from poor local environment quality.

Population density (people per hectare)

Population density is calculated using the number of people per hectare and this report has used the population density figure for each local authority area in the East Midlands. Population density is important as it can inform cleansing regimes. In more densely populated areas there are likely to be higher levels of obstruction to cleansing such as parked vehicles as well as higher footfall which can affect the levels of litter and other local environmental quality issues.

Areas that are not as densely populated may not suffer from these problems. However they will face other challenges such as potentially higher cleansing costs due to the area being spread over greater distances.

Appendix 2 contains the references for the data sources used in this report.

Explanations of the data used in this report

The public data sets used to compile this report are useful for measuring performance and identifying trends. However, it is important to note that these data sets are subject to the following limitations.

- The analysis in this report is only applicable within the East Midlands region. As the 'high and 'low' segments for NI195 performance, resident satisfaction, cleansing costs, deprivation and population density are defined using regional averages.
- The data sets being compared have not necessarily been collected during the same time period. For example, NI195 data was collected during the financial year 2008/09, while the latest Indices of Multiple Deprivation were compiled in 2007. Using data from two different time periods is often unavoidable due to the schedule of data collection and the time needed for analysis, but it means that any difference in performance that is due to the passage of time will not be identifiable in the results. To minimise this 'time lag' effect, as far as possible all of the comparisons in this report are performed using data collected during 2008/09.
- Much of the data used in national indicators such as NI195 is self-reported, and its accuracy to a large extent relies on the data collection, quality assurance and reporting processes being correctly implemented by the submitting local authority. Similarly, levels of resident satisfaction recorded in the Place Survey

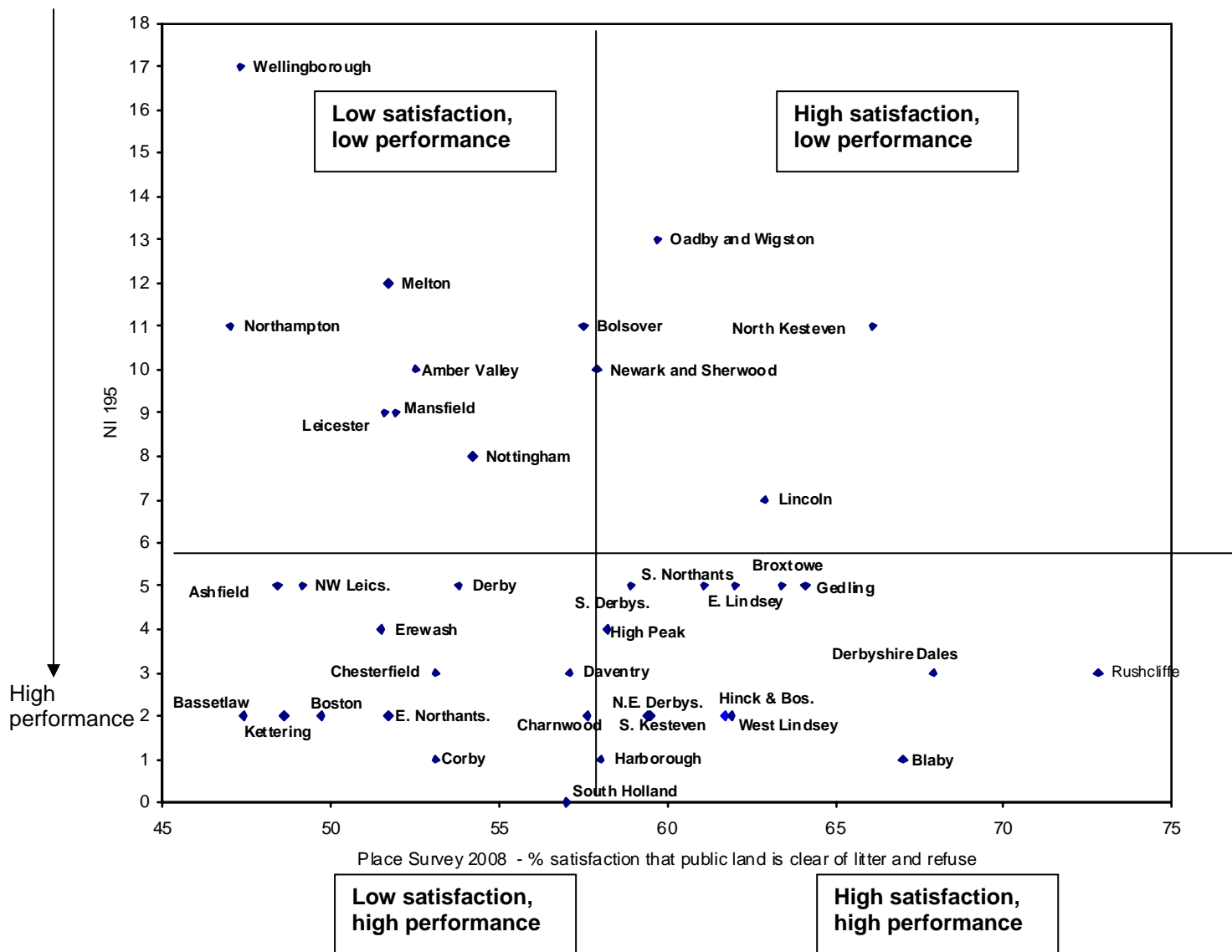
are dependent upon the honesty, accuracy of recall, and subjective judgement of members of the public taking part.

- When comparing data sets across the East Midlands, it should be noted that the region's local authorities are not homogenous; they vary significantly in terms of geographical size, population size and distribution, and land use. For example, a local authority such as Nottingham City Council covers a relatively small geographic area that is densely populated and largely urban in character, while an authority such as Derbyshire Dales is geographically much larger and rural with widely scattered population centres. Direct comparisons between very different local authorities may therefore fail to fully acknowledge the different contexts in which data has been collected.
- When analysing revenue outturn budgets and feedback from authorities has shown that budgets can be affected by variable support costs. If a service reduces, often core costs don't and in effect can go up when re-distributed, another area of potential discrepancy can be where services within a council are merged and therefore distributed across budgets meaning costs may look lower.

Taking these constraints into account, the analysis presented in this report is intended as an indicative starting point for further research, debate and consideration of how best to achieve efficiencies in local environmental management. It is not intended to be a definitive statement on the current situation in individual local authorities or to single out authorities for significantly good or poor performance. The aim is to analyse the results across the region to identify patterns and trends.

Authorities should therefore consider their relative performance for both their authority type and consider where others might be working more efficiently.

