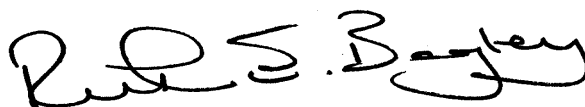


Date of issue: Monday 15th February 2016

MEETING:	NEIGHBOURHOODS AND COMMUNITY SERVICES SCRUTINY PANEL (Councillors Plenty (Chair), Morris (Vice Chair), Dar, Davis, N Holledge, Malik, Mansoor, Sohal and Wright)
DATE AND TIME:	TUESDAY, 23RD FEBRUARY, 2016 AT 6.30 PM
VENUE:	VENUS SUITE 2, ST MARTINS PLACE, 51 BATH ROAD, SLOUGH, BERKSHIRE, SL1 3UF
DEMOCRATIC SERVICES OFFICER: (for all enquiries)	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



AGENDA
ITEM

REPORT TITLE

PAGE

WARD

Apologies for absence.

APOLOGIES FOR ABSENCE

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 and, having regard to the circumstances described in Section 3 paragraphs 3.25 – 3.27 of the Councillors' Code of Conduct, 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.

CONSTITUTIONAL MATTERS

2. Minutes of the last meeting held on 6th January 2016 1 - 6

3. Member Questions

An opportunity for panel members to ask questions of the relevant Director / Assistant Director, relating to pertinent, topical issues affecting their Directorate – maximum of 10 minutes allocated.

SCRUTINY ISSUES

4. Thames Valley Police – Cyber-Enabled Crime 7 - 10

5. Enforcement of Littering, Fly Tipping and Enviro-Crime 11 - 20

6. Littering Enforcement Project 21 - 52

7. Five Year Plan - Outcome 4 53 - 60

ITEMS FOR INFORMATION

8. Forward Work Programme 61 - 64

9. Attendance Record 65 - 66

10. Date of Next Meeting - 29th March 2016



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.

This page is intentionally left blank

Neighbourhoods and Community Services Scrutiny Panel – Meeting held on Wednesday, 6th January, 2016.

Present:- Councillors Plenty (Chair), Morris (Vice Chair), Dar, Davis, N Holledge, Malik, Mansoor (from 6.45pm) and Wright

Also present under Rule 30:- Councillor Strutton

Apologies for Absence:- Councillor Sohal

PART 1

35. Declarations of Interest

There were no declarations of interest relating to the business of the meeting.

36. Minutes of the last meeting held on 28th October 2015

Resolved: that the minutes of the meeting on 28th October 2015 be approved as an accurate record.

37. Member Questions

The responses to questions received from members prior to the meeting were circulated. The following comments were made:

1. The answer on vehicle activated signs was awaited. Members requested that the final response be included in the minutes of the meeting, as the matter was vital for road safety and of interest to both the Panel and the public.
2. Members had raised the matter of painting yellow lines given the level of work undertaken on the matter in recent years. A spreadsheet detailing the work Slough Borough Council (SBC) would be completing was to be circulated to the Panel after the meeting.
3. Officers had raised a divergence between the RAC's estimates on the financial implications of SBC's parking regime, and SBC's own calculations. The matter would be covered in a report to Cabinet in January 2016, and members requested a paper for information regarding this discrepancy.
4. The answer related to building regulations; however the question concerned the Fire Authority's desire to stress early prevention of fires, rather than the use of the emergency service to put out burning buildings. The Chair would consider an approach to SBC on the matter of fitting sprinklers or similar preventative equipment in public buildings.

Resolved: that the Panel receive a paper for information on the differences between RAC and SBC estimates on the financial implications of parking at its meeting on 29th March 2016.

38. Street Lighting Maintenance and Upgrade

(At this point, Cllr Mansoor entered the meeting).

Under the present system, the public would contact the call centre with reports of faulty street lights. These would then be passed to the current contractor (SSE) through the Oracle system. SSE would then investigate the report and inform SBC as to whether the lantern required replacement or other work was needed. The relevant work order would then be raised, along with an estimate of the time it would take to complete.

At present, a new system using light-emitting diodes (LED) was being put in place. This transition had been causing problems with the supply chain as old stock was not being re-ordered. SSE had arrangements with distributors rather than producers of the former type of lantern, which had further complicated the situation.

The Panel raised the following points in discussion:

- LED lighting was being installed in individual lanterns at present, rather than waiting for a whole street to require the new system. However, LED lighting under the new contract would need to meet the specifications given by SBC; as a result, a mass order for these had not been placed given the relatively small number of LED lights needed in the interim period. This meant that the short term arrangement was ad hoc and did not use the central management system (CMS) which would be used in the longer term.
- The problem with SSE's supply was acknowledged. However, SBC could only chase SSE rather than their distributor which complicated discussions.
- Solar lighting technology at present may be powerful enough for parks but could not be used for highways. Street lighting bollards used solar power in some cases but there were also limitations in this matter. The new contract did not mention street lighting bollards specifically to allow flexibility should technological progress widen SBC's options.
- The joint funding from Department for Transport (DfT) covered 3 local authorities (Wokingham Borough Council, Reading Borough Council and SBC). It covered 70% of the overall cost of £27 million for the new system; whilst the monetary amount differed from authority to authority, the 70% proportion was consistent across all three councils.
- SBC's payments to SSE were governed by a schedule of rates which specified the costs for items. Lantern installation had a fixed price. The new contract did not include scouting sites as CMS allowed for remote checking, however SBC had an in-house arrangement of monthly checks which covered all streets.
- Members questioned the effectiveness of current arrangements, where residents would be informed that a light had been fixed but witnesses did not agree with this assessment. At present, SBC relied on a facilities management system and could not resource checks on specific cases; however, members questioned whether such checks

Neighbourhoods and Community Services Scrutiny Panel - 06.01.16

could be accommodated within office hours during the winter, when darkness occurred before 5pm. However, the upgrade project should provide better information under CMS, with a further system needed to ensure that SBC only paid the contractor for work completed.

