

Item: 4

Development and Infrastructure Committee: 30 March 2021.

Local Government Benchmarking Framework.

Report by Executive Director of Development and Infrastructure.

1. Purpose of Report

To scrutinise service performance against relevant indicators within the Local Government Benchmarking Framework for 2019/20, which fall under the remit of the Development and Infrastructure Service.

2. Recommendations

The Committee is invited to scrutinise:

2.1.

The performance of the Development and Infrastructure Service against the Local Government Benchmarking Framework Indicators for 2019/20, attached as Appendix 1 to this report.

3. Background

3.1.

The Council has been reporting performance information in accordance with the requirements of the Local Government Benchmarking Framework (LGBF) since 2010/11. This is a statutory function of Scottish local government.

3.2.

The Improvement Service – the national improvement service for local government in Scotland – co-ordinates and facilitates the LGBF process. Some indicators are reported directly to the Improvement Service, with data for other indicators being gathered by the Improvement Service from various sources, to which all local authorities make annual returns.

3.3.

LGBF data is published annually by the Improvement Service in its National Benchmarking Overview Report, although it is almost one year out-of-date at the time of publication. The 2019/20 report was published on 26 February 2021.

4. Response to the Best Value Assurance Report 2017

4.1.

Although the Council has reported its performance in accordance with the LGBF requirements for several years, primarily through its Annual Performance Report, on 17 April 2018, the Policy and Resources Committee recommended that, from 2019, this information would also be reported to Service Committees for scrutiny.

4.2.

This commitment is part of the Council's response to recommendations in the Best Value Assurance Report, which was published in December 2017. This has subsequently been incorporated into the Council Delivery Plan 2018 to 2023.

5. Performance

5.1.

Appendix 1 sets out the performance against the Local Government Benchmarking indicators in 2019/20 which fall under the remit of the Development and Infrastructure Service. This includes comparisons with previous years' performance, the Scottish average and other local authorities in Orkney's benchmarking 'family groups'. There is also an analysis of performance and comment on any future action for each indicator.

5.2.

For Economic Development and Environmental Services similar councils are grouped by their population density. For these indicators Orkney's family group includes:

- Western Isles Council.
- Argyll and Bute Council.
- Shetland Islands Council.
- Highland Council.
- Scottish Borders Council.
- Dumfries and Galloway Council.
- Aberdeenshire Council.

5.3.

It should be noted that the monitoring periods for some of the indicators may differ. For example, most are for 2019/20, but some may be for 2017 to 2020 or 2016 to 2020. This is because all the indicators are calculated from national figures and are generated by different organisations for different purposes.

6. COVID-19

6.1.

It should be noted that the LGBF reporting period for the year ended 31 March 2020 largely predates the impact of the COVID-19 pandemic. However, the pandemic has had a significant impact on services provided by the Council throughout 2020/21. This meant that the Council's performance against the 2018/19 LGBF indicators was not presented to Committee, although a briefing was issued to Elected Members.

6.2.

The continuity provided by the LGBF will be invaluable in understanding the long-term impact of COVID-19 on communities and on Council services in future years. It will provide vital intelligence to assist the sector in learning lessons from its response, as well as contributing to strengthening and redesigning services around future policy priorities to support recovery and renewal.

7. Corporate Governance

This report relates to the Council complying with governance and scrutiny and therefore does not directly support and contribute to improved outcomes for communities as outlined in the Council Plan and the Local Outcomes Improvement Plan.

8. Financial Implications

All 32 Scottish Councils pay an annual rate to the Improvement Service for participation in the LGBF. For this, the Improvement Service provides Councils with data services and co-ordination of family group activity. The fee for 2019/20 was £2,516.

9. Legal Aspects

Under section 1(1)(a) of the Local Government Act 1992 and in accordance with section 13 of the Local Government in Scotland Act 2003, the Council has been directed by the Accounts Commission to report on information drawn from the Local Government Benchmark Framework.

10. Contact Officers

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11. Appendix

Appendix 1: Performance of the Development and Infrastructure Service against the LGBF indicators in 2019/20.

Local Government Benchmarking Framework Indicators 2019 to 2020


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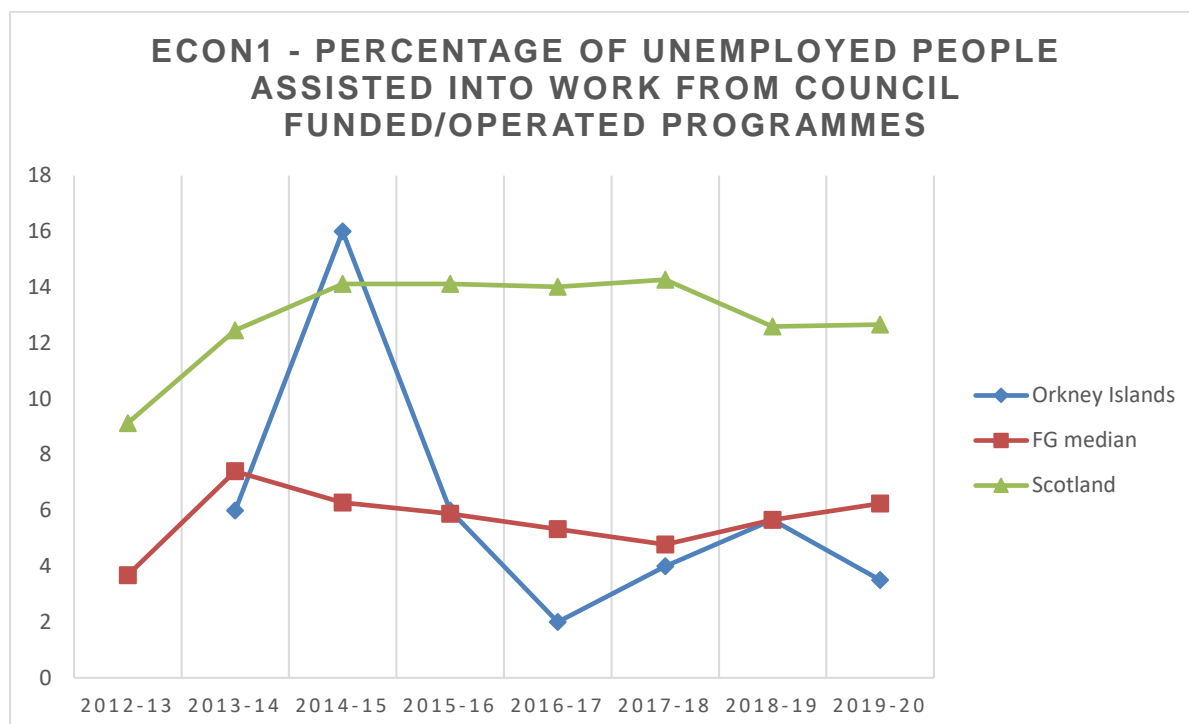
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ECONOMIC DEVELOPMENT

Percentage of unemployed people assisted into work from Council operated/funded employability programmes

In 2019/20, 3.50% of unemployed people were assisted into work from Council operated/funded employability programmes, which is less than the 2018/19 figure of 5.67%, and the 2019/20 Scottish average of 12.66%.

Rank out of 32 Scottish Councils		
2018/19	25	
2019/20	30	



Performance Analysis

Orkney saw a decrease in the number of people supported into work from Council funded / operated employability programmes during 2019/20, following two years of increases. We are now slightly lower than other councils in our family group, although still significantly below the Scottish average. This is due in part to Orkney's low unemployment rates, prior to COVID-19, and also the availability of national employability scheme places allocated to Orkney during this time.


Future Action

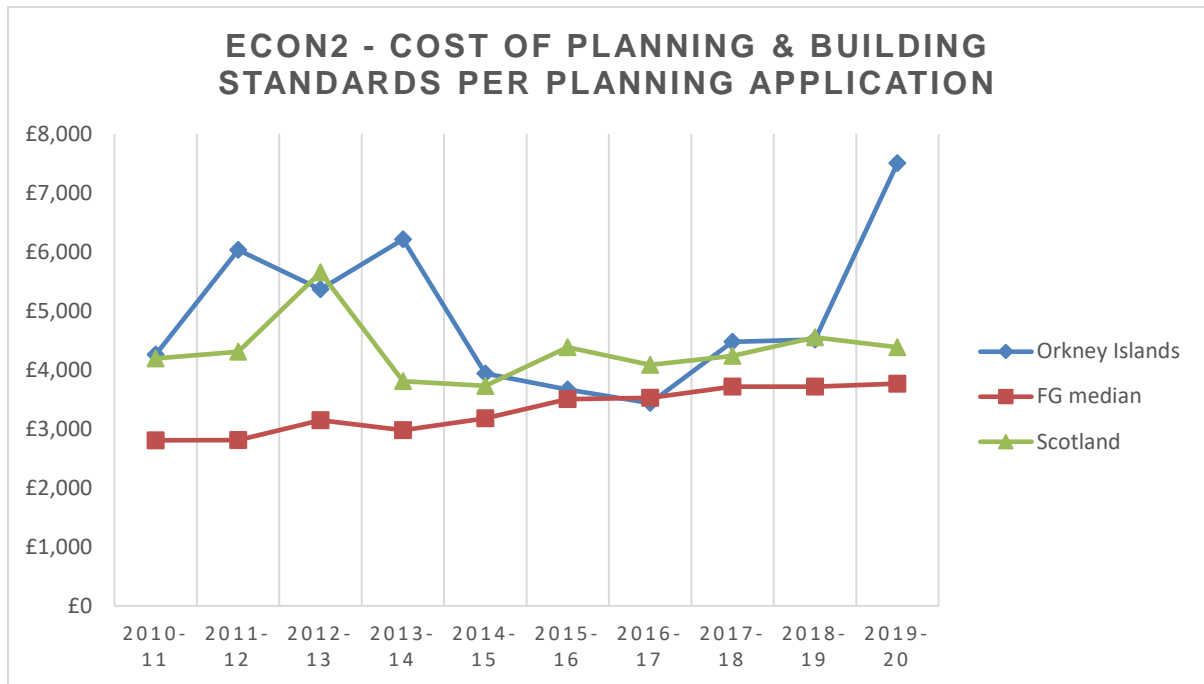
The creation of the Scottish Government No-One Left Behind approach, incorporates various funds with which local authorities previously had no direct involvement. No-One Left Behind will be administered by local authorities and will increase over the coming years. From 2020 the Community Learning and Development Team, within Education, Leisure and Housing, have taken on responsibility for employability support including the No-One Left Behind agenda. We will likely see an increase in the number of people supported by Council funded

/ operated employability programmes as No-One Left Behind is rolled out. Employment has also been identified as a core area of interest for the COVID Economic Recovery Steering Group.

Cost of planning and building standards per planning application

In 2019/20, the cost per planning application in Orkney was £7,502, which is more than the 2018/19 figure of £4,517, and the 2019/20 Scottish average of £4,385.

Rank out of 32 Scottish Councils		
2018/19	17	
2019/20	32	



Performance Analysis


Unfortunately, the published figure for 2019/20 is not accurate. This is because the costs of the North Isles Landscape Partnership project have been wrongly allocated to the Planning Service in the budget analysis process. This explains the dramatic increase in the figure but means that a direct comparison with the previous year’s figure is not possible.