Graph 1 – Satisfaction with Cleanliness and Litter Performance (NI195a)



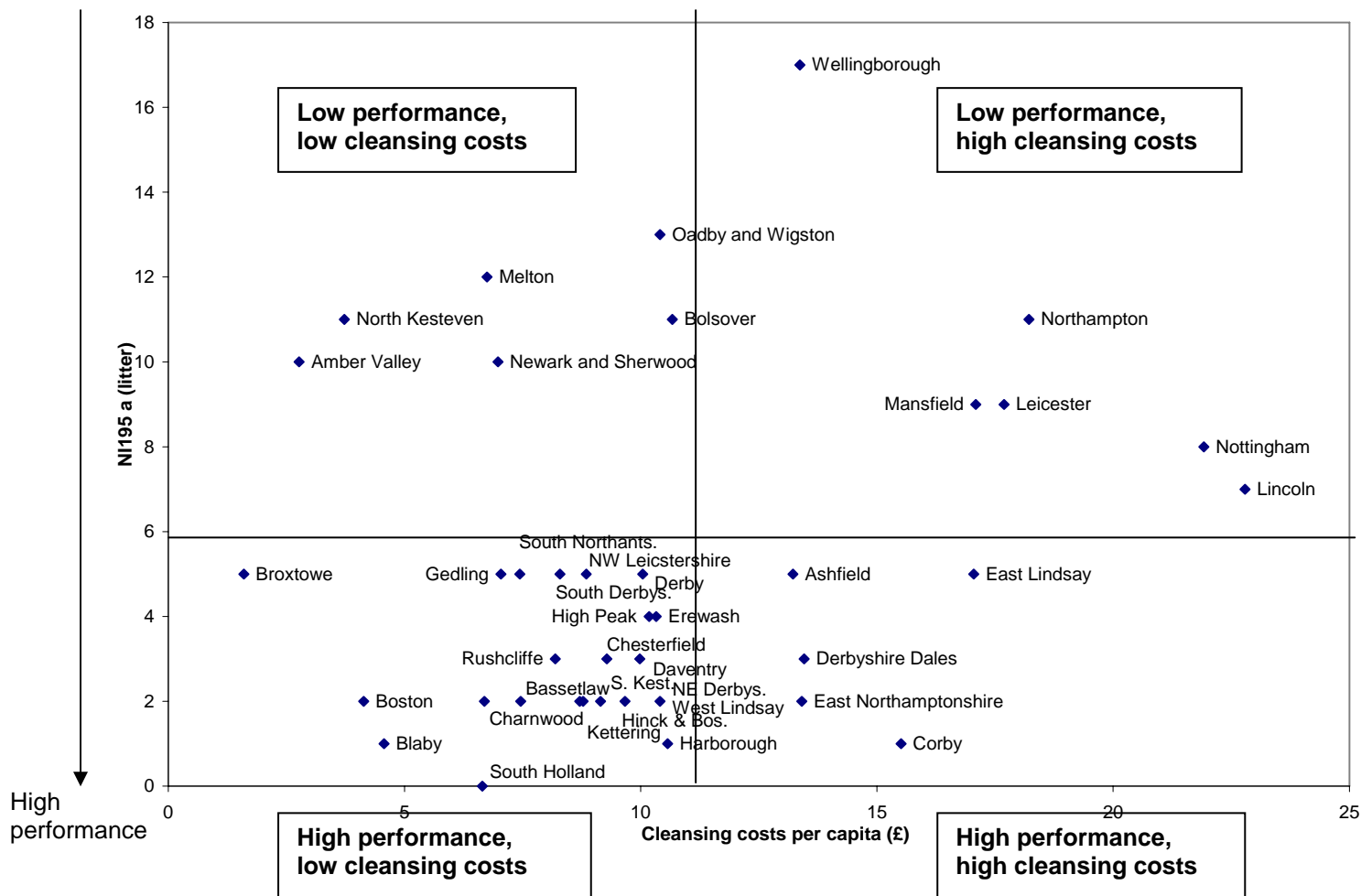
The above graph¹ shows how local authorities' NI195 scores relate to their resident satisfaction scores. For the majority of local authorities in the East Midlands where litter performance is high, resident satisfaction is also high. However, where litter performance is low, perceptions tend to be more mixed – some higher and some lower than the reality.

¹ Note – The segments in the chart are defined using regional averages.

In some instances a local authority can have a very good public perception of cleanliness yet on the ground results show relatively low performance compared to other authorities. Conversely other local authorities have a good NI195 score yet some of the lowest perception of cleanliness scores.

Although overall there is a clear correlation between higher levels of satisfaction and higher levels of performance, on an individual basis further investigation may be required to assess the gap between perception and reality. In these instances improved community engagement and communication is required to understand resident needs and priorities and to ensure positive news stories are communicated out. This information can be used to prioritise resources on what really matters to residents.

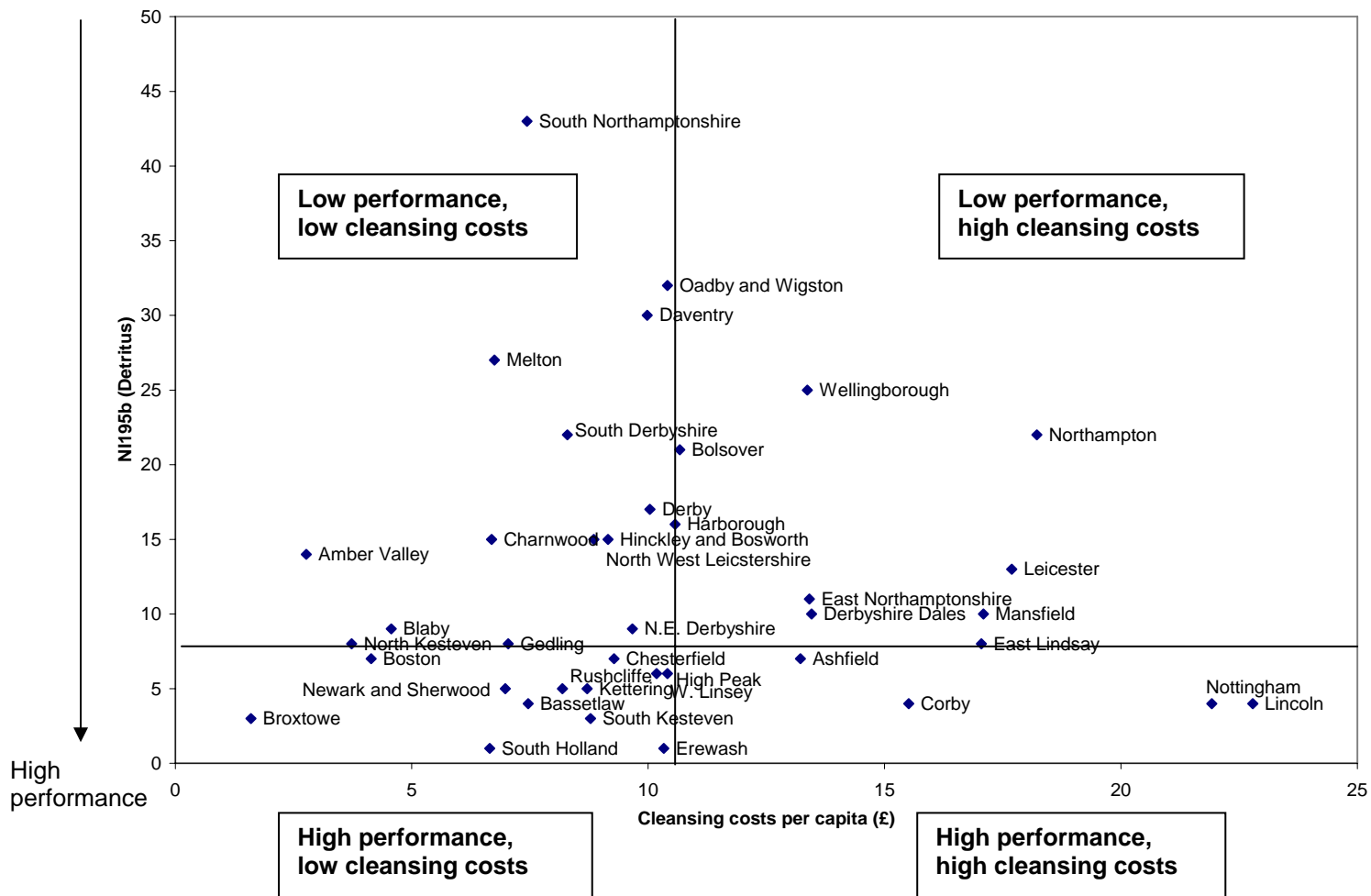
Graph 2 – Cleansing Costs and Litter Performance (NI195a)



