Street Cleansing Resident Survey

June 2011

(Version 2 6 2011 – for launch on website and main access point circulation)

CRAVEN
IN · THE · YORKSHIRE · DALES
DISTRICT

Why We Are Doing This Survey

As a result of reductions in funding from Central Government the Council has to reduce the cost of the services it provides. The Council is implementing a programme of service reviews as part of its approach to securing value for money across all services and balance its budget. By value for money we mean making sure we provide the right service, in the right way, at the right cost.

The Council is asking what local residents think about the street cleansing service and street cleanliness across the District, and how it could be improved. We would be grateful if you could spend a few minutes to answer this survey.

Your Details

Please give the area you live in and your postcode. This will help us to understand some of your answers to the questions we ask.

Ward/Village/Area (Local Area)

Postcode:

Background to the Street Cleansing Service

The Council has a statutory responsibility to keep open public land that it is responsible for clear of litter and refuse under the Environmental Protection Act (EPA) 1990.

The service is provided by 9 Street Cleansing Operatives who:

- sweep roads, pavements and other public land across Craven for which the Council is responsible;
- litter pick;
- empty litter bins and dog waste bins;
- litter picking from road side verges and hedgerows on the main arterial routes across Craven;
- clean up small incident of fly tipping. (Larger amounts of fly tipping are collected by the waste collection team)

The Council operates the service using:

- 1 large sweeper and 2 small sweepers to sweep pavements and roads and other land it is responsible for across Craven;
- 1 hand barrow operative who litter picks within Skipton;
- 3 'flyer vans' which operate a 'rapid response' clean up to litter complaints and problems, litter pick, and empty litter bins and dog waste bins across the District;
- 1 verge patrol vehicle with 2 operatives who litter pick from road side verges and hedgerows.

In 2011/2012 the net cost of providing the service will be around £285,000

Overall Satisfaction

1. **How satisfied or dissatisfied are you that the Council has kept 'open public land' that it controls in the LOCAL AREA YOU LIVE IN (as you indicated on Page 1) free of litter and refuse?**

Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Fairy Dissatisfied	Very Dissatisfied
☐	☐	☐	☐	☐

2. **Do you think the level of street cleanliness has got better or worse in the last 3 years?**

Got Better ☐ Stayed the Same ☐ Got Worse ☐ Don't Know ☐

3. **Do you think cleanliness in the LOCAL AREA YOU LIVE IN (as you indicated on Page 1) needs improving?**

Yes ☐ No ☐ Don't Know ☐

4. **How satisfied or dissatisfied are you that the Council has kept 'open public land' that it controls across the CRAVEN DISTRICT free of litter and refuse?**

Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Fairy Dissatisfied	Very Dissatisfied
☐	☐	☐	☐	☐

Cost and Level of Service

In 2011/2012 the net cost of providing the service will be around £285,000. This is equivalent to a cost of £5.13 for every resident in the Craven District and is about 4.6% of the total net (revenue budget) cost of services provided by the Council.

5. **With the above cost in mind, do you think the amount the Council spends on the street cleansing service is….?**

Too Much ☐ About Right ☐ Not Enough ☐ Don't Know ☐

6. **Thinking about THE LOCAL AREA YOU LIVE IN.**
In terms of the amount we clean the pavements and roads for which we are responsible, the number of bins we provide and how often we empty them. Do you think the level of service we provide is….?

Too Much ☐ About Right ☐ Not Enough ☐ Don't Know ☐

7. **Thinking about CRAVEN AS A WHOLE.**
In terms of the amount we clean the pavements and roads, the number of bins we provide and how often we empty them. Do you think the level of service we provide is….?

Too Much ☐ About Right ☐ Not Enough ☐ Don't Know ☐

Dog Waste Bins

8. **The Council has provide bins specifically for the disposal of dog waste for a number of years in response to public demand. This meant the Council had to spend more money to provide the bins and to empty them. This type of waste can actually be put in normal litter bins but many members of the public don't understand this.**

With this in mind how important do you think it is important for the Council to continue to provide dog litter bins?

Very Important ☐ Quite Important ☐ Not Important ☐ Not At All Important ☐

9. **Please give us the reasons for your answer to Question 8 in the box below.**

Community Involvement

10. **Many residents and local community groups in Craven already help to keep the District free of litter by taking part in litter picks organised in their local area or just by keeping the street outside their own homes free of litter. As part of the review the Council is exploring if more Craven residents would like to get involved in such initiatives and how we can help and support them to do so.**

    Do you think the community could play a more direct role in keeping the area in which they live clean and litter free? For example, by undertaking taking occasional litter picks, or adopting a street, village green or other area which residents could help to keep clean and tidy.

    Yes ☐ No ☐ Not Sure ☐

11. **Please give us the reasons for your answer to Question 10 in the box below.**

12. **Are there any specific areas near to where you live where you think residents could undertake occasional litter picks, or adopt a street, village green or other area to help keep clean and tidy? If yes, please tell us where in the box below.**

13. **Would you be interested in volunteering to undertake litter picks or adopt a street, village green or other area for litter picking/cleaning?**

    Yes ☐ No ☐ Already Volunteer ☐

14. **Do you have any other views/comments on how street cleanliness across the District could be improved? Please tell us in the box below. (Continue on a separate sheet if required)**

We may decide that we need to hold further discussions with residents during our review. If you would be happy for us to contact you again, please give your name, address and contact details below.

Name:

Address:

Postcode:

Email Address:

Contact Telephone Number:

Returning the Survey to Us

Please return the survey to us by 5 August 2011.

You can return the survey in the following ways:

- Email your completed survey to performance@cravendc.gov.uk
- Post your completed hard copy to: Street Cleansing Review, Craven District Council, FREEPOST (RRRX-FRJG-EABL), Council Offices, Granville Street, Skipton BD23 1PS.

(You do not need to put a stamp on your envelope if you use this address)

- Hand it in at any of the following Council Office Reception Points: Skipton Town Hall, Settle Town Hall, or Granville Street Offices.

Many Thanks