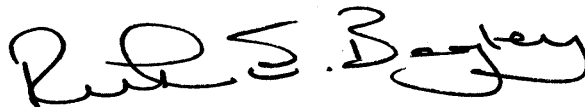


Date of issue: Tuesday, 21 October 2014

<b>MEETING:</b>	<b>NEIGHBOURHOODS AND COMMUNITY SERVICES SCRUTINY PANEL</b> (Councillors Plenty (Chair), Coad, N Holledge, Malik, Mansoor, Shah, Sidhu, Sohal and Wright)  <u>Non-Voting Co-Opted Members</u>  Vivianne Royal (Slough Senate)
<b>DATE AND TIME:</b>	WEDNESDAY, 29TH OCTOBER, 2014 AT 6.30 PM
<b>VENUE:</b>	MEETING ROOM 3, CHALVEY COMMUNITY CENTRE, THE GREEN, CHALVEY, SLOUGH, SL1 2SP
<b>DEMOCRATIC SERVICES OFFICER: (for all enquiries)</b>	DAVE GORDON  01753 875411

NOTICE OF MEETING

You are requested to attend the above Meeting at the time and date indicated to deal with the business set out in the following agenda.



**RUTH BAGLEY**  
Chief Executive

AGENDA

PART I



**APOLOGIES FOR ABSENCE**

**CONSTITUTIONAL MATTERS**

1. Declarations of Interest

*All Members who believe they have a disclosable pecuniary or other pecuniary or non pecuniary interest in any matter to be considered at the meeting must declare that interest. They must also have regard to the circumstances described in section 3 (paragraphs 3.25 – 3.27) of the Councillors' Code of Conduct and leave the meeting while the matter is discussed, save for exercising any right to speak in accordance with paragraph 3.28 of the Code.*

*The Chair will ask Members to confirm that they do not have a declarable interest.*

*All Members making a declaration will be required to complete a Declaration of Interests at Meetings form detailing the nature of their interest.*

2. Minutes of the last meeting held on 4th September 2014 1 - 6

**SCRUTINY ISSUES**

3. Member Questions

*An opportunity for Panel Members to ask questions of the relevant Director or Assistant Director, relating to pertinent, topical issues affecting their directorate. A maximum of 10 minutes is allocated to this item.*

4. Enforcement of littering, fly tipping and environmental crime 7 - 60

5. Slough bus station 61 - 70

**ITEMS FOR INFORMATION**

6. Street cleansing 71 - 74

7. Forward Work Programme 75 - 78

8. Attendance record 79 - 80



9. Date of Next Meeting - 7th January 2015

**Press and Public**

You are welcome to attend this meeting which is open to the press and public, as an observer. You will however be asked to leave before the Committee considers any items in the Part II agenda. Please contact the Democratic Services Officer shown above for further details.

The Council allows the filming, recording and photographing at its meetings that are open to the public. Anyone proposing to film, record or take photographs of a meeting is requested to advise the Democratic Services Officer before the start of the meeting. Filming or recording must be overt and persons filming should not move around the meeting room whilst filming nor should they obstruct proceedings or the public from viewing the meeting. The use of flash photography, additional lighting or any non hand held devices, including tripods, will not be allowed unless this has been discussed with the Democratic Services Officer.

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**Neighbourhoods and Community Services Scrutiny Panel – Meeting held on Thursday, 4th September, 2014.**

**Present:-** Councillors Plenty (Chair), Coad, N Holledge, Malik, Mansoor, Shah and Sohal

**Non-voting co-opted members** Vivianne Royal (Slough Customer Senate)

**Also present under Rule 30:-** Councillors Brooker and Strutton

**Apologies for Absence:-** Councillor Wright

**PART 1**

**10. Declarations of Interest**

Cllrs Malik and Shah declared their status as Council tenants.

**11. Minutes of the last meeting held on 3 July 2014**

Members wished to indicate their view that the minutes of 3 July 2014 did not reflect the robust nature of their questioning of Interserve. This related to minute 7 (Voids Contract Performance).

In addition, in this minute the policy on allocations is not currently being reviewed. It is also the responsibility of Hamid Khan (Head of Place Shaping) rather than Trevor Costello.

**Resolved –** That, subject to the comments above, the minutes of the meeting on 3 July 2014 be approved as a correct record.

**12. Member Questions**

No written questions were submitted by panel members before the meeting.

**13. Neighbourhood Policing**

Neighbourhood policing supported the theme of civic responsibility in the Slough Joint Wellbeing Strategy, and Slough Borough Council (SBC) would offer relevant assistance. In particular, Neighbourhood Action Groups (NAGs) and community focus groups (especially those relating to crime and disorder) would receive support. The picture of NAGs in Slough was mixed; whilst some were proactive and engaged, others had become inactive whilst some were now run as neighbourhood focus groups.

In addition, Thames Valley Police (TVP) had launched a review in 2013, which sought to investigate whether neighbourhood policing was fit for

## Neighbourhoods and Community Services Scrutiny Panel - 04.09.14

purpose. In spite the cuts, TVP had commitment to neighbourhood policing from the highest levels of management; despite the lower budget, frontline police presence had increased in the last two years. Instead savings had been generated by cuts to back office functions and the use of increased collaboration with other police forces. The review had the following priorities:

- Improving efficiency and effectiveness in preparation for further funding cuts.
- Effective communication and engagement.

The panel raised the following points in discussion:

- Ownership of NAGs was the responsibility of local communities. TVP would interact with NAGs once established and ensure that the best efforts were made to support their work; however, they needed to be independent of TVP and could not be established by them. Despite this, TVP requested details of any NAGs with which they were not engaging and would then work to rectify the situation. The Safer Slough Partnership was also to engage with NAGs, and issues raised by NAGs could be referred up to the relevant Slough sector where appropriate.
- Local publicity for NAGs and Have Your Say events needed improvement. Communications at the buildings hosting events or through bodies such as Tenants' and Residents' Groups could be one example of ensuring a raised public profile. TVP could work on raising the profile of community events, but would also appreciate support from SBC and Councillors in this matter.
- Information was being shared in the three Slough sectors (North, South and East) once it had been captured. Information which spanned more than one sector would then be referred to a Local Policing Area (LPA) meeting.
- NAGs were not a standardised body; their composition and operation could vary to reflect the local community and the most effective method for the area. Some found that using a system of delegated representatives with a limited membership was most suitable, whilst other NAGs held regular meetings that were open to all local residents.

(At this point in the meeting, Councillor Sohal left)

- Greater co-ordination between NAG Chairs (e.g. quarterly joint meetings) could improve their effectiveness. Equally, the establishment of an advisory point for NAGs (e.g. page on SBC website, dedicated email inbox) could also improve co-ordination. However, SBC also needed to ensure that the independence of NAGs remained intact, with its role being facilitation of their activities.
- The timescales for responses to 999 calls were immediate, within one hour and within 24 hours depending on the urgency of the situation. This was done by risk assessment, but TVP could not supply details as to whether or when this information would be communicated to the caller. This matter could be checked with 999 call centres.

### Neighbourhoods and Community Services Scrutiny Panel - 04.09.14

- Given the likely cuts to future budgets, the possibility of sharing resources (e.g. call centres) with the other emergencies would be explored if they were workable. Similar co-operation had already been occurring which should facilitate any new plans.
- The use of the word 'maintain' when referring to the future levels of crime (e.g. 'maintain the outcome rate for violence against the person') was questioned. TVP responded that this was a consequence of recent decisions not to impose specific percentages as targets, but that the aim would always be to improve crime prevention.

At this point, questioning was concluded to allow for discussion of other items, although some members wished their desire to continue noted.

**Resolved** – that SBC officers discuss options for future activity on NAGs, for later appraisal by the Neighbourhoods and Community Services Scrutiny Panel.

#### 14. Waste Collections

SBC was responsible for waste collection, with Amey serving at present as the contractor. 250,000 bins were collected each month, with a total of 55,000 tons being generated in this time. The number of complaints received by Amey was used as a key indicator of the quality of the customer experience; 45 complaints had been received in 2012 / 13, whilst this had fallen to 38 in 2013 / 14.

The panel raised the following matters in discussion:

- A major concern was that bins were not being returned to their original positions. This was causing particular difficulties for elderly or disabled residents and also for those living in areas with industrial bins. In addition, it could also cause problems with cars accessing driveways. This was a particular issue with silver bins. However, access could complicate the matter and bins could not always be returned, although the issue was recognised by Amey as a concern.
- The use of complaints received as an indicator of customer satisfaction was also a concern; self-inspection and internal measurements of quality were preferable. Furthermore, complaints were not reflective of all dissatisfaction amongst local residents.
- The hours chosen for routes needed to be selected to avoid peak hours on major traffic routes. In addition, collections near schools needed to be scheduled with regards to the times when children and parents would be present in large numbers. However, schools had more flexible hours than previously, which complicated the situation, as did the fact that more than one road was usually affected.
- As Amey now had 12 years of experience, detailed site maps of the areas where collections were made were being compiled. This work would continue and be used by the provider under the next contract (due to start late 2017).

## Neighbourhoods and Community Services Scrutiny Panel - 04.09.14

- The washing of bins was not part of the present arrangement. This could be added, but would cause a significant rise in the cost of the service. Bins were classed as a fixed asset which were loaned to residents, and therefore it was their responsibility to clean them. Communal bins were the responsibility of landlords; however, very few Councils chose to maintain their bins.
- New technology (e.g. fuel monitoring devices, 360° cameras) would be investigated for cost efficiency and be included in the re-procurement process. In addition, supervisors would also monitor collections and compile reports on service levels.
- At present, there were no methods of redress for those who did not recycle waste. Technical officers were assessing the situation, with areas failing to meet required levels receiving educational information on the matter.
- Any renewal of Amey's contract would be based on benchmarking and performance data. A team would start evaluating the re-procurement process on 18 September 2014.
- The long term targets of 0.00001% for missed domestic residual waste bins and missed domestic recycling bins would be amended given the difficulty of measuring such low rates.

**Resolved** – that the following areas be addressed in the comments to Cabinet:

1. The return of bins to a point as close as possible to the place of collection, with the possibility of a measurement to be explored.
2. The starting time of collections; 7am would help avoid problems with congestion around rush hours and peaks in activity around schools, although the implications for 'vehicle reversing' alarms may need clarification.
3. The compilation of other indices of customer satisfaction beyond the use of complaints received by Amey.
4. The target levels of 0.00001% included in appendix 1.

### 15. Water Metering

Water meters were proposed as an effective method for reducing the bills of tenants and their usage of water (which was cut by an average of 12%). Therefore, SBC was intending to promote and improve the access of tenants to Thames Water (TW) metering for their properties.

The panel raised the following matters in discussion:

- There had been reports of instances where TW had claimed that Council tenants' property was part of a corporate account and therefore would not act over non-payment. As SBC was the contractor, it would chase and collect in these instances. However, some residents were finding payment difficult; collection could prove time and resource intensive in these cases. SBC were planning to share information with



## Neighbourhoods and Community Services Scrutiny Panel - 04.09.14

TW in an arrangement with an agreed protocol. SBC was not monitoring TW customer service but would continue to pressurise for service improvements.

- SBC would encourage tenants to take up the offer in cases where they would benefit from water metering. However, SBC could not enforce the matter.
- Whilst it was recorded that no tenants had been evicted over the matter of payment for water, there was no information on how many cases where it had been a significant factor in eviction.
- There were no secondary meter arrangements in place.

**Resolved** – that the Panel note the contents of the report.

### 16. Sheds With Beds

The project was now focusing on rogue landlords as a priority. The quality of service to tenants was being emphasised and it was intended that progress would accelerate over the coming months. This should be assisted by income being raised by the project, which was neutralising the cost of the associated project team.

Legislation on energy efficiency had changed with domestic properties now included. This had complicated matters, as had problems with the recruitment of sufficiently experienced inspection and assessment staff. The procurement scheme also ran to tight deadlines and specifications. The fact that a property was deemed to be owned after four years (and therefore permanent) had moved the project's focus away from identification and planning. The main questions emerging about the accommodation in question were as follows:

- Is it appropriate? If so, was it liable to Council Tax?
- Is it suitable for tenancy?

In cases where the accommodation served as reasonable accommodation, inspection and assessment would be used to monitor the issue. Landlords would also be clearly informed as to their responsibilities, and rents would be chased should they not be declared.

The panel raised the following points in discussion:

- Private owners could refuse SBC entry to property. However, SBC had means of redress by getting access with 24 hours notice. Furthermore warrants could be obtained where necessary. There was also an online reporting system which fed into SBC.
- If properties registered as business premises were to be rented out as accommodation, this change would require planning permission. However, resources would need to be prioritised on the matter as older properties were immune from prosecution. SBC would enforce in cases where it had the powers to do so.
- Council Tax for these properties could be backdated. Where this was the case, SBC would be responsible for enforcement.

**Neighbourhoods and Community Services Scrutiny Panel - 04.09.14**

- The possibility of paying staff commission rates had been raised, but had experienced difficulties during the procurement phase of discussions.

**Resolved** – that the Panel note the contents of the report.

**17. Forward Work Programme**

The Chair circulated information regarding the Panel's areas of responsibility and asked members to consider it in raising items for future agendas. In addition, the Panel would receive the relevant forms for requesting future agenda items via email.

The Panel was also informed that the Overview and Scrutiny Committee would consider Town Centre Car Parking on 11 September 2014. This could have an impact on the Panel's agenda for 29 October.

**18. Attendance record**

The attendance record was noted.