The above graph² shows local authority cleansing costs (per capita) in relation to their NI195a litter scores. Based on the results of the chart above, there does not appear to be a relationship between high levels of spending on street cleansing and high performance on litter. Many authorities in the East Midlands appear to achieve high performance at relatively low cost. However, there are many factors which influence the cost of cleansing, and some authorities may be required to spend more than others, depending on factors such as population density and Indices of Multiple Deprivation (see Appendix 1), to maintain or improve standards of cleanliness.

² Note – The segments in the chart are defined using regional averages.

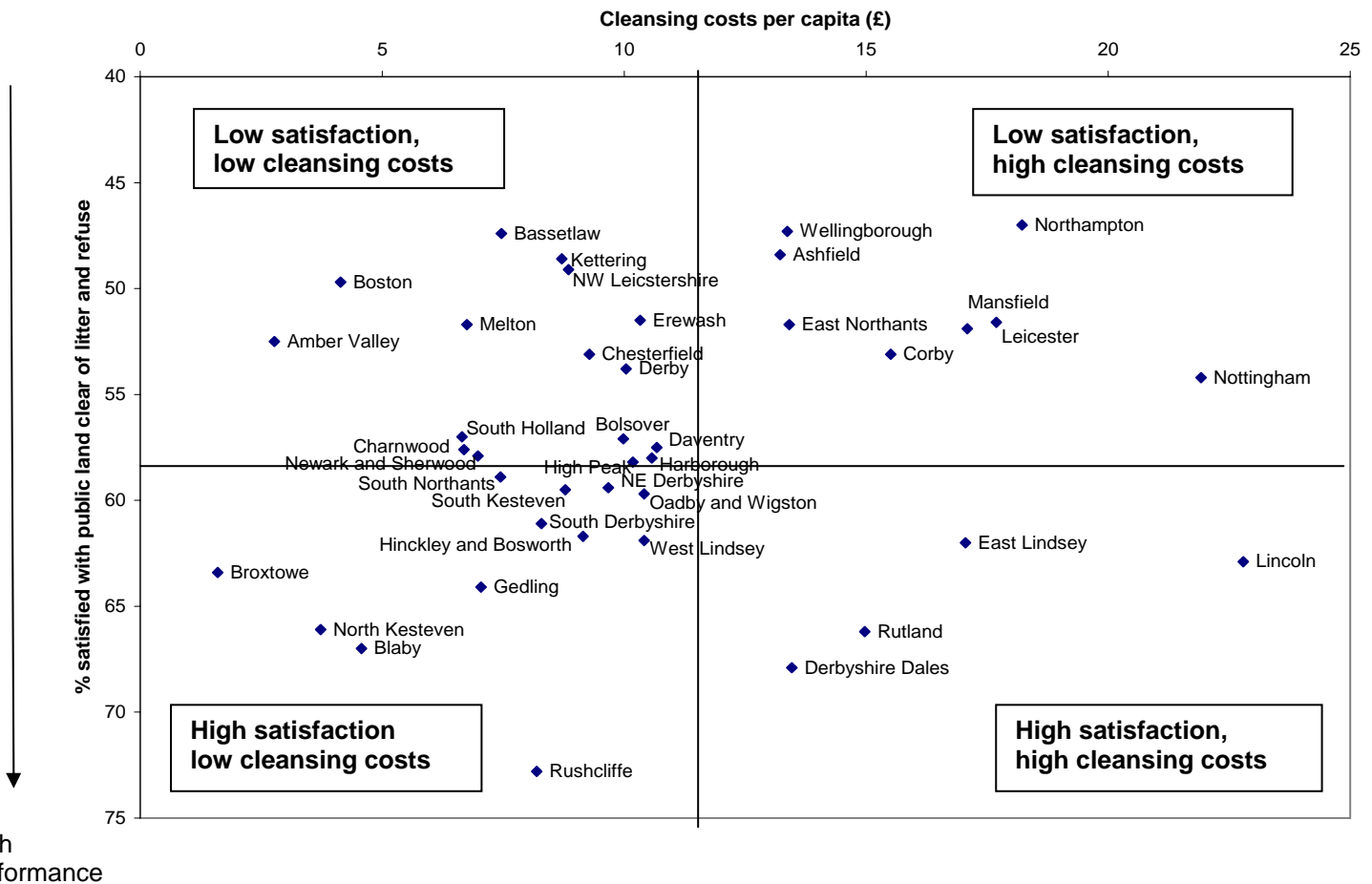
Graph 3 – Cleansing Costs and Detritus Performance (NI195b)



Graph 3³ shows local authority cleansing performance in relation to detritus (NI195b) compared to their cleansing cost (per capita). There does not appear to be a relationship between high levels of spending on street cleansing and high performance on detritus levels. For this issue there are significantly more local authorities in the ‘high performance, low cost’ segment than in the ‘high performance, high cost’ segment.

³ Note – The segments in the chart are defined using regional averages.

Graph 4 – Cleansing Costs and Satisfaction with Cleanliness



The above graph⁴ shows local authority cleaning costs (per capita) compared to resident satisfaction. There does not appear to be a relationship between high levels of spending on street cleansing and high levels of resident satisfaction with the level of litter and refuse.

There are very few local authorities where cleansing costs and resident satisfaction are both at a high level. There are almost as many local authorities with low cleansing costs and high satisfaction as there are with low costs and low satisfaction.

⁴ Note – The segments in the chart are defined using regional averages.

Summary of Data Analysis

Overall, the analysis of graphs 2 and 3 suggests that high levels of spending on street cleansing in the East Midlands does not necessarily lead to high performance with regard to litter or detritus scores when comparing NI195 scores and spending. Similarly, there does not seem to be a direct correlation between high levels of spending to higher levels of satisfaction with the level of cleanliness in a local authority.

However, looking at the results in graph 1 there is a correlation between NI195 score for litter and levels of satisfaction. The results tend to suggest what is expected; where there are high levels of performance in NI195 a there are high levels of resident satisfaction. This therefore suggests any impact on cleanliness standards would affect the satisfaction levels of people within that local authority.

