

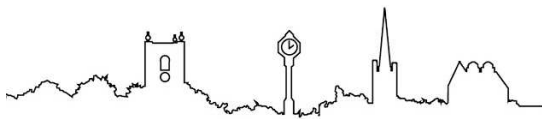
Environment Directorate

Street Scene Group

Neighbourhood Services

The Neighbourhood Approach

Leigh Whitehouse
Street Scene Group Manager



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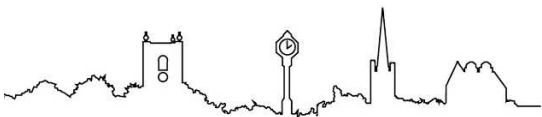
A Brief History of Street Scene at Dudley MBC

Prior to 1st November 2023 – Street Scene functions split across two areas

Green Care – Which consisted of grounds maintenance, parks development, countryside services and the tree section.

Street Cleansing – A standalone service area responsible for the cleansing of the borough, such as mechanical street sweeping, litter picking, graffiti removal, responding to RTCs, removing dead animals, emptying street bins and fly tipping removal.

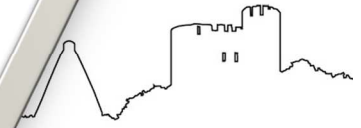
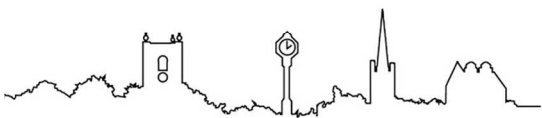
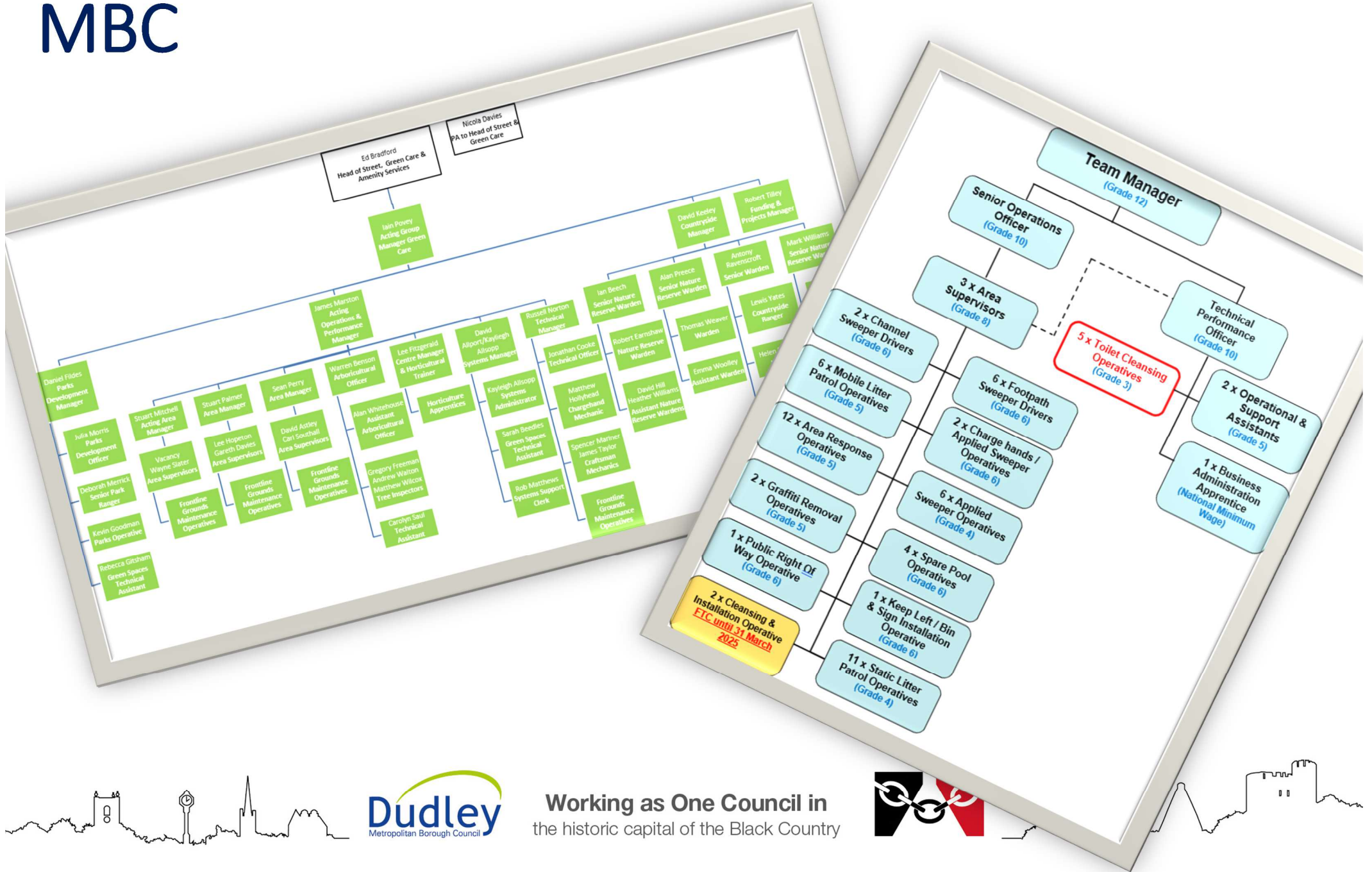
- **Two service managers covered Green Care and Street Cleansing.**
- **Two separate budgets.**
- **Decisions made in two areas.**



