WASTE SERVICES AND STREET CLEANSING PERFORMANCE REPORT

1.0 Purpose of the report:

1.1 To review the performance of Waste Services and Street Cleansing, with an emphasis on headline data, statistics and performance indicators. The report provides a brief outline of the various elements of the services and highlights any current or anticipated issues.

2.0 Recommendation:

2.1 To scrutinise the performance of the services and identify any matters for further scrutiny.

3.0 Reasons for recommendation:

3.1 To ensure effective scrutiny of the Waste and Street Cleansing services.

3.2a Is the recommendation contrary to a plan or strategy adopted or approved by the Council? No

3.2b Is the recommendation in accordance with the Council’s approved budget? Yes

3.3 Other alternative options to be considered:

Request Internal Audit to programme in to the annual work plan. Refer to external audit.
4.0 **Council Priority:**

4.1 Priority one - The economy: Maximising growth and opportunity across Blackpool
Priority two - Communities: Creating stronger communities and increasing resilience

5.0 **Report Information**

5.1 **Scope of the Report**

5.1.1 Waste Services (*Waste*) and Street Cleansing (*Cleansing*) are two of the Council’s main, high-visibility frontline service areas responsible for delivering a broad range of specialist services to the public.

5.1.2 The scope of this report includes all functional service areas within Waste and Cleansing.

*WASTE* - including:
- Domestic Waste (incorporating the Refuse and Recycling Collection Contract)
- Household Waste Recycling Centre (HWRC), including the Re-use Shop
- Trade (or business) Waste
- Waste Disposal Contract (Lancashire Waste Partnership with Lancashire County Council (LCC))
- Third Sector Partnerships including Bulky Matters (bulky items collection) and the Re-New Workshop (electrical repair/refurbishment of white goods and IT).

*CLEANSING* – including:
- Street sweeping
- NEAT (Neighbourhood Environmental Action Team) incorporating enforcement and fly-tipping
- Street litter bins
- Beach cleaning
- Weed spraying
- Graffiti removal
- Alley Gate service and maintenance

5.2 **BUDGET INFORMATION**

5.2.1 Waste and Cleansing represent a significant proportion of annual council spend. The combined budgets for the two services are in the region of £17.3million with the Waste budget currently at c£13.6 million and Cleansing at c£3.6million.
5.3 What is going well?

Waste Services

5.3.1 Third Sector Partnership

Links to third sector partner Calico have continued to grow and strengthen over the last couple of years with the Furniture Matters Shop on Caunce Street performing well supplying local people in need of affordable furniture. The shop sells furniture, white goods and an array of household items that have been refurbished, reused or upcycled in the warehouse at Bristol Avenue.

Calico have also been delivering three lots of waste contracts in the last 36 months, namely: Rover (as mentioned below), paper/card collections and wheeled bin management. The collections have been running very well with 6,500 paper/card collections one week and 200 bin deliveries/collections and repairs the following week.

5.3.2 The Rover Service

The Rover service is a mobile recycling unit servicing those residents with no access to a car, which in some of the inner wards is over 50% of the households.

Calico have proven to be very successful in delivering Rover, exceeding all expectations by increasing the number of items collected, resident visits and locations. In 2015/16 it collected 42,075 items totaling 114.82 tons of material that was recycled from 7,069 resident visits, increasing in 2016/17 to 43,029 items, 116.9 tons and 7,791 visits. 2017/18 saw a further increase to 46,958 items collected from 7,770 visits and 71,261 items collected totaling 249.15 tonnes from 8,727 residents in 2018/19. There are also many items that are sold in The Tip Shop helping to generate an income.

5.3.3 Bulky Matters

Bulky Matters is the Council’s bulky item collection service in partnership with third sector partner, Furniture Matters who now also come under the Calico umbrella.

The bulky waste service continues to perform to target and increasing amounts of collected furniture are going back out to those in need across the town, through partnership working with the Social Fund.

