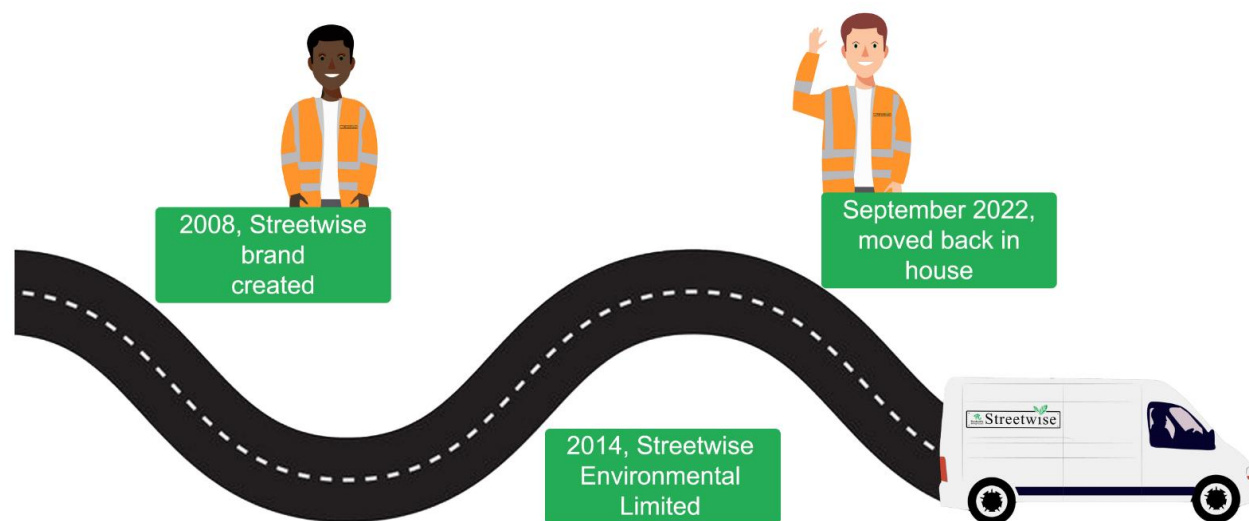


Driving Operational and Environmental Excellence:

The Success of Insourcing Streetwise Environmental Services



The decision to Insource



- Full review completed by a third-party consultants in 2021.
- Cabinet report 2022 looking at possible options.
- Competitive market for Streetwise Environmental LTD to trade in.
- Loss of its biggest contract outside of Rushcliffe Prime Contract in 2019.
- Reduce bureaucracy. Streetwise Environmental had Board of Directors, Managing Director, Contract Management Team.
- Reduce the risk of council owned companies. Some high profile cases made members nervous.
- Identified £200,000 worth of savings over a 2 year period.

From Transfer to Transformation

Pride in every street. Care in every step.

Stabilise

- New management structure fully embedded – roles clear, accountability strengthened.
- Customer-centric mindset adopted – service shaped around resident and user needs.
- Clear service direction set – Business Plan in place driving consistent decision-making.

Improve

- Scheduling redesigned – smarter routes, reduced downtime, better use of resources.
- Planned work programmes introduced – shifting from reactive to proactive service delivery.
- Consistent standards implemented – predictable quality across all sites, all teams.

Modernise

- Digital tools deployed – Power BI and AI now driving insight, efficiency, and transparency.
- Solid foundations laid – platform in place for the next phase of service innovation and improvement.





Rushcliffe
Borough Council

Business Plan – Rushcliffe First

- ✓ Rushcliffe - Great Place. Strong customer and community focus.
- ✓ Stronger partnerships – communities, parishes, town councils and business.
- ✓ Investing in our people – developing skills and growing talent.
- ✓ Clear, simple customer communication – service sheets and transparent billing.
- ✓ Greater customer confidence – driving repeat and new business.
- ✓ Stronger internal links – working smarter across Rushcliffe teams.
- ✓ Efficiency and smart use of resources.