**19. Date of Next Meeting - 29 October 2014**

Chair

(Note: The Meeting opened at 7.02 pm and closed at 9.18 pm)

**SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Neighbourhoods and Community Services Scrutiny Panel **DATE:** 29<sup>th</sup> October 2014

**CONTACT OFFICERS:** John Griffiths, Head of Neighbourhood Services  
 Ian Blake, Neighbourhood Manager South, Neighbourhood Services  
 Jane Rose, Enforcement & ASB Transition Co-ordinator, Neighbourhood Services

**(For all enquiries)** 0791 709 2909

**WARD(S):** All

**PORTFOLIO:** Cllr Sohail Munawar, Commissioner for Social and Economic Inclusion  
 Cllr James Swindlehurst, Commissioner for Neighbourhoods and Renewal

**PART I**  
**KEY DECISION**

**ENFORCEMENT OF LITTERING, FLY-TIPPING AND ENVIRO-CRIME**

**1 Purpose of Report**

To provide the Panel with an overview of Neighbourhood Services activities in relation to tackling littering, dog fouling and other related enviro-crime and to explore new ways of working for improved outcomes, incorporating the new measures laid out in the Anti-Social Behaviour, Crime and Policing Act 2014.

**2 Recommendation(s)/Proposed Action**

The Panel is requested to note and give support to the contents of the report.

The Panel is requested to give Neighbourhood Services its support to review and evaluate the use of private providers in future developments, and allow us to proceed with a 12 month pilot project guaranteed to be self-financing.

**3 The Slough Joint Wellbeing Strategy, the JSNA and the Corporate Plan**

**3a. Slough Joint Wellbeing Strategy Priorities –**

Priorities:

- **Regeneration and Environment** - Neighbourhood Services activities will improve environments across Slough where people live, work and play. These improvements will make areas more desirable for regeneration work and so improve the locality further.

- **Housing** – Neighbourhood Services approach will challenge and enforce against those in areas where housing conditions are poor, leading to improved living standards for Slough residents.
- **Safer Communities** – A clean, well managed street scene will have a positive impact on the crime levels locally and the associated fear of crime.
- **Health** - There is an established link between the feeling of wellbeing, mental health and the environment. It has been shown that a poorly maintained and littered local environment is a contributing factor to poor physical and mental health.
- **Economy and Skills** - Neighbourhood Services plans are designed to have a positive impact on local economic development, as any improvements to our local environment will make Slough a more attractive place for business.

Cross-Cutting themes:

**Civic responsibility** – Residents and local businesses have a clear role to play in tackling these issues, from reporting incidents, giving eye witness statements to engaging in community clear up events. Our communities need to be engaged with and empowered, making them part of the solution. We recognise this is an opportunity to work with our diverse community groups, including faith groups, and develop educational and communication campaigns with them.

**Improving the image of the town** – The work of Neighbourhood Services focuses on improving the physical appearance of Slough and its environments, and proactively works to maintain that appearance.

The **Slough JSNA** notes that, the health and wellbeing of Sloughs population is influenced by a wide range of factors including environmental influences. Inequalities in health status and access to health services can be caused by issues such as poor housing.

The 2010 Attitude Survey cited decent housing as a key concern in determining people’s satisfaction with the area in which they live. The council has ambitions to regenerate the town and neighbourhood centres for the benefit of the local communities.

Although all types of crime in Slough have fallen over recent years, the crime and safety profile of Slough continues to be an area of key concern for both the Wellbeing Board and the local community. Consultation with local residents regarding anti-social behaviour cited the following priorities that need to be addressed: teenagers hanging around on streets; litter; vandalism and fly tipping; drugs and prostitution.

### **3b. Corporate Plan 2013/14 –**

The work of Neighbourhood Services actively contributes to the following priorities:

- Improve customer experience
- Deliver services and facilities that meet local needs
- Develop new ways of working
- Deliver local and national change and improvement
- Develop a skilled and capable workforce, and
- Achieve value for money.

#### 4 **Other Implications**

It is anticipated that implementation of this project will be resourced from within existing budgets.

Longer term we are considering service offers that could income generate for Slough Borough Council, whilst providing an improved service for the community and a greater positive impact against our priorities.

##### **(a) Risk Management**

<b>Risk</b>	<b>Mitigating action</b>	<b>Opportunities</b>
Legal	Adaption of working practices to incorporate changes in the new ASB legislation	Greater emphasis on enforcement activity. Additional tools to address issues
Property	Visual improvements to areas, so improving community confidence	Greater community involvement and longer term engagement
Human Rights	The new ASB Act supports human rights	Greater transparency. Allows a more proportionate response in certain areas
Health and Safety	Risk assessments will be carried out for all activities	None
Employment Issues	None	None
Equalities Issues	None	None
Community Support	The new ASB Act puts victims at the heart of the response	Greater community involvement and longer term engagement
Communications	A communications plan will be developed for this area of work	Raise awareness of how Neighbourhood Services operate and tackle this issue Promote community responsibility and engaged enforcement
Community Safety	Project activity will assist with designing out crime and impact positively on the 'broken windows' theory, and so reduce the fear of crime	Increase the speed of response and resolution of litter concerns, including fly-tipping, graffiti removal and other safety hazards. Greater enforcement activity against perpetrators
Financial	It is anticipated that implementation of this work will be resourced from within existing budgets	Longer term we are considering service offers that could income generate for Slough Borough Council, whilst providing an improved service for the community and a greater positive

		impact against our priorities
Timetable for delivery	Short term focused activity	Defining and promoting our longer term working practices, both internally and externally, in consultation with key community groups and partners, so not presuming to set priorities without consultation
Project Capacity	A Project Team has been pulled together from Neighbourhood Services, Waste & Environment and Communications	Develop and improve working relationships and increased co-ordination of activities
Other	None	None

**(b) Human Rights Act and Other Legal Implications** - All of the legislation used gives due consideration to human rights in terms of reinforcing the councils duties and that of its partners to respect and support the rights of individuals to private and family life.

**(c) Equalities Impact Assessment** - Assessments will be completed for all amended and new policies that may result from this project work.

**(d) Workforce** - On a longer term basis, training will be required for officers using elements of the new ASB legislation to tackle their duties under this area of work. There will also be a need for officers to become more flexible with regards to their hours of work, so a 24/7 service can be developed effectively.

## **5 Neighbourhood Services – How we operate**

### **5.1 Introduction**

This report details how Neighbourhood Services tackles issues relating to Sloughs street scene and its associated low level crime and anti-social behaviour. It focuses on how we as a department problem solve issues, develop multi-agency responses and long-term sustainable solutions, with a particular focus upon actions that improve the physical appearance and local environment of Slough.

### **5.2 Service Model**

Neighbourhood Services **operates hand in hand** with Nick Hanon's Waste & Environment team, and of course other council services, where the broad principles are that Neighbourhood Services leads and delivers on operational ASB services, in conjunction with others.

The team provides a **tenure blind** neighbourhood service, across 3 geographic areas co-terminus with the police. This approach allows staff to resolve issues without needing to be concerned whether the land is under public or private ownership. Staff carry out **educational and enforcement functions**. This approach

gives us the opportunity for efficiencies and enhanced quality of services within neighbourhoods, be these private or council properties.

Neighbourhood Services provides a key central function tackling issues related to anti-social behaviour and enviro-crime, becoming a single point of contact within the council for its customers and partner agencies, and so taking the **operational lead** for all matters relating to ASB.

The Neighbourhood Services concept is about developing new **flexible approaches** to work. The developing **fourth neighbourhood team** will tackle the most complex, difficult and long standing issues of crime, ASB and enviro-crime across the borough. **Persistent and resistant ASB** case review work will be identified through multi-agency tasking and those identified through VMAP and the Neighbourhood Services ASB cases. Links have already been made with the neighbourhood policing Inspectors and Sergeants.

The team will also lead on tackling the **traveller incursions**. A procedure working with the police has already been developed and a bailiff firm is on call to assist in removal from council land, as the need arises.

### **5.3 Partnership working**

Within our model there is a strong partnership approach to tackle a wide range of issues within a neighbourhood. Poor environmental up keep takes many forms and can involve that within a dwelling, garden and street, so needing a multi-agency approach.

Often in addressing these matters Neighbourhood Services staff become aware of individuals who for a variety of reasons, may need extra support, assistance and are vulnerable. Staff are trained to tackle these issues appropriately, **signpost** clients to services and make **referrals** when necessary.

It is a recognised fact that low level crime, anti social behaviour, animal abuse and poor property and local environment upkeep, can be **indicators of other more serious issues**. For example animal abuse is directly linked as a pre-cursor to potential domestic and or child abuse in an escalating pattern of behaviour. Our staff therefore have a key opportunity to intervene at an early stage and engage other agencies. Since 2012, 90% of all animal welfare related complaints were legal intervention was taken, other issues of poverty, child protection, adult safeguarding, domestic violence, drug dealing and fraud were identified.

We have therefore developed close working relationships with the police, safeguarding, Street cleansing, Amey, Interserve etc. to ensure we can develop effective and sustainable solutions.

### **5.4 Community involvement**

Neighbourhood Services approach enables a truly **community focused** and robust approach to street scene, tenancy and enviro-crime enforcement. Key to our service delivery success is the **engagement and involvement** of our local communities; our communities need to be part of our solutions and take ownership of actions if they are to be sustainable in the long-term.

Community members are key to providing us with information and eye witness accounts, witness statements, attending court and engaging with targeted community projects. This gives us an opportunity to nurture **civic responsibility** across the

borough and directly involve communities in tackling the issues that negatively impact on their lives, community and local environment.

## **6. Neighbourhood Services – What we have achieved to date:**

### **6.1 Dogs and dog fouling**

Neighbourhood Services has worked hard to address the spectrum of issues relating to dogs, from fouling, dog control to irresponsible dog ownership. A network of partners including veterinary practices, welfare charities, kennelling providers, rehoming charities and the specialist officers within the police, have been engaged with.

Since September 2012, the team has achieved:

- 5 Dog Control Orders for dog fouling
- 3 fixed penalty notices for failing to pick up dog fouling, of which 2 were paid
- Numerous initiatives engaging dog owners and walkers across the borough, highlighting the need to pick up after your dog fouls
- On-going joint initiative with the police tackling irresponsible dog owners who let their dog run out of control in public places, allow them to attack other dogs, cause noise and odour nuisances, puppy farm, carry out unlicensed trading and false advertising, illegal hunting, fighting and coursing and distress to the local community with the poor way they keep their animals. This has led to:
  - The seizure of a number of illegally kept banned breed dogs for destruction
  - The seizure of over 50 dogs on welfare grounds, and
  - The successful prosecution of 5 dog owners for these offences.
- Leafleting campaigns in hotspot areas
- Press campaigns
- Installation of bins in hotspot areas
- Targeted patrols in hotspot areas
- Responsible dog ownership events, including dog chipping and advice on dog health, behaviour and owners responsibilities

### **6.2 Littering**

Local statistics show that street based litter in Slough is on the increase. This does not necessary indicate that there is an increase in people throwing litter onto the floor, as rubbish has many sources; however this would indicate and support the need for a renewed approach to tackling the issue. **Ref Appendix 3.**

Neighbourhood Services can tackle littering with **fixed penalty notices** set at £75. Since January 2011 the team has served 316 fixed penalty notices for street littering; 270 were paid in full giving a recovery rate of 86%, (National average 55%-65%) and 2 individuals were successfully prosecuted for non-payment.

A number of **advice, education and enforcement initiatives** across the borough have been carried out, to include:

- Areas identified as hotspots e.g. the High Street, major thoroughfares in the borough, parks, outside schools and colleges, businesses, bus and train stations
- Tackling litter thrown from cars



- Tackling heavily littered areas such as the Cinder Track, Slough High Street and nearby service roads and the Langley Memorial area, and
- Tackling businesses who generate street litter such as off licences and fast food outlets borough wide.

### **6.3 Enviro-crime**

Enviro-Crime includes all other areas of crime related to waste and anti social behaviour to the detriment of the amenity or an area in general. It therefore includes fly tipping, abandoned vehicles and other related items including trailers and caravans, inappropriate disposal of commercial and domestic waste, accumulations of waste on public and private land, poor upkeep of public and private land, derelict sites and buildings and the unlawful storage, transport, transfer and treatment of waste. These issues cause serious and longstanding detriment to the local community, local environment and the image of a town. Listed in Appendix 5 is the legislation used in this area of work. **Ref Appendix 5.**

Neighbourhood Services has carried out a number of initiatives in these areas, using all the appropriate and necessary legal powers available to them. These operations resulted in:

- 3 vehicles used for fly tipping being seized and crushed
- 5 ASBOs both on conviction and stand alone
- 15 prosecutions for waste related offences other than littering
- the reclaiming of 26 sites that were squatted or semi derelict and in severe disrepair, forcing private owners to take responsibility
- The deportation of several individuals living in the UK without exercising their treaty rights.

Specific and targeted waste carrier operations are carried out quarterly, focussed around the Colnbrook M25 area, Farnham Road, Tuns Lane and Chalvey main roads. Partners are heavily involved including Court Bailiffs, the Home Office, Police and VOSA. This multi agency approach allows multiple offences to be dealt with simultaneously e.g. driving with no insurance, MOT, operators licence, tachograph offences, over loading, immigration offences and outstanding court fines. In the last operation over 50 vehicles were stopped and checked.

A number of private sites have also been cleared at the owners' expense, where accumulated waste has been found. Using appropriate legal powers, the owners have been forced to take responsibility and clear their land and maintain it .

## **7. Neighbourhood Services – Areas for development**

### **7.1 Dogs and dog fouling**

Develop a responsible dog ownership awareness campaign through the Local Environmental Awareness on Dogs (LEAD) initiative as used by the Metropolitan Police in Sutton, London. **Ref – Appendix 1 and 2**

Further improve our proactive approach to tackling dog ownership working with local vets to get dogs chipped for free, in conjunction with the Dogs Trust, as part of compliance with the Animal Welfare Act 2006 amendments in April 2016 for compulsory dog chipping of all dogs.

Tackle dog fouling in parks and other local green areas by running a well publicised campaign of – “NO BAG – NO WALKIES” – where people walking their dogs are asked if they are equipped to pick up after their dog and then are educated and advised accordingly as to their responsibility.

