

Report to: Community Protection Panel
Environment Panel

Date: 10th November 2008
19th November 2008

Subject: Managing NI 195 (Cleansing) Performance

Report of: Executive Director – Environmental Services

Contact officer: Sally Wolstencroft Ext 5102

Purpose / summary: The purpose of this report is to inform Panel members about the framework that will be used to measure performance in relation to National Indicator 195 – cleanliness.

Alternative options considered and reason for selecting the one recommended: Using the standard NI195 website as a performance framework is an option however the methodology proposed in this report is more comprehensive and better meets our needs

Recommendation / decision: Members are asked to note the content of this report and support its proposals

The decision will be made as a result of this report and will be published within 48 hours

Risks / Implications:

Financial:	Within current budget
Staffing:	None
Policy:	None
Equal Opportunities - Has a Diversity Impact Assessment been conducted?	A diversity impact assessment is not necessary at this stage, however, equality and diversity implications have been considered when producing this report.
Wards affected:	All

Property Implications – Does the proposal involve a reduction, addition or change to the Council’s asset base or its occupation?

No

If yes, have the property implications been agreed with the Corporate Property Officer?

Does this proposal have significant implications for the Council and the local population?

A diversity impact assessment is not necessary at this stage, however, equality and diversity implications have been considered when producing this report.

Does this proposal involve a new policy or procedure or significant changes to an existing policy or procedure?

A diversity impact assessment is not necessary at this stage, however, equality and diversity implications have been considered when producing this report.

Has the Service Director - Borough Solicitor confirmed that the recommendations within this report are lawful and comply with the Council’s Constitution? **No**

Has the Service Director - Corporate Services confirmed that any expenditure referred to within this report is consistent with the Council’s budget? **No**

Are any of the recommendations within this report contrary to the Policy Framework of the Council? **No**

* delete which applicable

For Cabinet reports only:

Categorisation of the report:	X
Discussion leading to a decision	
Monitoring	
Sharing for corporate understanding	

	X
Discussion	
Decision	
Information	

Tracking/Process:

	Consultation	Ward Members	Partners
Panel	Overview & Scrutiny	Cabinet	Council
Community Protection 10.11.08 Environment Panel 19.11.08			

There are no Background Papers to this Report within the meaning of Section 100D of the Local Government Act 1972.

Proper Officer M. Kimber

Date 29.10.08

1. Background

1.1 Under the national suite of Best Value Performance Indicators, each local authority is required to survey a range of land types in the public domain. The surveys measure litter, detritus, graffiti and fly-posting. Resulting data, referred to as the 'BVPI 199 cleanliness score', is submitted to the Government.

1.2 National Indicator 195 replaces BVPI 199 for 2008/9. It is a priority indicator for Wigan's Local Area Agreement. Government Office North West (GONW) established Wigan Council's NI 195 target for 2008/9 as follows: -

Litter: 31% Detritus: 32% Graffiti: 8% Fly-posting: 3%

The above figures represent the percentage of areas surveyed that fall below a satisfactory standard. Therefore, a performance figure less than the target is better – or cleaner - than a score that is higher than the target.

1.3 NI 195 performance scores are published nationally, and like the old BVPI 199 indicator, are based on self-assessment rather than an independent survey. The lack of independence has always cast doubt on the authenticity of figures.

1.4 A more accurate yardstick for councils is the Local Environmental Quality Survey of England (LEQSE). The Government has, since 2001 commissioned ENCAMS the Wigan-based organisation that runs the Keep Britain Tidy campaign, to undertake an annual survey. It provides independent performance information about the state of the environment at a national and regional, but not local authority, level.

1.5 However in 2006, Defra embarked on a two year programme to measure cleanliness in every local authority area in England. ENCAMS was commissioned to replicate the national methodology and undertake individual authority surveys. The process produced an independent, definitive cleanliness score for each Council.

1.6 The results of the Wigan borough survey, undertaken in 2006/7, were slightly worse than our own BVPI 199 submissions indicated. 66% of areas surveyed were classified as 'unacceptable' or 'poor' in terms of overall cleanliness.

1.7 The score confirms Wigan's general performance is in line with the national trend of year-on-year improvement. However our rate of progress has been slower. GONW have used 06/07 national averages against the individual authority survey figures as a broad indication of current standing.