Schedule and full cost breakdown						
Location	Notes	Task & Quantity				
		Frequency per week	Standard	Dog	Litter Picking Mon-Fri	Litter Picking Sat/Sun
Valley Road	1x per week empty litter bins, located one inside the play area and one outside the play area	1	2			
Dewberry Hill	1x per week empty litter bins located top of hill access via Woodland Close	1		1		
	1x per week empty litter bins located bottom of hill access via Cropwell Road	1		1		
Wharf Lane recreation site	1x per week all 10 bins to be emptied - Mon	1	10			
	1x per week empty bins on skate park, play park and 1x floor bin previously a dog bin (bin num on map 3, 4, 5, 6 & 7) Wed or Fri	1	5			
	1x per week (Mon) full site litter pick	1			1	
	Additional 1x per week July - September all 10 bins to be emptied (Fri)	1	10			
	1x per week April-October only full site litter pick on a Friday	1			1	



Unit 10, Moorbridge Industrial Estate, Moorbridge Road, Bingham, Nottingham NG13 8GG
0115 961 9911 | www.rushcliffe.gov.uk/streetwise | streetwise@rushcliffe.gov.uk

Streetwise Service Sheet

Work Carried out	- Grass mowing - Grass Strimming - Litter picking
Date completed	20.08.2025



Date sent	Print name
21.08.2025	Margalena Spyroskou

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Borough Council

Fleet Investments and Sustainability Gains



Fleet Modernisation

- Full review of existing fleet.
- Invested £1.1 million over the last 3 years on 27 new vehicles.
- Including 2 sweepers and Versalift 4x4, 7.5 box van to increase bulky collection service.

Emissions and Fuel

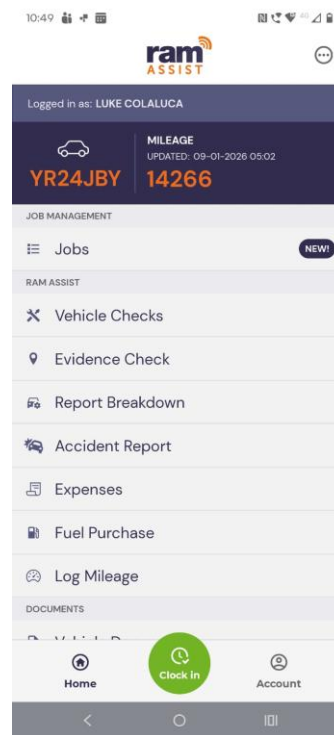
- 73% of fleet using HVO.
- Switching to HVO fuel cut emissions by 90%.
- Transition to electric equipment – blowers, hedge cutters, trimmers and chainsaws. Reduced petrol consumption by 50%.
- Positive steps towards our Carbon Neutral target 2030.



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Digital Toolkit

- Introduced app for vehicle checks and playground inspections.
- Introduced tablets for all frontline operatives.
- Created a home portal for operatives to log into to complete service sheets.
- Created Performance dashboards through PowerBi.



External Funding

- Football Foundation – set up digital inspections through Pitch Power to help monitor standards.
- Unlocked opportunity to access additional maintenance funding