## **7.2 Littering**

A preventative litter publicity campaign is currently being developed. The aim is to educate and to generate a feeling of civic pride and a general understanding throughout Slough’s diverse community of the negative impact of litter and the problems it causes; as it is apparent that people perceive litter differently. These are myths that need to be dispelled and the campaign will follow along the lines that you are clearly anti-social if you litter. **Ref Appendix 4.**

Continue intelligence led high profile operations to tackle thrown litter by individuals with the use of education, advice and enforcement action as appropriate.

Review and evaluate the use of contracted litter enforcement officers supplied by an external contractor. They will focus upon hotspot and key areas and specifically issue fixed penalty notices for the offence of littering. Payment for such work would be self-financing. The purpose of this approach would be to focus resources in key areas at peak times and to free up other officers to carry out works elsewhere in the borough. This is a similar approach used by Merton Council.

## **7.3 Enviro-crime**

Continue to use pro-active operations to create a risk to those using vehicles to perpetrate their crimes and to tackle criminals who use vehicles to be mobile.

Take a more effective and targeted approach to the deployment and use of CCTV. Greater use of the media will be made to assist with the identification of offenders. This was recently done and the perpetrators of a recent fly-tipping incident were identified.

Continually evolve the service to include a specialist 4<sup>th</sup> team that works tenure blind and pro actively in responding to issues of Enviro-Crime and ASB, as the two are mutually linked. This will mean working outside of the normal office hours of nine to five, working more closely with victims and witnesses of these types of crime, working closely with partners and building stronger partnership arrangements to ensure a co-ordinated approach to tackling the more complex, resistant and long standing cases. This will by its very nature create new ways of working and new ways of tackling issues that blight communities. Part of these plans will include the further development of the 24 hour ASB Hotline service.

Be more robust with regards to waste accumulations on private land. Legal powers currently exist and new powers have recently become available to tackle these issues, which allow the council to carry out works for which they can charge for, as well as prosecuting offenders. This therefore opens up an area for income generation.

## **7.4 Partnership working**

Neighbourhood Services will further develop our strong commitment and ethos of working across council teams and partners. We are working hand in hand with **Waste & Environment**, as we recognise the natural synergy’s between our areas and are building on this further with our plans to tackle tenure blind waste across the borough and our plans exploring the use of private contractors. We also have

the same relationship with **Communications** and are working with them to develop a communications plan focused on this area of work.

We are also developing **joint initiatives and days of action** with partner agencies such as the police. We are engaging with Sloughs Registered Social Landlords (RSL's) to ensure a co-ordinated and consistent approach is taken to tackle ASB and enviro-crime across Slough.

Central to our approach is the **engagement of Sloughs diverse communities**; communities need to be part of the solution, not just seen as the problem. We will work with local faith groups, NAG's, Senate, resident groups etc. engaging our tenants, leaseholders, owner occupiers and local businesses.

Neighbourhood Services will therefore function as the identified **single point of contact** for all operational ASB and enviro-crime matters, for both our internal and external customers.

## **8 Timeline for developments**

Q3 (Oct-Dec)	- Consultation and evaluation phase for developments - Planning phase and development of all associated action plans, including educational campaigns, proactive initiatives, joint operations and service developments (weather dependent) - Engagement and involvement process with all key agencies, departments and community groups
Q4 (Jan – Mar)	- Implementation and delivery phase starts
Q1 (Apr – Jun)	- On-going delivery
Q2 (Jul – Sept)	- Evaluation phase

Our exploratory work has reviewed our hotspots and identified the following areas for our initial focus:

North: Farnham Road shop rears  
Manor Park housing area

East: Goodman Park (predominately on private land, particularly garage areas and alleyways)  
Rochfords Gardens  
Stoke Road, rear of some of the shops  
Trelawney Avenue shops  
Langley Memorial

South: Spackmans Way, Brammas Close and Chalvey High Street  
Burlington Avenue, Bronte Close, Tower and Ashbourne, Chalvey Gardens  
Upton Park, Lacelles Park

## **9 Conclusion**

Neighbourhood Services is already working towards changing the way services are being delivered to residents and communities within Slough. The service has already identified work that has been done and what needs to be done to tackle crime, ASB and enviro-crime. There has also been identified a need to change how services are

delivered in these areas, to be more flexible and adaptive to situations. With the development of a fourth Neighbourhood Team to focus specifically on these areas, this report is highlighting the need for scrutiny to approve and fully support this approach and course of action.

**10 Appendices Attached**

Appendix 1 – LEAD Dog Initiative Booklet

Appendix 2 – LEAD Law on Dogs Insert

Appendix 3 – Street Litter Collection Statistics for Slough 2009 onwards

Appendix 4 – Example Litter Campaign Poster “Love Where you Live”

Appendix 5 – Relevant Legislation

**11 Background Papers**

None

## Why was LEAD started?

LEAD was started after a woman was attacked and killed by a dog in Wallington in December 2010. Police in Sutton set about working with key partner organisations to launch the LEAD initiative as a structured and co-ordinated approach to encourage responsible dog ownership.

## LEAD accomplishments

LEAD has been recognised as being best practice for engaging with irresponsible dog owners and anti-social behaviour concerning dogs by other Met Police boroughs including Merton, Kingston and Newham and by other police forces, including Merseyside Police.

Surrey County Council and Surrey Police are interested in launching the LEAD initiative. Additionally, LEAD has been endorsed by the Kennel Club and supported by major charities including the RSPCA and Battersea Dogs Home. LEAD is currently being used as a case study by the Department for Environment, Food and Rural Affairs for the new anti-social behaviour White Paper that is currently going through Parliament. In 2013, LEAD was a finalist in the Sutton Community Safety Awards. In April 2014, LEAD was nominated as a finalist in a national award run by the Kennel Club.

## Useful helplines

- Noisy dogs, dog fouling, stray dogs: Call Sutton Council on 020 8770 5070 (day: between 8am-8pm) or 020 8770 5000 (night: between 8pm-8am)
- Illegal breeds, organised dog fights, dangerous dogs, anti-social behaviour with dogs: Call Met Police on 101
- Nuisance dogs or anti-social behaviour with dogs in your tenanted or leasehold accommodation (such as council housing). Call your landlord (i.e. Sutton Housing Partnership or Roundshaw Homes)
- Health and welfare of dogs: Call the RSPCA on 0300 1234 999.

## Help us make Sutton safer

By working together and sharing information, knowledge and experiences we want to make our communities safer for everyone to enjoy. Sutton is a low crime borough and one of the safest in London. Help us make Sutton even safer.

© The Crown, Metropolitan Police Service 2013



# LEAD

Local Environmental Awareness on Dogs

Let's work together to be responsible dog owners



## Taking a LEAD on dogs

Local Environmental Awareness on Dogs - LEAD© - is a police-led, initiative founded in the London Borough of Sutton in South West London to encourage responsible dog ownership of all breeds of dog. It seeks to provide advice to the public on dog issues, improve dog safety and dog welfare. It also deals with anti-social and inconsiderate behaviour by individuals with dogs in a way that protects and reassures the public. It is aimed at all dog owners in Sutton whether in private or rented accommodation.

This work is being promoted through regular dog roadshows, engagement with dog owners during regular patrols and through day-to-day contact with owners of dogs that come to police attention. To achieve this we are working closely with our partner agencies, which include Sutton Council, all Registered Social Landlords like Sutton Housing Partnership and Roundshaw Homes, the RSPCA and the Riverside Animal Centre, which is based in Beddington Park, Sutton. Our annual surveys of local residents highlight that issues concerning dogs, such as nuisance dogs and dog fouling, are high on the list of concerns amongst residents in the borough – and LEAD is aimed at tackling these concerns.

## Working with dog owners

In our day-to-day police work, we are:

- recording all incidents involving negative dog behaviour including dog attacks on people and animals; dog welfare and dog fouling. This is important to create a documented history should enforcement be necessary
- encouraging owners (if a social housing resident) to register their dog with their landlord
- arranging dog roadshows that offer dog advice and free or discounted dog micro-chipping, which will become a legal requirement by April 2016.

## When it's time for police intervention

As well as encouraging responsible dog ownership and giving advice, there are times when it is necessary for police to intervene, initiate

control measures and ultimately prosecute offenders.

We will intervene when:

- dogs are used by owners to commit crime
- dogs are linked with anti-social behaviour
- prohibited types/breeds come to notice.

## Control measures, sanctions and legislation

We will act to enforce the law and protect the public whenever necessary and where legislation permits. Measures include:

### 1st 'Come to Notice' letter

This will include key details of the incident – details that **will be shared** with relevant partners. Letters will be sent with supporting literature from The Kennel Club, RSPCA and Battersea Dogs Home and other literature.

### 2nd 'Come to Notice' letter

Should the dog's behaviour come to notice again, a second letter will be hand-delivered by the local Safer Neighbourhoods police team. If the dog owner is a social housing resident, the landlord will contact the dog owner within seven working days to remind them of, or enforce, their tenancy agreement. Continued anti-social behaviour, could result in permission to have a dog being withdrawn or even the property being repossessed.

### Acceptable Behaviour Contract

As the second letter is sent, an Acceptable Behaviour Contract – a voluntary agreement between the police and the individual – will be sought. If this is declined, the police Anti-Social Behaviour Unit will monitor the dog's behaviour for at least six months.

### Anti-Social Behaviour Order (ASBO) or Contingent Destruction Order on conviction under the Dangerous Dogs Act

Continued anti-social behaviour could result in an ASBO/Contingent Destruction Order on conviction under the Dangerous Dogs Act or an appropriate Dog Control Order section 2 of the 1871 Dogs Act.

**\*Please note an ASBO, Contingent Destruction Order or a Dog Control order can be sort at anytime during the process\***



## The law on dogs

Dog owners have a legal responsibility for their pets.

Dog owners are required to:

- provide an adequate diet with fresh, clean water always available
- protect the dog from ill health
- allow the dog to express natural behaviour
- provide suitable housing and living conditions free from hazards
- protect the dog from fear and suffering

*Penalty for failing to comply with these requirements under the Animal Welfare Act 2006 can result in a prison sentence or a fine of up to £20,000 and a ban from keeping animals.*

- have the dog wearing a collar and tag in a public place, with the tag showing the name and address of the owner

*Penalty for failing to comply with this requirement under the Control of Dogs Order 1992 can result in a fine of up to £5,000.*

- have the dog under proper control: an offence can be committed even without an injury occurring so long as there is reasonable concern that someone could be injured

*Penalty for failing to comply with this requirement under the Dangerous Dog Act 1991 can result in a prison sentence of up to six months, a fine of up to £5,000, a control order placed on the dog requiring a lead and/or muzzle to be on the dog at all times whilst out in public and/or an order requiring the dog to be neutered. Both the owner and the person in charge of the dog at the time may be liable.*



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## Tenanted accommodation

If you are living in tenanted accommodation, find out if you need to obtain written permission from your landlord.

## Landlord conditions

A landlord will want you to take reasonable care of your pet and may set conditions such as having:

- only up to two animals in any one property
- a private garden
- details of your dog recorded by photograph/tracing methods like chipping
- your dog on a lead and under control at all times in communal areas

In addition, you will be required to prevent your dog:

- causing a nuisance, such as by making excessive noise
- frightening or hurting people
- damaging your home or any council property

**Permission may be withdrawn if any of the above conditions are breached.**



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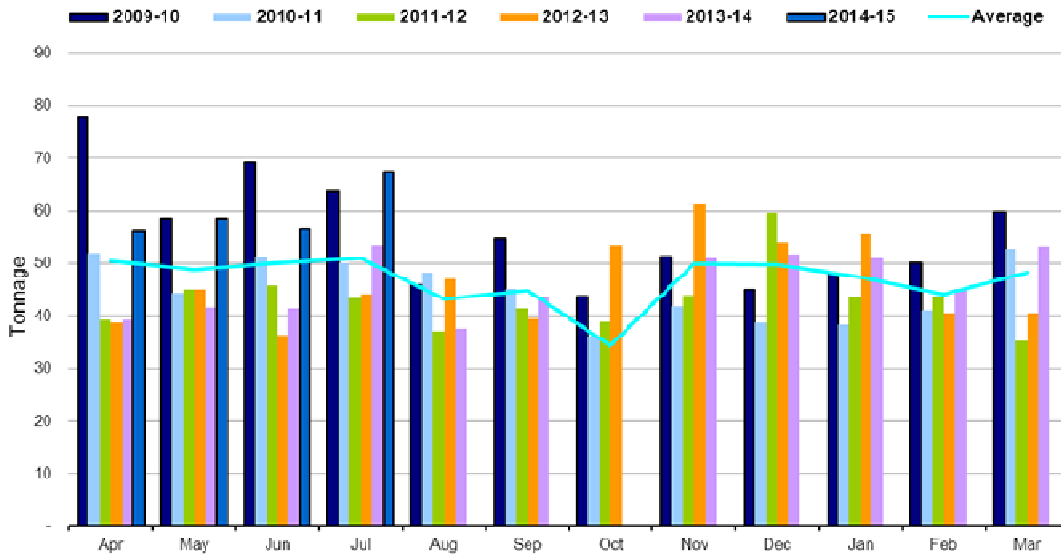
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- damaging your home or any council property

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### SEL Litter Weighbridge Tonnage by Year Per Month