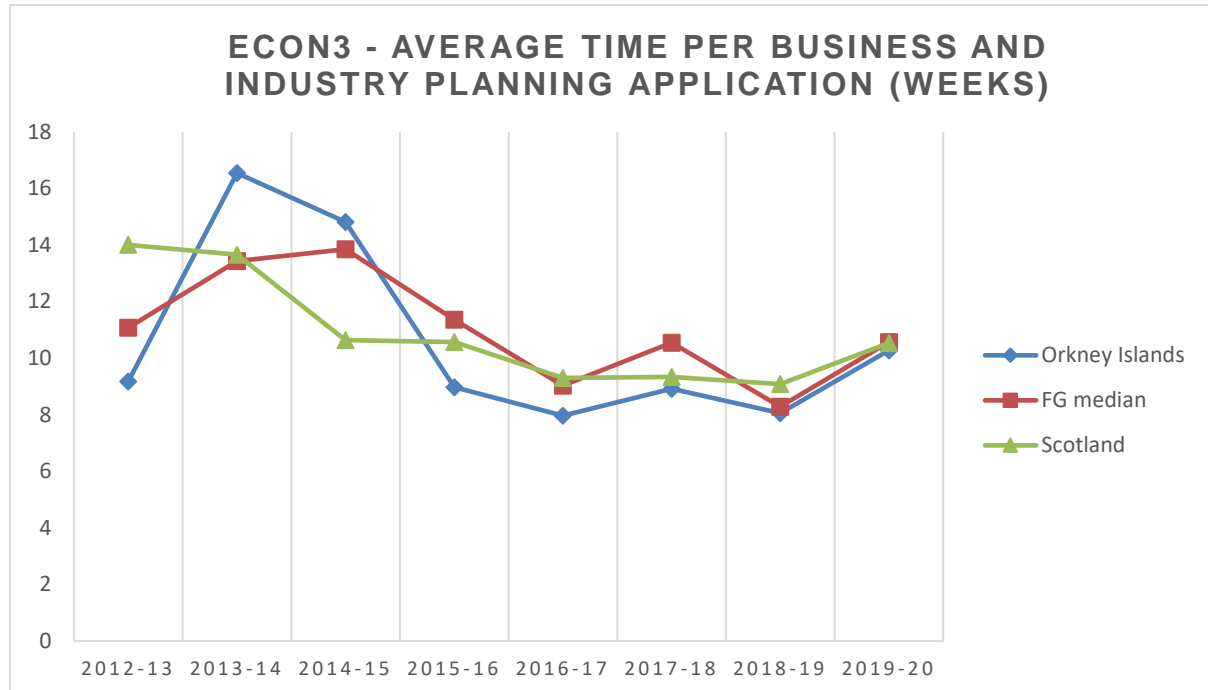
Future Action

Ensure that in the 2020/21 Local Finance Return expenditure on the North Isles Landscape Partnership is allocated to Economic Development rather than Planning.

Average time per business and industry planning application (weeks)

In 2019/20, the average time per business and industry planning application in Orkney was 10.27 weeks, which is more than the 2018/19 figure of 8.06 weeks, and about the same as the 2019/20 Scottish average of 10.54 weeks.

Rank out of 32 Scottish Councils		
2018/19	12	
2019/20	20	



Performance Analysis


Given the relatively small number of applications submitted in Orkney, a small number of individual complex applications, which require additional time for determination, can affect the overall average time. Performance remains marginally ahead of the Scottish average. There has been a growth in more complex applications over this period.

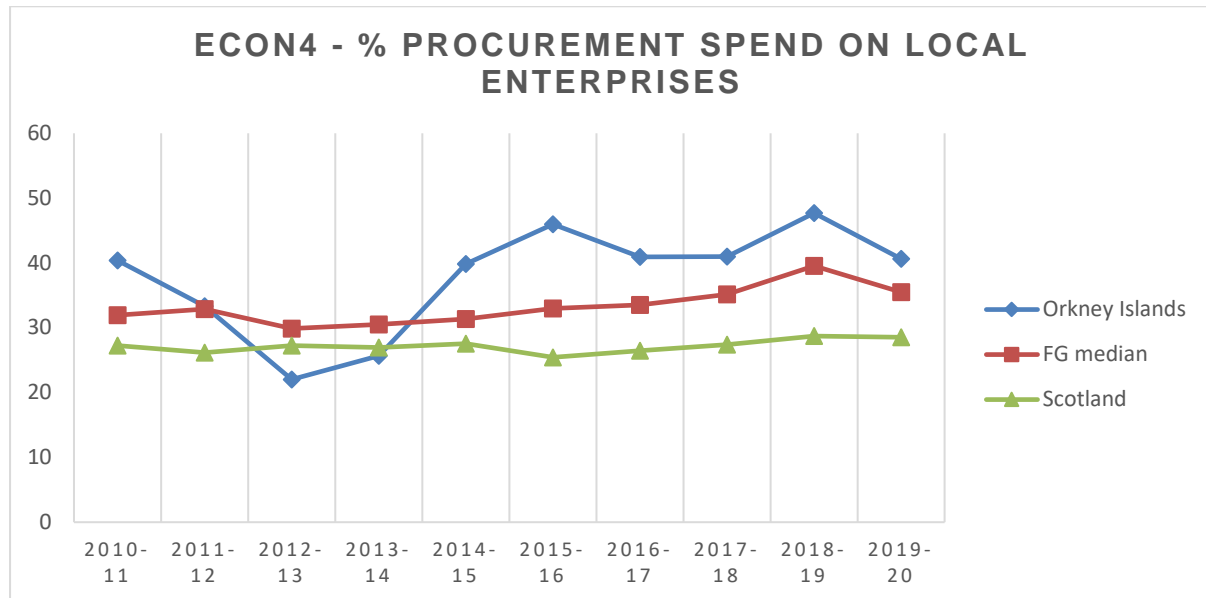
Future Action

We will work towards maintaining performance and continue to provide an efficient a service as possible, noting that there continue to be a number of complex and substantial applications in the system for 2020.

Percentage of procurement spent on local enterprises

In 2019/20, 40.64% of Council procurement was spent on local enterprises, which is not as much as the 2018/19 figure of 47.69%, but more than 2019/20 Scottish average of 28.51%.

Rank out of 32 Scottish Councils		
2018/19	2	
2019/20	3	



Performance Analysis


All Officers in the Council are aware of the need to support local enterprises as far as possible, while working within the legal framework that procurement must comply with. It is notable that, despite this drop, Orkney remains a good deal higher than the Scottish average. As a result, opportunities are taken to encourage the establishment of local frameworks and letting of contracts, where that is appropriate, to encourage local enterprises to bid for Council contracts, as well as encouraging local enterprises to apply for Scotland Excel and other frameworks. An annual Meet the Buyer event is held to publicise the Council's future contracts in partnership with Orkney Business Gateway and the Supplier Development Programme. Our Sustainable Procurement Policy outlines our strategic approach.

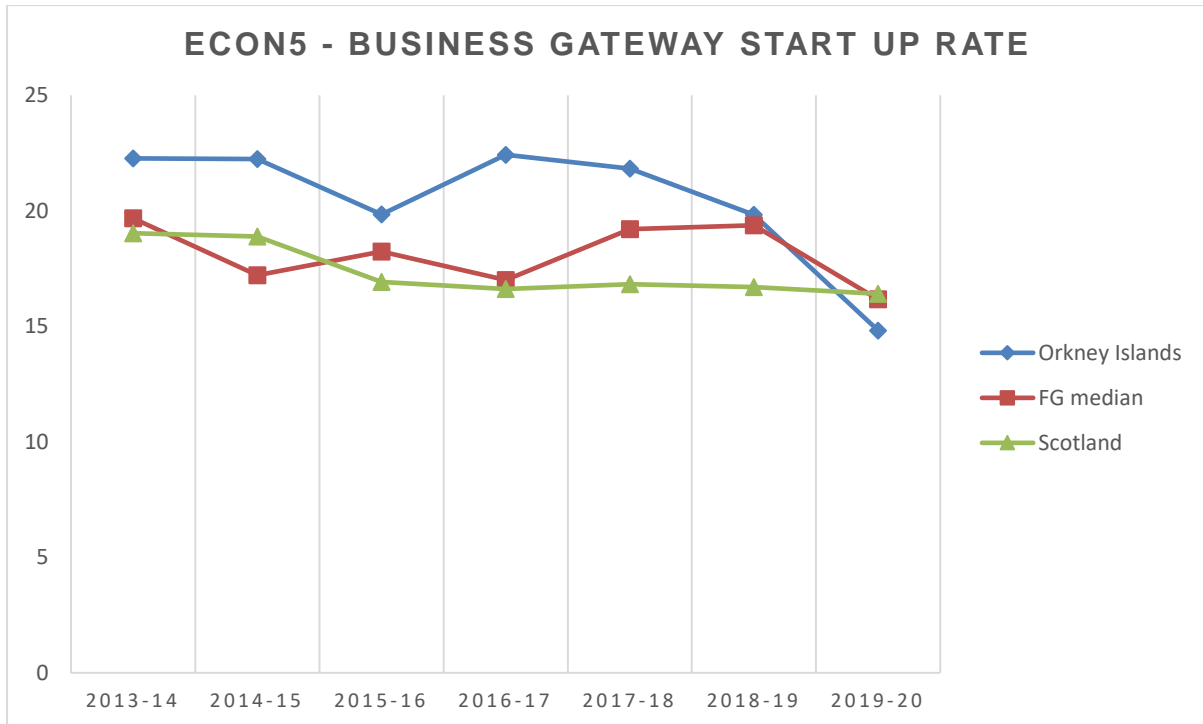
Future Action

Work will continue to seek opportunities to support local enterprises as outlined above. Note the circular economy is also a key part of the COVID-19 Recovery/ ASPIRE programme.

Number of business gateway start-ups per 10,000 population

In 2019/20, the number of business gateway start-ups in Orkney per 10,000 population was 14.82, which is less than the 2018/19 figure of 19.83, and the 2019/20 Scottish average of 16.41.

Rank out of 32 Scottish Councils		
2018/19	12	
2019/20	27	



Performance Analysis

The national figures under-report Business start-ups in Orkney since a large number of new starts are sole traders that are not captured. That said a drop in line with these figures was recorded for 2019/20. Quarter 4 of 2019/20 was low for start-ups in comparison to previous years. This could be a consequence of COVID-19 damaging confidence and instilling a cautious approach.