The service is operated in conjunction through a cost sharing agreement with Wyre Borough Council on a 70/30% split.

Since January the service has made 3,610 collections, with 9,098 items collected. Calico also support the delivery of items to support the social fund. The social fund provides local
people in need with furniture and other items to furnish their homes; 51% of the items have been recycled. Items that are not suitable for re-use are sent to landfill.

5.3.4 Garden Waste Subscription Service (Green and Go)

In June 2016 the Council introduced a subscription charge for the collection of green waste. Just over 10,000 properties subscribed and generated an income of £250,000 in 2016/17, which then paid for the resources to deliver the service as well as off-set pressures.

Current performance for 2019/20 is 10,082 customers with a forecast revenue of c£350k. This increase in revenue will help to alleviate overspend in other areas of Waste, particularly at the HWRC where there is significant pressure.

5.3.5 Enveco Refuse Collection Service

On 1 July 2019 refuse collection services were taken over by ENVECO, a wholly owned Blackpool Council company. The launch of the service culminated from an 18 months transformation project to reduce refuse collection expenditure by £750,000 per annum. The transformation project included extensive investment to Layton Depot where the new company will now operate from and included a brand-new build garage and workshop, refurbishment of existing premises and extensive CCTV monitoring. A fleet of 17 new refuse collection vehicles together with the latest technology installed will allow the Council to deliver an excellent service to the residents of Blackpool.

The project has seen the refuse collection service delivery since the 1 July 2019 to be seamless to the residents of Blackpool. There is now a greater opportunity for waste service operations to work more closely allowing officers to identify improvement and efficiencies in the standard and quality of the services.

5.3.6 Lancashire Waste Partnership

Following termination of the PFI and bringing the waste operating company back in-house, Lancashire County Council carried out a substantial programme of transformation, which resulted in significant savings to the operating budget.

As well as organisational transformation, there have been significant changes to the way in which the plant operates and the way that waste is processed – again, this has been done in order to make savings.

Waste is no longer processed through a Mechanical and Biological Treatment (MBT) process and nor is any Organic Growth Media (compost) being produced.

Instead, waste is now mechanically separated and then shredded to produce Refuse Derived Fuel (RDF).
Mass Loss Trials are also underway to reduce the physical amount of waste through drying/evaporation.

5.3.7 Keep Blackpool Tidy

The Keep Blackpool Tidy (KBT) campaign has seen a number of organised events and activities over the summer, such as ‘Moose’ and the reverse graffiti campaign, which generated a lot of interest and engagement with locals, visitors and businesses, as well as a number of organised litter picks on the promenade, Stanley Park and Houndshill Shopping Centre. Links to Leisures ‘Steps To Health Programme’ have also seen volunteers getting involved in community clear-up’s.

The campaign also gained valuable exposure on the back of Sky’s Ocean Rescue with ‘Plasticus’, the giant plastic whale, coming to Blackpool, as well as some activities supporting Love My Beach.

The campaign also designed and installed KBT flags on to all the litterbins on the central promenade and around the blue flag beach, which has helped to visually see the number of bins and generate awareness, particularly with the large events that have been hosted over the summer. To date 318 litter pick packs have been issued to local residents and the Council have four regular events taking place every month.

The main focus however remains on engagement with volunteers and the Council continues to encourage residents and businesses to show their commitment by signing up to the campaign at www.blackpool.gov.uk/tidy and pledging their support. Litter action packs are continually being distributed to volunteers across the town to support their activities.

5.4 Street Cleansing

The service continues to play a vital role in the preparation and clean-up of large-scale corporate events such as the Air Show, Armed Forces Week and Switch On and were resourced and managed by the service to good effect with no negative publicity around cleanliness.

Litter bin provision across the borough is continuously reviewed to ensure stock meets demand particularly in high litter generation areas. A renewal program within the town centre is underway to ensure high street stock meets the standard required and responds to changes in behaviour around fast food and cigarette litter in key primary retail locations.