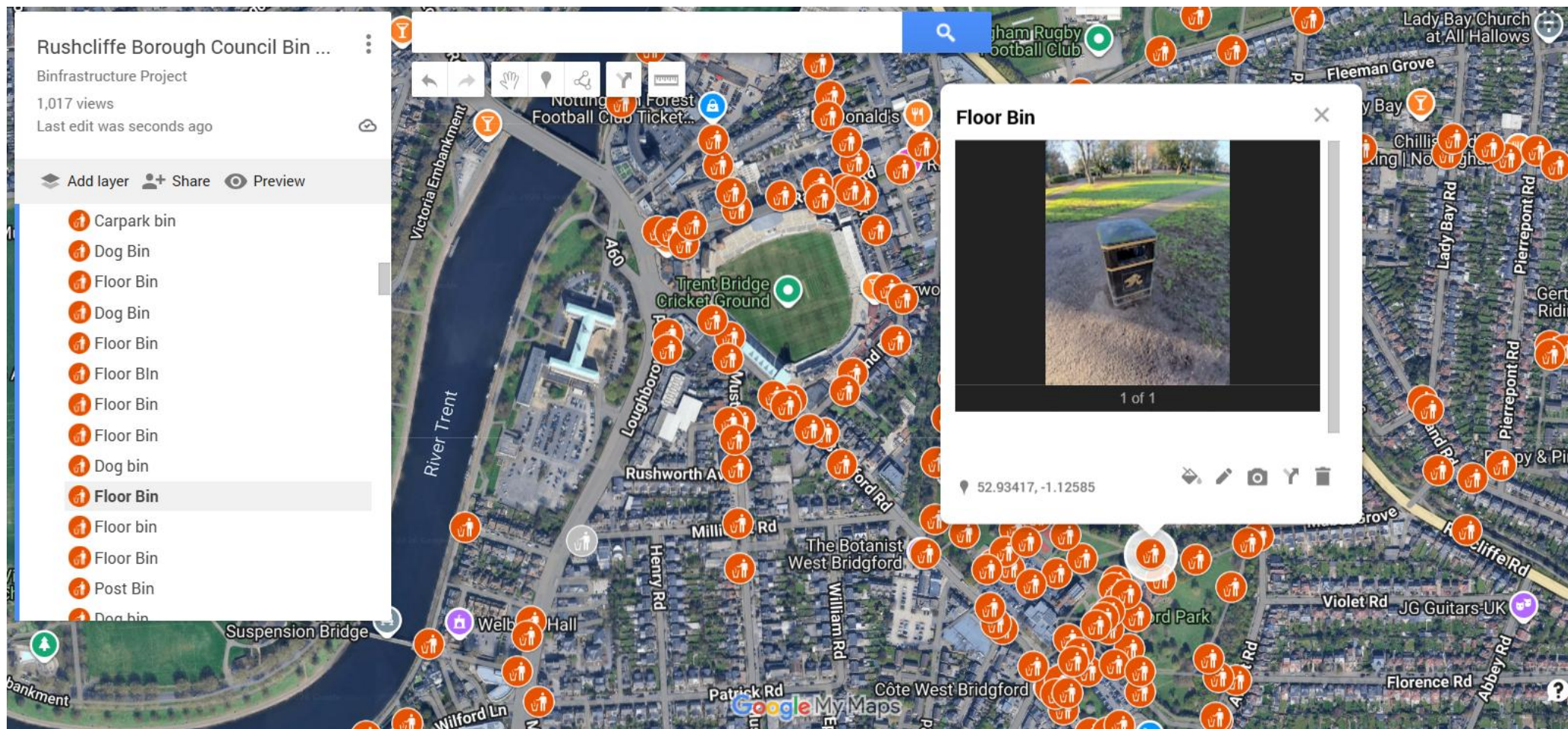
CHEWING GUM TASK FORCE



- Funding received in 2023, 2024 and 2025
- Purchased electric gum removal machines and hot pressure washer.
- Focused on all Town Centres across Rushcliffe.
- Working directly with community, parish councils and town councils on awareness and enforcement that amplifies results.