- The issue of street lights that were on during daylight hours was assessed through scouting and public complaints. On average, the cost of repairing such lights was approximately £150 although this would vary depending as to whether traffic management was required to complete the repair. Decisions on day burning lights were made on the basis that replacement of the lantern would be the default decision.
- Land ownership issues had been encountered in some cases of repair work and had complicated matters. However, the need for resolution was acknowledged. Communications between housing and highways on repair work could also cause delays.
- The new contract included governance on repairs to ensure that duplicate payments were not being made for the same work. In addition, the new LED lights came with 12 year guarantees which should make management of this easier; the guarantee still applied in the case of lights affected by road traffic incidents.
- Given the fact that LED lights had numerous constituent lighting elements, a level of functioning diodes would be set for safety. Once this level had been breached, CMS would send an alert and the matter would be investigated.
- The previous contract had been subject to annual reviews, with an option to extend. For the handover to the new contract (to start in April 2016) a final extension had been granted. The new contract would be for 2 years and would be completed with Volker Highways; it would also include a 3 month lead in period to assist with systems integration. In particular, Volker's work with West Berkshire Council had impressed SBC.
- The Panel questioned the average repair time of 4.84 days in the report, given the 12 week wait for lighting in some cases. In terms of the future, whilst these issues were recognised the new contract contained penalty clauses. However, the repair regime element of the new arrangements had not yet been finalised.
- SBC had opted for a bespoke, rather than a generic, LED option as SBC had not been convinced that the generic option provided quality and durability. Despite their specialised nature, SBC had been assured by the manufacturer (Phillips) that there would be sufficient numbers of spare LED lights to cover any replacements required. Several companies had been approached in discussions to ensure the best option was selected.
- The governance structure of the new arrangements had been defined by the agreement with DfT.
- Members wished for their views on contractual arrangements to be noted. They felt strongly that, in many cases, members were not being approached in the process of deciding the priorities of new contracts, and thus their views (as representatives of local residents) were not included in SBC's decision making. Given the fact that the street lighting contract was due to be signed the week after this meeting, the

Neighbourhoods and Community Services Scrutiny Panel - 06.01.16

Panel realised that their impact on this contract would be limited. However, as a wider point of principle they wished it to be recorded that the views of members needed to be incorporated into discussions on outsourced service provision at a point where they could have a genuine impact on outcomes.

- Once the Chair had received information regarding governance and scouting arrangements, a decision would be made as to whether (and when) the Panel should receive an update on street lighting.

Resolved:

1. That a list of lights burning during daylight hours would be sent to members every 2 months.
2. That the governance arrangements outlined in the new contract be shared with the Panel.
3. That the Panel refer to Cabinet their view that new contracts should be discussed with scrutiny members sufficiently early for the views of members to have an impact on outcomes.
4. That the Panel receive an annual update on insurance claims.

39. Forward Work Programme

Resolved: that the Panel requested that Thames Valley Police cover the following matters at the Crime and Disorder Reduction Panel meeting:

- The recent report on intra-family violence.
- Cyber crime.
- Engagement with the Slough Local Safeguarding Children's Board.

40. Attendance Record

Resolved: that the attendance record be noted.

41. Date of Next Meeting - 23rd February 2016

Chair

(Note: The Meeting opened at 6.30 pm and closed at 8.12 pm)

Note: In relation to minute 37, the following response has been given on vehicle activated signs:

Responsibility for VA signs has been recently transferred after the original members of staff left the council last year. SBC is awaiting the implementation of the ITS Framework Contract before placing orders for new signs. None of the older signs have been repaired as I understand they are beyond economical repair.

Neighbourhoods and Community Services Scrutiny Panel - 06.01.16

There are 15 roads currently on the list from complaints raised in 2015 from the information we hold; it cannot be confirmed if there are any outstanding from previous years.

There have been delays to the procurement of the signals as a result of the recent tender so officers are now arranging a short request for quote from 3 suppliers. SBC intends to order the signs in the next few weeks and have them in by the end of the financial year.

This page is intentionally left blank

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods and Community Services Scrutiny

DATE: 23rd February 2016

CONTACT OFFICER: Garry Tallett, Community Safety Partnership Manager
(For all Enquiries) (01753) 477907

WARD(S): All

PART I

FOR COMMENT AND DISCUSSION

THAMES VALLEY POLICE - CYBER-ENABLED CRIME

1. **Purpose of Report**

This paper is being submitted to update members on the approach to Cyber Crime by the Safer Slough Partnership.

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

The Committee is requested to note the report.

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

The Slough Joint Wellbeing Strategy (SJWS) is the document that details the priorities agreed for Slough with partner organisations. The SJWS has been developed using a comprehensive evidence base that includes the Joint Strategic Needs Assessment (JSNA).

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

Central to discharging its responsibility, the Board through regular performance management reports, ensures that the vision and objectives of the Strategy are delivered through the priority actions being led on by each Priority Delivery Group (PDG) such as those described in detail below.

The Safer Slough Partnership (SSP) seeks to reduce crime, anti-social behaviour and the fear of crime. It seeks to reduce the harm that drugs and alcohol cause to individuals, families and the wider community and create a safer and cleaner environment for all those who live, work, learn, visit and invest in Slough.