### SEL Litter Tonnage

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>2009-10</b>	77.78	58.40	69.14	63.84	45.84	54.62	43.70	51.28	44.93	48.10	50.01	59.88
<b>2010-11</b>	51.92	44.36	51.40	50.12	48.32	45.16	36.16	41.78	38.68	38.26	41.08	52.72
<b>2011-12</b>	39.26	45.10	45.72	43.40	37.00	41.42	38.96	43.86	59.68	43.78	43.68	35.34
<b>2012-13</b>	38.72	45.02	36.34	44.20	47.00	39.46	53.32	61.24	53.90	55.66	40.58	40.58
<b>2013-14</b>	39.28	41.54	41.38	53.26	37.58	43.58		51.00	51.64	50.96	45.20	53.18
<b>2014-15</b>	56.18	58.44	56.50	67.34								
<b>Average</b>	50.52	48.81	50.08	50.96	43.15	44.85	34.43	49.83	49.77	47.35	44.11	48.34

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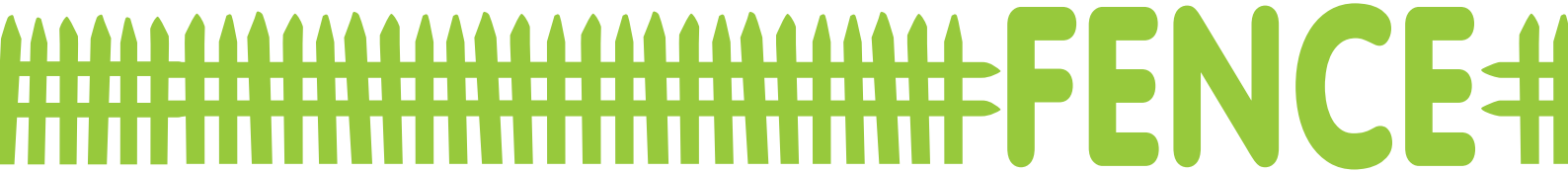
KEEP  
BRITAIN  
TIDY

Love  
where  
YOU  
Live



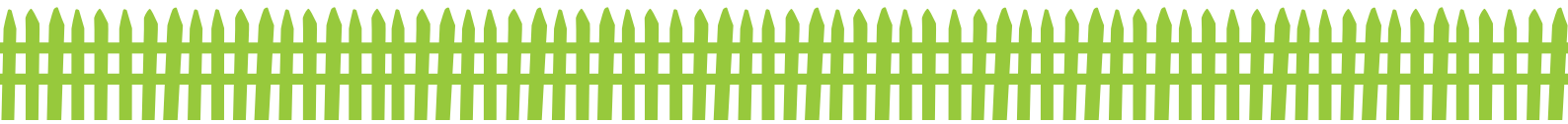
When it comes to  
LITTER:

Which **SIDE**  
of the



**FENCE**

are **YOU?**  
on ●





When it comes to  
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Which **SIDE**  
of the

**FENCE** #  
are **YOU?**  
on ●

Street cleansing alone costs taxpayers almost £1 billion a year in England. The social and environmental costs take that figure even higher, as do the costs to business and tourism. Despite promising action on preventing litter in the Coalition Agreement, the government has stepped away. But Keep Britain Tidy hasn't given up and neither have our 100,000 supporters.

More and more people, businesses and other organisations are making it clear which side of the fence they are on. They're choosing to fight litter.

**We need you to be part  
of the solution.**

## About Keep Britain Tidy

---

### **Where we live matters**

Cleaner streets, parks and beaches provide the backbone for strong communities.

### **How we live matters**

By preserving scarce resources, wasting less and recycling more, we create a healthier society and a healthier planet, too.

### **Keep Britain Tidy campaigns to improve the environment**

We are an independent charity, which fights for people's right to live and work in places of which they can be proud.

A single truth underpins our success – caring for the environment is the first step to a better society.

60 years ago, we started with litter. Today we do much more. We work at the heart of business, government and the community to help people understand that what's good for the environment is also good for us.

### **But our future depends entirely on your support**

If you care about the wellbeing of your family and you care about the world your grandchildren will inherit, join us in taking greater responsibility. Respect for our planet begins with respect for our neighbourhoods.

**Love where you live.  
Keep Britain Tidy.**

## It starts with LITTER...

### Litter is one of the first signs of social decay

Litter is one of the first signs of social decay. If we don't care about litter on our street, in our parks or on our high streets, we are unlikely to care about other environmental issues that negatively impact on our lives, our communities and society.

Litter has always been at the heart of Keep Britain Tidy. It is what we are best known for and relates to all of our work – for example, it effects the quality of our parks and beaches, it is the first issue a child may become aware of when considering the environmental impact of humans and it is a misplaced resource that could be recycled and reused.

Litter is a divisive issue – you are either part of the problem or part of the solution.

**It's time to choose  
which side of the fence  
you are on.**

**It's time to join us and  
be part of the solution.**



## Which side of the fence are you on? Summary

---

### Without people there wouldn't be litter

*62% of people in England drop litter<sup>1</sup>, although only 28% admit to it<sup>2</sup>.*

The cost of cleaning up all that litter costs taxpayers almost a billion pounds every year. It is detrimental to our health, the environment, the economy and is associated with crime and anti-social behaviour.

38% of the population do not drop litter and 100,000 people already support Keep Britain Tidy. They are working to improve places across England and many more individuals and groups are actively involved in cleaning up the places where they live and work, improving community spirit, wellbeing and pride.

### Without businesses there would be nothing to drop

*Many manufacturers and retailers produce items and packaging that end up as litter.*

The increase in fast food and consumption, especially 'on the go', has had a significant impact on the amount and types of litter thrown on the ground and out of car windows. This littering behaviour has an impact on the businesses that make and sell these products, as well as on the environment.

A recent Keep Britain Tidy survey revealed that 34% of people in England<sup>3</sup> would be less likely to buy from a company whose packaging they saw littered and 82% of respondents thought businesses should do more to prevent litter.

Despite this, the vast majority of businesses do little to prevent litter, for example by educating their customers or funding anti-litter campaigns. Furthermore, retailers in littered areas are likely to lose out on custom from people and tourists shopping or visiting elsewhere.

On the other hand, some companies are recognising that their business is part of the community and understand that when their products are seen as litter on our streets it can have a negative impact on their brand.

These companies are leading the way and many of them already work with Keep Britain Tidy, organising local litter picks, educating their customers and backing campaigns that encourage people to do the right thing.



**Without government we cannot win the war on litter**

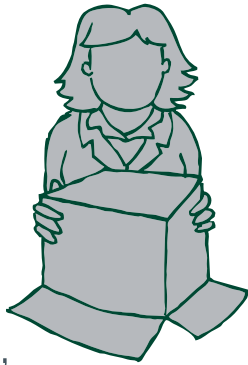
*Local authorities have a legal obligation to provide litter bins and keep their streets, parks and public spaces clean.*

But they are struggling to meet competing demands with ever-decreasing budgets. There is a real danger that this national non-stop clean-up effort is not sustainable.

At the same time, central government in Whitehall has stepped away from this agenda, leaving it to cash-strapped

local authorities and other land managers to deal with. In fact, from a recent survey of local land managers across England nearly nine in 10 (87%) do not think that the coalition government has achieved their commitment to reduce litter whilst 72% of the public agreed that the government should do more<sup>4</sup>.

Outside England other governments, including the Welsh Assembly, or the Dutch and Canadian governments, recognise that litter is a significant public issue and are taking innovative steps, including deposit schemes and packaging levies, to help solve the problem. We need the government here to follow their example.



...yet, we do not have a national

**LITTER STRATEGY**



there is little new

**LITTER related POLICY**



and **FUNDING** to prevent LITTER is being CUT

**In England, we are calling for communities, businesses and government to join us to be part of the solution.**

## The state of the nation

### England is a littered country

*At some point, litter blights every street corner, bus stop, park bench and highway in the land. In fact 62% of people in England drop litter<sup>5</sup> and 99% of streets in town centres have cigarette litter<sup>6</sup>.*

**Luckily, there is a simple solution – don't drop litter in the first place.**

Over many years, it has gradually become more acceptable for people in England to drop litter. It is only thanks to the efforts of local authority teams and other land managers, cleaning our streets seven days a week, that we are not swimming in cigarette ends, fast food packaging and crisp packets. More than 30 million tonnes of litter are collected from the streets in England every year. This is enough to fill Wembley Stadium to the brim four times over.

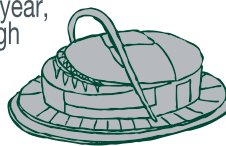
Local authorities, however, no longer have the money to act as our collective cleaner, and this taxpayer-funded cleaning service cannot continue indefinitely. The reality is that we are already starting to see both cuts in services and consequently, the early signs of a decline in the cleanliness of our streets. The proportion of sites below an acceptable standard for litter increased by 3% in 2011/12 in comparison to the previous year<sup>7</sup>. We expect this trend to continue.

**30,000,000**

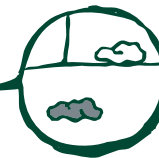
tonnes of LITTER are collected from England's streets each year, enough to fill

**4**

Wembley Stadiums



**99%** of town centres have cigarette LITTER



Cleaning CHEWING GUM costs local authorities

**£20,000**

that is

**£56,000,000**

in total, per year for every English town

## The problem of LITTER

### Economic impact on councils and taxpayers

*Each year, local authorities across England spend almost £1 billion clearing litter from our streets, parks, highways and public spaces<sup>8</sup>. This is the price we all pay as taxpayers to keep our nation clean.*



In Dorset, it took the local authority team five nights to clean a five mile section of the A338, during which they collected nearly two tonnes of rubbish. The bill for the council tax payers of Dorset for this one clean-up? £10,000<sup>9</sup>.

Chewing gum is a serious problem for land managers. It never biodegrades and once it is trodden into the pavement, it requires specialised equipment to remove. The bill for cleaning up the chewing gum from an average town centre is £20,000 – and often needs to be done up three times a year. That's £60,000 of avoidable expenditure. Multiply that for the 936 towns in England and it is £56 million which is wasted.

There will always be a cost to empty litter from bins but, if people did the right thing, a large part of this £1 billion could be spent on other services. These are services that are also under threat, being cut and are vital to individuals and to society.

# The state of the nation

## What else could £1 billion be spent on?

*£1 billion is a huge amount of money. If local authorities were not spending this money on clearing up our rubbish, it could be used to pay for many other vital services.*

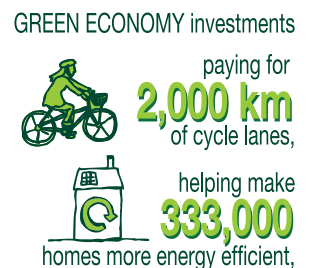
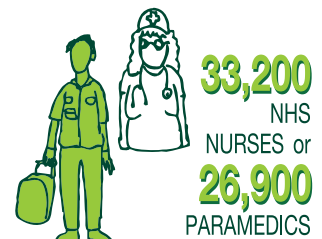
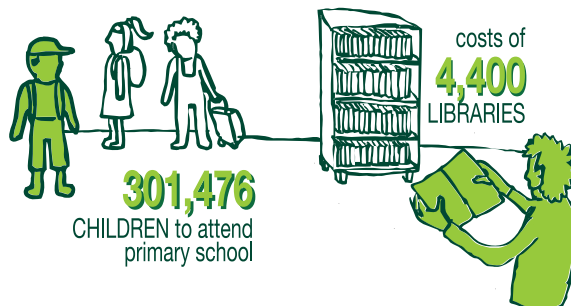
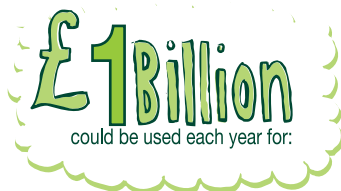
During our recent survey of local authorities and other land managers 71% responded to say if litter costs reduced for their area the savings would either be reinvested back into other services or council tax/service charges would be reduced.

For example, £1 billion would fund 38,644 social care workers or pay the running costs of 4,400 libraries.

Alternatively, it would enable the NHS to pay for 33,200 nurses or 26,900 paramedics or allow the fire brigade to fund 31,990 extra firefighters each year.

It is a sad fact that one in four households in this country now live in fuel poverty. The £1 billion spent on cleaning our streets could pay for 704,200 households' electricity and gas bills for a year or pay for one billion free school dinners - more than enough for every primary school child in England for a year.

The money could alternatively be invested in the green economy to help support more sustainable and healthy ways of life. It could be used to pay for 2,000 km of cycle lanes, help make more than 333,000 homes more energy efficient or create more than 193,000 community food growing spaces.

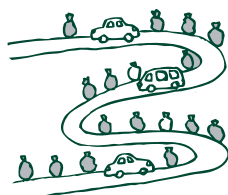


However, as far as the £1 billion price tag goes, this is just the tip of the iceberg. Not investing in litter prevention is a false economy and is having a major impact on society and the environment.

### The cost to other land managers

*There are also costs for private land managers.*

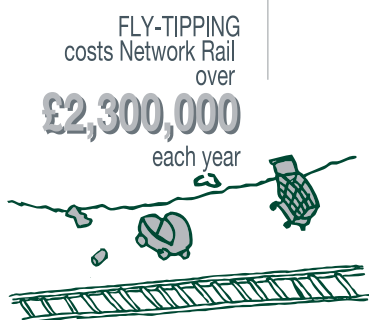
Though local authorities are the largest group of land managers in England, there is also a vast amount of land managed by organisations in both the public and private sectors, including the Highways Agency, Network Rail, the utility companies, the National Health Service, the National Trust, the Forestry Commission, Royal Parks and thousands of privately-owned shopping centres, office complexes, sports stadiums, farms, theatres and cinemas.



The Highways Agency clears more than **180,000** sacks of litter from motorways and major A roads every year

The Highways Agency, for example, clears more than 180,000 sacks of litter from our motorways and major 'A' roads every year, at a cost to the taxpayer of more than £10 million<sup>11</sup>. Fly-tipping on land owned by Network Rail costs more than £2.3 million each year to clean<sup>12</sup>.

The Royal Parks, which manage some of our most iconic parks, including Hyde Park and Regents Park, spends more money on cleaning up litter than they do on flowers. In fact, in 2011/12, The Royal Parks spent £300,000 removing litter from Hyde Park alone<sup>13</sup>.



