

EnterpriseLiverpool

Case Study: LIVERPOOL CITY COUNCIL – Street Cleansing

Background

EnterpriseLiverpool is a joint venture between Liverpool City Council and Enterprise.

It was formed in 2002 with a responsibility for highways and lighting. Since then due to excellent performance the scope of the partnership has expanded to cover many of the Council's services.

EnterpriseLiverpool now plans and manages the delivery of all street cleaning and environmental management services throughout Liverpool.

Over 1500 kilometres of highway and a much more extensive network of public open space and footpaths are cleansed on a routine planned frequency to ensure they retain Grade A cleanliness standards at all times.



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Initial Situation

EnterpriseLiverpool provides all aspects of street cleansing throughout the Liverpool City Council administrative area including manual and mechanised cleansing, bulk clearance of flytipping, litter bin emptying and cleansing, graffiti and flyposting removal, street washing, seasonal leaf fall removal, environmental grading and educational initiatives.

Key Customer Requirement

Through our partnership with the Council, we recognised the patterns of use of the City's streets and locations were diverse. There was a strong evening and night-time economy and a considerable population inflow during weekdays and throughout the weekend.

A traditional street cleansing service was inappropriate for Liverpool's needs. A more flexible and continuous service was required to meet stakeholders' desires and secure the high levels of cleanliness expected by the City Council.

Our Response

EnterpriseLiverpool's cleansing approach is highly varied. It recognises that the public use locations differently and use patterns vary throughout each day. A flexible delivery approach has been developed and implemented tailoring the cleansing technique and frequency applied to the public use pattern and cleansing need of a particular location.

In recognition of the evening and weekend economy within the City, a three shift system has been implemented. Street cleansing services commence daily, seven days a week at 04.15am and conclude at 23.45pm. A daily standard shift provides supplementary cleansing support.

Improvements Achieved

EnterpriseLiverpool now achieves some of the highest levels of street cleanliness in any metropolitan area. Consistently over 90% of all locations throughout Liverpool achieve Grade A cleanliness, well ahead of the 2006 national average of 76%.

Incidents of graffiti, flyposting and flytipping; the key environmental crime indicators; are equally well below the national average levels. Only 7% of all locations throughout Liverpool fall below the Graffiti Grading level.

This level of service quality can be attributed to a cleansing approach responsive to the specific use patterns of each location, and a flexible approach which targets resources according to need.



Summary

By creating a shift system we were able to provide the extended cleansing service demanded by Liverpool's stakeholders, within a strict budget.

Our delivery approach has made a tangible contribution to the renewal of Liverpool.

Street cleanliness often determines the economic buoyancy and social cohesion of a locality. Our application of appropriate cleansing techniques and resources according to need has helped create the conditions for continued progress of the City.

We are also able to integrate and coordinate the delivery of street cleansing with the other street services provided by EnterpriseLiverpool.