District shopping parades continue to be cleaned on a daily or alternate day depending on the size and footfall in the area. The frequency determines the level of litter migrating to residential streets, which is then cause for complaint. All shops have sufficient litter bin provision and as previously mentioned, volume and capacity increased where replacement
and renewal litter bins have been introduced. Where possible larger capacity litter bins will be installed as funding and replacement provision allows.

The Street Cleaning service is an active member of Association of Public Service Excellence (APSE) and was part of initial roll out of the Land Audit Management System (LAMS) application, which is a quality inspection system. This enables daily recording of standards around litter, detritus, weeds, dog fouling and litter bin cleanliness. This has been a successful implementation and offers benchmarking against similar local authorities.

<table>
<thead>
<tr>
<th>Performance indicator – April to September 2019</th>
<th>output/score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of sites classed as acceptable (combined litter and detritus)</td>
<td>97.21%</td>
</tr>
<tr>
<td>Percentage of sites classed as acceptable (litter)</td>
<td>96.07%</td>
</tr>
<tr>
<td>Percentage of sites classed as grade A (fly tipping)</td>
<td>97.11%</td>
</tr>
<tr>
<td>Percentage of sites classed as grade A (fly posting)</td>
<td>100.00%</td>
</tr>
<tr>
<td>Percentage of sites classed as acceptable (dog fouling)</td>
<td>100.00%</td>
</tr>
<tr>
<td>Percentage of sites where bins were over flowing</td>
<td>1.31%</td>
</tr>
<tr>
<td>Percentage of sites containing bins classed as acceptable (bin structure)</td>
<td>96.43%</td>
</tr>
<tr>
<td>Percentage of sites containing bins classed as acceptable (bin cleanliness)</td>
<td>97.65%</td>
</tr>
<tr>
<td>Percentage of sites classed as unacceptable (hard surface weeds)</td>
<td>2.07%</td>
</tr>
<tr>
<td>Percentage of sites classed as unacceptable (detritus)</td>
<td>1.65%</td>
</tr>
<tr>
<td>Percentage of sites classed as unacceptable (graffiti)</td>
<td>0.41%</td>
</tr>
<tr>
<td>Percentage of sites classed as unacceptable (staining / gum)</td>
<td>0.21%</td>
</tr>
</tbody>
</table>

The street cleansing service continues to prioritise arterial routes through the town above residential street cleaning, as this is considered an effective and efficient use of resource. This approach helps minimise litter migration into residential streets, reducing complaints and helps shape people's overall perception of cleanliness standards across the borough.

Beach management continues to support the vision for a blue flag coast and promote bathing water quality objectives delivering key campaign messages and responding to changing attitudes to litter, particularly plastic and its effect on marine life. Larger capacity litter bins utilised during peak summer season and bins positioned on the beach. Extension of service hours to accommodate litter bin servicing particularly along promenade and beach access points during periods of peak beach use to ensure ongoing capacity after hours and reduce potential for full or overflowing bins.

5.5 Trade Waste

The service continues to perform well as the largest local provider of business waste solutions with a market share of circa 52%.

Commercial waste has had to move with the times over the last year in order to compete with its competitors. All our fleet has now been fitted with the next generation software
and the latest dynamic bin weighing technology to effectively manage our waste collections.

Commercial Waste continues to grow and demand from our customers to receive excellent customer service together with a reliable and cost-efficient collection is our priority. Investment in new technology allows weighing of customers waste to ensure the Council are offering a reasonable charge which reflects the collection, frequency and disposal charge of each business. A new back office system will also be introduced in the next few months to assist customers flexibility and access to the service where changes to collections are easily administered.

A sustained campaign of enforcement work is still underway to ensure business compliance with Waste Transfer Notes (WTN) regulations. This is generally being well received by local businesses as the council visibly acting against businesses who blatantly disregard their Duty of Care waste requirement.