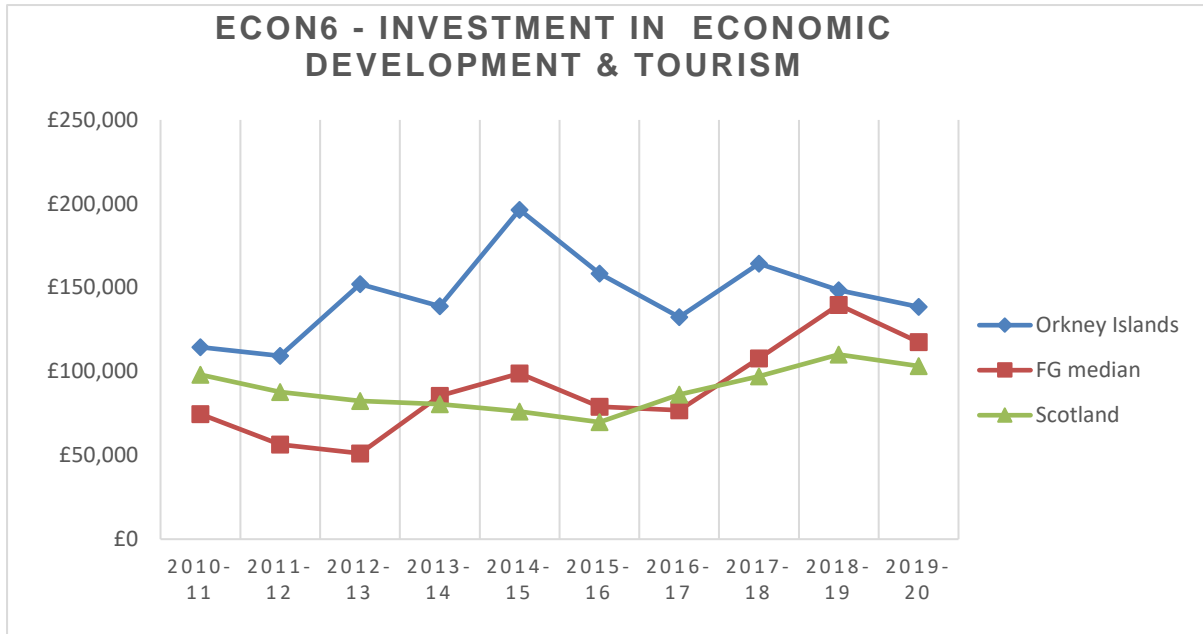
Future Action

2020/21 figures are expected to be dramatically impacted by COVID-19 and focus will be on supporting economic recovery.

Investment in economic development and tourism per 1,000 population

In 2019/20, investment in economic development and tourism per 1,000 population in Orkney was £138,482, which is less than the 2018/19 figure of £148,425, but more than the 2019/20 Scottish average of £103,194.

Rank out of 32 Scottish Councils		
2018/19	26	↔
2019/20	26	



Performance Analysis

Public sector support for investment has remained relatively stable but 2019/20 saw examples of considerable private sector investment which is not captured in this metric.


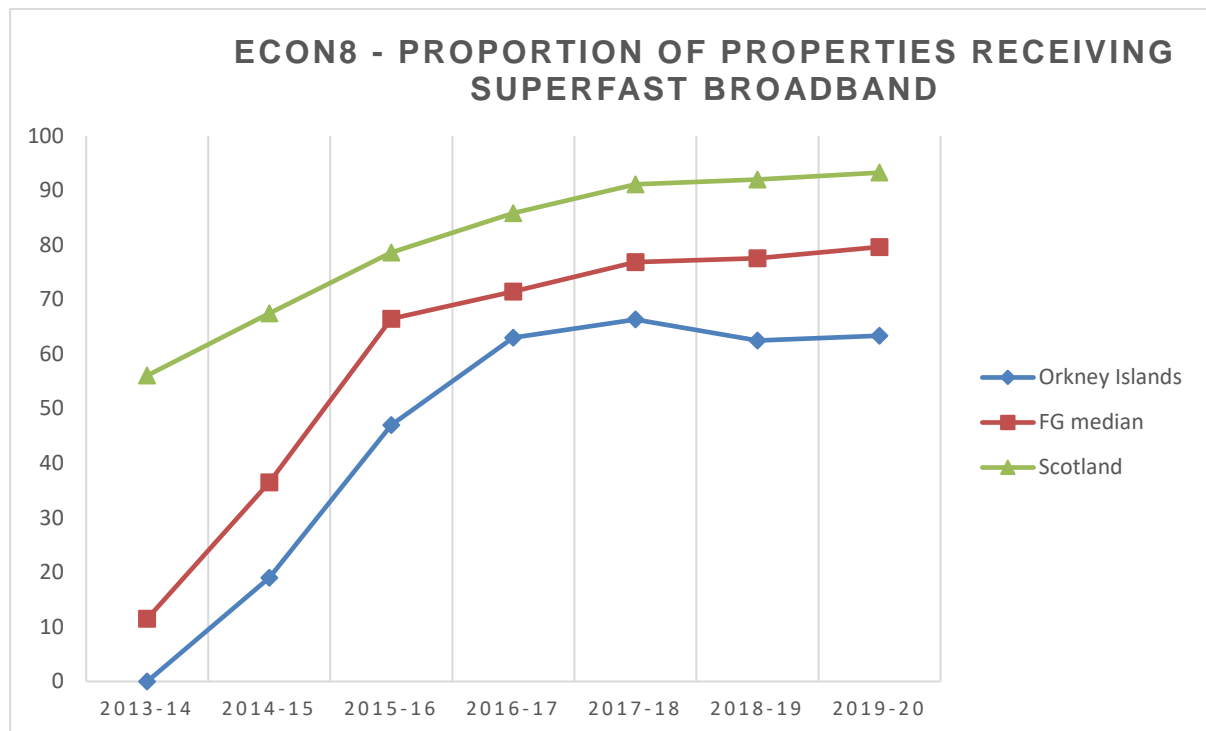
Future Action

2020/21 figures are expected to be dramatically impacted by COVID-19 and focus will be on supporting and investing in recovery subject to budgets. Note the significant effort which has been applied to the COVID-19 response phase with over £13M of support being administered by the team to 8 March 2021.

Proportion of properties receiving superfast broadband

In 2019/20, 63.40% of properties in Orkney were receiving superfast broadband, which is slightly better than the 2018/19 figure of 62.50%, but not as good as the 2019/20 Scottish average of 93.27%.

Rank out of 32 Scottish Councils	
2018/19	32
2019/20	32

Performance Analysis

Orkney remains the poorest Local Authority area in terms of availability of superfast broadband in Scotland.


Future Action

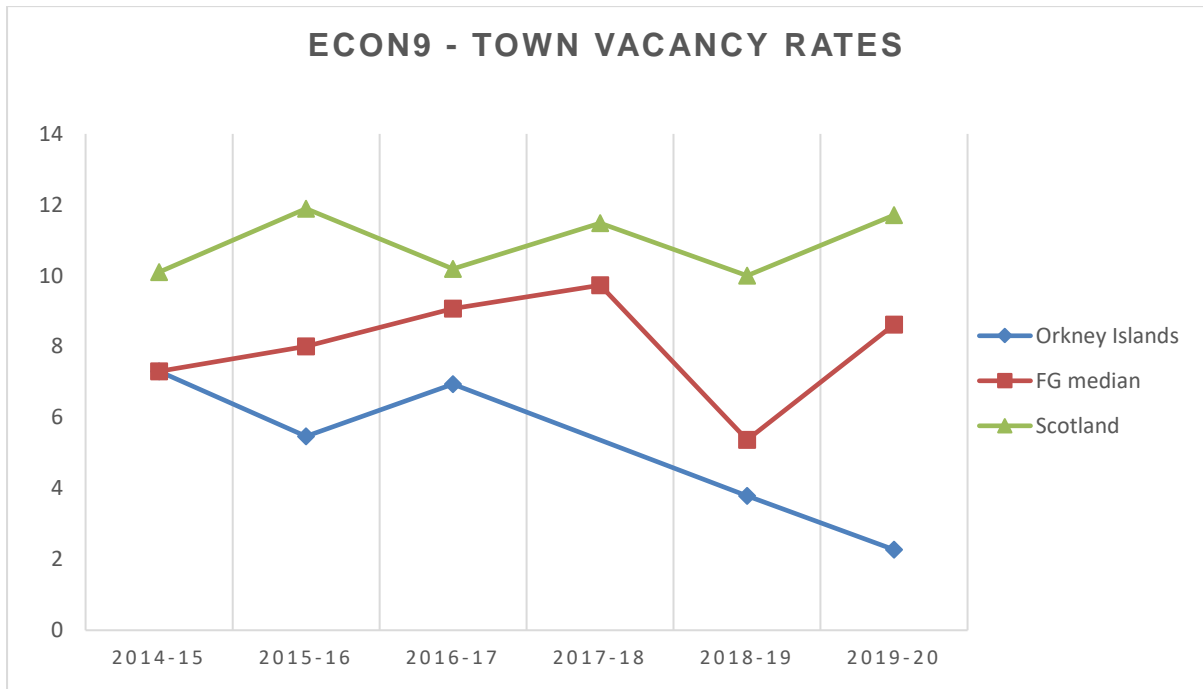
Orkney Islands Council continues to lobby both the UK and Scottish Governments to invest in improved coverage and speeds throughout Orkney. We continue to press for an “outside-in” approach for future Government funded broadband infrastructure programmes. We await details of the Scottish Government’s R100 North lot project for details of investment at a local authority level. The Council is investigating alternative technologies such as fixed wireless infrastructure and respond to relevant consultations from the regulator Ofcom.

Digital Connectivity has also been identified by the COVID Economic Recovery Steering Group as a key priority,

Town vacancy rates

In 2019/20, the town vacancy rate in Orkney was 2.27%, which is better than the 2018/19 figure of 3.79%, and the 2019/20 Scottish average of 11.71%.

Rank out of 32 Scottish Councils		
2018/19	3	
2019/20	1	



Performance Analysis


Orkney and particularly Kirkwall remained fairly vibrant over the reporting period with lower vacancies on the high street from a relatively low level anyway.

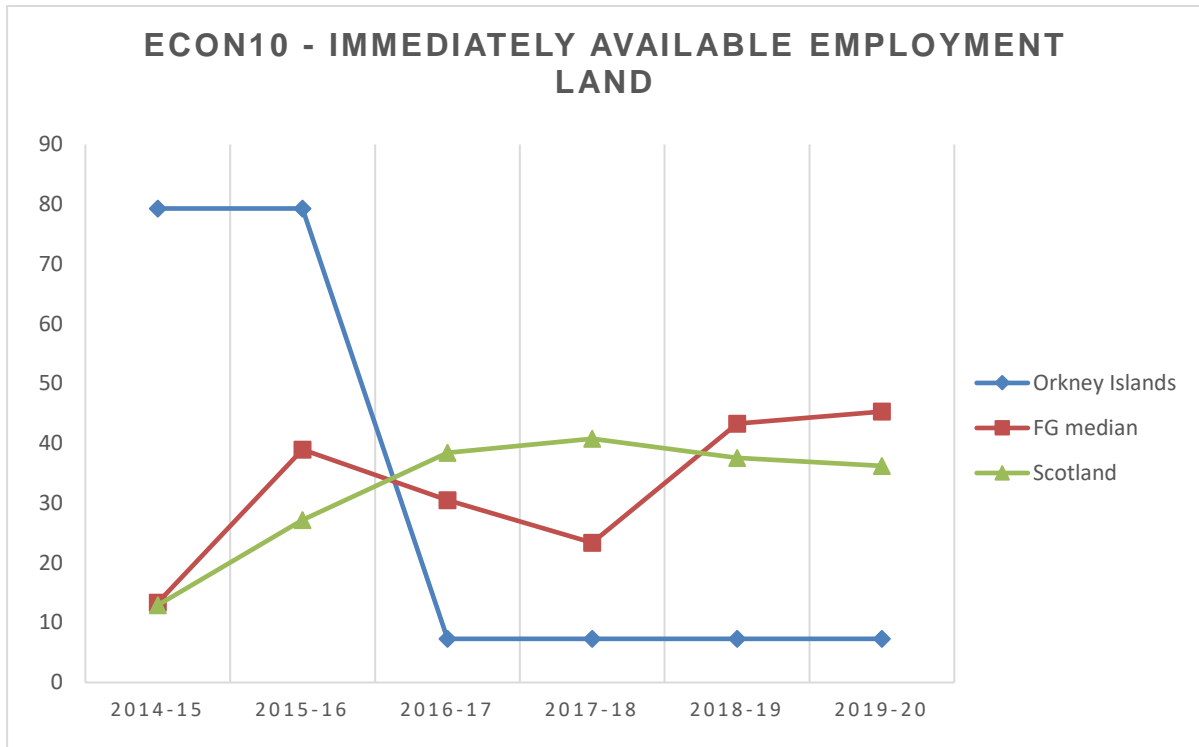
Future Action

With the pandemic impacting severely on retail over 2020 and beyond some significant changes are expected and focus on sustaining the hitherto vibrancy of the town centres will likely require some focussed support to avoid some gaps appearing in the town.