Therefore the SSP meets the following priorities:

- *Health*
- *Regeneration and Environment*
- *Safer Slough*

3b. **Five Year Plan Outcomes**

Having a focus on Cyber Crime can directly and indirectly influence the following outcomes within the Five Year Plan.

- Slough will be one of the safest places in the Thames Valley
- Slough will be the premier location in the south east for businesses of all sizes to locate, start, grow, and stay

4. **Other Implications**

(a) **Financial** There are no financial implications arising from this report

(b) **Risk Management** There are no risk management issues arising from this report

(c) **Human Rights Act and Other Legal Implications** There are no human rights or other legal implications arising from this report.

Equalities Impact Assessment Feedback and close monitoring of data would be analysed according to SBC equalities monitoring categories, thereby enabling any differential impact on particular groups to be identified.

5. **Supporting Information**

Background Information

5.1 The use of the internet has grown dramatically over the last decade, with more of our daily social and business interactions taking place online. In the early days of the internet the majority of crime focused on attacks to computers for disruption purposes or data theft. While this type of criminal activity still takes place, online crime has evolved. The internet offers opportunities for more traditional criminal and anti-social behaviours to take place as more people engage in a range of online activities.

5.2 The term 'cyber crime,' is broadly defined as crimes perpetrated over the internet, typically having to do with online fraud'. This is generally thought to describe two main types of internet-based behaviours: criminal activity targeting computers and the information stored on computers, and activities in which a computer is used to facilitate other more traditional offences. This criminal behaviour can be described as cyber-enabled and cyber-dependent crime.

5.3 Cyber-enabled crime presents new challenges for the SSP and partner agencies as we adapt to operating in a new environment. This paper cannot cover all aspects of cyber-enabled and cyber-dependent crime due the scale and scope of the problem. Instead, this paper will provide some context and outline the approach the SSP will take to understand the risks and threats.

The digital environment

5.4 We are using the internet increasingly more for social and business activity. Businesses are able to expand and reach more customers while reducing the need for expensive showrooms. We manage financial transactions online. We shop online and secure the best prices for goods and services at the click of a

button. We reach out to friends and family through social media; promote ourselves to prospective employers while increasing our digital footprint, trusting that the multi-national companies will protect and keep our data safe.

- 5.5 We have invested in specialist national and regional policing units that focus on the risks and threats. There are national campaigns to education and raise awareness. The business community plays an important role in this as they can benefit from this technology. Banks are now offering advice, training and awareness (for example Barclays digital eagles) to help increase confidence internet banking. Consultancy firms offer business specialist advice and guidance to protect data and reputation for example the Talk Talk data theft. And finally, charities also promote online safety with particular focus on safeguarding.
- 5.6 The above is not a definitive description of the cyber world, but provides an illustration of the interconnectedness of the internet into our lives. The term 'cyber crime' is limiting and does not fully cover the scope of internet criminality after all; the digital environment is just another space where societal activity takes place.

Cyber crime and the Safer Slough Partnership (SSP)

- 5.7 The SSP has adopted cyber-enabled crime as one of its three thematic priorities for the 2016/19 strategy. As discussed, this is a broad area of work and it is essential that the SSP understands the risks and threats to residents and business.
- 5.8 In April 2016 the SSP is hosting a cyber conference, organised by Cllr Matloob. This conference will engage leaders and specialists from the technology industry and partner agencies in dialogue; with the aim to form a cyber-enabled crime advisory group. This group will advise the SSP and help partnership leaders understanding the risks and threats and how we can add value.
- 5.9 Local business groups, such as SEGRO are an integral part of this strategic approach. While the SSP may not work directly with businesses, through the work of this advisory group, the networks created will have a knock on effect of raising awareness of the risks and how businesses can help themselves and support and protect customers (which some are already doing).
- 5.10 Having strategic direction and a technical steer, will enable a delivery group to create an action plan that supports the national and regional work already underway and to focus on what works, maximising the limited resources within the public sector.

6. Comments of Other Committees

There are no comments from other Committees.

7. Conclusion

Cyber crime has developed from being IT focused to replicating the physical world. Community Safety Partnerships, such as the SSP are working to understand the risks and what we can do to reduce and manage them. Organisations such as SEGRO have a crucial role to play in this partnership and are already embedded in the SSP so are well placed to assist and influence.

8. **Appendices Attached**

None

9. **Background Papers**

None.

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhood and Community Services Scrutiny Panel

DATE: 23rd February 2016

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

(For all enquiries) 0791 709 2909

WARD(S): All

PART I
FOR COMMENT AND DISCUSSION

NEIGHBOURHOOD SERVICES – ENFORCEMENT OF LITTERING, FLY-TIPPING AND ENVIRO-CRIME:

1 **Purpose of Report**

To provide the Panel with an update on Neighbourhood Services activities in relation to tackling littering, dog fouling and other related enviro-crime and the use of new measures laid out in the Anti-Social Behaviour, Crime and Policing Act 2014.

This report covers the period May 2015 to date.

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

The Panel is requested to note and give support to the contents of the report. In addition to take into account that this is a service currently under development, building on its success whilst moving forward.