5.6 **Household Waste Recycling Centre (including The Tip Shop)**

The HWRC continues to provide residents with a facility to dispose of waste and strives to reuse, recycle and compost as much waste as possible. In 2018/19 74.3% of waste was diverted from landfill with 59.9% reused, recycled or composted. A large proportion of the reuse is through the Tip Shop which not only diverts waste from landfill but also generates an income. In the year of 2018/19 the income from the shop was just short of £91k. In 2019/20 the overall waste arising has reduced by around 7% thus far and the site is on track to improve the reuse, recycling and compost rate and will achieve the Tip Shop Target.

5.7 **Environmental Enforcement**

The street cleansing service has continued to take a consistent and measured approach to environmental offences. Waste Enforcement has seen steady progress since the last Scrutiny report and is being delivered by officers from within existing resources.

Enforcement legislation has seen extended powers to issue fixed penalties for offences for minor fly tipping known as Unauthorised Deposit of Waste Regulations 2016, Littering from a Motor Vehicle and Householders Waste Duty of Care. These 3 offences are now included to the table below of what authorised officers are able to challenge on a daily basis.

Enforcement which requires investigation is time consuming to meet criminal evidence standards to “prove beyond reasonable doubt” and experience has shown that without this level of evidence whilst Fixed Penalties can be issued to alleged offenders it is not possible to take nonpayers through the courts due to being unable to meet the evidence standard.

Often the evidence that is given at the start of the investigation comes from the general public who are not prepared to stand as witness for fear of reprisal and therefore their
evidence is classed as “hear say” evidence and cannot be used in prosecution evidence.

The balance between issuing a fixed penalty or issuing a formal warning is biased towards the warning due to the evidence standard required.

<table>
<thead>
<tr>
<th>STREET CLEANSING ENFORCEMENT</th>
<th>2017-2018</th>
<th>2018 – 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Illegal Deposit of Waste Regulations (2016)</td>
<td>29</td>
<td>15</td>
</tr>
<tr>
<td>Littering FPN’s</td>
<td>302</td>
<td>387</td>
</tr>
<tr>
<td>Flyposting and Graffiti</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Failure to produce authority</td>
<td>27</td>
<td>27</td>
</tr>
<tr>
<td>Failure to furnish documentation</td>
<td>4</td>
<td>15</td>
</tr>
<tr>
<td>Offences in relation to waste receptacles</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>Offences under dog control orders</td>
<td>14</td>
<td>18</td>
</tr>
<tr>
<td>Record of Intended Actions (RIA)</td>
<td>609</td>
<td>396</td>
</tr>
<tr>
<td>Section 46’s</td>
<td>168</td>
<td>15</td>
</tr>
<tr>
<td>Section 34’s</td>
<td></td>
<td>15</td>
</tr>
<tr>
<td>Total Formal Enforcement Actions</td>
<td>1,161</td>
<td>878</td>
</tr>
<tr>
<td>Total Fixed Penalty Notices Only</td>
<td>552</td>
<td>467</td>
</tr>
</tbody>
</table>

In addition to new powers the legislation required Fixed Penalty Notices for littering, graffiti and flyposting to be reviewed offering greater flexibility for local authorities to increase the fines to a maximum limit of £150 with a statutory minimum charge of £65. Blackpool chose the maximum level for these offences whilst maintaining the statutory minimum level if the fine was settled within 10 days.

5.8 Unauthorised Deposit of Waste Regulations 2016 (Implemented April 2018)

Unauthorised deposit of waste fixed penalty notice was introduced to allow for small incident fly tipping and bridged the gap between littering and more serious forms of illegal waste deposits. This will be used to enforce against back street black bag dumping and single bulky items such as fridges, beds, and furniture. It will allow officers discretion to reduce to a
littering offence but highlight at the time of the investigation the importance and seriousness of the offence.

Irresponsible householders consider an odd item dumped in the back street is not of great concern. The introduction of this new fixed penalty will be used to target areas of the borough which are predominately plagued with back street dumping.