Immediately available employment land as a percentage of total land allocated for employment purposes in the local development plan

In 2019/20, 7.30% of land allocated for employment purposes in the local development plan was immediately available, which is the same as the 2018/19 figure, but less than the 2019/20 Scottish average of 36.23%.

Rank out of 32 Scottish Councils		
2018/19	30	
2019/20	29	



Performance Analysis

Immediately available employment land refers to land that is serviced and marketed as available for development. The low % in Orkney reflects the fact that the public sector is the only provider. It would appear that the figures for 2014/15 and 2015/16 have been incorrectly recorded.


Future Action

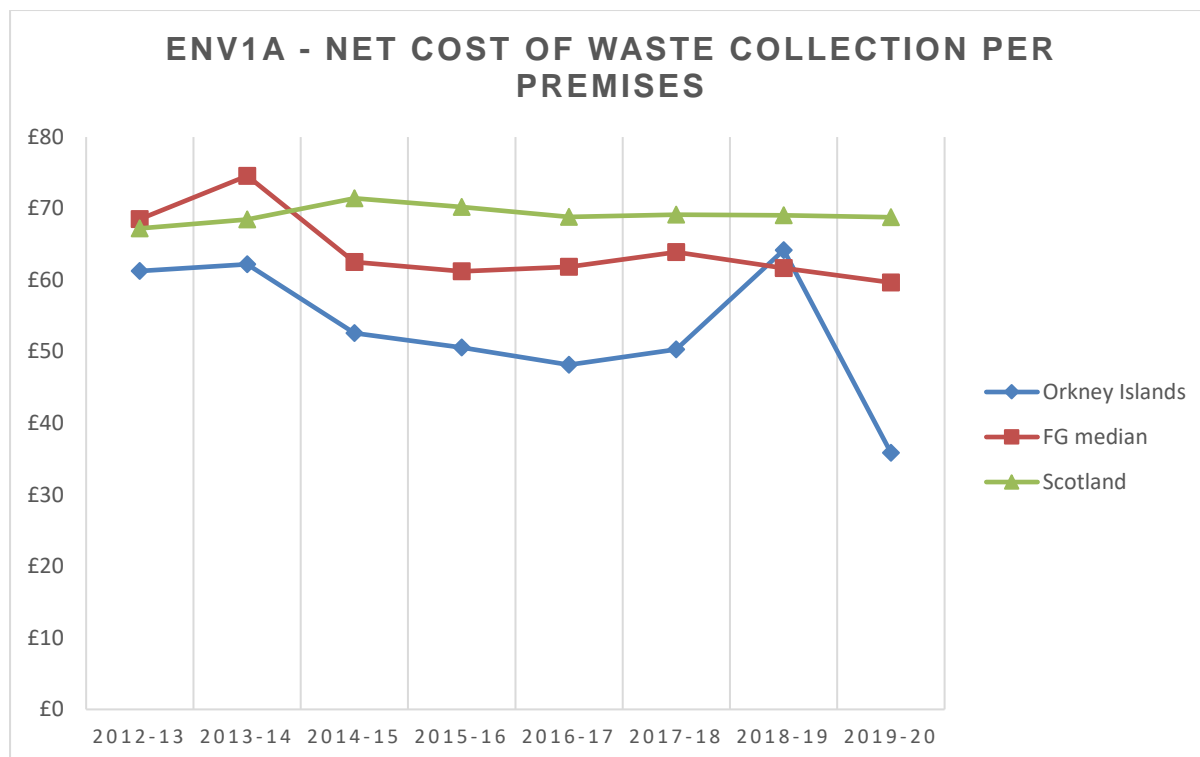
Consideration of future employment land requirements will be undertaken during the next review of the Local Development Plan.

ENVIRONMENTAL SERVICES

Net cost of waste collection per premise

In 2019/20, the net cost of waste collection per premise in Orkney was £35.87, which is less than the 2018/19 figure of £64.20, and the 2019/20 Scottish average of £68.77.

Rank out of 32 Scottish Councils		
2018/19	19	
2019/20	1	



Performance Analysis


There has been a review of the waste and roads budget charge costing arrangements which is intended to ensure a more accurate and targeted application of cost to individual cost codes. This is indicating that the 2018/19 cost charge out to Collection was not as accurate as it should have been, hence the substantial change being recorded to this present year statistic. It is important to note that this indicator measures the cost of collection only, and does not account for other elements of the full cost of waste services, for example the disposal elements. Hence the re-costing process is now establishing a more accurate picture for the individual cost points, and a new baseline for this indicator.

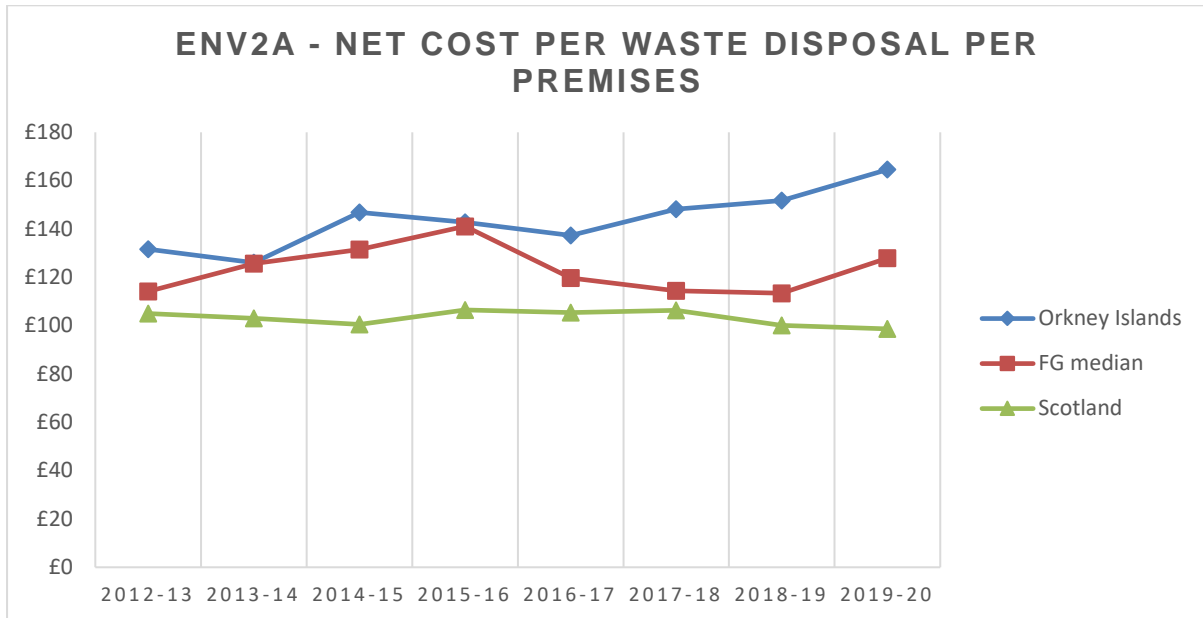
Future Action

Work is ongoing to review Orkney's waste strategy, including analysis of collection methods with a view to identifying the most efficient and effective strategies. Work will also continue on the cost centre re-alignment, noting the new baseline for collections now established.

Net cost of waste disposal per premise

In 2019/20, the net cost of waste disposal per premise in Orkney was £164.56, which more than the 2018/19 figure of £151.73, and the 2019/20 Scottish average of £98.65.

Rank out of 32 Scottish Councils		
2018/19	30	
2019/20	31	



Performance Analysis


Cost of waste disposal in Orkney continues to be higher than the national average due to the remote location and hence significant transport costs associated with disposal.

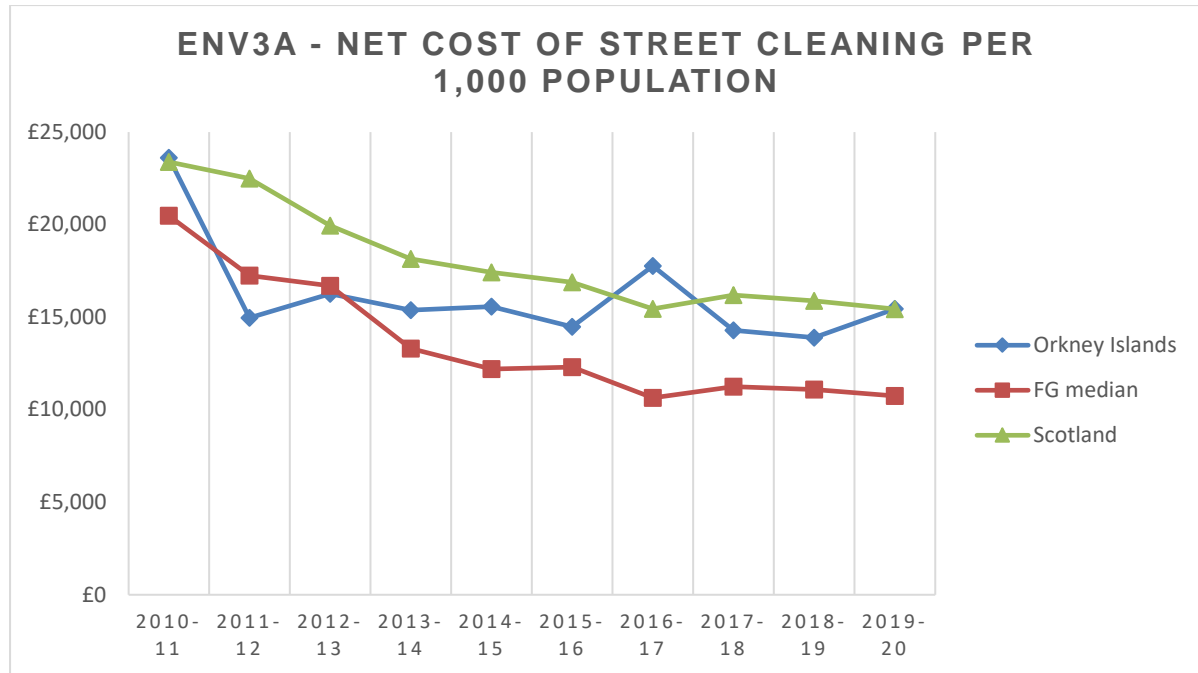
Future Action

The review of Orkney's waste strategy includes investigation of alternative disposal options. However, given Orkney's location and relative distance from disposal facilities, there are no current viable alternatives.

Net cost of street cleaning per 1,000 population

In 2019/20, the net cost of street cleaning per 1,000 population in Orkney was £15,447, which is more than the 2018/19 figure of £13,896, and about the same as the 2019/20 Scottish average of £15,440.