3 **The Slough Wellbeing Strategy, the JSNA and the 5 Year Plan**

3.1 **5 Year Plan**

The work of the team contributes to several of the Outcomes within the 5 Year Plan. These include:

- **Outcome 1:** Slough will be the premier location in the south east for businesses of all sizes to locate, start, grow and stay
 - **Key action** - Ensure that all gateways to the town, prominent places and green spaces are clean and well-maintained

- **Outcome 2:** There will be more homes in the borough, with quality improving across all tenures to support our ambition for Slough
 - **Key action** - Ensure that gateways to the town, prominent places and green spaces are clean and well-maintained
- **Outcome 3:** The centre of Slough will be vibrant, providing business, living and cultural opportunities
 - **Key action** - Define and establish the centre of the town as a destination
 - **Key action** - Cultivate a vibrant town centre
 - **Key action** - Expand the evening economy
- **Outcome 4:** Slough will be one of the safest places in the Thames Valley
 - **Key action** - Build on success in tackling anti-social behaviour
- **Outcome 7:** The councils income and the value of its assets will be maximised
 - **Key action** - Ensure a revolutionised approach to household waste collection is in place
 - **Key action** - Invest in technology to enable staff to work smartly wherever they are located.

4 **Other Implications**

4.1 This area of work is being resourced from within existing budgets. Longer term we are considering service models that could income generate or support costings for further service delivery for Slough Borough Council, whilst providing an improved service for the community and a greater positive impact in line with our priorities and the 5 Year Plan.

a) **Risk Management**

Risk	Mitigating action	Opportunities
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** - Training is on-going for officers using elements of the new ASB legislation to tackle their duties under this area of work. Officers are also working flexible hours, so working when demand needs and allowing out-of-hours services when required.

5 **Neighbourhood Services – How we operate**

Introduction

- 5.1 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.

Service Model

- 5.2 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.
- 5.3 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.
- 5.4 The Neighbourhood Services concept is about developing new **flexible approaches** to work. The Resilience & Enforcement Team was established to drive forward these changes focusing on tackling the most complex, difficult and long standing issues of crime, ASB and enviro-crime across the borough.

Partnership Working

- 5.5 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.
- 5.6 We have therefore developed close working relationships with the police, Waste & Environment, Street cleansing, Amey, Interserve etc. to ensure we can develop effective and sustainable solutions.

5.7 The Neighbourhoods' Team also leads on safeguarding issues, the protection of vulnerable people and the development and management of multi-agency tasking and co-ordination.

6. **Neighbourhood Services – What we have achieved between May to December 2015:**

May 2015

- Identifying fly-tipping hotspots
- Identity of fly tippers and vehicles used confirmed in some cases
- 2 successful prosecutions
- 2 entry warrants executed cases pending
- Joint operation re rough sleepers completed, one site cleared
- Work with Colnbrook drainage ditches to clear and sustainably maintain ownership confirmed
- Work tackling High Street problem areas ongoing owners advised of responsibility formal action to follow

June 2015

- Litter Enforcement Officers started on High Street, with over 360 Fixed Penalty Notices for Littering being issued, bringing in income of £8,900 to date
- RSPCA Event on Responsible Dog Ownership held
- Media coverage gained on several community clear up events
- Focused activity on tackling Street Drinking and begging re ASB enforcement
- Street event and door knocking held in Colnbrook to explore issues with ditches, fly tipping and ASB
- Work tackling High Street litter problem areas ongoing, owners have been sent CPN Warning letters giving them a set period of time to clear mess or further enforcement action will be taken
- Evidence of fly tipping gathered at several identified hotspots, via CCTV
- Closure Order secured for premise involved in serious and persistent ASB; closed for 3 months and tenants evicted. Media coverage received and compliments from neighbours
- Targeted evidence gathering on identified key perpetrators of ASB in Tower & Ashbourne
- Staff provided with Stat Nuisance training
- Staff provided with Law, Evidence, Procedure & Best Practise Training - Bond Solon

July 2015

- Early-morning multi-agency rough sleeper sweep occurred - 13 CPN Warning Letters issued and 1 Trespasser Notice
- Joint operation initiated with police targeting enforcement activity on individual street drinkers and aggressive beggars and evidence gathering - to be on-going throughout summer - Operation Bluebottle
- Large fly-tip behind Travelodge @ Colnbrook/junct14 M4 cleared
- Delivery of Advanced Statement & Report Writing training for staff - Bond Solon
- Review of Sex Workers and consideration of targeted partner agencies activity
- Several door knocking and street events occurred for several targeted areas suffering ASB
- Media coverage gained on several community clear up events
- On-going work tackling High Street litter problem areas ongoing, owners have been sent CPN Warning letters giving them a set period of time to clear mess or further enforcement action will be taken
- Evidence of fly tipping gathered at several identified hotspots, via CCTV
- On-going targeted evidence gathering on identified key perpetrators of ASB in Tower & Ashbourne
- Areas identified across the borough for PSPO's, now developing clauses for the orders with Legal

August 2015

- Criminal Behaviour Order gained for juvenile offender in Britwell area
- Continuation of joint operation initiated with police targeting enforcement activity on individual street drinkers and aggressive beggars and evidence gathering - to be on-going throughout summer - Operation Bluebottle
- Case conferences held on most vulnerable and prolific street drinkers / homeless
- On-going work tackling High Street litter problem areas ongoing, owners have been sent CPN Warning letters giving them a set period of time to clear mess or further enforcement action will be taken - key areas of focus Hatfield Rd and The Curve
- Waste Carriers Stop-check Operation held Sutton Lane area - resulting in 60 vehicle checks, 1 FPN issued, 4 DOC Notices and one vehicle seized. Parking collected 6 outstanding fines.
- Door-knocking and street events held in areas of asb e.g. Colnbrook, Pursers Court area
- Warrant executed at domestic property re serious ASB and dog breeding 4 dogs seized
- Fly tipping / litter M25 junc 14 site cleared of 10 tonnes plus of fly tipped waste
- Breach of landlord licensing regs prosecution for 5 offences fined £17,000
- High Street commercial waste project 3 CPNs issued and areas subsequently cleared