5.9 **Littering from vehicles (Implemented April 2019)**

The littering from vehicles outside London (Keeper Civil Penalties) Regulations 2018 are available for Local Authorities to use. This legislation enables Civil Penalties to be issued to drivers of vehicles who commit the offence of littering whilst driving and came into force on 1 April 2018. This legislation also allows the Local Authority to take enforcement action against drivers of hire vehicles, company vehicles or leased vehicles.

Individuals have the right to challenge the offence and representations are heard by an independent tribunal (Traffic Penalty Tribunal). The penalty value for Littering from a vehicle is £150. If paid within 10 days, the reduced amount is £65. The charges are the recommended amounts set within DEFRA guidance.

If the Penalty Notice, Notice of Rejection or the Adjudicator’s Decision remain unpaid after a period of 28 days an increase of 100% applies.

As the offence is classed as a civil matter, individuals are issued with a penalty charge which, if unpaid, is passed to a court (Traffic Enforcement Centre) and recovery of the debt is by way of bailiff.

5.10 **Householders Waste Duty of Care (implemented October 2019)**

The use of this legislation will help to reduce the incidences of fly tipping where householders have paid for their household waste to be removed by an individual and the waste is then fly tipped.

A continued education campaign supports to inform and ensure residents understand the steps they must take to ensure householder waste is disposed of correctly. The campaigns involve Social Media, Blackpool Council Website and letter drop.

The penalty for not complying with the Householder Duty of Care is a Fixed Penalty Notice of £400 reduced to £120 if paid within 10 days of issue.

Householders can avoid falling foul of the Householder Duty of Care by taking the following measures:
• A record of the operator’s registration or permit.
• A receipt for the transaction which includes the business details of a registered operator.
• Details of the business and any of vehicle used which can link an authorised operator.
• A copy of the Waste Carriers Licence or site permit.

5.11 Dog Warden Services

Dog control in Blackpool was reviewed in 2018 and introduced Public Space Protection Orders (PSPO) to replace existing Dog Control Orders. The subject gained a high level of public interest not least from an active lobby group against PSPO orders. Following a comprehensive consultation exercise the introduction of dog controls which met the needs of the council, local community and dog owners were introduced. The service also reviewed it contract for dog kenneling and this has been renewed and is fit for purpose for a further 2 years with the option to extend for a further 2 years.

5.12 What are the barriers to improvement?

Waste Disposal Infrastructure and Policy

Generally, the rising cost of waste disposal is something beyond our control. With the exit from the EU and overall lack of direction from central government in relation to national waste policy, there is a significant gap in the investment of waste infrastructure (both public and private). Coupled with reducing landfill, this represents financial and operational risk at a local and national level.

Austerity cannot be ignored where frontline service demand continues to dictate the use of resources. Operationally service delivery has become predominately reactive where routine frequency cleaning is suspended to meet customer requests, complaints and expectations. The core functions for service delivery are becoming increasingly difficult to maintain and going beyond statutory responsibilities must be considered no matter how big or small as the impact will need to be managed.

In order to support corporate priorities to attract conference trade back to Blackpool via the expansion of conference facilities the requirement to increase cleanliness standards in these high footfall areas will require revenue funding which matches the corporate ambition.

6.0 PERFORMANCE

6.1 In which areas is the Council performing well?

6.1.1 Blackpool Council is now actively involved in devising and delivering a new Lancashire Waste


6.1.2 Street Cleansing provide additional bespoke services to 7 Wards through ward funding to provide a multiskilled/enforcement officer to proactively work alongside the ward councillors to address local concerns and street scene priorities. This level of service has been successful in meeting the expectations of the elected members and proved that dedicated resources over and above the statutory minimum has a positive impact in the confidence the local community has in our services responding to their needs and concerns.

6.1.3 The exercising of dogs needs to be managed without causing conflict amongst, visitors, business operatives and the local population. The BARK initiative was established as a reaction to the proposed PSPO consultation papers issued by Blackpool Council in August 2018. It was founded by Blackpool Orders for Dog Control Action Group, Tower Dog Club, Friends of Stanley Park and Dog Warden service to promote responsible dog ownership by owners and their pets throughout the Borough.