Rank out of 32 Scottish Councils		
2018/19	19	
2019/20	22	



Performance Analysis

Street cleaning processes in Orkney continue to focus on the major population centres of Kirkwall and Stromness with the approach being a mixture of scheduled cleans plus “on-demand” as required. Costs are largely related to operative worked hours and so reflect the resource required to provide this service. Any reduction in cost would require an associated reduction in resource.

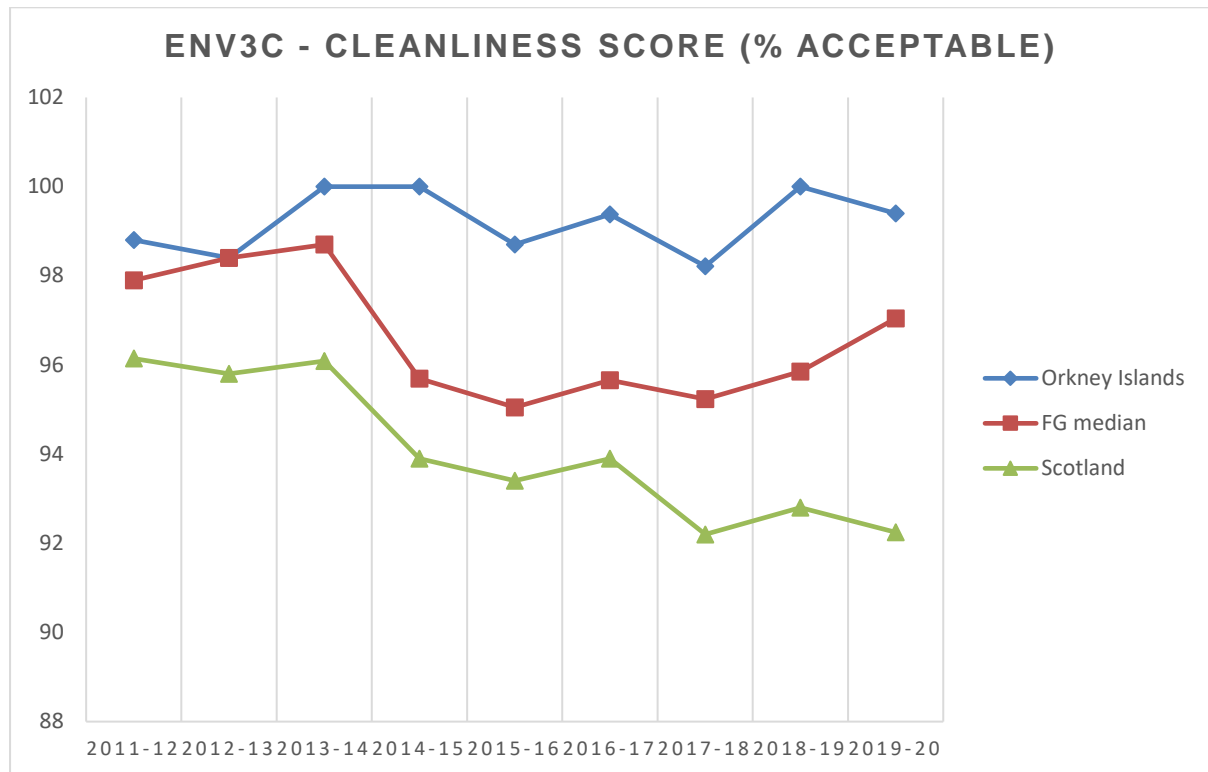
Future Action

The Service continues to monitor and review the costs of street cleaning and to ensure that resources are directed to the most appropriate areas in order to focus on maintaining the appearance and amenity of the most heavily used areas.

Street cleanliness score

In 2019/20, the street cleanliness score in Orkney was 99.40%, which is not quite as good as the 2018/19 figure of 100.00%, but better than the 2019/20 Scottish average of 92.25%.

Rank out of 32 Scottish Councils		
2018/19	1	↔
2019/20	1	



Performance Analysis


Orkney continues to benefit from a relatively low level of littering, resulting in an extremely good performance compared to other Scottish Local Authorities.

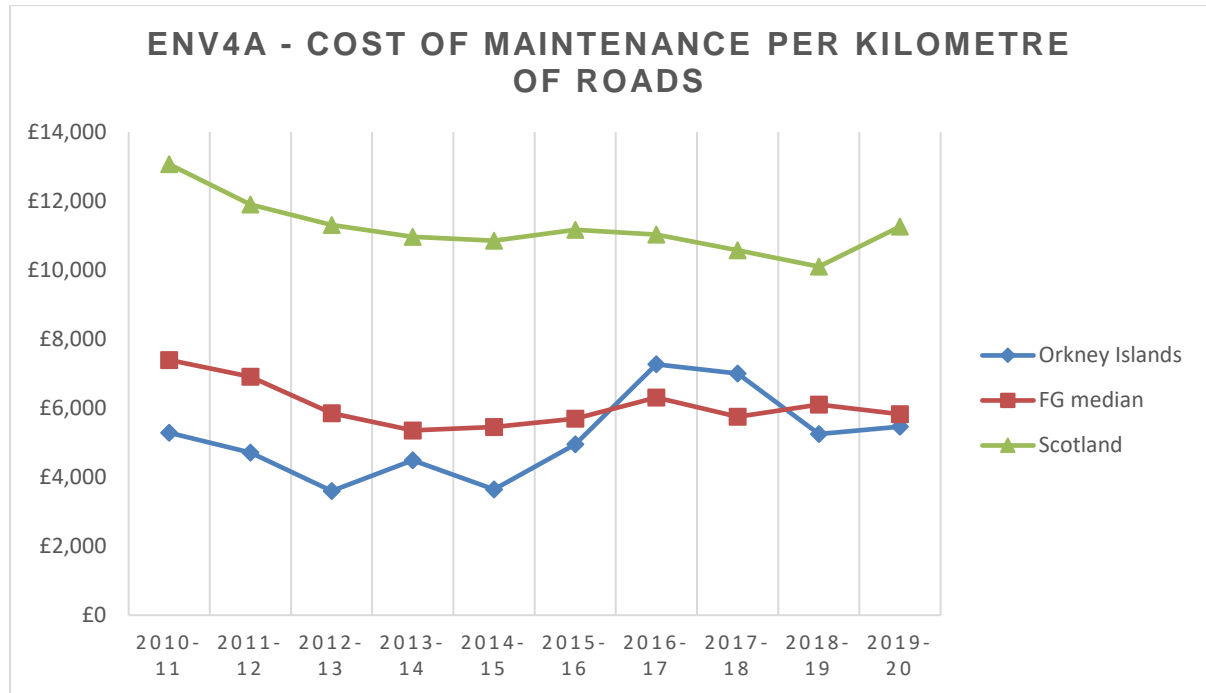
Future Action

The Service continues to work with national agencies and to participate in benchmarking schemes to ensure that current good performance is maintained as far as practicable within resource and budgetary constraints.

Cost of maintenance per kilometre of roads

In 2019/20, the cost of maintenance per kilometre of roads in Orkney was £5,464, which is more than the 2018/19 figure of £5,253, but less than the 2019/20 Scottish average of £11,262.

Rank out of 32 Scottish Councils		
2018/19	3	
2019/20	4	



Performance Analysis

The cost in maintenance remains relatively low compared to the rest of Scotland due in part to the strong roads budgets of our past in creating a very good overall road condition in Orkney. However, this has seen substantial reductions over the last 8 years which is now coming through the system as road conditions have declined.

This increase in cost per km of road network is anticipated as we face increasing numbers of reactive repairs. As budgets are below “steady state” we anticipate long-term degradation and the increased reactive repair costs which are associated.

Not only are reactive repairs costly but they are also time consuming on an already stretched resource. This reduces our ability to undertake other routine tasks such as clearing ditches and offlets.

Future Action


Steady state budgets would be required in order to prevent further deterioration of the road network. The preferential treatment remains to be an effective preventative treatment such as Surface Dressing. Given current budgetary levels there are no other treatments which allow us to treat such large quantities of our network on an annual basis.

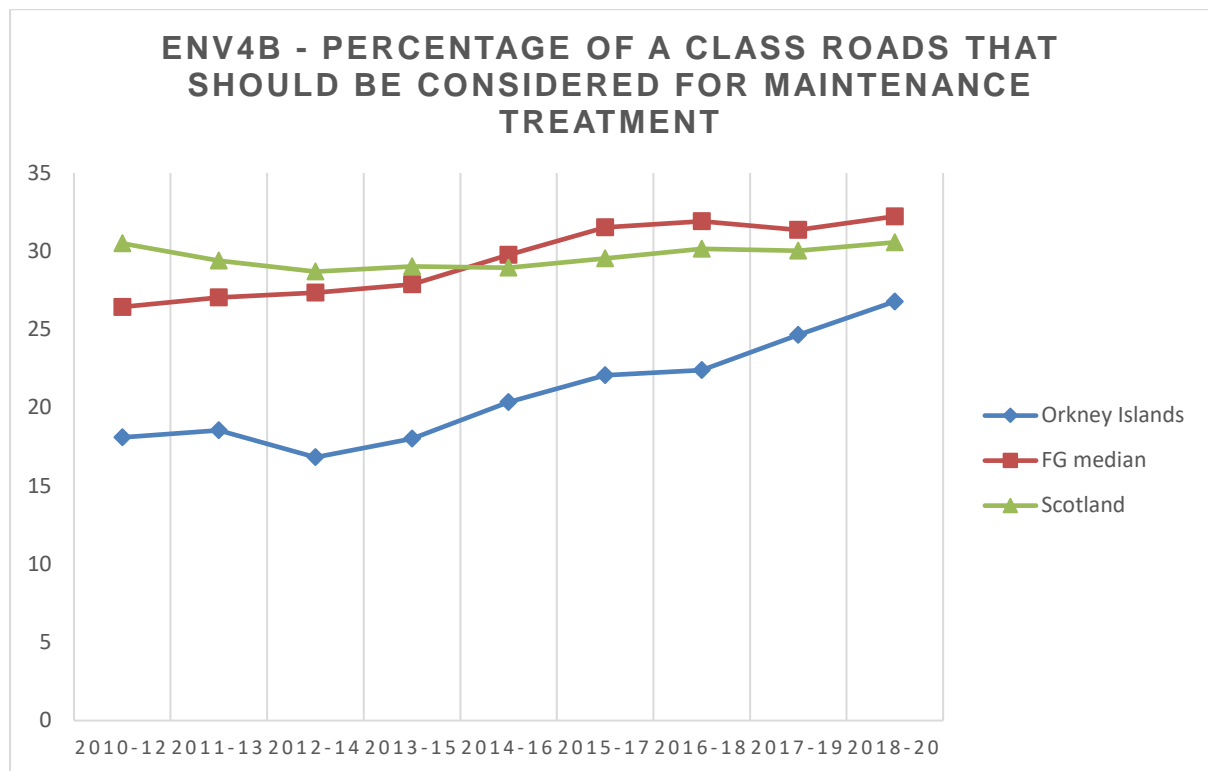
The fact remains however that having maintained our roads below “Steady state” in recent years there is now greater need for surfacing and reconstruction so budgetary increases would also be required in these restorative treatments to bring the road back up to an acceptable standard.

The Council decision to allocate a specific Roads Asset Renewal fund of £2.1M in March 2021 will be a significant help to this situation and works are currently being planned for the next 1-2 years to deliver an increased programme.

