

L.B Enfield

‘Most improved performer for
street cleansing’

APSE Performance Network
Awards 2007 & 2008

Background

- Year-on-year improvement
- Resident satisfaction 49% 2003/04 to 72% 2007 (MORI)
- Budget review - CEC
- Increased income
- Business model

Background

- Monthly satisfaction monitoring – since April 2006
- Dealing with negative responses
- Street wash & graffiti programmes
- Communicating & promoting our services

Background

- Litter bin strategy implemented
- Investment in staff training
- Partnership working - LGC Awards Finalist 2009
- Quality Assurance – ISO 9001/ 14001

Partnership working

- Street Action For Enfield (SAFE) brings the Council, and its major partners including the Metropolitan Police, Fire Service and Housing Associations, together to deliver environmental, social and crime related improvements to Enfield communities

SAFE

- Direct link to BVPI's
- 3 year programme
- Environmental project management
- Measured by outputs
- Direct links to SNT

Key points

- Co-ordinated / partnership working
- Key criteria → service development strategy
- Budget review (CEC)
- Staff training & development
- Public relations & communication

Zonal working

- Developed from recycling strategy
- 3 wheeled bin provision
- Routing efficiency
- Co-ordination of services (50% of litter from waste collection)
- Weekly collection maintained

Zonal working - outputs

- More efficient rounds
- VFM
- Improvement in NI 195 for litter/ detritus
- Targeted enforcement

Zonal working - outputs

- Increase in resident satisfaction for service
- Improvement in resident perceptions on littering

Zonal working

- Refuse the first service to adjust
- No congestion in day areas!
- Street cleansing hardest to route
- Some resident confusion but small scale
- Overall positive impact

Q & A