



Case Study: Street Cleansing in Partnership with Liverpool City Council

Background

The relationship between Enterprise and Liverpool began with a consultancy business process reengineering exercise to help the Council become more efficient and provide better service value. This contract then developed into a formal partnership, EnterpriseLiverpool in 2000, delivering highway maintenance from 2002 and street lighting from 2003.

Initial Situation

Over the next few years, the excellent performance of EnterpriseLiverpool has led the contract to be expanded to cover many of the Council's services.

EnterpriseLiverpool now plans and manages the delivery of all street cleansing and environmental management services throughout Liverpool. This includes alleygate, grounds and refuse maintenance.

Key Customer Requirements

Through our partnership with the Council, we recognise how fluctuating and diverse the usage patterns of Liverpool streets are. We recognise a strong evening and night-time increase and a considerable population inflow during weekdays and throughout the weekend.

Due to these varying patterns, a traditional street cleansing service is inappropriate for Liverpool's needs. A more flexible and continuous service is required to meet stakeholders' needs, and confidently secure the high levels of cleanliness expected by the City Council.

The Council is required to meet Encams and achieve a Grade A standard of cleanliness. Consequently, EnterpriseLiverpool offers a cleansing solution aimed at exceeding these Government regulations.

Our Response

EnterpriseLiverpool's cleansing approach is highly varied. It recognises how the public uses locations differently and how patterns vary throughout each day. A flexible delivery approach has been developed and implemented, tailoring the cleansing technique and frequency in accordance with the need of the location.

Our bespoke technology Workmanager was also introduced which plans, co-ordinates and reports all activity in, real time, linking this system with hand held devices given to our operations teams means we are more reactive and efficient.

EnterpriseLiverpool provides all aspects of street cleansing throughout the Liverpool City Council administrative area. This includes manual and mechanised cleansing, bulk clearance of fly-tipping, litter bin emptying and cleansing, graffiti and fly-posting removal, street washing, seasonal leaf fall removal, environmental grading and educational initiatives.

Over 1500 kilometres of highway and a much larger area of public space are cleansed on a daily basis. This ensures the Council retains Grade A cleanliness standards at all times.



In recognition of the increased evening and weekend population, a three shift system has been implemented. Street cleansing services commence daily, seven days a week at 4.15am and conclude at 11.45pm. A daily standard shift provides supplementary cleansing support.

Achievements

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% and exceeds Government expectations.

Environmental crime indicators such as graffiti, fly-posting and fly-tipping, are equally well below the national average levels. Our current removal rate for fly-tipping is 2.8 days exceeding our target of 7 days. We also consistently remove all offensive graffiti within 24 hours achieving 100% for 2007 and 2008.

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



Our introduction of innovative technology increases efficiency and allows us to provide best value to Liverpool residents. The savings to date are over £10m a year, 15% of the cost of the services before the partnership began.

This level of service quality can be based on the cleansing approach provided by EnterpriseLiverpool. The service is responsive to the specific use patterns of each location and flexible in targeting resources according to need.

Summary

Our delivery approach has made a tangible contribution to the renewal of Liverpool. Street cleanliness often determines the economic buoyancy and social structure of a city. Our provision of appropriate cleansing techniques according to need, has helped create the conditions for continued progress of the city.

We are able to further integrate and co-ordinate the delivery of street cleansing with the other street services provided by EnterpriseLiverpool.

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