As there is no direct correlation between NI195 and costs (graphs 2 and 3) further analysis was undertaken to understand why this was the case. This does not mean there is no link between cost and NI195 but it was identified that Indices of Multiple Deprivation (IMD) and population density are two major factors that can have a big impact both on NI195 scores and costs.

Graphs 5 and 6 indicate that there is a link between IMD and cost and IMD and NI195a. The results show that in more deprived areas, NI195 performance is lower than in the less deprived areas. This is also supported in graph 6 which shows areas with lower deprivation have lower costs. Therefore, IMD is having the same effect on both standards and cost. There can be a variety of reasons why deprived areas have lower NI195 scores. These areas may suffer from higher levels of antisocial behaviour or crime. There may be a variety of socio demographic reasons such as language barriers, ineffective communication or education or a difference in cultures/values leading to a general disregard for an area. These issues may also have a direct effect on cost as cleansing may need to be done more frequently just to maintain standards as well as tackling specific issues such as obstacles to cleansing.

IMD also appears to have a direct link to satisfaction (graph 7), where the area has higher levels of deprivation and lower levels of resident satisfaction. Therefore IMD has the same impact on both NI195 and on resident satisfaction which demonstrates how closely linked both factors are to each other.

There is a perceived link between cost and NI195, as there is a cost associated with cleansing an area to maintain the required standard. However, due to external factors, in this case IMD, it may be more costly to achieve an acceptable NI195 standard (due to the social and economic issues within an area) but this does not always equate to higher performance in NI195, hence why the graph does not show a direct correlation.

Further analysis identified that population density is a major factor affecting NI195 standards and resident satisfaction. Graphs 8 and 9 demonstrate that areas which are sparsely populated tend to have higher levels of resident satisfaction and higher NI195 performance.

Population density can impact cleansing activities in a variety of ways. More densely populated areas tend to have more parked cars; there could also be more physical obstructions due to the number of buildings and people. Subsequently, these areas are much harder to cleanse which leads to poorer cleanliness standards and higher cleansing costs. In areas with a high population density there tends to be higher pedestrian footfall and higher volumes of activity. This can cause two major problems; it can impede cleansing activity and will require cleansing to be done more frequently to reach the required standards. Both of these will have a huge impact on both cost and cleanliness standards.

The initial analysis of the data has identified there is no clear correlation between increased cleansing costs and increased NI195 scores. Therefore a correlation between cleansing costs and customer satisfaction would not be expected (as demonstrated in graph 4). However, the analysis of the data shows that NI195 scores can impact resident satisfaction although resident satisfaction is not driven by the NI195 score. This is clearly demonstrated by the high performing authorities with low satisfaction scores in graph 1. In these circumstances local authorities will need to engage with their residents to understand the gap between perceptions and reality to enable them to target resources efficiently and effectively.

Although there did not appear to be an immediate correlation between NI195 and cost (graphs 2 and 3) and resident satisfaction and cost (graph 4). The research has identified a number of external factors, such as IMD and population density, that can significantly impact NI195, cleansing costs and resident satisfaction. Therefore it is important that local authorities do not consider NI195 and cleansing costs in isolation but that they should take into consideration those wider external factors when drawing conclusions.

Operational Efficiencies

The data analysis information which has been completed for the East Midlands provides evidenced information as to where efficiencies could be sought in the region. From Keep Britain Tidy's wider research on operational improvements in councils, and by utilising information of progress to date from authorities participating in the EMIEP efficiencies project there are a number of routes that local authorities and services can take to help achieve efficiency savings.

For example it is quite clear that whilst most authorities will try and do things in an efficient manner there still appears to be a range of operational improvements that are either not being used consistently or may not have been revisited regularly.

Therefore the following are a range of broad efficiency saving activities which should be considered (either individually or altogether to get maximum service level performance) and will help realise smaller non-cashable savings (though larger savings may also be realised through these approaches):

Operational and front line reviews

There is a range of operational and frontline reviews which can be undertaken, the principal being that reviews are undertaken, that they are across all elements of the frontline and supporting services, and that the review process is supported corporately. Reviews of this type should be seen as a regular occurrence and not just as a result of reorganisation, budget reduction or one off activity.

The following are a range of areas which could be incorporated, which have been taken from both national and regional consultation:

- The appropriateness of the cleansing technology being applied in relation to the physical characteristics of the district and patterns of activities that take place throughout the area
- The skills and diligence of the operatives. In order to ensure not only that the quality and quantity of cleansing is being maximised, but also that tactical responses to changing circumstances are optimised
- Incorporate performance data in regular reviews of the street cleansing service. Ensure that NI195 survey results are shared at the end of each tranche with the landscape and street scene services section and that these results are discussed

as an agenda item at team meetings so that actions can be targeted at problem land uses. An overall review of the year's data should feed into an annual review of the cleansing service

- Ensure call centre staff are properly briefed on categorising complaints. The call centre operatives could reduce the administrative burden on the supervisors by ensuring all of the calls and complaints are correctly categorised and sent to the appropriate department or agency. The provision of briefing notes/ flow charts would help this process
- Assess the split between daily sweep areas and continuous routes. Analysis of the volume of each sweeping workload and the potential distances between daily areas
- Identify distances between daily cleansing areas. It may be worth looking to dedicate a single team to the daily sweeps. This would then allow the continuous routes to be concentrated on by the remaining teams. Also consider supplementing the daily sweeps with some of the capacity from the town centre where areas may be receiving too high a level of sweeping
- Assess and reduce the administrative burden on the cleansing supervisor. If some of the administrative tasks are able to be carried out by other members of the team this could free up capacity for the supervisor to spend a higher proportion of time on the ground with the teams

Reduce service level budgets incrementally

- Given a top down and corporate approach, all services, frontline and supporting to have an incremental percentage reduction year on year.
- Some services will not reflect on a holistic reduction and merely salami slice operational costs as a reaction. However some councils have embraced cost reduction to radically consider how they deliver services with parish councils, volunteer groups or business communities.

Consortium usage

There are a range of scales by which consortium changes and economies can be made, whether through an internal or local consortium approach to cross-boundary working. Some councils are utilising consortiums very well when purchasing things such as vehicles and bins however more consistent use of other potential consortium usage could include:

- The use of IT and other software to drive improvements such as mapping/ GIS/handhelds
- Service management – cross-departmental working/integration, etc
- Implement ‘Critical Friend’ surveys across counties or regions – e.g. to ensure the county as a whole is collecting robust NI195 data it would be beneficial for the local authorities to survey each others areas for different tranches of the survey. Each local authority can provide their maps and target wards and a system of exchanging surveyors can be implemented

Councils should use staff more consistently to identify where frontline efficiencies can be made. Staff that regularly deliver the frontline element are often underutilised when considering operational improvement

Contract review on traditional basics

A contract review should not automatically be restricted to street cleansing or LEQ. To realise the greatest efficiencies a wider approach needs to be taken to include all services inputting into delivery. Some examples include:

- The mix of techniques, and especially the quantity and quality of sweeping that is being achieved
- The monitoring systems a local authority uses – operate routine, systematic, effective monitoring systems for their street cleansing and related street scene services
- Analyse vehicle tracking and routes. Ensure that time and capacity is available for the analysis of this information to inform service improvements and efficiencies in day to day operations. The length of routes (in terms of time taken to cleanse) should be monitored to ensure they are even across the teams and that they are providing the right amount of work for a full shift

Specification adjustment

By combining data analysis and management over a period of time, and by linking this with resident perceptions, effective efficiencies will be found in service levels enabling specific specification to different land uses and neighbourhoods with linkages to IMD. For example changes can be made to:

- The timing of service delivery - to maximise sweeping quality and to make most effective use of resources

- The establishment of a service development function that not only evaluates routine data derived from service monitoring but also feedback from operatives, customers, councillors and other stakeholders.
- Introduce strategies for tackling private land. This should include criteria for selecting areas that the local authority would wish to address as well as procedures that comply with legal requirements for entering private land to carry out cleansing in default. Initial steps should involve contacting the relevant land owners and gathering intelligence from neighbouring land/property owners. Simple solutions may be achieved during initial communications which have little or no cost to the authority. Where the authority does clear waste from private land, the charge should be applied to the land (in the absence of a traceable land owner) to ensure costs are recovered when the land changes hands or when the owner comes forward

Conclusion

Having undertaken a review of a wide range of publically available cleansing related primary data for the East Midlands, the results of analysis identifies a correlation of trends and patterns regionally which can assist in the identification of priorities for the delivery of frontline services in order to help maximise efficiencies. Combined with Keep Britain Tidy's wider research, and through initial work with and information from authorities participating in the EMIEP Efficiencies Saving Project there are a number of conclusions and recommendations that can be made to encourage small scale efficiencies and non-cashable savings.

These recommendations are listed below

Priority One – Operational efficiencies

Operational review of performance does not appear to be consistent enough either across the region or within councils. In order to gain operational efficiencies there has to be endorsement and support of a full range of operational and frontline reviews across all elements of the frontline and supporting services. These will help to guide and influence budget reduction challenges; alternative service delivery challenges; identification of shared contract and procurement opportunities; sharing of officers and expertise across teams, departments and consortiums and overall behaviour change models and cultural changes in delivery teams.

This report gives examples of how a range of reviews can then be grouped and delivered across environmental management portfolios which can be undertaken to assist with small scale savings:

- Operational and frontline reviews
- Reduce service level budgets incrementally
- Consortium usage
- Contract review on traditional basics
- Specification adjustment

A further report around larger Efficiencies (Part 2 to this report) will seek to progress the above suggestions with participating authorities and identify alternative service delivery modelling including larger scale efficiency savings which could be made.

Priority Two – Correlation of relative performance

Through regional data analysis we set to undertake a number of comparisons of publically available cleansing-related data to identify patterns and trends across the East Midlands which might enable us to identify areas where small scale efficiencies can most effectively be realised. Although there did not appear to be an immediate correlation between NI195 and cost and resident satisfaction and cost, the research has identified a number of external factors, such as IMD and population density, that can significantly impact NI195, cleansing costs and resident satisfaction.

In conclusion, therefore, it is important that local authorities do not consider NI195 and cleansing costs in isolation, and that through wider consultation they take into consideration the external factors when looking for effective routes to efficiencies. By linking this with priority one above a more comprehensive and direct route to identifying efficiencies can be found.

Again, as stated above, Efficiency Savings Part 2 will seek to progress and review these suggestions with participating authorities and identify alternative service delivery modelling including larger scale efficiency savings which could be made.

Priority Three – Focus on learning from areas with high perceptions

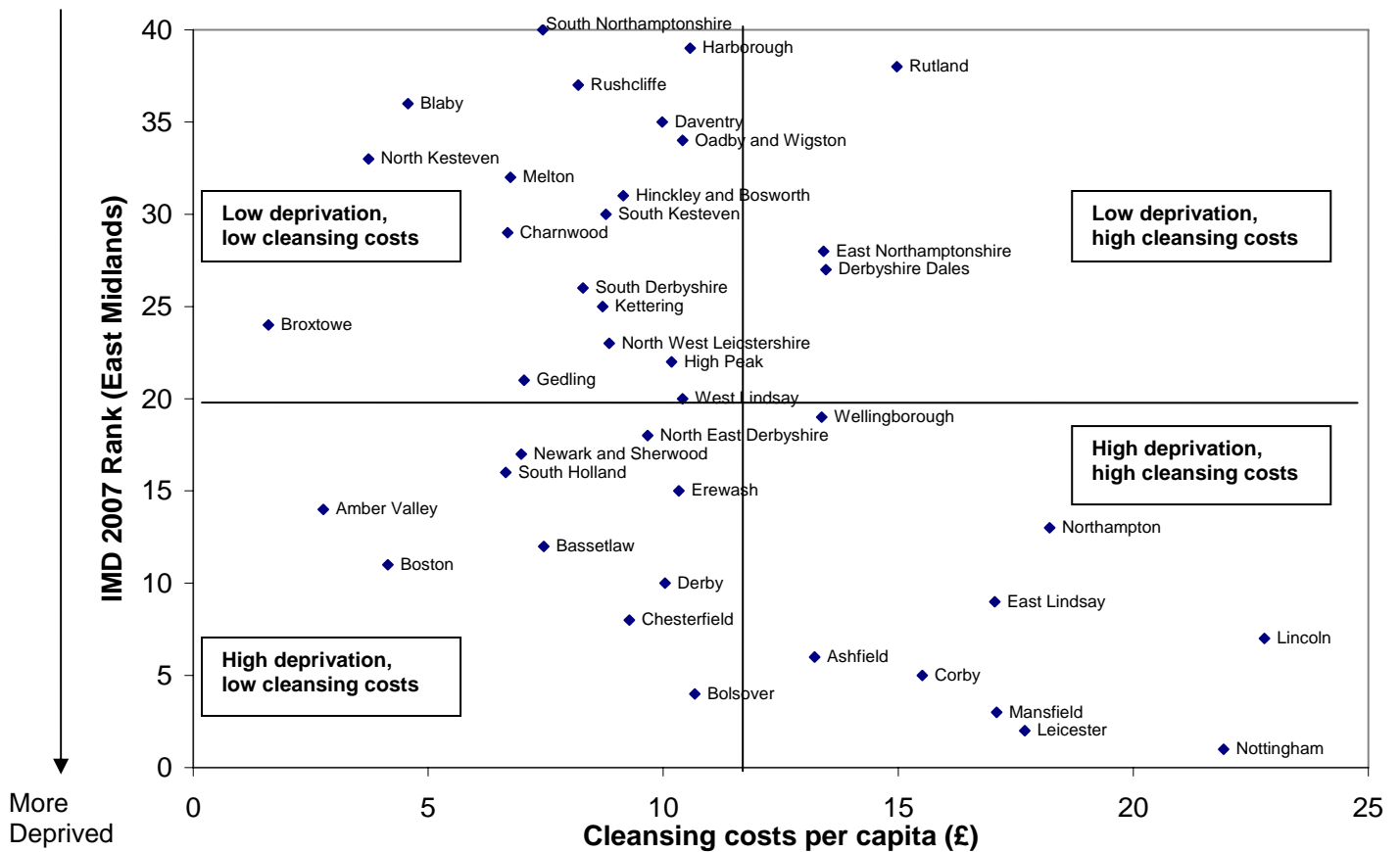
Through the East Midlands data analysis and through Keep Britain Tidy's wider research, data has proven that NI195 scores can impact on resident satisfaction although resident satisfaction is not driven by the NI195 score. This is clearly demonstrated in the report by the high performing authorities with low satisfaction scores. In these circumstances local authorities will need to engage with their residents to understand the gap between perceptions and reality to enable them to target resources efficiently and effectively.