- Street Drinkers / rough sleepers 10 CPN Warnings issued
- Night operation completed two squatted premises subsequently cleared and closed
- Meetings held with businesses to deal with commercial waste issues joint working with CCTV

September 2015

- Criminal Behaviour Order (CBO) achieved on a prolific ASB perpetrator, for 5 years
- Application made and granted for an extension on a Closure order
- Closure notice on another property gained; order application adjourned
- Notice served on derelict property in Shaggy Calf Lane and building secured
- Waste Carriers Op held in the east with TVP, Immigration and Parking Enforcement
- £180 FPN issued and paid to an unregistered waste carrier
- Conviction against business for failing to comply with their duty of care for waste, £330 fine
- 5 pending prosecutions for animal welfare and waste related offences
- Continuation of joint operation initiated with police targeting enforcement activity on individual street drinkers and aggressive beggars and evidence gathering - Operation Bluebottle
- Case conferences held on most vulnerable and prolific street drinkers / homeless
- On-going work tackling High Street litter problem areas ongoing, owners have been sent CPN Warning letters giving them a set period of time to clear mess or further enforcement action will be taken - key areas of focus Hatfield Rd and The Curve
- 3 simple Cautions for littering on High Street given
- Community event held in Moreland Avenue
- ASB Legislative Training for TVP & SBC staff
- On-going Advanced Investigative Training for Neighbourhood Services staff

October 2015

- On-going management of 2 prolific perpetrators with Criminal Behaviour Orders (CBO) and their continuing breaches - 1 in community, 1 in custody
- CRED held in Chalvey
- Continuation of joint operation initiated with police targeting enforcement activity on individual street drinkers and aggressive beggars and evidence gathering - Operation Bluebottle
- Case conferences held on most vulnerable and prolific street drinkers / homeless

- On-going work tackling High Street litter problem areas ongoing, owners have been sent CPN Warning letters giving them a set period of time to clear mess or further enforcement action will be taken - key areas of focus Hatfield Rd and The Curve
- ASB Presentation delivered to West Cippenham Tenants & Residents Association
- On-going Advanced Investigative Training for Neighbourhood Services staff
- Development of a working agreement with Probations Community Payback Service to work on the Millie Nature Reserve
- Closure Notice Served and Closure Order granted in respect of property linked to Long term ASB and noise nuisance
- Warrant of Entry obtained and executed in collaboration with Housing Regulation Team to gain access a potentially unlicensed HMO with associated unlawful evictions.

November 2015

- Rough Sleeper Night Operation held on 24th November, excellent partnership working involving TVP and Home Office
- On-going pro-active with TVP tackling youth gang related issues, to include the Britwell Boys and Lismore Park Killers
- On-going pro-active enforcement and engagement activities with local Street Drinkers
- Presentation delivered at the Annual National Chartered Institute of Housing conference on how we are tackling ASB and in particular using the new legislation; it was very well received
- Rochford Gardens CRED on 30th November, in response to recent enviro-crime incidents
- On-going activities and enforcement action around The Curve and old library sites, tackling enviro-crime and Street Drinker issues
- Tackling issue with squatters / rough sleepers at Upton Hospital - site very dangerous. Notices have been served; the site will shortly be secured
- Animal Welfare Investigation following numerous complaints about noise and odour. Served an Animal Welfare S10 Improvement Notice and a EPA 1990 for stat noise nuisance. 4 puppies were rehomed, an adult dog seized and rehomed and the successful prosecution of the owner. The team involved won a RSPCA Gold Award for this case.
- Developing intensive ASB action against a large number of tenants / properties in the North area, working jointly with TVP
- Injunction to be carried out on tenants at Clifton Road, following a Closure Notice
- Tackling a Traveller Incursion site in the East
- ASB Training sessions to be delivered to TVP staff
- Sex Workers Action Group to be facilitated, with identified sex workers case conferenced

December 2015

- On-going intensive focused ASB action against a large number of tenants / properties in the North area, working jointly with TVP
- Traveller Incursion site in the East cleared
- ASB Training sessions to be delivered to TVP staff
- ASB Legislation training given to Leasehold Team
- Sex Workers Action Group meeting facilitated, with identified sex workers case conferenced
- Street Drinkers / Rough Sleepers Working Group facilitated, with identified individuals case conferenced
- Joint operation with Trading Standards re: selling of Spice. CPN Warning letter served on premise
- Upton Hospital now secure from rough sleepers
- Resident fined for fly-tipping offence outside council office

Over the 12 month period Jan 15 to Dec 16 the team has completed -

6.1 All of the results listed below was undertaken with a wide range of external and internal partners. There is a specific focus upon risk and safeguarding of individuals involving a process of case conferences, risk assessments and long term outcome strategies –

- 200 CPN Warning Letters Issues
- 58 Full CPN Issues
- 5 Closure Orders Completed
- 3 CBO's Completed
- 9 Prosecutions
- 7 Simple Cautions
- 6 Pending Prosecutions (2016)
- 1 Pending Simple Caution (2016)
- 13 Entry Warrants Executed
- Issued 125 Enforcement Notices for specific works to be carried out

7 Neighbourhood Services – Areas for Development

7.1 Currently the service is maintaining its existing workload and is also playing a key role in the DCLG funded Rogue Landlords project. The Rogue Landlord project focuses upon the relationship between “bad tenant, bad property and bad landlord”, tackling some of the boroughs most difficult cases of poor and neglected privately rented property and tenant issues.