	Wigan	National
Good	23%	26%
Satisfactory	13%	21%
Unsatisfactory	44%	47%
Poor	20%	5%

- 1.8 Environmental Services had identified many of the environmental quality problems highlighted in Wigan's LEQSE report and an internal restructure to introduce area-based Neighbourhood Teams and PACT community engagement was in progress when the results were published.
- 1.9 Appendix A compares Wigan borough's cleanliness at the time of the independent LEQSE in 2006/7 using a simple Red Amber Green matrix, against the findings of the summer 2008 ENCAMS survey. The matrix identifies the positive direction of travel that has been achieved since the introduction of Neighbourhood Teams in the Twin-Township areas.
- 1.10 We have subsequently worked with ENCAMS to identify further areas where service needed strengthening. A bespoke support package included independent observations of our cleansing regime and development of an environmental campaigning toolbox.
- 1.11 In summer 2008 the council purchased the LEQSE methodology and commissioned ENCAMS to undertake a detailed, 1500 transect borough survey. This is complete and has established a statistically viable cleanliness baseline for every ward. The process has also trained Neighbourhood Officers to undertake future NI 195 surveys to national accredited standards.

2. Proposals:

- 2.1 The LEQSE methodology has now been adopted and it is proposed that Panel Members have opportunity to view the presentation and understand the methodology. In the near future, information will be circulated to all Members.
- 2.2 Using the standard NI195 website to submit performance returns has been discounted. The enhanced performance data provided by the LEQSE methodology better meets our needs.
- 2.3 The standard NI 195 model only requires information to be returned on 15 wards each year. We believe it is important from to provide new data for every ward annually and have the option to undertake further surveys across the borough using the same methodology.

3. Conclusions:

- 3.1 Although the LEQSE methodology does not itself generate improvements, it enables service managers to analyse performance and achieve efficiencies.
- 3.2 The data presents a statement of environmental cleanliness at ward level that will be refreshed annually. Used alongside PACT, it provides detailed and understandable information to support the scrutiny process.
- 3.3 Resulting data-sets provide information relating to performance targets and wider departmental goals and indicators; i.e. NI 17 - perception of anti-social behaviour and NI 21 - dealing with local concerns about anti-social behaviour and crime by the local council and police by identifying the types, locations and probable causes of contamination.

- 3.4 Although Wigan Council is only required to survey 15 wards annually to fulfil our NI 195 requirements, we recognise the importance of providing regular refreshed performance data and each ward will be surveyed annually.
- 3.5 Finally, Appendix B represents Wigan Council's NI195 submissions for Tranche 1: April – July 08. In this first of three sets of returns for 2008/9, we can see that performance has been better than target against each sub-category of NI 195.

Matrix Report - Extended LEQSE 2006/07 - Wigan Council

	All Areas	Primary Retail/Commercial	Secondary Retail/Commercial	Transport Infrastructure	High Density Housing	Low Density Social Housing	Low Density Private Housing	Industry/Warehousing/Retail Spreads	Main Roads	Rural Roads	Other Highways	Public Open Spaces	Watersides
Cleansing Standards													
Litter	Red	Yellow	Red	Yellow	Red	Yellow	Red	Yellow	Red	Yellow	Red	Yellow	Red
Detritus	Red	Yellow	Red	Yellow	Red	Yellow	Red	Yellow	Red	Yellow	Red	Yellow	Red
Leaf Fall	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Cleansing Related													
Weed Growth	Yellow	Green	Green	Green	Yellow	Yellow	Yellow	Yellow	Yellow	Red	Green	Yellow	Yellow
Staining	Red	Red	Red	Yellow	Red	Yellow	Yellow	Yellow	Yellow	Yellow	Red	Yellow	Yellow
Flytipping	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Waste Placed Out	Green	Yellow	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Flyposting	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Graffiti	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Highway Infrastructure													
Paved Areas Obstruction	Yellow	Yellow	Yellow	Red	Green	Green	Green	Green	Green	Green	Green	Green	Red
Paved Obstruction No Upstand	Red	Green	Green	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red
Channel Obstruction	Yellow	Red	Green	Red	Yellow	Green	Yellow	Red	Green	Green	Green	Green	Green
Paved Areas Condition	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
Channel Condition	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
Carriageway Condition	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
Road Marking Condition	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
Vehicle Flows	Yellow	Green	Red	Red	Yellow	Green	Yellow	Red	Red	Green	Green	Green	Green
Pedestrian Flows	Green	Red	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Street Furniture													
Posts & Poles	Yellow	Green	Yellow	Green	Green	Yellow	Yellow	Yellow	Yellow	Green	Yellow	Yellow	Yellow
Public Signs	Yellow	Green	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
Other Street Furniture	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
Buildings & Boundary Structures	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
Litter Bins													
Cleanliness	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
Condition	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
Degree of Fill	Green	Green	Green	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
Bus Stops Etc.													
Litter	Yellow	Yellow	Yellow	Red	Red	Yellow	Yellow	Red	Yellow	Yellow	Yellow	Yellow	Yellow
Condition	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
Staining	Red	Yellow	Red	Red	Yellow	Yellow	Yellow	Red	Green	Yellow	Yellow	Yellow	Yellow
Flyposting	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Graffiti	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Landscaping													
Litter	Red	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Red	Red	Red	Red	Yellow	Red
Maintenance	Yellow	Yellow	Red	Red	Yellow	Yellow	Yellow	Red	Yellow	Yellow	Red	Yellow	Red



Footnote: Please see section 1.1.7 in relation to interpreting data at a land use level.