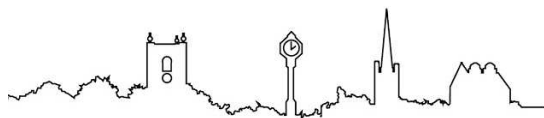
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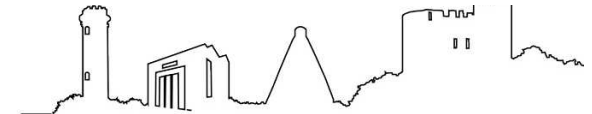
A Brief History of Street Scene at Dudley MBC



How Does Street Scene Look Today?



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The Future Plan in Street Scene



Progress made since implementation of the Street Scene redesign.

Street Scene colleagues are working closer than ever before with community groups, Housing, Waste, and other stakeholders. Taking priorities from members, residents and community groups.

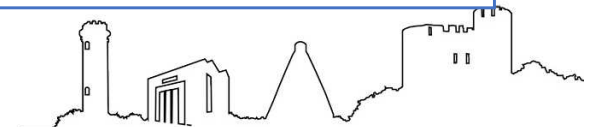
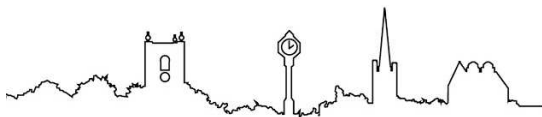
A Focus on training and a multi-skilled workforce.

All colleagues are being trained to become multi-skilled, rather than having very specific roles. Complete review of training across the service area, skilling up all colleagues to undertake multiple duties in line with new job titles.



Success Planning

Focus on success planning and how we prepare for the future. We acknowledge we have an aging workforce and are already planning tomorrow, today. Through apprenticeships, mentoring and training.



What are we doing differently?

Member Enquiries

- Introduction of a new system in dealing with councillor and MP enquiries, managers will now take the lead and track progress. A focus on accountability and delivery.

Focus on Community

- Managers will attend public meetings, to learn of the issues in local communities and take priorities from them about what is important to residents locally.

Performance Monitoring

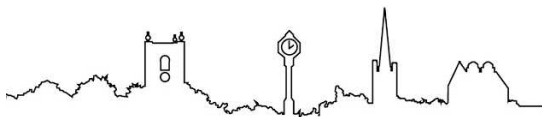
- Through digitisation we are now able to track performance in terms of how quickly we respond and just how many jobs the team deals with. Regular 1:1s.

Accountability

- With new and clear job descriptions the workforce is now clear on their responsibilities. We've empowered our team to do the right thing in their areas.

Changing the Culture

- At the centre of everything we do, we strive to adopt a can-do attitude at all levels, inspiring the workforce to take pride in the work they do and go the extra mile.



The data behind some of what we do...

The volume of Street Scene's work in a typical two months period.