Percentage of A class roads that should be considered for maintenance treatment

In 2018 to 2020, 26.79% of class A roads in Orkney should have been considered for maintenance treatment, which is more than the 2017 to 2019 figure of 24.66%, but less than the 2018 to 2020 Scottish average of 30.57%.

Rank out of 32 Scottish Councils		
2017 to 2019	11	
2018 to 2020	12	



Performance Analysis

Compared to other carriageway categories, our A class roads are starting to show consistent degradation over the long-term.

This is a reflection of budgetary levels being maintained below the “steady state” level and perhaps highlights the anticipated fall in condition of the rest of our road network.

It is highly likely that deterioration is showing earliest on our A-road network due to the higher volumes of traffic which have been bolstered in recent years by the steady increase in coach traffic in the tourism industry.

Future Action


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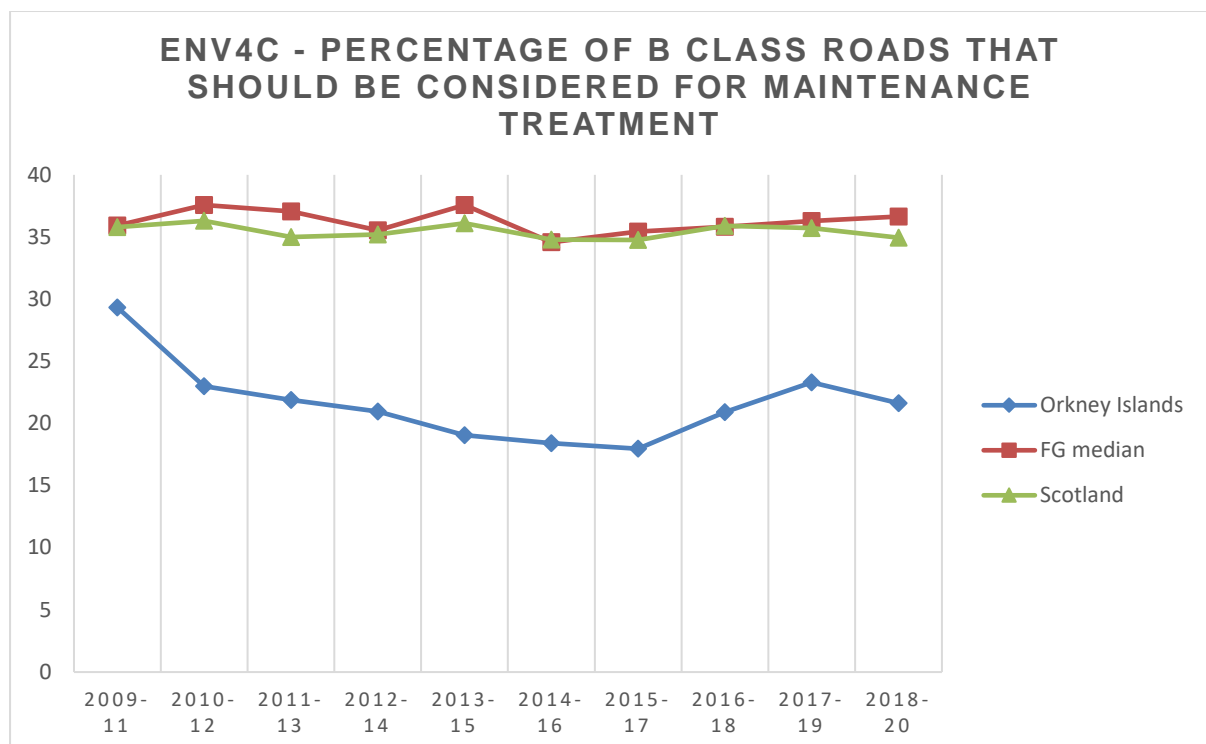
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Percentage of B class roads that should be considered for maintenance treatment

In 2018 to 2020, 21.63% of class B roads in Orkney should have been considered for maintenance treatment, which is more than the 2017 to 2019 figure of 23.31%, but less than the 2018 to 2020 Scottish average of 34.96%.

Rank out of 32 Scottish Councils		
2017 to 2019	8	
2018 to 2020	3	



Performance Analysis

The high performance in this category is undoubtedly due to the emphasis in previous years to undertake preventative treatments such as Surface Dressing. This budget has been reduced in recent years to below a “steady state” level however, so it is therefore anticipated that long-term degradation will occur should budgets not be increased.

This is beginning to show on our network and there is quickly becoming a greater need for resurfacing and even reconstruction, which are both much more costly repairs.

Future Action


Steady state budgets would be required in order to prevent further deterioration of the road network. The preferential treatment remains to be an effective preventative treatment such as Surface Dressing. Given current budgetary levels there are no other treatments which allow us to treat such large quantities of our network on an annual basis.

The fact remains however that having maintained our roads below “Steady state” in recent years there is now greater need for surfacing and reconstruction so budgetary increases would also be required in these restorative treatments to bring the road back up to an acceptable standard.

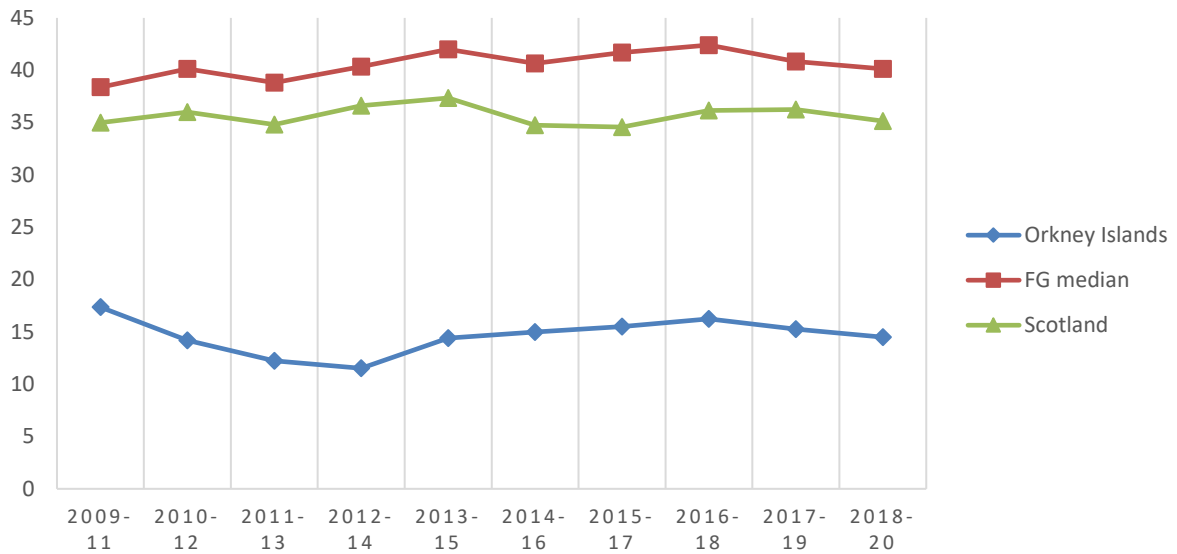
The Council decision to allocate a specific Roads Asset Renewal fund of £2.1M in March 2021 will be a significant help to this situation and works are currently being planned for the next 1-2 years to deliver an increased programme.

Percentage of C class roads that should be considered for maintenance treatment

In 2018 to 2020, 14.34% of class C roads in Orkney should have been considered for maintenance treatment, which is less than the 2017 to 2019 figure of 15.26%, and the 2018 to 2020 Scottish average of 35.14%.

Rank out of 32 Scottish Councils		
2017 to 2019	2	
2018 to 2020	2	

ENV4D - PERCENTAGE OF C CLASS ROADS THAT SHOULD BE CONSIDERED FOR MAINTENANCE TREATMENT



Performance Analysis

The high performance in this category is undoubtedly due to the emphasis in previous years to undertake preventative treatments such as Surface Dressing. This budget has been reduced in recent years to below a “steady state” level however, so it is therefore anticipated that long-term degradation will occur should budgets not be increased.

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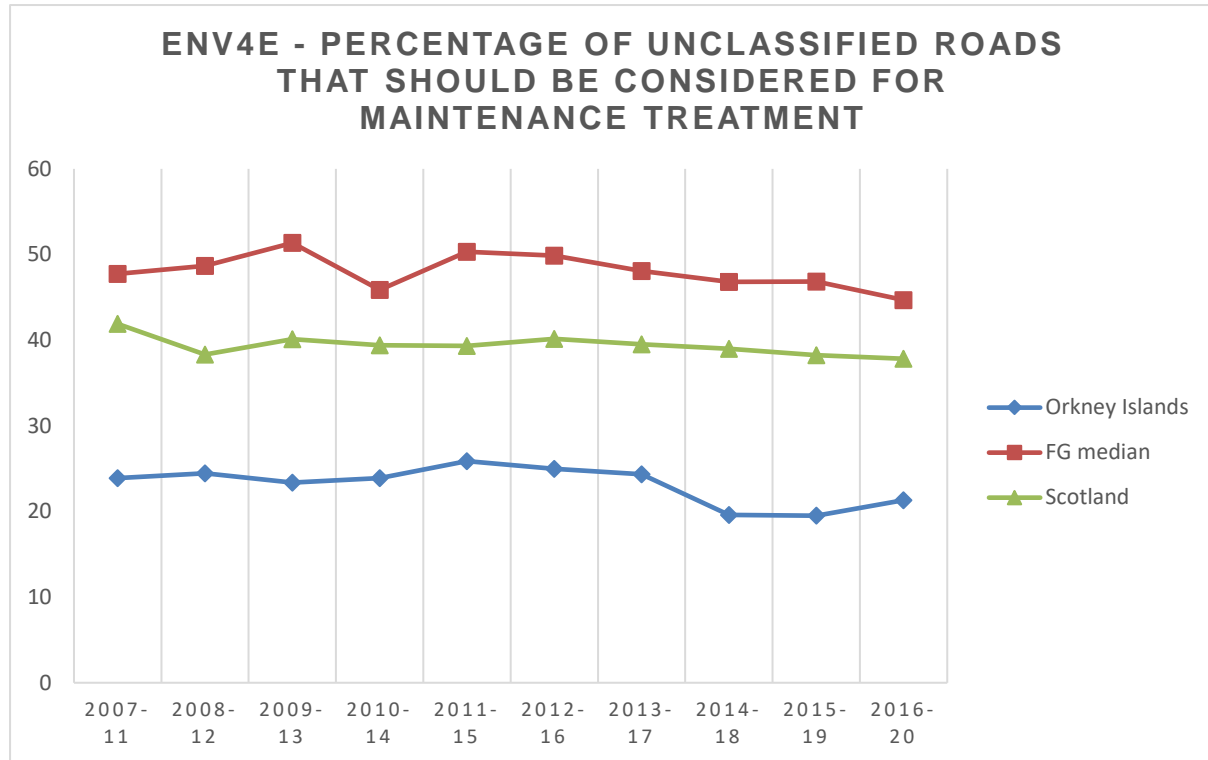
The fact remains however that having maintained our roads below “Steady state” in recent years there is now greater need for surfacing and reconstruction so budgetary increases would also be required in these restorative treatments to bring the road back up to an acceptable standard.

The Council decision to allocate a specific Roads Asset Renewal fund of £2.1M in March 2021 will be a significant help to this situation and works are currently being planned for the next 1-2 years to deliver an increased programme.