Matrix Report - Wigan Metropolitan Borough - Wigan All Data T1

This chart is based on 0 transects.

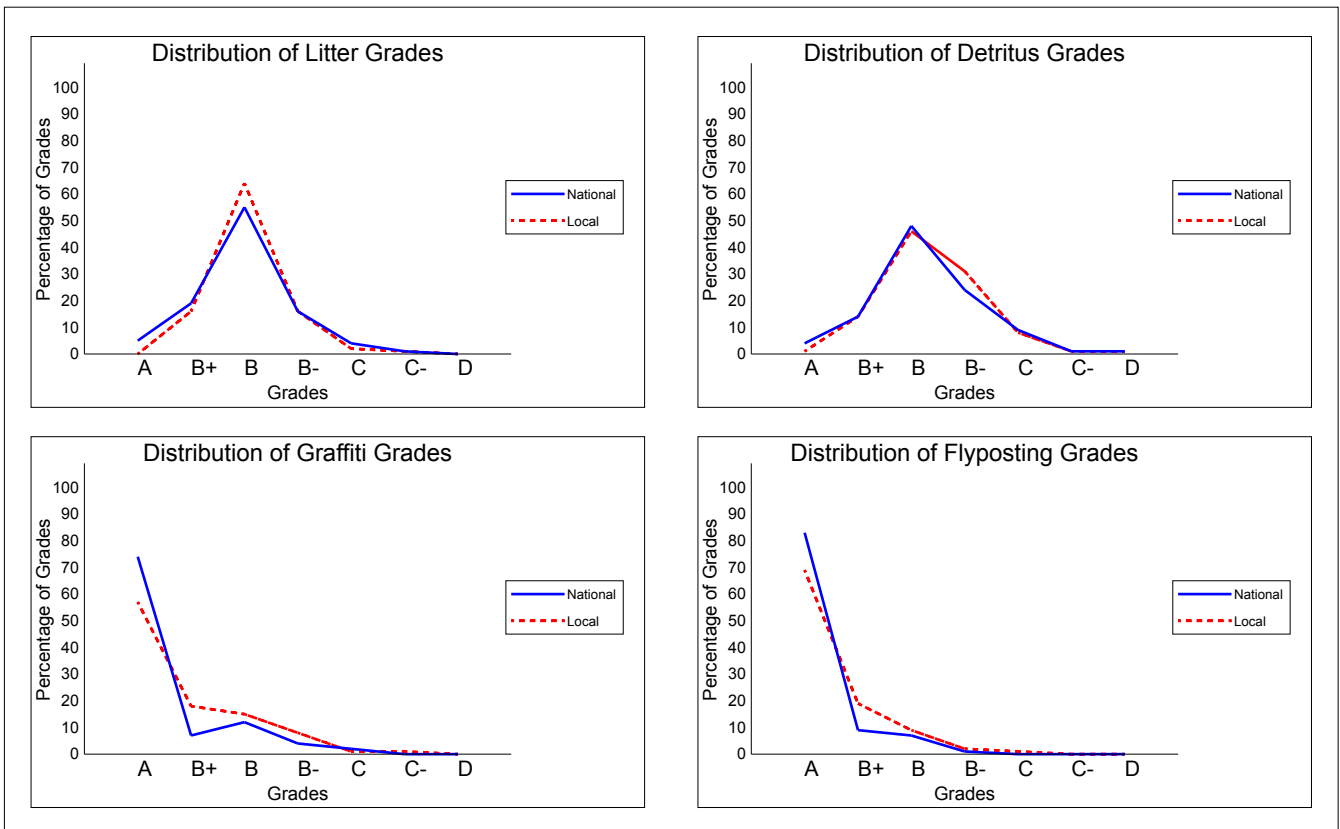
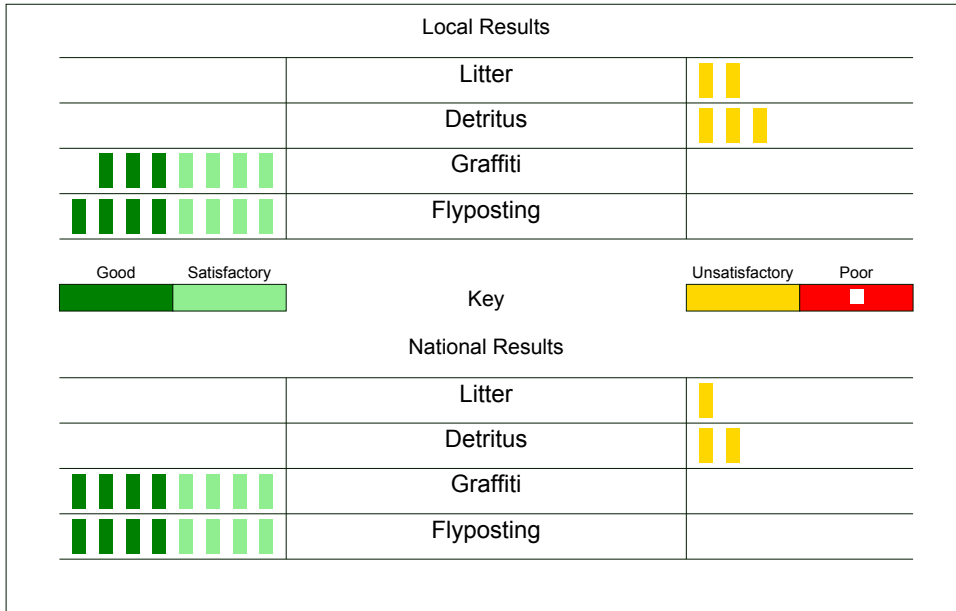
	All Areas	Main Retail and Commercial	Other Retail and Commercial	Township Infrastructure	High Obstruction Housing	Medium Obstruction Housing	Low Obstruction Housing	Industry and Warehousing	Main Roads	Road Roads	Other Highways	Public Open Spaces	Parks/Green
Cleansing Standards													
Litter	Yellow	Yellow	Yellow	Green	Green	Green	Green	Yellow	Green	Yellow	Green	Green	Green
Debris	Yellow	Yellow	Yellow	Green	Green	Green	Green	Yellow	Green	Yellow	Green	Green	Green
Leaf Fall	Green	Green	Green	Green	Green	Green	Green	Green	Green	Red	Green	Green	Red
Cleansing Related													
Weed Growth	Green	Green	Yellow	Green	Yellow	Green	Green	Green	Yellow	Green	Green	Green	Green
Staining	Green	Yellow	Green	Green	Yellow	Green	Green	Green	Green	Green	Green	Green	Green
Flipping	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Waste Placed Out	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Pipe/ing	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
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Highway Infrastructure													
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Paved Obstruction No Upstand	Red	Green	Green	Red	Yellow	Red	Red	Red	Red	Red	Red	Red	Red
Channel Obstruction	Green	Green	Green	Red	Green	Green	Green	Green	Green	Green	Green	Green	Green
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Channel Condition	Yellow	Yellow	Yellow	Red	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
Carriageway Condition	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
Road Marking Condition	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
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Pedestrian Flows	Green	Yellow	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Street Furniture													