FLY-TIPPING costs Network Rail over **£2,300,000** each year



Royal Parks spend MORE on LITTER than on FLOWERS, **£300,000** were spent in 2011/12 removing LITTER from Hyde Park alone

## The problem of LITTER

### The cost for business

*‘Without people, litter would not exist, but without packaging they would have nothing to drop’*

Roper and Parker, 2012.

There are two direct costs to businesses from litter - the loss of sales as people avoid visiting retailers in litter-strewn areas and the cost of the negative brand association resulting from their products or packaging being seen as litter.

### Litter and the local economy

Research shows that littered areas are not pleasant to be in and people are less likely to frequent places that are littered and not cared for<sup>14</sup>. Reduced footfall therefore has a knock-on cost to any businesses in the area. Fast food giant McDonald’s recognises this and carries out regular litter-picks outside each of its stores to ‘help keep the local environment clean and attractive’. Many Business Improvement Districts commission additional litter picking and cleansing to be conducted in their areas.

The economic impact of litter can be especially devastating in places that are reliant on tourism. This can be especially problematic in villages and towns in areas of natural beauty, such as national parks and coastal communities. The single most important factor influencing people’s decisions about which beach to visit is its cleanliness<sup>15</sup>. This means a littered environment can have a significant and long-term adverse impact on local business and the community and hold back growth.

### Litter and brand reputation

Packaging has been described as being designed to ‘intrigue, inform, involve, entertain and persuade’<sup>17</sup>. Is this still applicable, post-consumption, when the packaging is litter in the gutter or hedgerow, or does it just annoy? It appears that when brands are viewed as litter, they are still able to communicate a message. However, what is this message and is it a positive or negative one for the brand?

Roper and Parker<sup>18</sup> undertook a pilot study that assessed the occurrence of branded litter in an urban environment. Branded litter consisted of commonly observed categories, including soft drinks, tobacco, alcohol and fast food, i.e. popular, fast-moving products. The findings of our own England-wide branded litter count, undertaken by volunteers in early 2013, produced similar findings<sup>19</sup>.

*‘Companies spend billions of dollars promoting their brand, whilst being damaged by the negative brand consequences of the litter they create’*

Stack, 1998<sup>16</sup>.

Roper and Parker found that there can be a negative effect on the public's perception of a brand when its packaging is seen as litter<sup>20</sup>. As well as reputation, evidence suggests there may be a financial impact of branded litter. In the same study for example, it was found that the price customers were willing to pay for an item declined when that product was observed as litter.

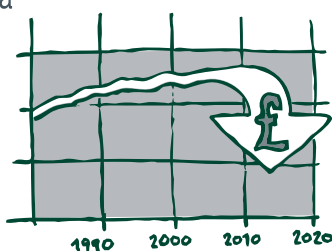
They estimate that this could represent a 2% decrease in a company's turnover - a significant cost for any business' bottom line. From a recent survey by Keep Britain Tidy, we found more than one third of respondents (34%) would be less likely to buy from a brand they see as litter on the street<sup>21</sup>.

Research shows people are

**LESS LIKELY**  
to visit  
**PLACES**  
that are  
**LITTERED**



**LITTER**  
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## The problem of LITTER

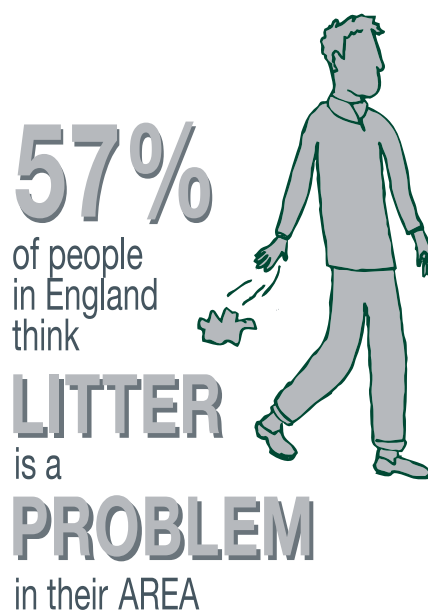
### The cost to society

*62% of people in England are concerned about the appearance of their area and 57% consider litter to be a problem<sup>22</sup>. Sadly, we expect this figure to get worse as services continue to be cut back.*

Litter can be harmful to communities. Research shows that people would rather not spend time in places that are littered and not cared for and that can result in damage to community spirit, wellbeing and health whilst increasing fear of crime.

People living in places with high levels of graffiti and litter are likely to be less physically active and therefore more likely to be overweight or obese<sup>23</sup>. A poor-quality local environment can also have wider impacts on public health, including mental health problems, such as anxiety and depression<sup>24</sup>. The reverse of this is that living near good quality, accessible green space can improve mental and physical health.

If an area is affected by litter and graffiti, it encourages further anti-social behaviour. This was proven by recent research in the Netherlands<sup>25</sup>, which showed an increase in trespassing, dropping litter and even stealing money, if the environment was poorly managed and neglected. It has also been found that litter correlated with the incidence of crime at bus stops in downtown Los Angeles and adjoining neighbourhoods<sup>26</sup>. In England, around 8 in 10 land managers think that fighting minor crimes like litter and graffiti would help to reduce larger crimes and improve safety in their area<sup>27</sup>.





### Social inequality and litter

In 2009, Joseph Rowntree Foundation found a link between social deprivation and the occurrence of litter; with those living in deprived areas more affected by litter and more people reporting litter problems<sup>28</sup>. In fact, areas of higher deprivation suffer more severely from a poor overall local environment, including litter, graffiti, fly-tipped waste and other issues, such as lack of access to green spaces.

However, litter also occurs in town and city centres, used by a wide range of people for a number of different purposes. Therefore, while litter blights more deprived groups unequally, it is a problem for everyone.

People would rather  
NOT SPEND TIME  
in places that are  
LITTERED or  
NOT CARED FOR



this can be harmful to  
**COMMUNITIES**  
and **WELLBEING**

It can have a  
wider impact on

**PUBLIC**  
and  
**MENTAL**  
**HEALTH**



It increases the  
FEAR OF CRIME  
and encourages further  
**ANTI-SOCIAL**  
**BEHAVIOUR**

## The problem of LITTER

### The environmental impact of litter

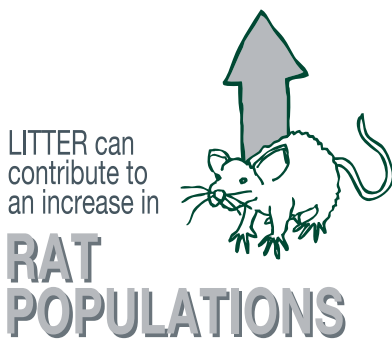
*Much of the litter we throw away has a visual impact on natural and built environments, but the environmental impact of litter goes much further than aesthetics.*

For example, litter can contribute towards increases in rat populations close to where people live, creating a health hazard.

Litter can harm animals. The Royal Society for the Prevention of Cruelty to Animals (RSPCA) receives more than 7,000 phone calls each year about pets and wildlife, including badgers, turtles and otters, that have been injured by litter<sup>29</sup>.

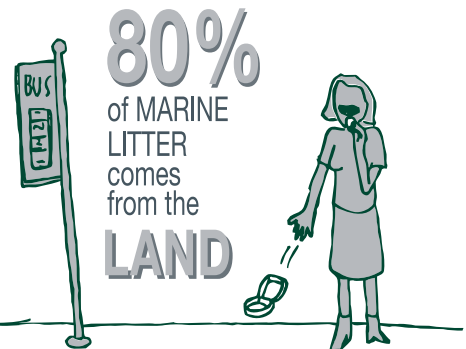
Much litter both from the UK and abroad ends up in seas and oceans. In fact 80% of marine litter comes from the land. A recent United Nations study found that there are now 46,000 pieces of plastic floating in every square mile of the ocean<sup>30</sup>.

Plankton and a wide range of other marine animals, including shellfish and marine worms, ingest plastic. When predators feed on these animals, the plastic is passed up the food chain, increasing in concentration. A recent study found that one third of fish caught for human consumption in the English Channel contained small pieces of plastic, known as microbeads<sup>31</sup>.



# 46,000 PIECES OF PLASTIC

float in every square mile of the ocean



Therefore, plastic packaging that is designed to protect our food, such as a portion of mackerel from the supermarket, is increasingly being found within our food. This may cause health issues for people as concentrations of plastics both within the ocean and our food chain continue to escalate.

### **The value of litter**

A significant proportion of litter is made up of packaging, including paper, plastic and glass. Therefore, litter also has a value. When, and if, litter is recycled or reused it can be turned into new products and packaging. Recycling litter, therefore contributes towards a more circular economy that reduces pressure on natural resources and biodiversity while, at the same time, reducing greenhouse gases that contribute to climate change. In fact, if everyone across the world consumed as we do in England we would require three planets to sustain us. Recycling and reusing packaging can help reduce our ecological footprint to more sustainable levels.

Litter is also lost to companies' resource reduction systems and is rarely returned for use in their production process or by their supply chain, thus compromising their efforts to minimise their own environmental impacts and reduce costs.

## Solving litter - who needs to act?

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### When it comes to litter, are you part of the problem or part of the solution?

While it is people who drop litter, if companies didn't make items that end up as litter in the first place there would be nothing to drop. Furthermore, litter is a public issue and therefore government, both locally and nationally, has a responsibility to do something.

If the government does not provide a policy, financial and legal framework to solve the problem, others find it difficult to act. And if local authorities are not able to provide education, enforcement and effective street cleansing, local environments suffer.

### What do people think?

*It's not just Keep Britain  
Tidy who thinks this.*

A recent survey, covering a representative sample of people from across England, uncovered some very interesting results.

57% of people in England consider litter to be a problem in their area<sup>32</sup> and people primarily blame the litterer for this. The survey also revealed, however, that people want both government and businesses to do more. In fact, 72% of those asked agreed that the government should do more, while more than four out of five, or 82%, of respondents thought businesses should do more to prevent litter.

We were also interested to see if there was a connection between consumers observing well-known brands as litter and their purchasing decisions. We found more than one third of respondents (34%) would be less likely to buy from a brand they see as litter on the street. Conversely, 39% would be more likely to buy a product from a business that was seen to be taking responsibility on litter, for example, by helping to fund an anti-litter campaign. This equates to 16 million people more likely to buy from companies doing the right thing and 14 million people less likely to buy from companies whose brands are often seen as litter.

## What do land managers think?

*In June 2013 Keep Britain Tidy also conducted a survey of land managers<sup>33</sup> across England including local authorities, housing associations and other private and public sector organisations.*

In total, we had 263 respondents representing approximately 220 different organisations that manage land, including litter.

Whilst only 38% of respondents thought the litter had become a larger issue in their area, 59% think litter will increase if austerity continues for the next five years. Furthermore, nearly nine in 10 land managers (87%) believed that the coalition government has not yet achieved its commitment to reduce litter.

Therefore, we are calling for the government, businesses and communities to be part of the solution to help solve England's litter problem.



## Solving litter - who needs to act?

### The government

#### On the right side of the fence?

*Despite promising action on litter, the coalition government has stepped away.*

Despite a bill of almost £1 billion a year to clean up the rubbish and the fact that it has significant economic and social impacts on communities in every corner of England, the government has no new policy, is severely reducing its funding to prevent litter and only has 2.5 people in Whitehall working on it – that is, along with other local environmental quality issues.

We believe this is not enough. Companies, local authorities, businesses and communities need clear, cross-governmental leadership to reduce litter. Even without the government however, there is still a clear opportunity for businesses and people to step in to be part of the solution.

Only  
**2.5**  people  
are working on LITTER in Whitehall



### Communities

#### On the right side of the fence?

*At Keep Britain Tidy, we have not given up, and neither have our 100,000 supporters who work tirelessly across England to pick up litter and improve their neighbourhoods.*

Local authorities and other land managers have not given up either, recognising the value in cleansing, education and sometimes enforcement to make their areas better places to live.

Even so, 62% of people in England drop litter. This needs to change. We need to make dropping litter as socially unacceptable as not wearing a seat belt or smoking inside public places. To do so, we need to better communicate the widespread impacts of dropping litter demonstrated throughout this report, alongside ensuring adequate infrastructure and services are available, enabling people to do the right thing and be part of the solution.

## Business

### On the right side of the fence?

*Despite producing items that end up as litter, litter that costs taxpayers over a billion pounds to clear up, many businesses do little or nothing to prevent those products ending up as litter.*

Businesses can, however, play an important role by improving their packaging, helping to educate their customers and providing better bins to enable people to stop dropping litter.

Therefore, we welcome the fact that more and more companies are picking which side of the fence they are on and choosing to fight litter. For example, The Wrigley Company, Perfetti van Melle and Mondelez International all help to fund the Chewing Gum Action Group that worked with 14 local authorities in 2012 and helped reduce gum litter in target areas by 54%<sup>34</sup>.

Furthermore, many businesses are starting to recognise their role within communities and support campaigns such as Love Where You Live. So far, this campaign has mobilised more than half a million people to improve their local environment alongside more than 100 businesses and 70 local authorities.

**We need your help to tackle litter together and enable everyone to love where they live.**

## Which side of the fence are you on?

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*We already know the cost is huge. Sadly, the current policies of the coalition government suggest it is unlikely that we will see any changes in government action and policy prior to the next general election in 2015.*

This is why we need the public, land managers and businesses to step in and be part of the solution – just like many already are - self-organising to improve their neighbourhoods or, in the case of businesses and land managers, helping to fund anti-litter related activities

Keep Britain Tidy, over the next six months, will drive forward our campaigning and activities calling for companies, communities and government to prevent and clean up litter, as part of our Which Side of the Fence Are You On? campaign.