Bin-frastructure Project





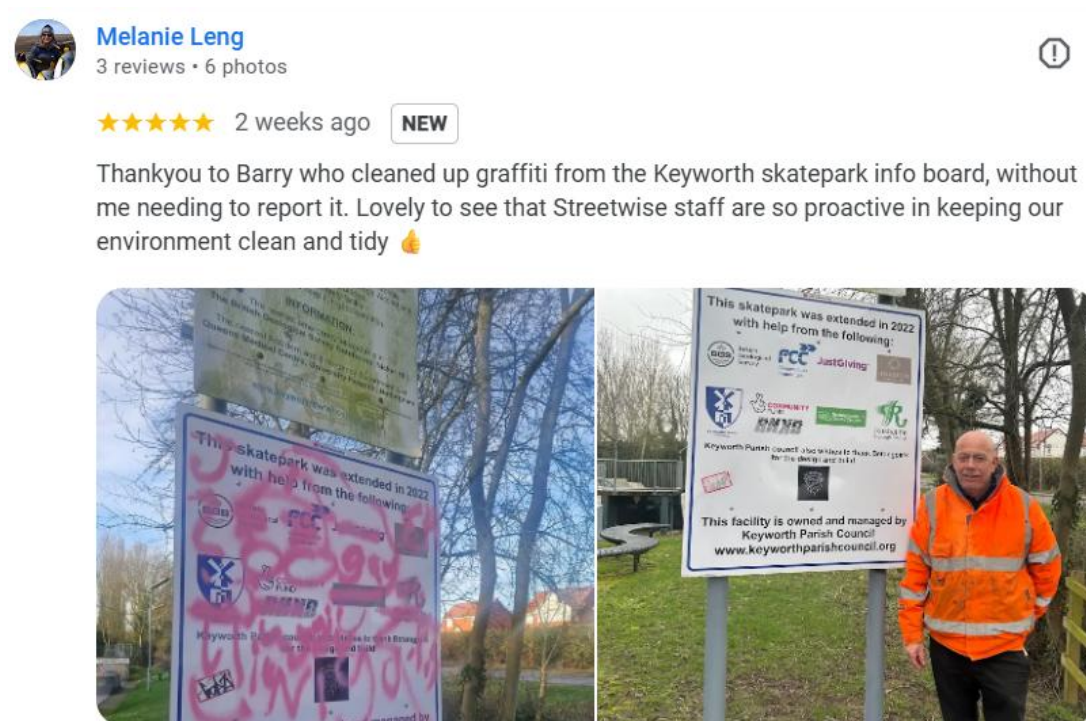
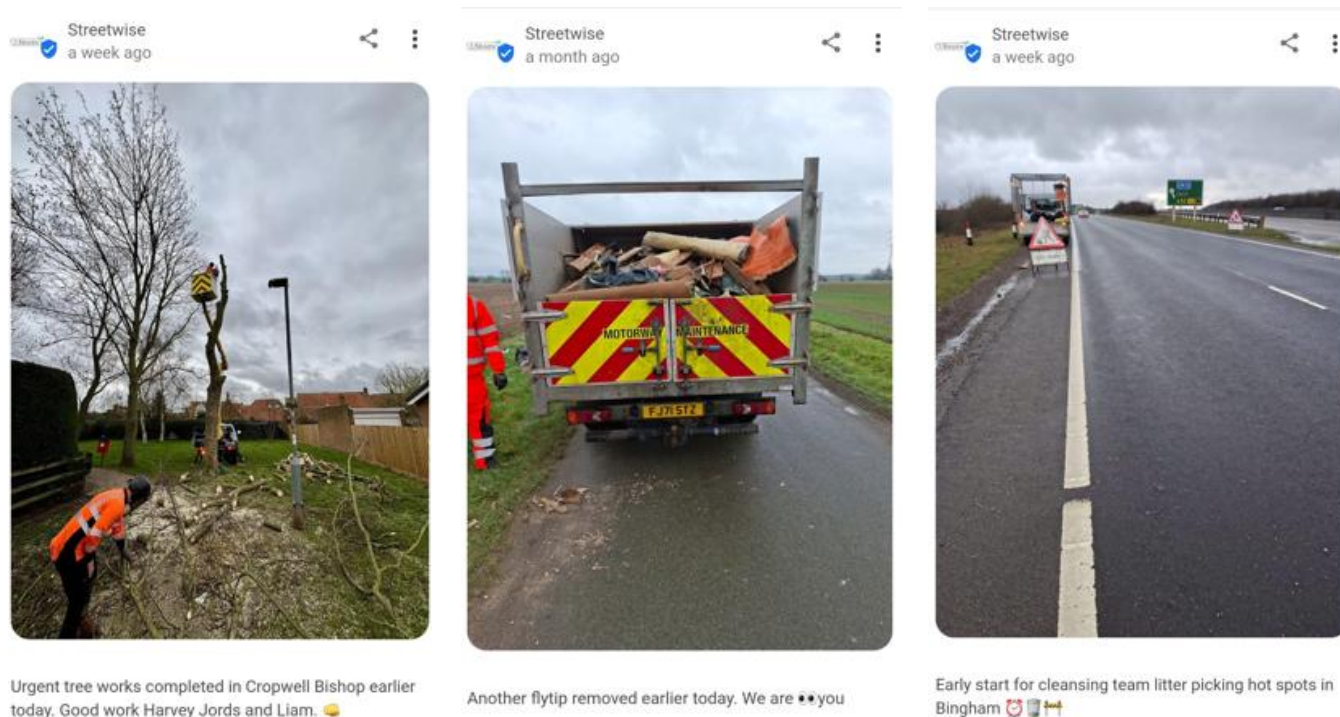
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Raising the profile