Footway Sweeping	Approximately 6,000,000 square metres of footway swept.
Channel Sweeping	Approximately 2,000,000 linear metres of channel swept.
Litter Bin Emptying of Street and Parks Bins	Litter bins were emptied approximately 55,000 times.
Litter Picks (carried out by operatives)	Approximately 3,000 litter picks carried out by operatives.
Litter Picks (carried out by volunteers)	Approximately 1,000 bags of litter collected by volunteers.
Grass Cutting	Approximately 10,000,000 square metres of grass mown.

Car Park Cleansing & Grounds Maintenance	There were approximately 400 jobs completed relating to car park cleansing and grounds maintenance related tasks.
Graffiti Removal Jobs	Approximately 100 graffiti related jobs completed.
Dog Fouling Removal & Cleanse	Approximately 80 jobs of dog fouling removal and cleanses completed.
Dead Animal Removal & Cleanse	Approximately 70 jobs relating to the removal of dead animals completed.
Fly Tipping Cases	Approximately 550 incidents of fly tipping responded to and removed.

Data from: April and May 2023



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**Dudley
North**

Sedgley Hall Farm Park, Rear of 112 Northway, Sedgley, Dudley DY3 3PZ
Street Scene Neighbourhood Manager: Claire Green – 07557 323178

**Brierley
Hill**

Wordsley Park, Bells Lane, Wordsley, Dudley DY8 5BS
Street Scene Neighbourhood Manager: Donna Rogers – 07917 270817

Dudley

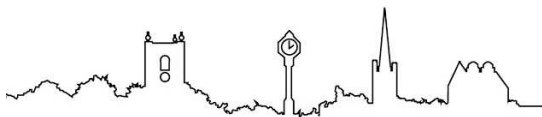
Priory Park, Priory Road, Dudley, DY1 4EY
Street Scene Neighbourhood Manager: Lee Hopeton – 07948 095079

Stourbridge

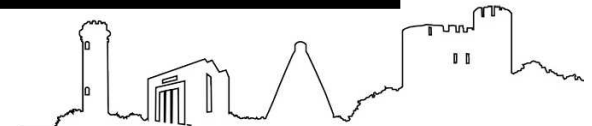
Stevens Park, Wollescote Road, Stourbridge, Dudley, DY9 7JG
Street Scene Neighbourhood Manager: Carl Southall – 07970 424151

Halesowen

Leasowes Park, Leasowes Lane, Halesowen, Dudley, B62 8QF
Street Scene Neighbourhood Manager: Reece Shilvock – 07970 669014