This will include:

- Increased supporter engagement activities around litter in every community across England
- Publicity stunts – including a ‘which side of the fence are you on?’ national litter experiment
- Evidence-based campaigns and surveys
- Solution-focused stakeholder events

We hope this will lead to more local action across the country to clean up litter and force the government to take notice of the scale of the problem. Most importantly, we hope to bring together private companies that produce items commonly found as litter to work towards either a joint commitment or accreditation to demonstrate they are part of the solution. We wish to build in corporate support to help fund a coherent national litter campaign.



## Government

*Whilst we are not optimistic about governmental leadership in the coming years on litter, there is a range of policy tools the government has at its disposal that could be used to enable litter prevention. We do not intend to stop campaigning for these to be considered and introduced.*

We recommend the government provides responsible leadership by supporting:

### Improving litter infrastructure

There are clear opportunities for increasing the provision of recycling and litter bins to enable people to easily and responsibly dispose of products. We call for adequate recycling and litter bin provision and for them to be emptied and cleaned regularly. This should include the use of research and new technology to identify where to place bins and how we can reduce costs servicing them.



### Increasing the penalties through fines where necessary

Keep Britain Tidy believes fines and enforcement should be part of any integrated approach to reducing litter, alongside education and better service provision. Currently fines do not cover the full costs for local authorities to enact them and the government should consider increasing the size of fines and providing greater guidance on their use to enable fining to be more effectively used by local authorities. Legislation is required to tackle littering from vehicles, an increasing problem, both in scale and cost. Additional powers to local authorities in this area are urgently required.

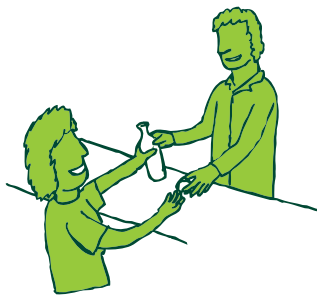


### Product stewardship after sale

While litter is ultimately due to people littering, companies have a responsibility to educate their customers about proper recycling and correct disposal. Government should consider options beyond current schemes for minimising packaging to also include anti-litter stewardship. This way, everyone involved



## Which side of the fence are you on?



in the lifespan of products that could end up as litter are called upon to take responsibility to reduce their environmental impact.

Other countries have clearly demonstrated how deposit schemes on containers—specifically drink containers—enjoy higher rates of reuse and recycling and reductions in litter. In Canada, where all alcoholic containers have deposits, you would not see beer cans or wine bottles on the ground for the simple reason that someone would pick them up to get the cash. Keep Britain Tidy supports measures to put a value on packaging to consumers. Deposit schemes to promote better use of resources and litter reduction would be a big step forward, as would a responsibility on producers and retailers for the recovery of packaging they sell to the public.

### Levies on disposable products

Starting with single-use carrier bags (following the success we have seen from a similar levy introduced in Wales), we support levies on disposable products. Like deposits, which are revenue-neutral for the customer if the item is returned, levies can also be revenue-neutral, for example through reusing rather than buying a new carrier bag. This is consistent with encouraging sustainable resource use and also a sensible way to reduce plastic and paper bag litter. Our recent survey of land managers found that 66% of people thought that fewer bags would be dropped as litter in England if a levy for single-use carrier bags was bought in<sup>35</sup>.



### Smarter packaging

Packaging should be optimised while also being reusable or recyclable. The public believe too many products are over-packaged and it is consistent with better resource use to encourage fewer resources be used in packaging, as long as the product is also protected.

There are also opportunities to design packaging better to reduce littering.

## Businesses

*Companies that make and/or sell products or packaging that ends up as litter are not going to eradicate litter. But, as with other stakeholders, they need to play their part, especially with evidence demonstrating that litter can have a direct impact on their brand reputation and bottom line.*

Businesses are already showing they can be part of the solution by supporting Keep Britain Tidy's 'Love Where You Live' call to action, which encourages communities across the country to do things that improve the environment and enable them to be proud of where they live.

We want businesses to go further and for more businesses to join us in being part of the solution. There are three linked initiatives that we believe businesses, those that produce items that commonly end up as litter and those who manage land and end up cleaning up the litter, could and should work towards.



### Funding and supporting a national anti-litter campaign

Keep Britain Tidy is looking to develop a national anti-litter campaign, working in partnership and funded by businesses building upon our successful Love Where You Live call to action.

The campaign will aim to change behaviour and prevent litter being dropped through national branding, communications and media opportunities, complimented by localised campaigns and voluntary action to pick up litter.

We found 95% of land managers across England would like to see greater support locally through a national anti-litter campaign that seeks to change the behaviour of litterers<sup>36</sup>.



### A voluntary commitment to reduce litter

A voluntary agreement for retailers designed to reduce waste and increase recycling, known as the Courtauld Commitment, has so far been very successful. Results include a 9% drop in waste produced in the supply chain, alongside initiatives that have also helped households reduce waste.

## Which side of the fence are you on?



In the Netherlands, businesses agreed to meet ambitious litter and packaging reduction targets. These were designated and measured by a partnership between industry, the government and the Dutch anti-litter charity, funded by companies themselves. When we surveyed land managers across the UK, 93% said they would welcome the development of a similar commitment from companies to sign up to anti-litter targets and educate their customers not to drop litter<sup>37</sup>.

We invite retailers to work together with Keep Britain Tidy and government, to develop a similar initiative in England or across the whole of the UK designed to prevent litter.

### Working towards a litter accreditation

We would like to work with businesses to demonstrate their commitment to preventing and cleaning up litter through a national accreditation scheme. Businesses therefore, can communicate their work towards being a responsible partner through a quality mark, that clearly shows to their customers that they are taking action to prevent litter and demonstrates their commitment to working with their customers on the issue. Our research suggests more than a third of people in England would be more inclined to buy a product from a company seen to be doing the right thing to stamp out litter.



## Communities

*Communities can take an active role by not dropping and cleaning up litter in their neighbourhood. In fact, many already do so and we work with almost 100,000 supporters across our programmes to do just this.*

In addition, many other community groups, charities and organisations take part in anti-litter activities. And many local authorities support local champions who provide community leadership in this area.

At the heart of Keep Britain Tidy's work is litter. No one wants to visit a park that is littered and people are less likely to drop litter in well-managed green spaces, streets or town centres. Furthermore, litter is a potential resource with a value, if it is properly recycled or reused.



### Our programmes:

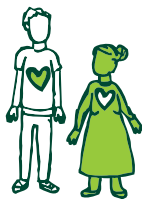
**Quality green space** is the backbone of strong communities. That's why our Green Flag Award programme improves and certifies parks across the UK, giving families and neighbourhoods a little piece of nature close to home. More than 1,300 parks in the country fly a Green Flag.

**We're the litter solution** and work with people, companies and councils that want litter solutions too. Not just because it's so expensive to clean up, but because, it's often a first sign of wider social and environmental decay and there are real advantages to sharing good practice, learning from one another and delivering innovative solutions on the ground.



**Five million children and young people** participate in Eco-Schools, the world's largest environmental education programme. In nearly 17,000 schools across England, they learn about our planet, the environment and how little steps, close to home, can add up to real change worldwide. Reducing litter is often the first step on the sustainability journey for many children.

## Which side of the fence are you on?



**With great beaches and clean water**, the holiday is bound to be perfect. The best way to find a clean, well-managed beach is to look for our Blue Flag or Seaside Awards. Our BeachCare, RiverCare and WatersideCare programmes also improve water quality around England.

**Waste less, live more** isn't just a slogan in neighbourhoods where the Waste Watch programmes operate. It's how we help people love where they live, by changing how they live: conserving scarce resources, wasting less, recycling more and living better.

**The Big Tidy Up** gets tens of thousands of volunteers out in their communities, where they get to work on the frontline of England's war on litter. Why? Because litter shows disrespect for a neighbourhood, but removing it makes it less likely it will be dropped in the future as we know people drop less litter in cleaner environments.

**Local authorities and social housing providers** know the importance of neighbourhoods too and we work with them to help more people love where they live. The Keep Britain Tidy Network is where expertise, success stories and emerging trends that affect public space come together - even as funds are cut.

In 2014 Keep Britain Tidy will celebrate its Diamond Jubilee, 60 years after the National Federation of Women's Institutes voted to "launch a campaign to keep Britain tidy". The need is as strong today as it was then. There have been fundamental changes in the way we live and work in the last six decades, but the continued need for vigilance and action is as strong as ever.

**Join us and be part of the solution to litter in England.**

Visit [www.keepbritaintidy.org](http://www.keepbritaintidy.org) to learn more and see what we're doing to be on the right side of the fence in your neighbourhood.

Keep Britain Tidy is an independent charity and needs your support to continue to campaign on litter.

Donate to us at [www.keepbritaintidy.org](http://www.keepbritaintidy.org)

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When it comes to  
LITTER:

Which **SIDE**  
of the  
**FENCE**  
are **YOU?**  
on ●





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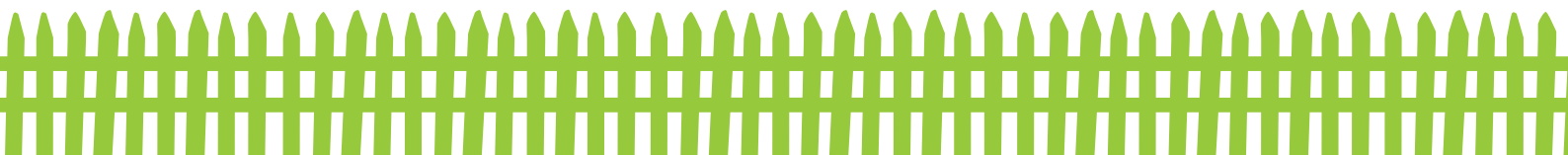
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## Love where you live and get involved

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## **List of Legal Notices Available**

### **Prevention of Damage by Pests Act 1949**

**Removal of Deposits that Attract Rodent Pest Infestations Section 4** – 28 day notice, 21 day appeal served upon owner or occupier to take steps as prescribed in the notice to remove refuse items, vegetation, carry out baiting and to prevent reoccurrence of the problem.

Non compliance – Prosecution.

### **Town and Country Planning Act 1990**

**Removal of Deposits or Measures Taken to Maintain Structures Properly Section 215** – 28 day notice, 21 day appeal served upon owner or occupier or responsible person. To carry out works to remove things or maintain land or property so not to cause a detriment to the amenity of an area.

Non compliance – Prosecution.

**Fly-Posting / Boarding Section 224** – 48 hour removal notice served upon the beneficiaries of a poster citing posters or placards exact location and that it has no consent from the owner of the property to which it is attached to be there.

Non compliance – FPN (perhaps) / Prosecution

### **Environmental Protection Act 1990**

**Commercial Waste Duty of Care Section 34** – 14 day, Duty of Care, notice served upon person authorised to talk about waste on premises. To provide documents relating to waste, waste transfer or waste receiving.

Non compliance – FPN / Prosecution

**Domestic Waste Receptacles Section 46** – 28 day notice, 21 day appeal served upon occupier / landlord to prescribe to them how to use their waste receptacles.

Non compliance – FPN / Prosecution

**Commercial Waste Receptacles Section 47** – 28 day notice, 21 day appeal served upon occupier / responsible person for waste to prescribe to them how to use their waste receptacles.

Non compliance – FPN / Prosecution

**Removal of Controlled Waste Unlawfully Deposited Section 59** – 28 day notice, 21 day appeal served upon occupier to remove controlled, not domestic, waste deposited in or on any land and to prevent subsequent deposits.

Non compliance – Prosecution

### **Animal Welfare Act 2006**

**Improvement Notice Section 10** – specified time scale for compliance set by issuing officer for animal owner or person responsible to amend animals living conditions or treatment to be brought in line with section 9 of the same act with regards to Duty of Care and Meeting the Animals Needs as defined by best practise.

Non compliance – Prosecution

### **Business Names Act 1985**

**Information about Interested Parties Business Section 4** - 7 day notice served upon a person who has an interest in a business to provide information about a business with regards to partners, company name, trading name etc. There are limits regarding the size of the company involved only suitable on companies with less than 20 partners.

Non compliance – Prosecution

### **Local Government (Miscellaneous Provisions) Act 1982**

**Information about Interested Parties Property / Land Section 16** – 14 day notice served upon owners, occupiers and any other involved parties to provide details regarding ownership or rent of a property or land.

Non compliance - Prosecution

**To Secure a Vacant Property Section 29** - 48 hour notice served upon owner and occupier to take action to secure a vacant property against unauthorised entry stating works to be carried out.

Non compliance - Council carries out works and seeks to recover costs.