Through the work of the East Midlands Efficiency Development Group and County Group Workshops, and based on market research within East Midlands authorities, we recommend that authorities look to develop effective and integrated communication strategies around cleansing to complement changes which are being made to drive efficiencies.

Efficiency Savings Part 1, through its review and analysis of data for the East Midlands, combined with current wider research on local authority efficiencies in cleansing has identified three primary routes to identifying small scale and non-cashable savings. Through the remainder of the over-arching project on EMIEP efficiencies in cleansing, our work with the East Midlands authorities will extend this work to model larger scale efficiency savings.

Appendix 1: Additional Graphs

Graph 5 – Cleansing Costs and Levels of Deprivation

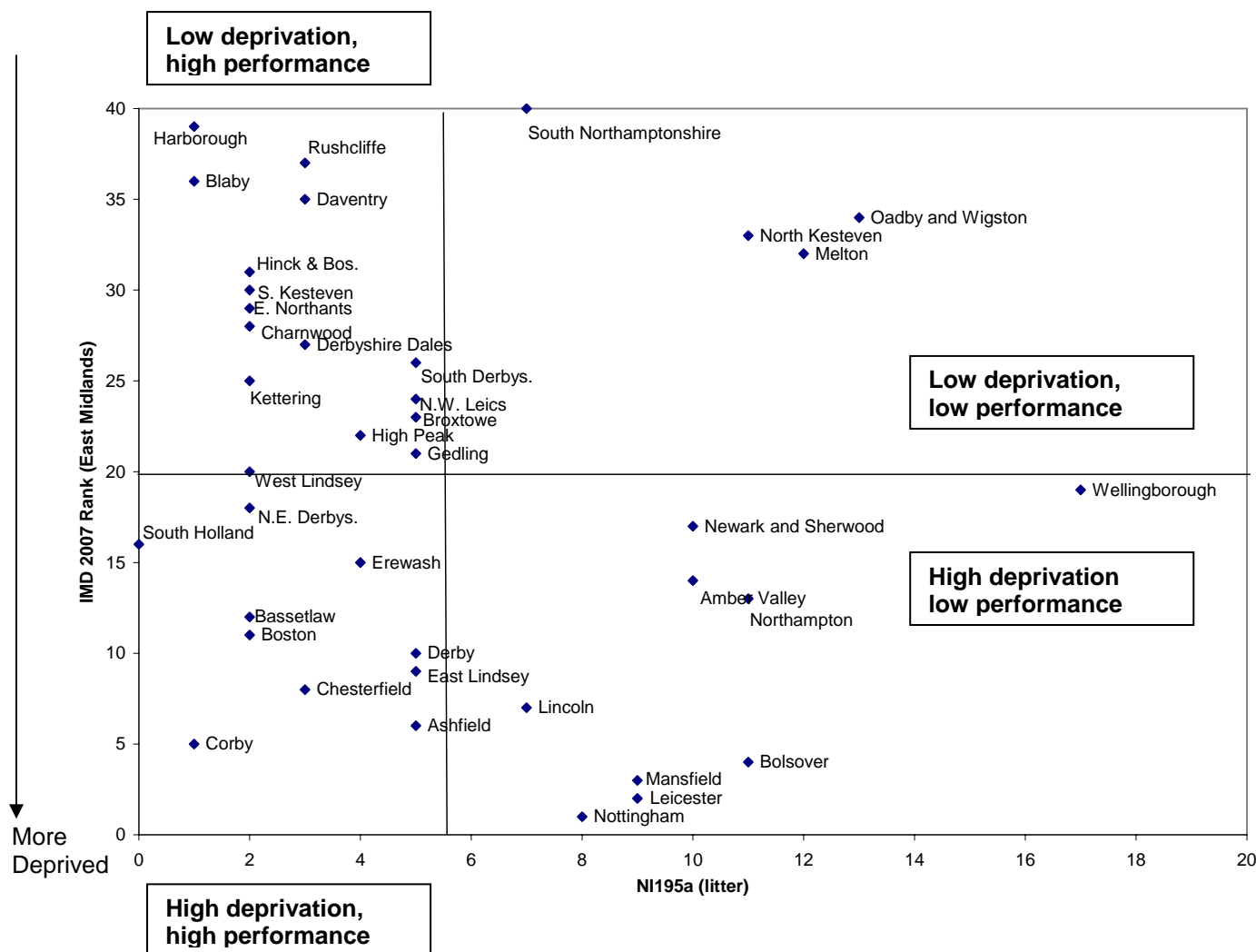


Graph 5⁵ shows local authority cleansing costs with levels of deprivation (ranked). Local authorities with low levels of deprivation tend to spend less on street cleansing. A large majority of the 20 least deprived authorities in the East Midlands have low street cleansing costs.

Local authorities with high levels of deprivation are less consistent in the amount that they spend on street cleansing. Of the 20 most deprived authorities in the region, around half have high cleansing costs while the other half has high cleansing costs.

⁵ Note – The segments in the chart are defined using regional averages.

Graph 6 – Level of Deprivation and NI195a (Litter)