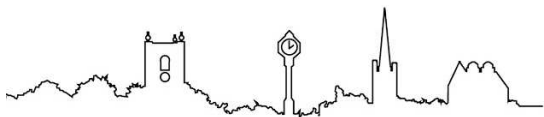
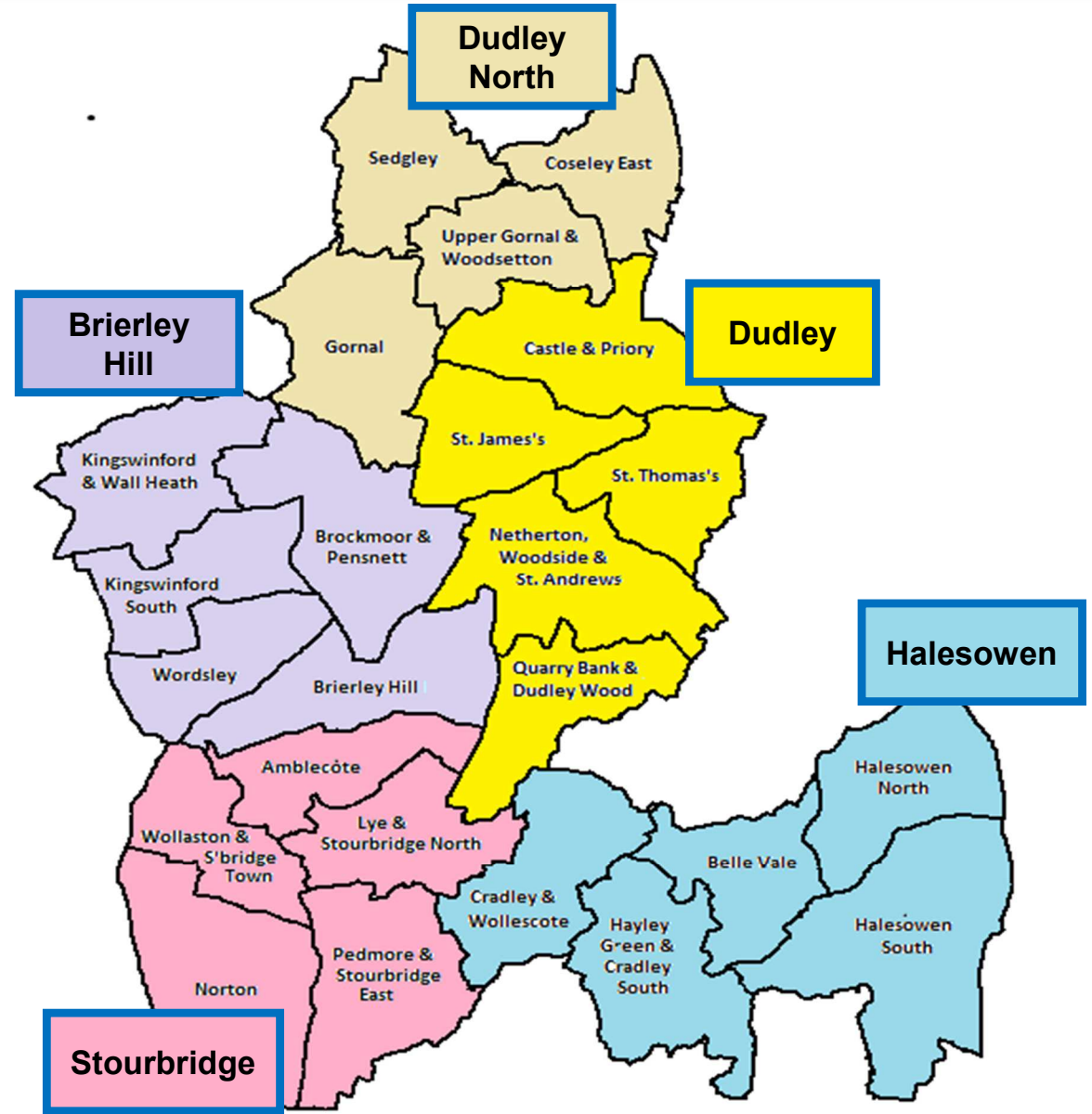


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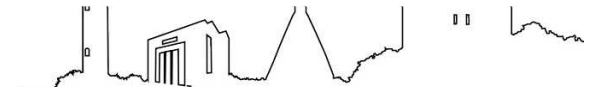


Neighbourhood Ways of Working

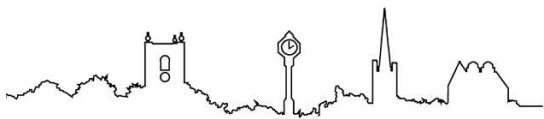
Community Forum Area	Wards
Area 1 – Dudley North	Sedgley, Gornal, Upper Gornal and Woodsetton, Coseley East
Area 2 – Brierley Hill	Kingswinford North and Wall Heath, Kingswinford South, Wordsley, Brierley Hill, Brockmoor and Pensnett
Area 3 - Dudley	Castle and Priory, St. James's, St. Thomas's, Netherton, Woodside and St. Andrews, Quarry Bank and Dudley Wood
Area 4 – Stourbridge	Amblecote, Wollaston and Stourbridge Town, Lye and Stourbridge North, Norton, Pedmore and Stourbridge East
Area 5 – Halesowen	Cradley and Wollescote, Hayley Green and Cradley South, Belle Vale, Halesowen North, Halesowen South