Streetwise

4.8 ★★★★★ 72 Google reviews ⓘ

Environmental health service in Bingham, England



- Provide updates on the Streetwise service via website and Google Business page
- Feature weekly in Staff Matters/ Cllr Connections

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Culture Toolkit

- One team approach
- Starts with day one induction
- Buddy system, ongoing training, PDRs
- Toolbox talks, staff newsletters and feedback
- Positive Staff Survey results (November 2025)
- Peer Review feedback (January 2024)

‘The council brought Streetwise in-house, which appears to have been a positive move, enabling a rebalance of the delivery of service outcomes alongside income generation’

100%

of staff would tell people it's a good place to work

95%

of staff have had face to face meetings with line manager in last 3 months

95%

of staff are confident in the management of the service area

85%

of staff believe we manage change effectively

At Streetwise, RBC I have found my home, my family and myself. It's a safe space where I can grow and become my best



Best Council Service Team of the Year



Here's what it meant to the staff at Streetwise! 🎬

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Rushcliffe
Borough Council

Resident Feedback



Janice Towndrow · 9w

Well done Streetwise team x

Reply 1



Cotgrave Community Kitchen · 9w

Massive congratulations from all of us at Cotgrave Community kitchen xx



Michael Russell · 14h

RBC have always worked to high standards...great to be shortlisted 🙌

Reply



Frances Hawley · 9w

Congratulations and fantastic news.

Reply 1



Pete Bagshaw · 9w

Well done all. 🙌



Rob Inglis · 24w

They are an amazing Team, I hope they come away with the title as it will be well earned & deserved. 🙌



Ruth Waterfield · 16h

Definitely deserve it- they are a fantastic bunch!!

Reply 1



Kerry Lee · 24w

They're a great bunch and do a brilliant job 🙌

Reply



Elizabeth Chadwick · 24w

Well done everyone to be shortlisted. Winners already!



Sue Andrew · 16h

Well done everyone. Everytime I ask for your help in the Community Gardens in Abbey Park you are always very helpful. Thank you and I hope you win.

Reply 1



Bill Campbell · 9w

Well done everyone one especially pappa who goes far and beyond 🙌🙌



Brian Kelly · 9w

We are a great team from the cleansing to ground maintenance and tree team the mangment makes the chain working so good I was made redundant after 32 years in construction I started with streetwise 3 years ago and what a great move I did so proud to work there 🙌



Danielle Scott · 6w · by author

Well done guys 🙌



Rebecca Daniels · 24w

Well done an incredible team well deserved

Reply 1



Katie Brennan · 24w

Well done this is amazing and deserved 🙌

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Rushcliffe
Borough Council

Thank You



- Luke Colaluca
- Streetwise Manager
- Rushcliffe Borough Council
- icolaluca@rushcliffe.gov.uk

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