Blackpool Council and BARK are looking to promote the town as a dog friendly town where dog owners have access to fresh air and places to walk to improve people’s health and wellbeing, whilst balancing the needs of none dog owners. A key objective is to actively discourage dog fouling in any public place and to actively encourage dog owners to clean up after their dogs. The partnership held its first ‘Bark in the Park’ fund day in Stanley Park in August 2019 which attracted 1,000 visitors and is to become an annual event and encourages responsible dog ownership at the heart of its concordat.

6.2 In which areas is the Council performing less well?

Highway Weeds

6.2.1 The treatment of weed growth on arterial commuter routes continues to be a challenge and although successfully managed during late spring and early summer, changeable weather conditions made this more problematic. The program around residential streets followed a similar decline and became reactive to complaints only with little or no attention offered to back streets. Modification to mechanical sweepers has further assisted the spraying program but their limited deployment within residential areas remains a factor. Conflicting media reports of use of Glysophtae globally and growing public perception around its use, is adding to the challenge. The subject and performance is reviewed annually to improve public satisfaction.
6.3  How does Blackpool Council compare with other authorities in terms of benchmarking?

The Council’s Waste Services is an active member of the Association of Public Service Excellence (APSE). Through this association the Council subscribe to APSE’s Performance Networks benchmarking group. This group allows us to compare and benchmark ourselves with other authorities or ‘family groups’ (in terms of demographics, deprivation indices, etc.). The next batch of reports will be produced at the end of October 2017.

The number of performance indicators produced is vast and far-ranging. In essence, benchmarked against other authorities, Blackpool Council’s Waste Services is a good performer (within its constraints) however, in the spirit of continuous improvement the Council is always looking at how to do things better and more cost effectively.

The main headline indicator for waste is the municipal recycling rate. Blackpool Council is required to report waste data into the governments Waste Data Flow System. Recycling rates for recent years are as follows: 12/13 – 39.6%, 13/14 – 41.1%, 14/15 – 39.9%, 15/16 – 45%, 16/17 – 33.5%, 17/18 -39.7%, 18/19 -39.6%.

Our recycling rate is now at the national average and it ought to be noted that the highest performing Council can count on 30% of their overall rate coming from garden waste. Prior to subscriptions, garden waste only contributes 12.5% of Blackpool’s overall recycling rate, which reflects the low number of gardens in the Blackpool housing profile, but highlights that in all other areas of waste collected the Council outperform most districts in Lancashire.

<table>
<thead>
<tr>
<th>INDICATOR</th>
<th>17/18</th>
<th>18/19</th>
<th>Year to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green Waste Subscriptions</td>
<td>11,413</td>
<td>10,091</td>
<td>10,082</td>
</tr>
<tr>
<td>Bulky Matters Collections</td>
<td>4,673</td>
<td>4,064</td>
<td>4,049</td>
</tr>
<tr>
<td>Missed Bin Collections (justified)</td>
<td>2,444</td>
<td>1,630</td>
<td>504</td>
</tr>
<tr>
<td>Trade Waste Market Share</td>
<td>45%</td>
<td>49%</td>
<td>52%</td>
</tr>
<tr>
<td>Rover Visits</td>
<td>7,770</td>
<td>8,727</td>
<td>4,461</td>
</tr>
</tbody>
</table>

6.4  What are our priorities in terms of improving performance this year?

- Continue to expand the green waste subscription service.
- Further develop the ‘Keep Blackpool Tidy’ campaign with local events and quarterly campaigns.
- To further develop and support the Council’s corporate commitment to the Channel Shift ethos.
- Ongoing support and review of our third sector working partnerships in order to create increased community recycling initiatives.
- Ongoing review of the recycling off-take contracts at the Household Waste Recycling Centre.
- To work with Lancashire County Council in identifying and supporting efficiencies within the operating company and to translate these into financial savings.
- Continue to work with the LGA and the National Association of Waste Disposal Officers in relation to contributing to the national debate in order to drive policy.