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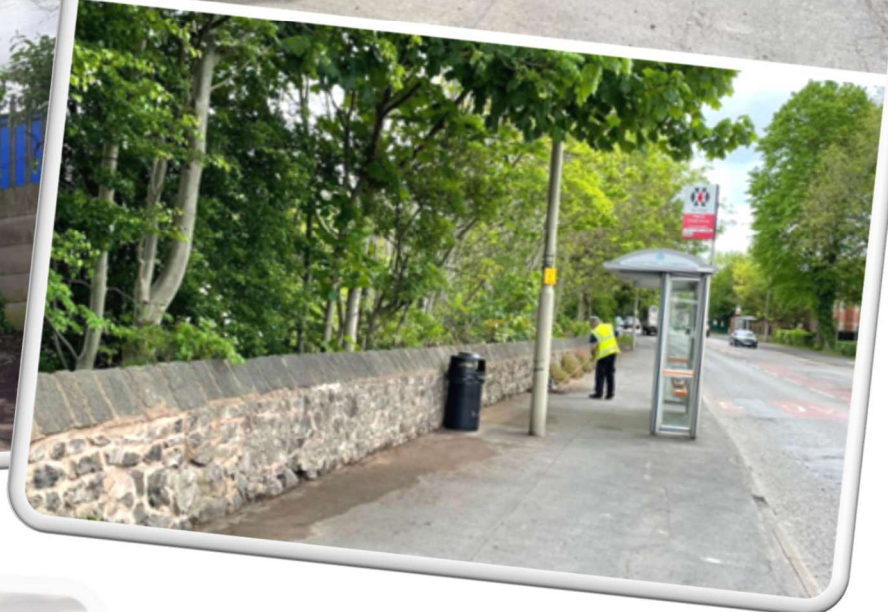
Examples of Street Scene Work



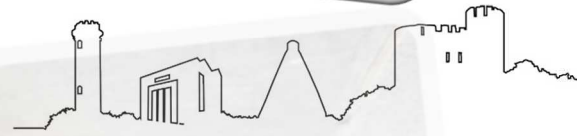
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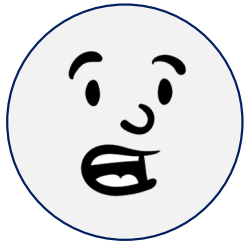
Examples of Street Scene Work Continued



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What Street Scene will be doing differently?



Work closely with stakeholders, community groups and planning our work around this, rather than focussing on a specific route.



Setting Targets - Making sure all operatives and officers have clear targets and opportunities to develop. Spotting trends in Analytics tools.



Focus on improving the appearance of our street scape, including main routes into the borough.



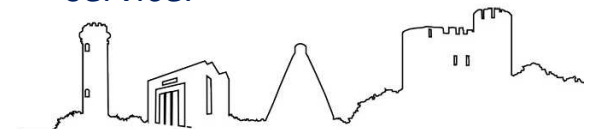
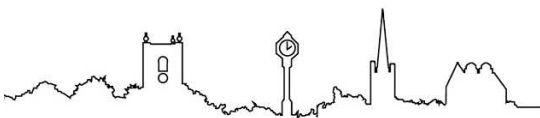
Bring about a **can-do attitude** whereby all Street Scene staff take pride in their work and go the extra mile.



Maximise Recycling the waste collected, through vape bins and recycling bin provision.
Maximise grant funding opportunities!



Acknowledge our collective **aspirations** and the direction we must take to bring about a more modernised and efficient service.



A summary of Neighbourhood Services

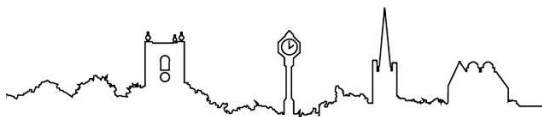


Street Scene – responsible for all street cleansing and grounds maintenance functions, such as mechanical street sweeping, fly tipping removal, grass cutting and weed control.

Parks, Countryside and Arboriculture – responsible for parks development and assets, nature reserves, and all tree related work.

Licensing and Waste Enforcement – responsible for all licensing related work, including premises and taxi licenses and waste enforcement, such as prosecuting offenders of fly tipping and littering.

Parking Services – responsible for all DMBC car parks, including the enforcement of parking related offenses.



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Comms / Public Perception

Celebrate the work we do, use social media to tell residents what we are doing or plan to do, consult with residents and businesses and generally improve comms.



27 FEB 2024

Mayor

Coronation tree planted in honour of King

A tree planted to celebrate the King's Coronation is now setting down roots in a borough park which has historical links to the coronation of the late Queen Elizabeth II.

Dudley volunteer litter pickers thanked at celebratory event

22nd March 2023

COMMUNITY ENVIRONMENT LOCAL GOVERNMENT



By Bev Holder
Chief Reporter
@StourbridgeNews

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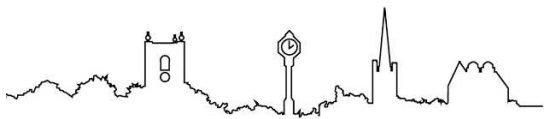


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Questions?



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