7.2 Further service development will be subject to budgetary constraints.

8 **Challenges**

- 8.1 The biggest challenge the Neighbourhoods Team faces is the potential reduction to budget resources, as the council makes year on year savings.
- 8.2 This team works on the most challenging and complex cases that have a significant negative impact on the residents of Slough, in the form of real fear and detriment to well-being. Often those targeted are the most vulnerable in our communities; the team therefore needs to safeguard their well-being.
- 8.3 The Neighbourhoods Team often has an opportunity to make a real difference by acting quickly to resolve the issues in the short term and then move to take legal action for a sustainable outcome and sustainable resolution.
- 8.4 Any further reduction to budgetary resource will seriously diminish the effectiveness and ability of this team to respond to serious issues that ultimately blight the life's of the people of Slough.

9 **Conclusion**

The Neighbourhoods Team will continue its focus on the delivery of this litter project, as detailed above. The team has been successful in resolving matters in a long-term sustainable manner and will continue with this approach. However, if the work of the Neighbourhoods team is subject to budget cuts, elements of this litter project will not be delivered.

10 **Appendices Attached**

None

11 **Background Papers**

None

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhood and Community Services Scrutiny Panel

DATE: 23rd February 2016

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

(For all enquiries) 0791 709 2909

WARD(S): All

PART I
FOR COMMENT AND DISCUSSION

LITTERING ENFORCEMENT PROJECT

1 **Purpose of Report**

To provide the Panel with an update on Neighbourhood Services activities in relation to tackling littering by the issuing of fixed penalty notices (FPNs) by authorised enforcement officers upon witnessing an offence.

This report covers the period June 2015 to December 2015.

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

The Panel is requested to note and give support to either:

a. terminating the project

or:

b. supporting the extension of the pilot in to Phase 2 for a further 6 months from the 1st April 16.

3 **The Slough Wellbeing Strategy, JSNA and the 5 Year Plan**

3a. **5 Year Plan**

The work of the team contributes to several of the Outcomes within the 5 Year Plan. These include:

- **Outcome 1:** Slough will be the premier location in the south east for businesses of all sizes to locate, start, grow and stay
 - **Key action** - Ensure that all gateways to the town, prominent places and green spaces are clean and well-maintained
- **Outcome 2:** There will be more homes in the borough, with quality improving across all tenures to support our ambition for Slough
 - **Key action** - Ensure that gateways to the town, prominent places and green spaces are clean and well-maintained
- **Outcome 3:** The centre of Slough will be vibrant, providing business, living and cultural opportunities
 - **Key action** - Define and establish the centre of the town as a destination
 - **Key action** - Cultivate a vibrant town centre
 - **Key action** - Expand the evening economy
- **Outcome 4:** Slough will be one of the safest places in the Thames Valley
 - **Key action** - Build on success in tackling anti-social behaviour
- **Outcome 7:** The councils income and the value of its assets will be maximised
 - **Key action** - Invest in technology to enable staff to work smartly wherever they are located.

4 **Other Implications**

- 4.1 This area of work is currently being resourced from self generated funds and from within existing budgets. Resources have not been agreed, nor permission to fund the ongoing pilot, therefore the current project is under notice to terminate at the end of March 2016.
- 4.2 Longer term we are considering service models that could income generate or support costings for further service delivery for Slough Borough Council, whilst providing an improved service for the community and a greater positive impact in line with our priorities and the 5 Year Plan.

(a) **Risk Management**

Risk	Mitigating action	Opportunities
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	None	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	Feedback from residents and businesses indicates local support.	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	This is a pilot project and will need permission to be extended pending procurement. The financial savings necessary within the five year may not allow the project to progress. It is anticipated that implementation of this work will be dependent on budget approval sufficient to resource this service area	Without the approval to extend the pilot project until a time in the next financial year to properly tender and procure the project then as of the end of this financial year in march the pilot will cease. Longer term we are considering combining externalised services that could income generate for Slough Borough Council.

Timetable for delivery	Short term focused activity Unless approval for extension of the pilot and funding. The project will terminated as of the 31 st March or as close to this date the notice period allows.	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	The permission for the project to run as a pilot is at appoint expiry. The project is therefore permitted to extend or brought to closure. The lessons to date are that a joint approach has been pulled together from Neighbourhood Services, Waste & Environment and Police.	Develop and improve working relationships and increased co-ordination of activities so as to combine externalised enforcement which combined with internal teams enable a cross cutting approach to street enforcement
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

The two enforcement officers working primarily for this project are supplied via an external contractor. 100% of their time is spent working on this project.

5 **Neighbourhood Services Litter Enforcement Project**

Introduction

- 5.1 On the 29th October 2014 a report was presented to the Neighbourhoods and Community Services Scrutiny Panel (NCS Scrutiny Panel) with regards to the creation of the Resilience and Enforcement Team within Neighbourhood Services. One of the main issues members wanted this newly created team to tackle was littering and dog fouling specifically in and around the Slough High Street area.
- 5.2 NCS Scrutiny Panel made the decision to allow Neighbourhood Services to proceed with this project and this decision is confirmed in the minutes of that meeting.
- 5.3 Previous experience of tackling these types of offences shows that it is extremely labour intensive and requires officers to spend a comparatively long amount of time in a specific area on a very regular basis. This is a drain on existing resources and is not really an efficient use of an officer's time when there is a raft of other more serious issues that the team has to deal with. The staffing resources do not exist elsewhere to provide this service within the other Neighbourhood Services teams.
- 5.4 Therefore this project was presented to the NCS Scrutiny Panel at its meeting of the 2nd December 2014. This project was designed to provide the council with patrolling officers provided by an external contractor who are authorised to serve fixed penalty notices for Environmental Protection Act 1990 offences with regards to waste and litter and also to serve fixed penalty notices for Clean Neighbourhood and Environment Act 2005 offences with regards to Dog Control Orders which will be superseded by Anti Social Behaviour Crime and Policing Act 2014, Public Spaces Protection Orders in 2018.
- 5.5 The external contractor, in this trial provided two patrolling officers to patrol a designated area around the Slough High Street area and other hotspot areas in the borough patrolling five days a week 7.5 hours a day. The officers gather the necessary evidence to serve the applicable fixed penalty notices to offenders on the street at the time the offence is committed. Offenders then have the option to pay the fixed penalty notice to discharge their liability for prosecution or face prosecution in the Magistrates Court if payment is not made.
- 5.6 In Phase 1 of the project payments made for issued fixed penalty notices are split between the council and the contractor to cover the costs of the service. This means that the project would be in theory, self funding. This approach has been trialled for the period from the date of commencement of the project.
- 5.7 As the project progressed over time a far better understanding of FPNs issued to FPNS paid was realised for Slough and Phase 1 was found to be not a self funding model. Therefore Phase 2 of the project has been submitted based on the findings in Phase 1. A full report of findings and recommendations can be seen in the Financial Effects section of this report.