7.0 FINANCE

7.1 The 2019/2020 revised budgets for Waste and Street Cleansing are shown in more detail in the table below:

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>2017/2018 BUDGET at last Scrutiny</th>
<th>2019/2020 BUDGET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade Waste</td>
<td>(163,286)</td>
<td>(218,541)</td>
</tr>
<tr>
<td>HWRC</td>
<td>1,094,388</td>
<td>429,953</td>
</tr>
<tr>
<td>Bulky Waste Collection Service</td>
<td>139,748</td>
<td>27,652</td>
</tr>
<tr>
<td>Waste Plants</td>
<td>273,896</td>
<td>9,561,666</td>
</tr>
<tr>
<td>Regular Collections</td>
<td>11,941,419</td>
<td>3,376,019</td>
</tr>
<tr>
<td>Bin Purchase</td>
<td>53,078</td>
<td>50,085</td>
</tr>
<tr>
<td>Calico</td>
<td>120,000</td>
<td>104,532</td>
</tr>
<tr>
<td>Waste Transfer Station</td>
<td>184,875</td>
<td>227,238</td>
</tr>
<tr>
<td>WEEE Workshop</td>
<td>58,697</td>
<td>43,067</td>
</tr>
<tr>
<td><strong>TOTAL WASTE BUDGET</strong></td>
<td><strong>13,702,815</strong></td>
<td><strong>13,601,671</strong></td>
</tr>
<tr>
<td>Street Cleansing</td>
<td>3,468,997</td>
<td>3,414,542</td>
</tr>
<tr>
<td>Dog Service, Alley Gates, Porterage</td>
<td>133,564</td>
<td>131,534</td>
</tr>
<tr>
<td>Winter Maintenance</td>
<td>104,567</td>
<td>105,289</td>
</tr>
<tr>
<td>Pest Control</td>
<td>9,735</td>
<td>12,875</td>
</tr>
<tr>
<td><strong>TOTAL STREET CLEANSING BUDGET</strong></td>
<td><strong>3,716,863</strong></td>
<td><strong>3,664,240</strong></td>
</tr>
<tr>
<td><strong>TOTAL COMBINED WASTE AND CLEANSING BUDGET</strong></td>
<td><strong>17,419,678</strong></td>
<td><strong>17,265,910</strong></td>
</tr>
</tbody>
</table>

8.0 CROSS DEPARTMENTAL WORKING

8.1 Due to the considerable spend within these service areas, the Council has fostered a wide range of cross-departmental working relationships and always seek to maximise the delivery of value through the development and maintenance of strong connections with colleagues in support services such as Legal, Procurement and Finance. This leads to closer working relationships with key people in delivering our objectives, in key areas such as Communications and Marketing, Print Services and Business Support.
9.0 ENGAGEMENT AND COMMUNICATION

9.1 How the Council communicates the good work that is being done to residents.

- Direct communications via the Council’s website, Your Blackpool and increased use of effective and targeted social media.
- Regular conversations with residents through the Household Waste Recycling Centre and the Rover service also provide valuable feedback. Use is made of our Waste Liaison officer to deal with residents and members of the public face to face. The Council also undertake a varied array of internal and external advertising campaigns.

9.2 How does the Council know that the services provided are making an impact and are valued by residents?

Blackpool waste services commissions an annual household waste survey, which is used to inform decision making and drive future strategy.

The survey is carried out by the council’s infusion service and survey results will be known in January 2020 and reviewed by March 2020.

Does the information submitted include any exempt information? No

10.0 List of Appendices:
None.

11.0 Legal considerations:
None

12.0 Human Resources considerations:
None

13.0 Equalities considerations:
None

14.0 Financial considerations:
None
15.0 Risk management considerations:

None

16.0 Ethical considerations:

None

17.0 Internal/External Consultation undertaken:

None

18.0 Background papers:

None