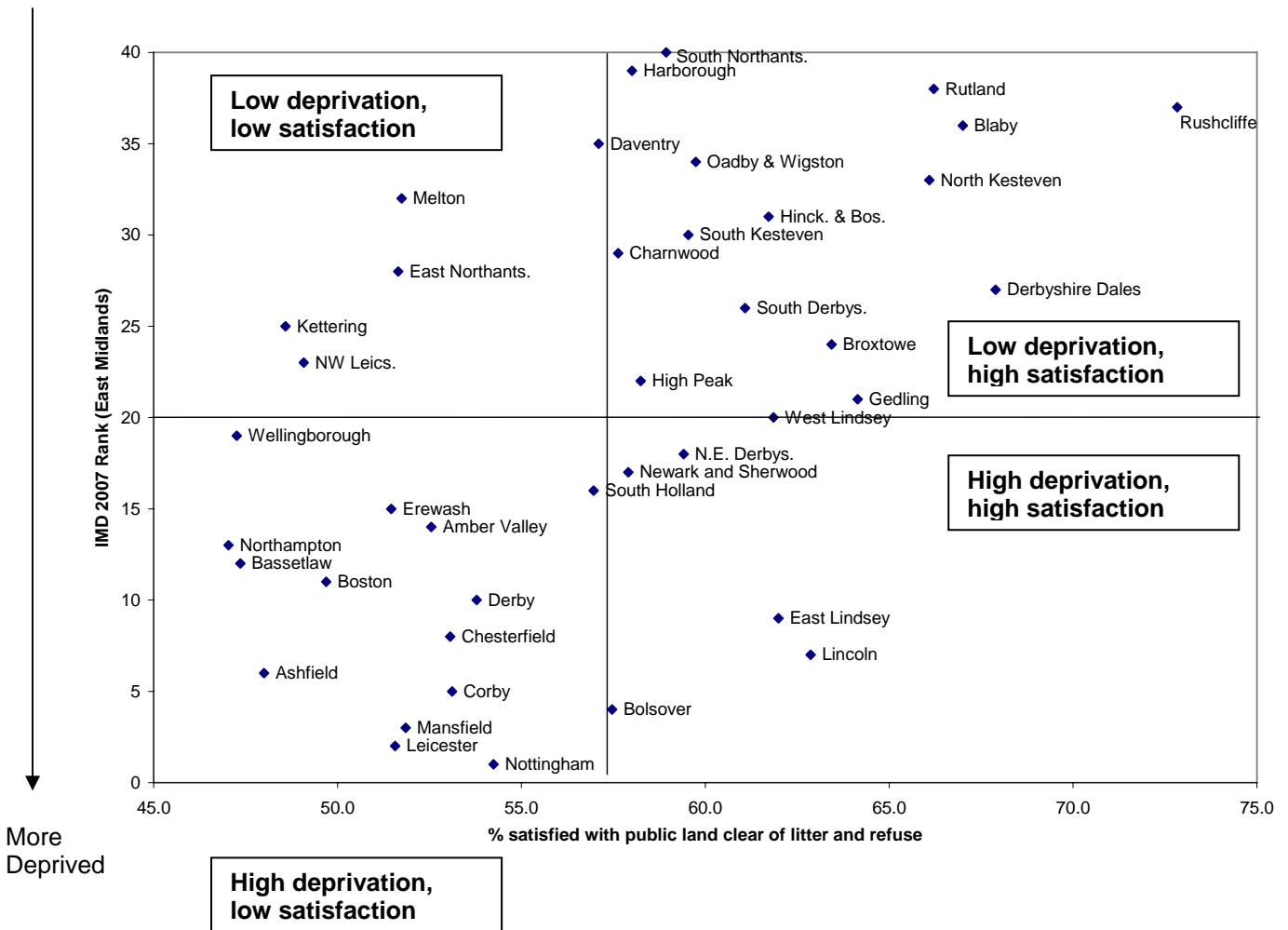


Graph 6⁶ shows local authorities ranked by IMD together with their NI195 score. Local authorities with lower levels of deprivation tend to have high performance on litter. Of the 20 least deprived authorities in the region, the vast majority have NI195a scores better than the regional average.

Authorities with high levels of deprivation are less consistent in their performance on litter. Of the 20 most deprived authorities in the region, around half have high performance, while the other half has low performance on litter.

⁶ Note – The segments in the chart are defined using regional averages.

Graph 7 – Level of Deprivation and Satisfaction with Cleanliness

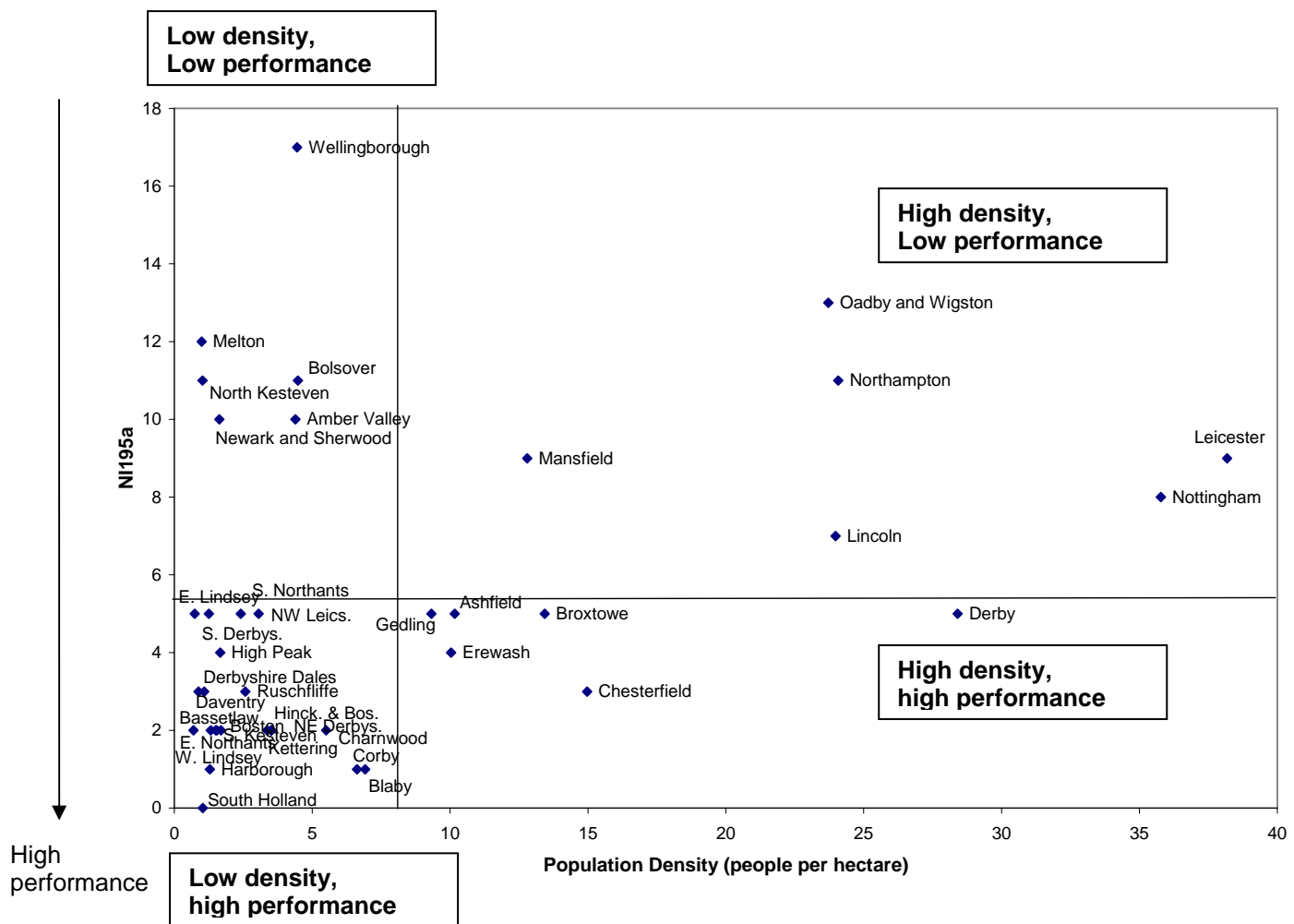


The above graph⁷ shows local authorities ranked by deprivation together with resident satisfaction. Local authorities with low levels of deprivation tend to have higher levels of satisfaction with cleanliness. Of the 20 least deprived authorities in the region, a large majority have satisfaction scores for litter and refuse that are higher than the regional average.