*There are other notices within these and other acts that can be used to address certain matters. Only a site visit to actually understand what the problem is and evidence will allow you a descision to be made regarding what needs to be done and what notice needs to be served.*

Incoming powers		Outgoing powers			
Function	Date in force	Function	Legislation	Repeal date	Transitional provisions
<b>Part 1: Injunctions</b> Civil court orders to prevent ASB	20 October 2014	<b>ASB injunctions</b>	Housing Act 1996 (ss 153A, 153B, 153D)	20 October 2014	<a href="#">Section 21 ASBCP Act 2014</a>
		<b>ASB orders</b>	Crime and Disorder Act 1998 (ss 1 and 1B)		
		<b>Individual support order</b>	Crime and Disorder Act 1998 (s 1AA)		
		<b>Intervention order</b>	Crime and Disorder Act 1998 (s 1G)		
		<b>Drinking banning order</b>	Violent Crime Reduction Act 2006 (ss 3 and 4)		
<b>Part 2: Criminal behaviour Orders</b> Criminal court order (on conviction) to prevent ASB	20 October 2014	<b>ASBOs on conviction</b>	Crime and Disorder Act 1998 (s 1C)	20 October 2014	<a href="#">Section 33 ASBCP Act 2014</a>
		<b>Individual support order</b>	Crime and Disorder Act 1998 (s 1AA)		
		<b>Drinking banning order</b>	Violent Crime Reduction Act 2006 (s 6)		
<b>Part 4, Ch 1: Community Protection Notices</b> Notice to those whose unreasonable conduct has detrimental effect on quality of life of those in locality	20 October 2014	<b>Litter abatement notice</b>	Environmental Protection Act 1990 (s 92)	20 October 2014	<a href="#">Section 58 ASBCP Act 2014</a>
		<b>Litter clearing notice</b>	Environmental Protection Act 1990 (s 92A)		
		<b>Street litter control notice</b>	Environmental Protection Act 1990 (93)		
		<b>Defacement removal notice</b>	Anti-social behaviour Act 2003 (s48)		

<b>Part 4, Ch 2: public Spaces Protection Orders</b>  Order in respect of a public place where the unreasonable and persistent activities in that place have detrimental effect on quality of life of those in locality	20 October 2014	<b>Gating orders</b>	Highways Act 1980 (Part 8A)	20 October 2014	<a href="#">Section 75 ASBCP Act 2014</a>
		<b>Designation orders</b> of places for restriction on alcohol consumption	Criminal Justice and Police Act 2001 (s 13(2))		
		<b>Dog control orders</b>	Clean Neighbourhoods and Environment Act 2005 (Chapter 1 of Part 6)		
<b>Part 4, Ch3: Closure of premises associated with nuisance or disorder etc</b>  Power to close where use of premises likely to result in nuisance or disorder near premises	20 October 2014	<b>'Crackhouse closure orders'</b> (police power, not LA)	Anti-social behaviour Act 2003 (ss 1 & 2)	20 October 2014	<a href="#">Section 93 ASBCPA 2014</a>
		<b>ASB closure orders</b>	Anti-social behaviour Act 2003 (s 11A)		
		<b>Closure of noisy premises</b>	Anti-social behaviour Act 2003 (s 40)		
		<b>Closure orders</b> (police power, not LA)	Licensing Act 2003 (s 161)		

<p><b>Part 5: Recovery of possession of dwelling houses: ASB grounds</b></p> <p>New grounds for possession of secure tenancies: (i) riot offences (ii) serious/ASB offences</p>	<p>13 May 2014 for new discretionary ground for possession for riot-related offences</p> <p>20 October 2014 for new absolute ground for serious/ASB offences/breaches</p>	<p>No outgoing function but see next cell.</p>	<p>New grounds for possession to be inserted into Housing Act 1985</p>		
<p><b>Part 6 (ss101-103): Local involvement and accountability - The community remedy document.</b></p> <p>Police prepare 'community remedy document' in consultation with LA.. Lists actions appropriate for those engaging in ASB. Alternative to prosecution (not available to LA prosecutors).</p>	<p>Not directly applicable to LAs, who are consultees only</p>	<p>No outgoing functions. Not directly applicable to LAs, who are consultees only</p>	<p>n/a</p>		
<p><b>Part 6 (ss104-105) Local involvement and accountability - Response to complaints about anti-social behaviour</b></p> <p>LAs, police, NHS, social landlords to undertake 'ASB case reviews' if certain triggers are met.</p>	<p>13 May 2014 for duty to have review arrangements in place</p> <p>20 October 2014 for duty to process individual reviews</p>	<p>No outgoing functions.</p>	<p>n/a</p>		

<p><b>Part7: Dangerous dogs</b></p> <p>Owners of dogs involved in attacks on private land can be prosecuted. Increase in sentences.</p>	<p>13 May 2014</p>	<p>No outgoing function but see next cell.</p>	<p>Amendments to Dangerous Dogs Act 1991</p>		
<p><b>Part 11 (s154): Littering from vehicles</b></p> <p>Civil penalty regime applicable to registered keepers of vehicles where littering offences suspected from vehicles</p>	<p>Date to be appointed</p>	<p>No outgoing function</p>	<p>To be inserted into Environmental Protection Act 1990, Part V (Litter etc)</p>		



**SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Neighbourhoods and Community Services Scrutiny Panel

**DATE:** 29<sup>th</sup> October 2014

**CONTACT OFFICER:** Stephen Gibson, Interim Head of Asset Management  
Savio DeCruz, Acting Head of Transport

**(For all enquiries)** (01753) 477226

**WARD(S):** All

**PORTFOLIO:** **Cllr James Swindlehurst, Commissioner for Neighbourhoods and Renewal.**

**PART I**

**FOR COMMENT & CONSIDERATION**

**SLOUGH BUS STATION**

**1 Purpose of Report**

To respond to concerns raised in relation to the maintenance of disabled toilets and increasing the width of a drop off area at the Bus Station.

Cllr. Anna Wright has raised the following points

- "The toilet and waiting room are still included in the lease of the café and subsequently taken on by the new café operator. As part of the lease agreement the responsibility for maintaining and keeping these facilities open is down to the café operator. Maintenance responsibilities have remained the same despite failures with the previous operator and the current operator in their initial period of taking on the concession on a temporary agreement".
- "What are the reasons for not giving maintenance responsibility to First Buses?"
- "What is the time frame for increasing the width of the overflow drop off area as agreed earlier this year?"

**2 *Recommendation(s)/Proposed Action***

That the Committee note the report.

**3 The Sustainable Community Strategy, the JSNA and the Corporate Plan**

Priority – Regeneration and Environment

Slough Bus Station is a major element of the Heart of Slough regeneration project which will enable Slough to become sub-regional public transport hub.

#### 4 **Other Implications**

##### (a) Financial

Acquisition of land adjacent to the Bus Station from Scottish Widows will be paid for by LSTF and will be in the region of £10k to £15k.

##### (b) Risk Management

<b>Risk</b>	<b>Mitigating action</b>	<b>Opportunities</b>
Other That the report is noted	None	There are no risks, threats or opportunities arising from the report.

##### (c) Human Rights Act and Other Legal Implications

There are no legal or Human Rights Act implications relating to the content of this report.

##### (d) Equalities Impact Assessment

There is no identified need for the completion of EIA relating to this report.

#### 5 **Supporting Information**

5.1 “The toilet and waiting room are still included in the lease of the café and subsequently taken on by the new café operator. As part of the lease agreement the responsibility for maintaining and keeping these facilities open is down to the café operator. Maintenance responsibilities have remained the same despite failures with the previous operator and the current operator in their initial period of taking on the concession on a temporary agreement.”

In June 2014 the café unit at the bus station changed hands with the previous operator surrendering his lease with the Council. The Council is currently in the process of granting a new lease to a new operator.

The café unit in the bus station includes the waiting area and the disabled toilet. It was always the intention to include the waiting area and disabled toilet within the lease demise of the café and the component parts that make up the café unit cannot be separated. The café unit, including the waiting area and disabled toilet form an entirely separate demise to the office areas currently let to First Bus and the Newsagent.

The lease agreement for the café unit includes the obligation that the responsibility for maintaining and repairing and keeping in good order the demised area rests with the café operator. It is common practice that the tenants take responsibility for the internal maintenance and repair of a property.

The Committee noted at Overview and Scrutiny Committee, 14<sup>th</sup> January 2014 that the maintenance responsibilities for the disabled toilet in the Bus Station would remain unchanged and would continue to be the responsibility of the café operator.

Asset Management have received no other formal complaint or concern with regards to the maintenance of the disabled toilet outside concerns raised by Cllr. Strutton and Cllr. Wright.

Concerns were raised in the past regarding the management of the disabled toilet by the previous operator via the Equality and Diversity Manager. Again no formal Stage 1 Complaint was raised in this regard. These concerns related to the previous café operator preventing individuals from using the disabled toilet and allowing only café customers to use the toilet. These concerns were discussed directly with the café operator by Asset Management and responses feedback to those individuals raising concerns whilst reiterating that the café operator was responsible for the management of the disabled toilet.

The management of the café has recently changed hands and the lease between the Council and the café operator is due to be completed shortly. Asset Management will take the opportunity to formalise periodic checks on the disabled toilet that it currently undertakes on an informal basis.

## 5.2 “What are the reasons for not giving maintenance responsibility to First Buses?”

There are five reasons for not giving maintenance responsibility to First Bus. These are as follows:

- 1) **Access:** There is no way to access the disabled toilet without first entering the café/waiting room area which would still be demised to the café operator. It is reasonable to assume to say that the café operator would be reluctant to let First Bus have access into his demise whilst the operator is not in attendance. This would cause concerns in terms of security and would in turn impact on the insurance liabilities.
- 2) **Management:** First Bus are unable to ‘manage’ the disabled toilet as effectively as the café operator. First Bus would have no direct control over who is going in and out of toilet. It is reasonable to assume that this lack of management would lead to an abuse of the facilities. With the café operator managing they can directly control who uses the facilities or who he directs to the Automatic Public Toilet (APT). Any issues arising can be directly dealt with/controlled by café operator.
- 3) **First Bus:** They have never expressed any concerns with or desire to manage toilet directly with the Council. First Bus on site management have been contacted directly by Asset Management and asked if they would wish to take on the responsibility of the disabled toilet and their answer was no.
- 4) **Café Operator:** As part of statutory health and safety requirements the café operator requires access to a toilet/hand washing facilities at all times. Whilst the toilet is under the operator’s management they have a degree of control over this and can fulfil this statutory requirement. If the management of the toilet transferred to First Bus this degree of control would be lost and could result in café operator not being able to operate the business without putting public at risk. This will result in First Bus being liable for any loss of business experienced by the café operator. It is reasonable to assume that First Bus would be reluctant to take on this liability.

- 5) **Liabilities/Responsibilities:** By introducing First Bus into the café demise it increases the risk of issues arising over liabilities and responsibilities. Who reports faults? Does the café operator report faults raised by public? Who is responsible if someone trips over cleaning bucket left outside toilet whilst it is being cleaned? and so on.

5.3 “What is the time frame for increasing the width of the overflow drop off area as agreed earlier this year?”

In early 2014 the Council entered discussions with Scottish Widows with regard to the former UniSys site and the potential acquisition of land adjacent to the Bus Station. The site owners have been unwilling to hand over the land in question for nil value and as a result negotiations have taken four to five months.

The Council has now reached an agreement with the landowner to acquire the land necessary to facilitate a wider footway on the west side of the station, however the agreement will need to be signed by the owner before the land can be handed over. This process is currently sitting with the Planning Team, who are waiting for the terms to be agreed as part of transfer. Once this has been signed and the land handed over then work can commence on the survey and design with a view to starting work next year.

6 **Conclusion**

That the Committee note the report.

7 **Background Papers**

- ‘1’ Overview and Scrutiny Committee – 14<sup>th</sup> January 2014 – Bus Station – Access and Management Issues
- ‘2’ Overview and Scrutiny Committee – 14<sup>th</sup> January 2014 - Minutes

## **SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Overview and Scrutiny Committee  
**DATE:** 14 January 2014

**CONTACT OFFICER:** Sarah Richards, Strategic Director Regeneration, Housing and Resources

**(For all Enquiries)** (01753) 875301

**WARD(S):** All

### **PART I**

### **FOR COMMENT & CONSIDERATION**

#### **BUS STATION – ACCESS AND MANAGEMENT ISSUES**

1. **Purpose of Report**

Following a request by Cllr Strutton, this report is designed to provide the Committee with information relating to the Bus Station project and specifically the following issues:

- How were the views of disabled users and others with access needs gathered during the planning phase?
- How has the Council organised the management of the facilities to ensure maintenance?
- What lessons have been learned from this?

2. **Recommendation(s)/Proposed Action**

That the Committee note the report.

3. **The Slough Joint Wellbeing Strategy, the JSNA and the Corporate Plan**

Priority – Regeneration and Environment

The development of the bus station, as part of the Heart of Slough project, was part of the comprehensive regeneration of this part of the town centre.

4. **Other Implications**

**Financial**

There are no financial implications arising from this report.

## Risk Management

<b>Recommendation</b>	<b>Risk/Threat/Opportunity</b>	<b>Mitigation(s)</b>
That the report is noted	There are no risks, threats or opportunities arising from the recommendation	None

## Human Rights Act and Other Legal Implications

There are no legal or Human Rights Act implications relating to the content of this report.

## Equalities Impact Assessment

There is no identified need for the completion of EIA relating to this report.

## 5. Supporting Information

### Consultation of disability and access groups on the bus station plans

The bus station was one of the first elements of the Heart of Slough (HoS) project to be completed. Therefore, much of the information put into the public domain, and consulted on with specific groups, came through the HoS project consultation. There were formal reports on the HoS to Cabinet in January 2008 following an earlier review by the Overview and Scrutiny Committee. Following this there were further reports to Cabinet, Planning Committee and extensive consultation with the public, businesses and external consultees. Full details of the consultation exercises were presented to the Neighbourhood and Community Services Scrutiny Panel on 10 January 2013 (report available online). Whilst it is not clear that targeted consultation was carried out with disability and access groups it is quite evident that such an extensive consultation would have ensured that any group with an interest in the proposals would have had an opportunity to comment on the proposals.

### Management of the facilities at the bus station for maintenance purposes

The original design of the bus station included a toilet for the disabled and a waiting room. The toilet and waiting room were included in the lease of the café and subsequently taken on by the current café operator. As part of the lease agreement the responsibility for maintaining and keeping these facilities open was down to the café operator. This also included reporting items to Council outside the operator's control, such as heating/cooling, electrical faults, etc. The lease with the operator is currently being revised however the maintenance responsibilities will remain the same.

In addition there is a public toilet that is easily accessed from the bus station and available at all times. There has been delay in getting the toilet operational however since autumn 2013 the toilet has been fully open to the public. This public toilet is wheelchair accessible and is maintained at no cost to the council.

The overall maintenance of the Bus Station, the public spaces etc, are included within the street cleaning contract that the Council has with Amey (formerly Enterprise).

What lessons have been learned from this?