Posts & Poles	Green	Yellow	Yellow	Green	Green	Green	Green	Green	Green	Yellow	Green	Green	Green
Public Signs	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Other Street Furniture	Green	Yellow	Yellow	Green	Green	Green	Green	Green	Green	Red	Yellow	Yellow	Yellow
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Litter Bins													
Cleanliness	Yellow	Yellow	Yellow	Red	Green	Green	Green	Green	Green	Green	Green	Green	Green
Condition	Yellow	Yellow	Yellow	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Degree of Fill	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Bus Stops Etc.													
Litter	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Condition	Yellow	Yellow	Yellow	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Staining	Yellow	Red	Yellow	Green	Yellow	Green	Green	Green	Green	Green	Green	Green	Green
Pipe/ing	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Graffiti	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Landscaping													
Litter	Green	Yellow	Yellow	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Maintenance	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow



Footnote: Please see section 1.1.7 in relation to interpreting data at a land use level.

NI 195 Results

Land Use	Litter	Detritus	Combined	Graffiti	Flyposting
All Areas	12%	25%	18%	6%	2%
Main Retail and Commercial	0%	2%	1%	8%	12%
Other Retail and Commercial	23%	25%	24%	8%	0%
Higher Obstruction Housing	7%	25%	16%	0%	3%
Medium Obstruction Housing	3%	27%	15%	0%	0%
Low Obstruction Housing	2%	10%	6%	0%	0%
Industry and Warehousing	30%	32%	31%	3%	0%
Main Roads	8%	32%	20%	2%	0%
Rural Roads	2%	33%	18%	3%	0%
Other Highways	38%	45%	41%	23%	0%
Recreation	2%	15%	6%	12%	0%



Audit Information

Transect Numbers	300	Tranche 1 Dates	1-Apr-2008
		Tranche 2 Dates	
		Tranche 3 Dates	