Authorities with high levels of deprivation tend to have low levels of satisfaction with cleanliness. Of the 20 most deprived authorities in the region, 12 have satisfaction scores for litter and refuse that are lower than the regional average.

⁷ Note – The segments in the chart are defined using regional averages.

Graph 8 – Population Density and NI195a (Litter)

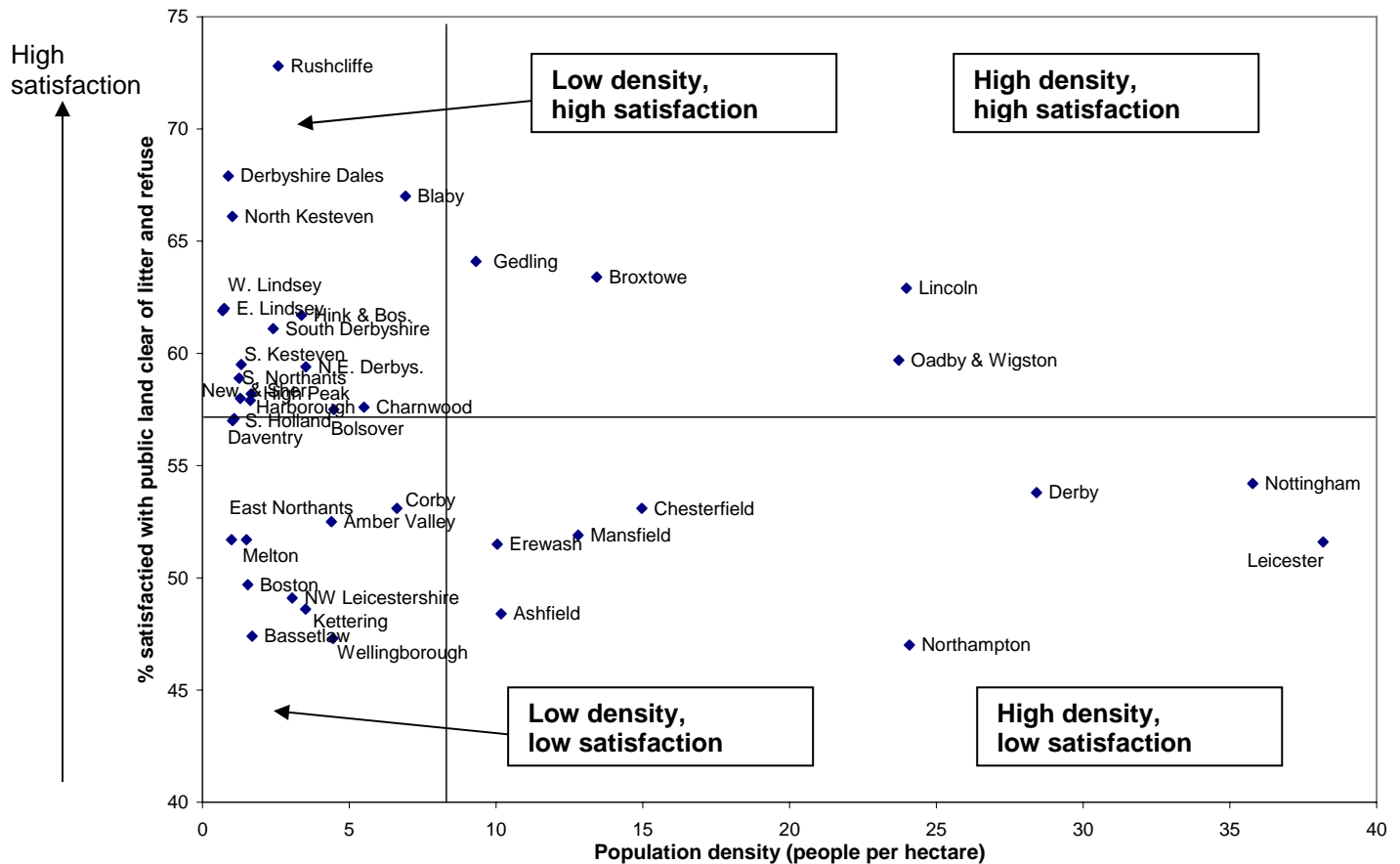


Graph 8⁸ shows local authority population density (per hectare) together with their NI195a score. Local authorities in the East Midlands with low population densities tend to achieve high performance on litter. Of those authorities with population densities below the regional average, a large majority have NI195a scores above the regional average.

Local authorities with high population density are less consistent in their performance on litter. Around half of these authorities have low performance on NI195a, while the other half achieved high performance. Population density tends to have an effect on local environmental quality for a number of reasons, including more obstructions to cleansing operations, more parked cars, as well as more physical obstructions due to the number of buildings and people. The increased difficulty of cleansing due to these factors may mean that overall cleansing costs are higher.

⁸ Note – The segments in the chart are defined using regional averages.

Graph 9 – Population Density and Satisfaction with Cleanliness



The above graph⁹ shows local authority population density together with their resident satisfaction scores. The majority of local authorities in the East Midlands with low population densities also have high-level satisfaction with litter and refuse.

Those authorities with higher population densities appear more likely to have lower levels of satisfaction with litter and refuse. Eight out of the 12 local authorities in the region with high population density have satisfaction levels below the regional average.

⁹ Note – The segments in the chart are defined using regional averages.

Appendix 2: References

National Indicator 195 (NI195 2008/09):

NI195 is one of the 198 national indicators and is designed to measure LEQ, and covers litter, detritus, graffiti and fly-posting.

The survey that forms the basis of the NI195 Cleanliness Performance Indicator has been developed to measure the cleanliness of the local environment, as a member of the public would see it. NI195a measures levels of litter, while NI195b measures detritus levels.

(<http://oneplace.direct.gov.uk/performanceindicators/region/Pages/Default.aspx?region=49>)

Revenue Account Budget:

Street cleansing spend (£ per capita) for each local authority in the East Midlands, from the Revenue Account Budget 2008/09.

(<http://www.communities.gov.uk/localgovernment/localregional/localgovernmentfinance/statistics/usefulinformation/formstimetable/revenueforms/?view=Standard>)

Place Survey 2008 (released in 2009):

The National Indicator Set launched by the government in April 2008 contains a number of indicators which are informed by citizens' views and perspectives. In order to minimise the number of surveys that local authorities need to undertake, a number of these indicators (as detailed below) are collected through a single Place Survey administered by each local authority. The survey is carried out every two years.

Percentage of residents who are very or fairly satisfied that their authority has kept the land clear of litter and refuse.

(<http://oneplace.direct.gov.uk/performanceindicators/region/Pages/Default.aspx?region=49>)

Indices of Multiple Deprivation (2007):

A ranking of the level of deprivation of each local authority in the East Midlands, from 1 to 40, where 1 is the most deprived and 40 is the least deprived, from Communities and Local Government.

(<http://www.communities.gov.uk/communities/neighbourhoodrenewal/deprivation/deprivation07>)

Population density (people per hectare)

From the Office of National Statistics. (2001, updated 2004).

(<http://www.neighbourhood.statistics.gov.uk/dissemination/AreaList.do>)

Contact Information

Please do not hesitate to contact us should you have any questions or would like to discuss any element of this report.

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