Littering

5.8 Our focus has been on:

- Carrying out intelligence led high profile operations with the focus being upon Slough High Street and associated hotspot areas
- The review and evaluation of the use of contracted litter enforcement officers

The pilot project commenced on 1st June 2015 to date and has achieved the following results in the first 7 months from and inclusive of June to December 2015:

Results

Phase 1

5.9 June to December 2015 model based on costs of £45 per FPN issued going to the contractor with a further £5 admin / payment handling charge going to Parking Shop. Between June and November FPN payment options were available at £50 within the first 10 days of issue and £75 between 10 days and 14 days of issue. From December onwards the early payment option was withdrawn and a fixed rate of £75 per FPN for littering was set.

Actual Outcome

Month	No FPNs Issued	No FPNs Paid	Amount Paid	Recovery %
June 2015	361	183	£9,570	51
July 2015	238	178	£9,485	75
August 2015	209	139	£7,125	66
Sept 2015	188	136	£7,280	72
Oct 2015	203	143	£7,370	70
Nov 2015	211	130	£8,145	61
Dec 2015	165	135	£10,340	81
TOTAL	1575	1044	£59,315	66%

Based on June to December period recovery average is 66%.

The pilot model based on £45 per FPN issued and a further £5 admin / payment handling charge does not achieve cost neutrality.

For example –

- 1044 FPNs paid = £5220 admin / payment handling charge
- 1575 FPNs Issued = £70875 at £45 per FPN issued
- Total = £76095
- Amount recovered through FPN Payment = £59315
- Deficit = £16780 (or an overall 21% loss / cost to the council over the 7 months)

At this point Phase 1 of the project is not self funding.

Potential future working model

Phase 2

5.10 Should permission to proceed be granted to trial this model it is to be based on an end to end delivery model facilitated by the contractor, meaning the contractor would deal with the entire process cradle to grave. The rates would be, £24 per hour per officer over a 40 hour week with a £1.50 admin / payment handling charge. No reduced payment for the FPN which was agreed by members so FPNs have a flat pay rate of £75.

5.11 Projected Theoretical Outcome –

- Enforcement Officer at £960 each per 40 hour week x 2 = £1920
- Paid FPN will be £75 – £1.50 payment handling charge = £73.50

Estimating an average recovery of 60%, based on the results of June to December average being 66%. The following applies –

- 27 paid FPNs = £1984.50 (inclusive of payment charge)
- Assuming 60% recovery = 44 FPNs will need to be issued for every 27 FPNs paid.

This equates to 22 FPNs per enforcement officer per 5 day week or 5 FPNs per officer per day on average.

5.12 Issuing averages in Phase 1 assume a 22 work day month –

- June – 16 FPNs per day or 8 per officer
- July – 10 FPNs per day or 5 per officer
- Aug – 9 FPNs per day or 4.5 per officer
- Sept – 9 FPNs per day or 4.5 per officer
- Oct - 9 FPNs per day or 4.5 per officer
- Nov – 9.5 FPNs per day or 4.5 per officer
- Dec – 7.5 FPNs per day or 3.5 per officer

Average over the 7 months = 4.9 per officer per day. Therefore it appears that an average of 5 per day is realistic but must be sustained constantly.

5.13 For Phase 2 to be sustained a 60% payment recovery rate must be maintained with an absolute minimum of 5 FPNs on average being issued by each officer per day over a monthly period of 22 working days.

Littering

5.14 For littering, the plan is as follows:

- Roll out of a strategic publicity campaign that aligns with the wider concept of waste management and waste strategies in the borough e.g. stopping littering, encouraging recycling and ensuring correct and appropriate disposal of waste.
- Develop further the concept of a Littering Enforcement pilot using FPNs into a cost neutral model and expand its scope both geographically and in relation to other enforcement activity.
- Consider the content and implications with regards to Enviro-Crime in general and littering specifically as highlighted on the government paper – “Government Response to the Communities and Local Government Select Committees Seventh Report of Session 2014-15 on Litter and Fly tipping in England”, dated December 2015 (attached as Appendix A). In particular having due regard for the section on FPNs – Litter Recommendation 11 and 12, paragraphs 23 and 24. FPNs – Fly tipping Recommendation 14, paragraphs 27 and 28. Further consideration should also be given to Recommendation 18 and paragraphs 41 and 50 with regards to the proposed future National Litter Strategy and the increase use of a wider scope of FPNs for a number of offences with increase fines and penalties.

Challenges

5.15 The main challenge is to determine if we continue with the pilot and to then determine if Phase 2 is a realistic self financing option.