Percentage of unclassified roads that should be considered for maintenance treatment

In 2016 to 2020, 21.30% of unclassified roads in Orkney should have been considered for maintenance treatment, which is more than the 2015 to 2019 figure of 19.51%, but less than the 2016 to 2020 Scottish average of 37.83%.

Rank out of 32 Scottish Councils		
2015 to 2019	1	↔
2016 to 2020	1	



Performance Analysis

The high performance in this category is undoubtedly due to the emphasis in previous years to undertake preventative treatments such as Surface Dressing. This budget has been reduced in recent years to below a “steady state” level however, so it is therefore anticipated that long-term degradation will occur should budgets not be increased.

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Future Action

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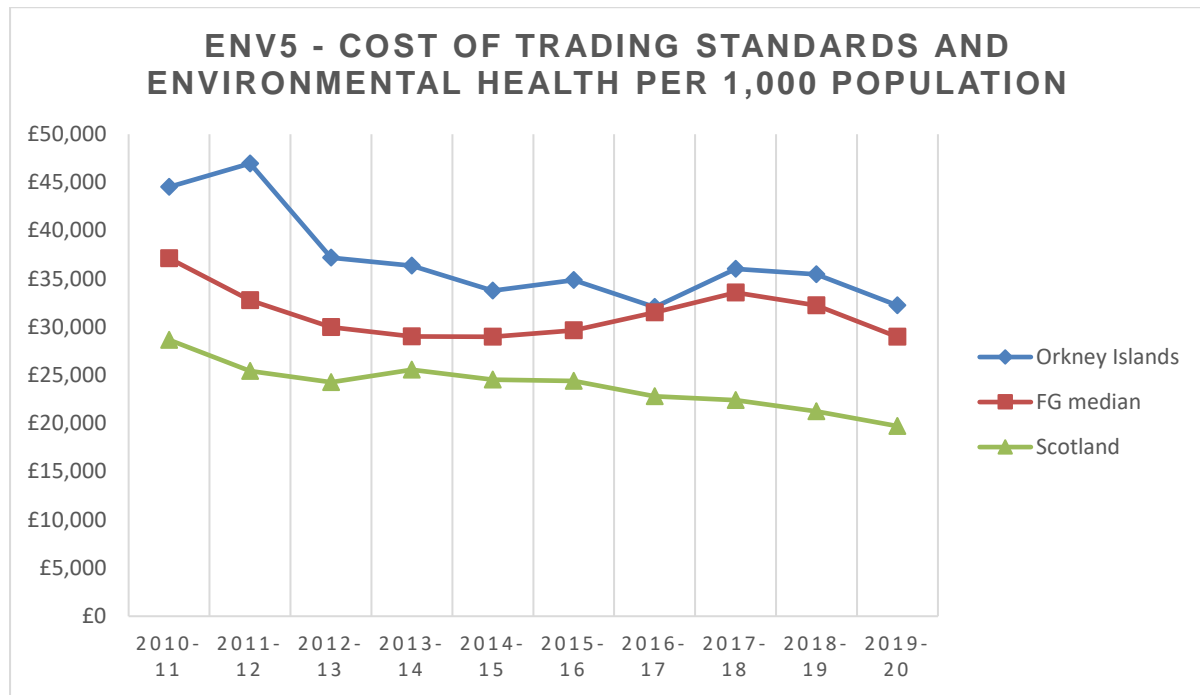
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The Council decision to allocate a specific Roads Asset Renewal fund of £2.1M in March 2021 will be a significant help to this situation and works are currently being planned for the next 1-2 years to deliver an increased programme.

Cost of trading standards and environmental health per 1,000 population

In 2019/20, the cost of trading standards and environmental health per 1,000 population in Orkney was £32,241, which is less than the 2018/19 figure of £35,465, but more than the 2019/20 Scottish average of £19,723.

Rank out of 32 Scottish Councils		
2018/19	29	↔
2019/20	29	



Performance Analysis

These services have to provide the full range of statutory services which are wide ranging and diverse, with small numbers of staff meaning that there are no economies of scale savings. The cost of providing the services has reduced in the financial year but not as a result of a reduced workload. The reduction is attributable to staff vacancies and difficulty recruiting to the vacant positions.

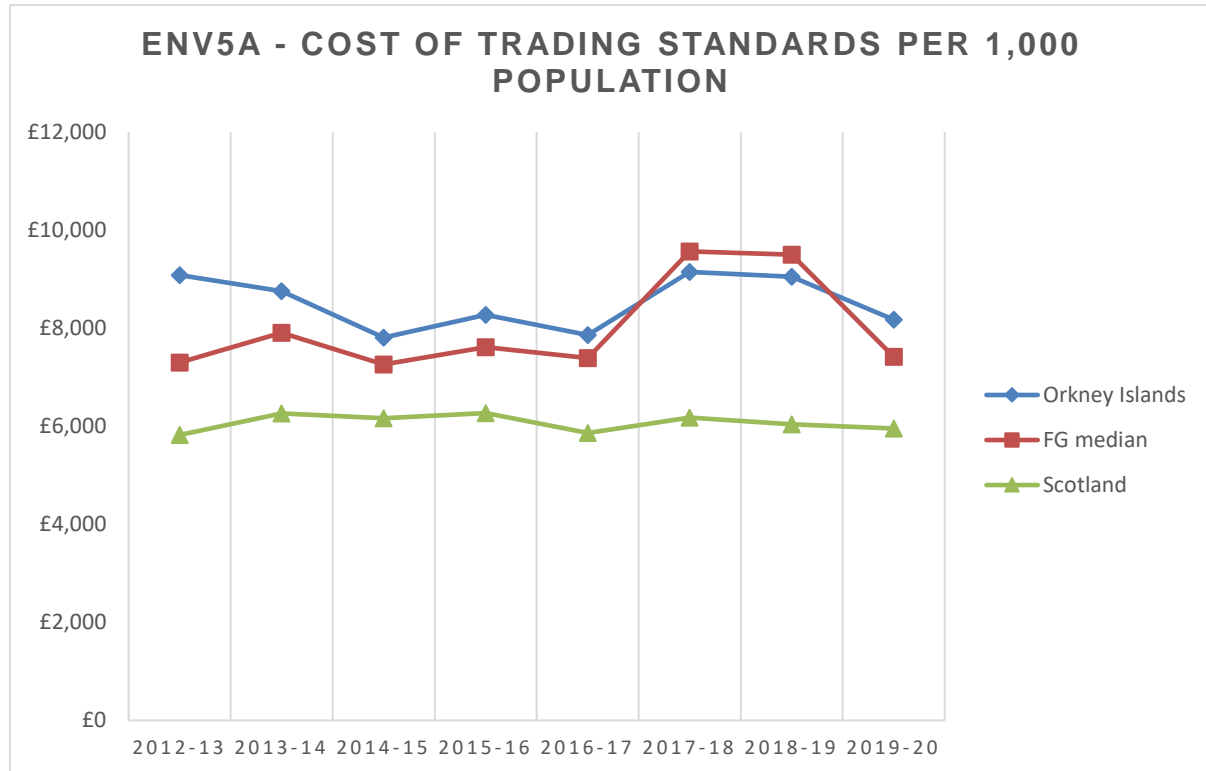
Future Action

One of the vacant posts has been filled and there is presently an external review of the Environmental Health Service being undertaken.

Cost of trading standards, money advice and citizen advice per 1,000 population

In 2019/20, the cost of trading standards, money advice and citizen advice per 1,000 population in Orkney was £8,172, which is less than the 2018/19 figure of £9,049, but more than the 2019/20 Scottish average of £5,952.

Rank out of 32 Scottish Councils		
2018/19	24	↔
2019/20	24	



Performance Analysis

This service has to provide the full range of statutory services which are wide ranging and diverse, with small numbers of staff meaning that there are no economies of scale savings. The cost of providing the services has reduced in the financial year but not as a result of a reduced workload. The reduction is attributable to staff vacancies and difficulty recruiting to the vacant position caused by COVID-19.

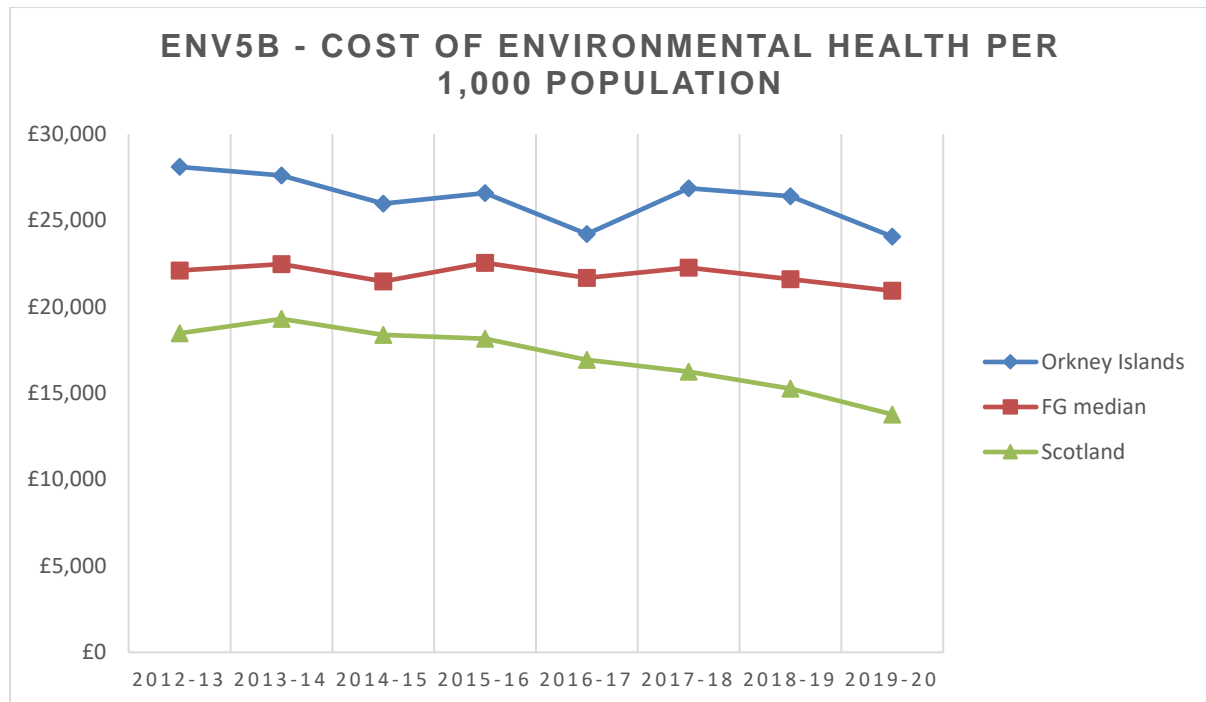
Future Action

The vacant post has now been filled with the postholder commencing employment on 8 March 2021.

Cost of environmental health per 1,000 population

In 2019/20, the cost of environmental health per 1,000 population in Orkney was £24,068, which is less than the 2018/19 figure of £26,407, but more than the 2019/20 Scottish average of £13,771.

Rank out of 32 Scottish Councils		
2018/19	30	↔
2019/20	30	



Performance Analysis

This service has to provide the full range of statutory services which are wide ranging and diverse, with small numbers of staff meaning that there are no economies of scale savings. The cost of providing the services has reduced in the financial year but not as a result of a reduced workload. The reduction is attributable to staff vacancies and difficulty recruiting.