Following completion of the Bus Station and the infrastructure works in the HoS a 'lessons learned' workshop was held in early 2013. The workshop focussed on the process of how the Council clients major projects rather than the details of the specific actions undertaken before and during the major construction. Following the consideration by the Neighbourhoods and Community Services Scrutiny Panel of the communications relating to the Heart of Slough, and the Bus Station particularly, in January 2013, lessons have been learned that have been used in the approach to consulting on the Curve. It remains the case that for effective consultation to take place then users themselves must also be willing to engage with consultations.

6. **Background Papers**

Neighbourhoods and Community Services Scrutiny Panel – 10 January 2013 – Bus Station Communications report

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The Committee considered a report containing information about access to facilities at and management of the Bus Station project, arising from a request from Cllr Strutton.

The bus station was one of the first elements of the Heart of Slough (HoS) to be completed and much of the information put into the public domain and consulted on with specific groups was carried out through the HoS project consultation. Details of the reports made to the Cabinet and Committees were set out and full details of the consultation exercises were presented to the Neighbourhood and Community Services Scrutiny Panel in January 2013. Although it was not clear that targeted consultation was carried out with disability and access groups, it was quite evident that the extensive consultation would have ensured that any group with an interest in the proposals would have had the opportunity to comment.

The design of the bus station included a toilet for the disabled and a waiting room. These facilities were included in the lease of the café, and it is a condition of the lease that the café operator is responsible for keeping them open as well as for their maintenance/cleaning. The lease is currently under review although the maintenance responsibilities will remain unchanged. Additionally there is a wheelchair accessible public toilet that is easily accessed from the bus station, available at all times, which was maintained at no cost to the Council, although owing to delays this had been operational only since autumn 2013. The Committee noted that some basic operational/design problems at the bus station were still to be addressed, such as the overflow passenger drop-off area not being big enough for wheelchairs. Such a problem may have been picked up before the construction stage through effective consultation with disabilities groups.

Following completion of the bus station and the infrastructure works in the HoS, a 'lessons learned' workshop was held in early 2013. This focussed on the process of how the Council clients major projects rather than the details of the specific actions undertaken before and during the major construction. The Committee was informed that the Council's communications and consultation processes had improved significantly since the bus station project had commenced. For instance, during the design and construction of the Britwell Hub there had been extensive consultation with local groups as well as individuals feeding back written comments via forms for the purpose. As a result the responses had been used to inform and influence the design. In the design work going into The Curve project, extensive consultation had taken place with the Council's own Disabilities Forum comprising members of staff, and very useful comments in relation to induction loops, carpets, toilets, parking facilities and other such details had been received. It was recognised that there was no one umbrella organisation representing all disability groups in Slough with whom the Council could consult as a matter of course on such projects.

Following answers to questions, it was established that with the exception of the Planning Committee, consideration of the planning application (which of course did not deal with detailed matters of design) there had been little direct

member involvement in projects such as the bus station or The Curve. The recent presentation about The Curve, to which all members had been invited, had been poorly attended. As a result there had been limited opportunity for members to comment on detailed aspects of these projects as design evolved and construction began. It was suggested that this could be rectified if a core group of members was set up for each major project undertaken with whom consultations could take place. It was noted that project management for The Curve was being undertaken by Morgan Sindall, the Council's partner in the Slough Regeneration Project.

**Resolved –**

- (a) That the report be noted.
- (b) To RECOMMEND that for all major projects undertaken by the Council, a core group of Members (cross party) be formed to engage with the officers and project designers at each stage of design and construction.
- (c) That the Assistant Director Adult Social Care be asked to look into the formation of an umbrella group that could represent the views of all disability groups across the Borough with whom the Council could consult.

**SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Neighbourhoods and Community **DATE:** 29<sup>th</sup> Oct 2014  
Services Scrutiny Panel

**CONTACT OFFICER:** *Ian Coventry*  
**(For all enquiries)** (01753) 875212

**WARD(S):** *All*

**PORTFOLIO:** *Satpal Parmar*

**PART I****STREET CLEANSING SERVICE****1 Purpose of Report**

This is an information report on the provision of the street cleansing service in Slough.

**2 Recommendation(s)/Proposed Action**

- The Committee is requested to note the report for information

**3. History of Service**

- I. In 2002 the street cleansing service was externalised to Accord as part of an integrated contract to provide Environmental Services to Slough Borough Council. This was done to address the poor standard of services being provided at that time to the residents of Slough.
- II. The contract is self monitoring by the Contractor with a small client contract management/monitoring team. This design was to maximise the investment in service delivery by the Council and the Contractor.
- III. As a result of the introduction of the contract, during the mid 2000's Slough was reported as one of the cleanest towns in the south east of England. Therefore, expectations have been lifted over the years as the quality of service increased and time passed.
- IV. Since its start, the contracts has passed from Accord to Enterprise and now to Amey as larger contractors have bought out the smaller contractors; however, the contract requirements remained the same and the quality has been maintained within the parameters set by the Council.
- V. The service contract was to provide and 'output' service to the borough based upon the Environmental Protection Act (EPA) qualities set down in the 'Code for Litter & Refuse'.

- VI. It required the borough to be kept clean, but did not specify how this was carried out, that responsibility was with the Contractor.
- VII. The requirement for streets is to bring them back to a standard grade 'A' should the street fall below grade 'C' within a specified time as described in the EPA.
- VIII. In respect of litter bins, they should be emptied as necessary to ensure they do not over fill, and if required to be emptied because they are full, the bin should be emptied within the specified rectification time.
- IX. At the start of the contract the minimum visits to residential streets by the Contractor was once a week to litter pick and once every six weeks with a mechanical sweeper.
- X. Slough High Street and other shopping areas received multiple cleanses during the day between 06.30 and 20.00 to keep the areas to the standard laid down in the Contract.
- XI. When the High Street was redesigned, additional funding was provided to enable street washing to take place, both in the High Street and the Bus Station.
- XII. With the redesign for the Heart of Slough the Contractor was asked to provide a higher level of cleansing at no extra cost to the Council.
- XIII. In 2008 the Contractor was asked to take on the cleansing of parks & open spaces and the cleansing and operation of the sports changing provision as part of the Council's rationalisation of services.

#### 4 **RECENT CHANGES IN SERVICE**

- I. In 2010 as a saving £75,000 was taken out of the service to cut the overtime payments for early starts by the Contractor which was to complete the cleansing of shopping areas before 08.00 as prescribed in the Contract and the EPA.
- II. Around the same time the Contractor was asked to incorporate the park cleansing service into the street cleansing service to reduce the overspend of circa £80,000 per annum and at the same time cleansing crews became the first line of playground inspections whilst cleansing the play areas.
- III. As a result the frequency of visits to residential streets by the crews was reduced across the borough to enable park cleansing and to ensure the main routes and high use areas are maintained to standard.
- IV. In 2012 the £96,000 funding for street washing ceased, but the Contractor has been asked to continue to provide a service at no additional cost.
- V. During the period 2010 to date the Contractor has continually been asked to increase the cleansing in areas of the borough at no cost to the Council; this is largely due to improvements within the Borough requiring a higher level of cleansing to maintain the required quality; High Street, Heart of Slough & Bus Station.
- VI. Although this has been at no cost to the Council financially; there is a cost to the service for all the changes requested, staff and resources are finite and are moved from other areas of the service to ensure the quality in higher profile areas.

- VII. There has also been an increase in service requests to cover issues outside the normal contracted service provision; clearances for community clean up projects, Community Payback clearance, one off actions for departments not included in the contract and areas outside the Council's responsibility.
- VIII. The Contracted Street Cleansing Service across the Borough is now delivered from 07.30 apart from the High Street where cleansing commences at 06.30. until 19.00.
- IX. Street washing is provided as and when resources are available when does not affect other areas of the service.
- X. The Contractor has absorbed and additional costs with the placing out and collection associated with the new litter split bins and the separation of litter & recycling by the solo barrow operatives.
- XI. The Environmental Services contract management/monitoring team has been reorganised a number of times since the start of the contract and changes over the years has had an impact on its capacity to deliver ideal levels of contract compliance and performance monitoring.

## 5 PERCEPTIONS IN SERVICE PROVISION

- I. There is a perception by some Members and the public about what the contract provides in relation to service provision and this includes some misconceptions.
- II. **Streets in the Borough are cleansed on a specified day;** residential streets are visited on an area based programme at various frequencies and streets requiring attention are cleansed. If a street has not fallen to a level requiring cleaning it is not cleaned. The Council is paying for dirty streets to be cleansed (output system) and not all streets will receive a clean whether littered or not on a specific day (input system).
- III. Due to the vagaries of littering, streets can deteriorate between the scheduled visits and if this is reported, the contractor will respond to rectify.
- IV. **Litter bins are emptied every day;** litter bins are emptied at a frequency specified by the Contractor to prevent them over flowing; however as with street littering, bins can become full between visits and if reported the Contractor will rectify.
- V. **Fly tips,** the Contractor has up to 48 hours from receipt to clear reported fly tips, in earlier years of the contract, the Contractor responded far quicker than is required under the contract which set expectations higher; however, due to the changes outlined previously, resources are now more stretched and clearance is more inline with the Contract requirements than previously.

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**SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Neighbourhoods & Community Services Scrutiny Panel

**DATE:** 29<sup>th</sup> October 2014

**CONTACT OFFICER:** Dave Gordon – Scrutiny Officer  
**(For all Enquiries)** (01753) 875411

**WARDS:** All

**PART I**

**TO NOTE**

**NEIGHBOURHOODS & COMMUNITY SERVICES SCRUTINY PANEL  
 2014/15 WORK PROGRAMME**

1. **Purpose of Report**

1.1 For the Neighbourhoods and Community Services Scrutiny Panel (NCS Panel) to discuss its current work programme.

2. **Recommendations/Proposed Action**

2.1 That the Panel note the current work programme for the 2014/15 municipal year

3. **Joint Slough Wellbeing Strategy Priorities**

- **Housing**
- **Regeneration and Environment**
- **Safer Communities**

3.1 The Council's decision-making and the effective scrutiny of it underpins the delivery of all the Sustainable Community Strategy priorities. The NCS Panel, along with the Overview & Scrutiny Committee and other Scrutiny Panels combine to meet the local authority's statutory requirement to provide public transparency and accountability, ensuring the best outcomes for the residents of Slough.

3.2 In particular, the NCS Panel specifically takes responsibility for ensuring transparency and accountability for Council services relating to housing, regeneration and environment, and safer communities.

4. **Supporting Information**

4.1 The current work programme is based on the discussions of the NCS Panel at previous meetings, looking at requests for consideration of issues from officers and issues that have been brought to the attention of Members outside of the Panel's meetings.

4.2 The work programme is a flexible document which will be continually open to review throughout the municipal year.

5. **Conclusion**

5.1 This report is intended to provide the NCS Panel with the opportunity to review its upcoming work programme and make any amendments it feels are required.

6. **Appendices Attached**

A - Work Programme for 2014/15 Municipal Year

7. **Background Papers**

None.



**NEIGHBOURHOOD AND COMMUNITY SERVICES SCRUTINY PANEL**  
**WORK PROGRAMME 2014/15**

Meeting Date	Final deadline for Reports	Agenda Despatch
<b>Wednesday 29 October 2014</b>		
<ul style="list-style-type: none"> <li>• Litter / dog mess</li> <li>• Bus station facilities</li> <li>• For information: street cleaning</li> </ul>		
<b>Wednesday 7 January 2015</b>		
<p><b>Housing-themed meeting (final agenda to be agreed following Star Survey results)</b></p> <ul style="list-style-type: none"> <li>• Star Survey – results from annual survey (John Griffiths/Sarah Richards)</li> <li>• Housing Allocations Policy Implementation and Implications – (Sarah Richards/Neil Aves) <ul style="list-style-type: none"> <li>○ Rehousing of residents affected by new housing benefits rules (Panel concerned at length of time this will take)</li> <li>○ Incentives to encourage residents to move</li> <li>○ Allocations and Vulnerable residents</li> <li>○ Unintended consequences</li> </ul> </li> </ul>		
<b>Thursday 26 February 2015</b>		
<b>Crime and Disorder Committee</b>		
<ul style="list-style-type: none"> <li>• Crime and Disorder – <ul style="list-style-type: none"> <li>○ SSP Performance and Priorities (Louise Asby)</li> </ul> </li> </ul>		
<b>Monday 30 March 2015</b>		

**Currently Un-programmed:**

<b>Issue</b>	<b>Directorate</b>	<b>Date</b>
<u>Transport Working Group – review of progress</u>	RHR	
<u>Waste Strategy</u>	RHR	
<u>Prostitution Update</u>	CC	
<u>Street Cleaning</u>	CC	
<u>Future SBC activity to support NAGS</u>	CC	
<u>Real time passenger information – bus service</u>	CC	
<u>Road Safety Strategy</u>	CC	
<u>Voids contract performance</u>	CC	
<u>Garages</u>	CC	

Note: Town centre car parking now to be the subject of a Task and Finish Group, reporting to Overview and Scrutiny Committee.

**MEMBERS' ATTENDANCE RECORD**  
**NEIGHBOURHOODS & COMMUNITY SERVICES SCRUTINY PANEL 2014 – 15**

<b>COUNCILLOR</b>	<b>MEETING DATES</b>					
	<b>03/07/2014</b>	<b>04/09/2014</b>	<b>29/10/2014</b>	<b>07/01/2015</b>	<b>26/02/2015</b>	<b>30/03/2015</b>
Coad	P	P				
Holledge	P	P				
Malik	P	P				
Mansoor	P	P				
Plenty	P	P				
Shah	P	P				
Sohal	P*	P*				
Sidhu	Ap	Ab				
Wright	P	Ap				

P = Present for whole meeting  
 Ap = Apologies given

P\* = Present for part of meeting  
 Ab = Absent, no apologies given

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