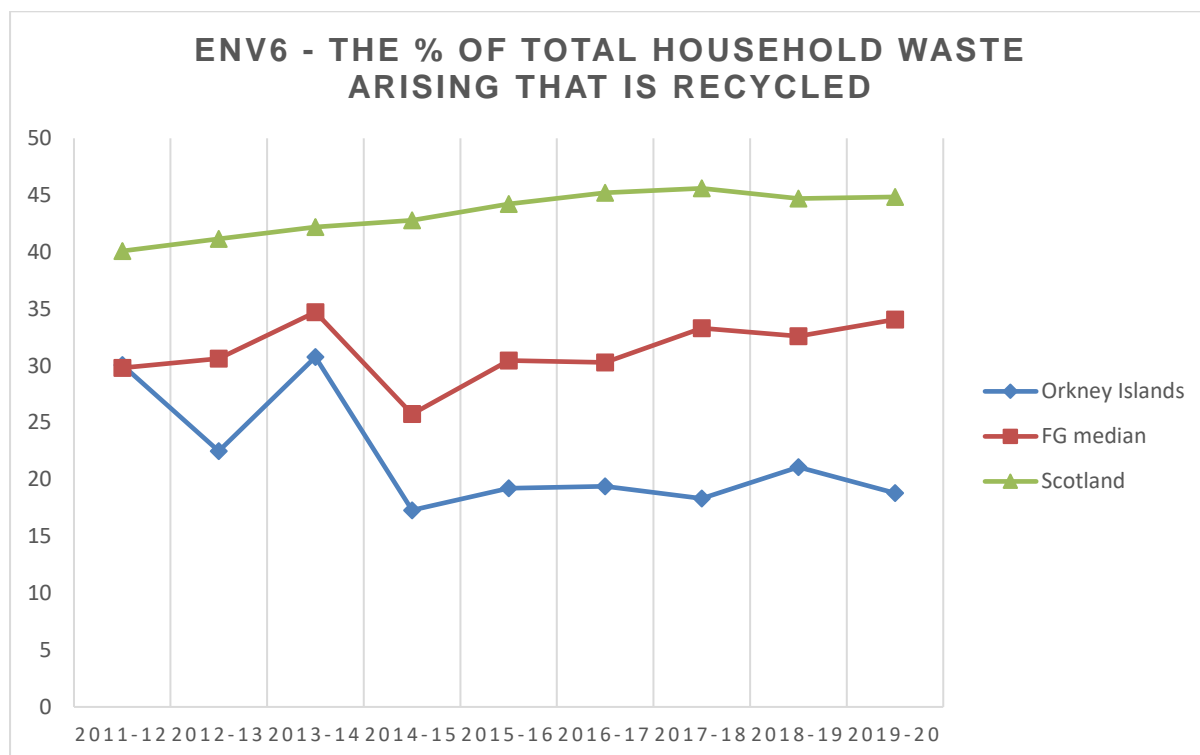
Future Action

One of the vacant posts has been filled and there is presently an external review of the Environmental Health Service being undertaken with a target completion of early 2021/22 financial year; this may lead to a redesign of the Environmental Health Service with the aim of reducing long standing recruitment/retention issues. However, a key constraint to this will remain the national shortage of professional qualified individuals to fill these critical posts.

Percentage of household waste arising that is recycled

In 2019/20, 18.81% of household waste in Orkney was recycled, which is less than the 2018/19 figure of 21.10%, and the 2019/20 Scottish average of 44.85%.

Rank out of 32 Scottish Councils		
2018/19	31	↔
2019/20	31	



Performance Analysis

Orkney's recycling performance is impacted by the fact that garden waste cannot be treated to the appropriate standard necessary for it to be included in the recycling figures. In addition, the types of material streams which can be collected separately for recycling are limited due to both constrained infrastructure and very low volumes, rendering these streams unattractive to the market.

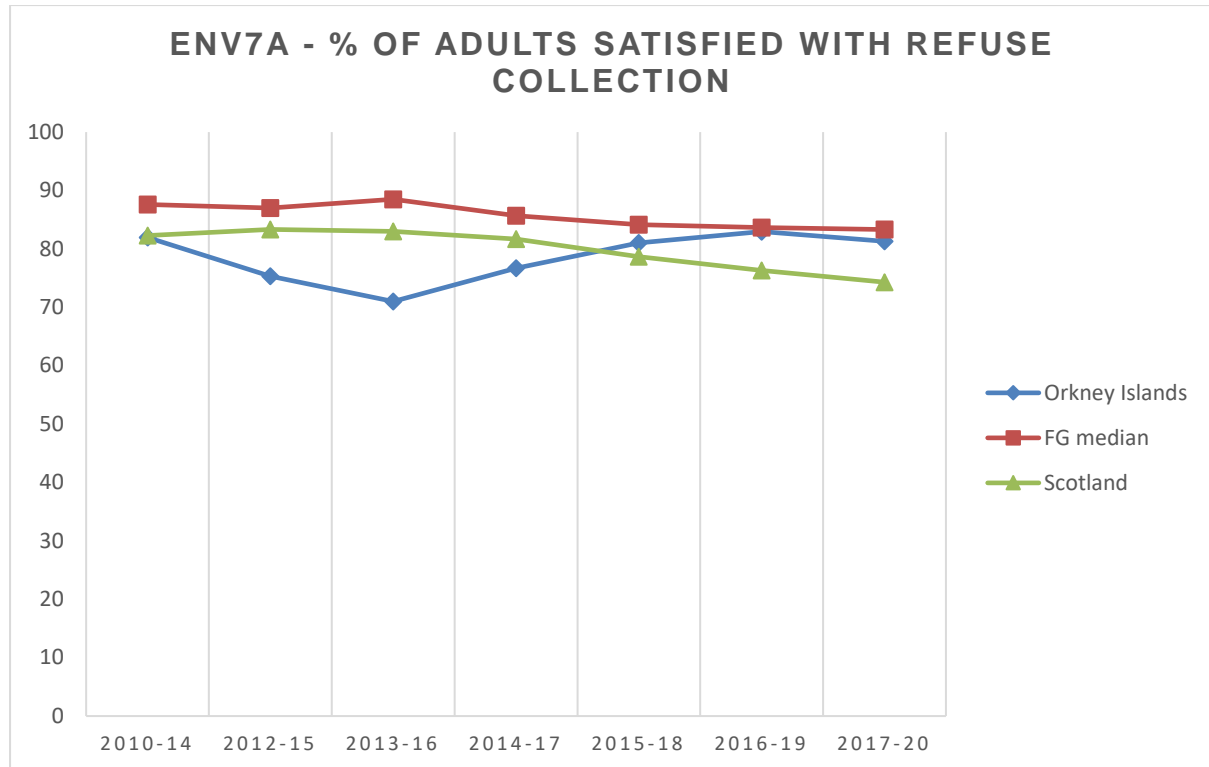
Future Action

The ongoing development of Orkney's future waste strategy incorporates options for increasing the types and volumes of materials which can be recycled and will also enable flexibility to react to future Government or industry strategies and targets.

Percentage of adults satisfied with refuse collection

In 2017 to 2020, 81.30% of adults in Orkney were satisfied with refuse collection, which is not as good as the 2016 to 2019 figure of 82.97%, but better than the 2017 to 2020 Scottish average of 74.30%.

Rank out of 32 Scottish Councils		
2016 to 2019	10	↔
2017 to 2020	10	



Performance Analysis

The Service continues to engage as far as possible with residents, as resources allow, and to respond appropriately to any concerns or issues raised.

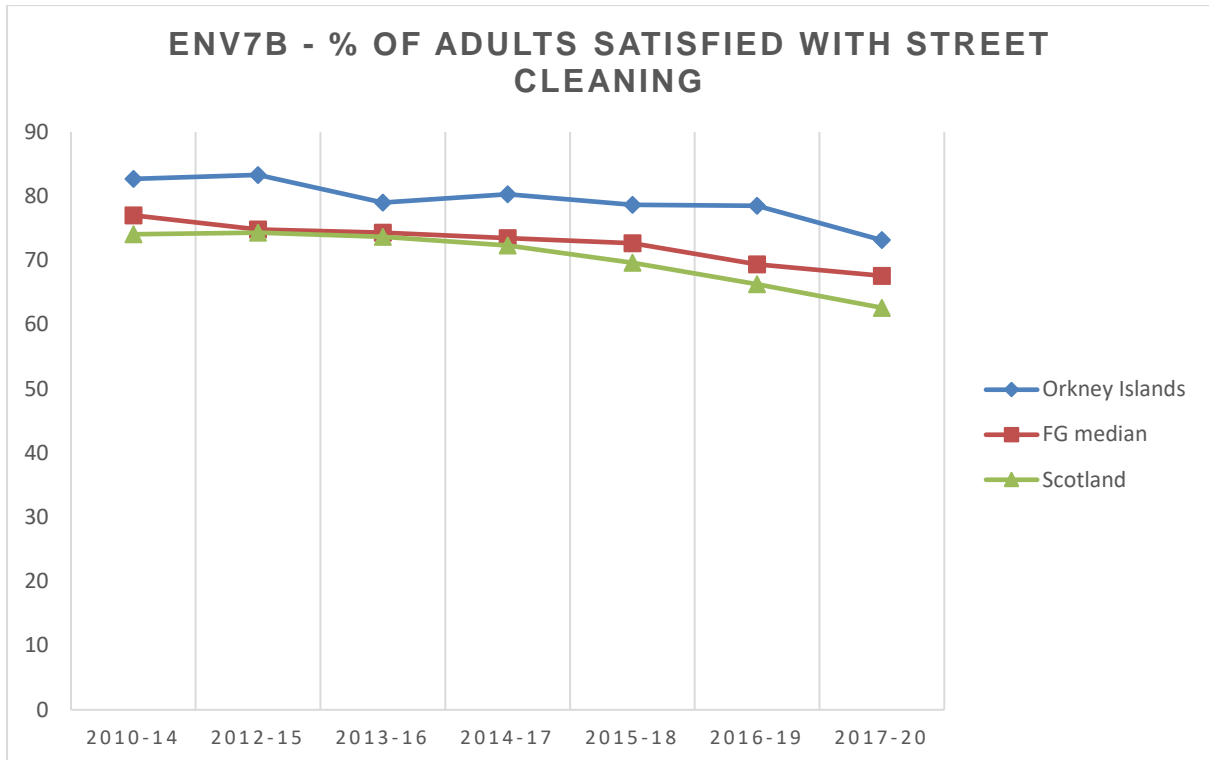
Future Action

Where particular issues are repeatedly raised or there are clear and growing concerns the Service will endeavour to conduct relevant policy reviews and/or refresh operational practices to ensure that the needs of the Service are balanced with the needs of local residents.

Percentage of adults satisfied with street cleaning

In 2017 to 2020, 73.17% of adults in Orkney were satisfied with street cleaning, which is not as good as the 2016 to 2019 figure of 78.50%, but better than the 2017 to 2020 Scottish average of 62.63%.

Rank out of 32 Scottish Councils		
2016 to 2019	2	
2017 to 2020	4	



Performance Analysis

The Service endeavours to respond to requests for additional street cleaning as a result of specific incidents or notifications. Where particular streets or areas are regularly causes for concern, street cleaning routes can be amended accordingly.

Future Action

The Service continues to review performance data and to share knowledge and expertise with other Local Authorities to ensure that resident satisfaction with regards to street cleaning remains high.