5.16 Also maintaining the momentum of this project in an area as geographically as small as Slough. There has been a decline in the number of FPNs issued lately (performance review January 2016) and the message appears to be getting through to the users of the High Street therefore creating a risk to those who drop litter. However to maintain this situation and ensure a clear message is sent out in the future the project needs to continue.

5.17 Additionally funding of prosecutions for offences where the FPN has not been paid has not been factored into this report. A first hearing, pleading guilty prosecution is likely to cost the council about £1500. A more likely not guilty plea and subsequent trial will cost considerably more and in the region of £3000 plus. In either case the council will be very unlikely to be awarded full cost by the court and will therefore be unable to recover its costs.

6 **Conclusion**

- 6.1 In the Copy of “Government Response to the Communities and Local Government Select Committees Seventh Report of Session 2014-15 on Litter and Fly tipping in England”, dated December 2015 (Appendix 1) it is made clear that littering in the UK is more serious than in the rest of the EU and must be tackled. Slough as a town in growing in size and a considerable investment is being made in the development of new homes and businesses throughout the borough. Slough is also likely to become a transport hub with the development of both the rail and airport networks. The population of Slough will inevitably rise as will the number of visitors to the town.
- 6.2 In the 5 Year Plan it is clear that there is an aspiration for Slough to become a town of prominence and a place to live, work and visit. Ensuring the street scene and street environment is kept clean and that everyone treats the town and its facilities with respect is key to this aspiration.
- 6.3 This project is part of that future in setting out what is expected of people with regards to how they treat their waste and how they take responsibility for disposing of it properly and lawfully

7 **Appendices Attached**

‘A’ - Copy of Government Response to the Communities and Local Government Select Committees Seventh Report of Session 2014-15 on Litter and Fly tipping in England, dated December 2015.

8 **Background Papers**

None

This page is intentionally left blank



**Government response to the Communities and Local Government
Select Committee's Seventh Report of Session 2014-15 on Litter and
Fly-tipping in England**

Presented to Parliament
by the Secretary of State for Communities and Local Government
by Command of Her Majesty

December 2015



**Government response to the Communities and Local Government
Select Committee's Seventh Report of Session 2014-15 on Litter and
Fly-tipping in England**

Presented to Parliament
by the Secretary of State for Communities and Local Government
by Command of Her Majesty

December 2015

Cm 9097



© Crown copyright 2015

You may re-use this information (excluding logos) free of charge in any format or medium, under the terms of the Open Government Licence v.2. To view this licence visit www.nationalarchives.gov.uk/doc/open-government-licence/version/2/ or email PSI@nationalarchives.gsi.gov.uk

Where third party material has been identified, permission from the respective copyright holder must be sought.

This publication is available at www.gov.uk/government/publications

Any enquiries regarding this publication should be sent to us at ContactUs@communities.gsi.gov.uk

Print ISBN 9781474125697

Web ISBN 9781474125703

Printed in the UK by the Williams Lea Group on behalf of the Controller of Her Majesty's Stationery Office

ID 02111508 12/15

Printed on paper containing 75% recycled fibre content minimum

Government Response to the Communities & Local Government Committee's Seventh Report of Session 2014-15 on Litter and Fly-tipping in England

Introduction

1. The Communities & Local Government Committee launched its inquiry into Litter and Fly-tipping in England on 22 July 2014, to examine:
 - the problems litter and fly-tipping create for local communities and whether the situation is improving or deteriorating,
 - how effective the actions are of those responsible for managing waste in the local environment and what more should local councils, the Environment Agency, and Government funded bodies such as WRAP do,
 - whether the current statute, regulation and guidance set an effective framework to minimise litter and fly-tipping and what, if any, further changes are required, and
 - the roles private citizens and campaign and action groups have in tackling litter.
2. The Committee published its report on 14 March 2015. The Committee's recommendations are grouped as set out above, and include recommendations for local government and certain businesses as well as for central Government. This Government response addresses all the recommendations in the report.
3. The Government is grateful to the Committee for its report and has considered its conclusions and recommendations carefully.

Background

4. Policy lead on litter and fly-tipping matters rests with the Department for the Environment, Food and Rural Affairs (Defra). Defra and the Department for Communities and Local Government (DCLG) jointly provided written and oral evidence to the inquiry, setting out the Government's position and activities underway to support the reduction of litter and fly-tipping.¹

¹ <http://data.parliament.uk/writtenevidence/committeeevidence.svc/evidencedocument/communities-and-local-government-committee/litter/written/14321.html>

5. The Government is committed to localism and the transfer of power to local communities. This is particularly relevant in dealing with litter and fly-tipping problems, which require a local approach, tailored to the characteristics of the area and the community in which the problems occur. The role of central government is to enable and support this local action: providing a clear legal framework of rights, responsibilities and powers, setting national standards, and (where possible) ensuring that the costs of dealing with litter issues are passed to those responsible for causing the problem.
6. We also welcome the enormous appetite across England for tackling the problem of litter and fly-tipping. The first Community Clear-Up Day, held on 21 March 2015, saw hundreds of events taking place across the country, with volunteers picking up tonnes of litter, with many new groups getting together alongside the established litter-pickers. Our evidence suggests the event attracted more than 500 community groups across England. These co-ordinated activities, whether arranged by a local authority, parish council, community or faith group, local or national business, school or sports team were extremely heartening and offer great examples of how collaborative effort can make a big positive difference to the quality of our streets and public places. Littering and fly-tipping are anti-social and unnecessary acts where the behaviour of a small number of individuals blights our landscapes and communities, and imposes costs on landowners and councils.

Recommendation 1

We consider that more and better data on litter are essential. We have a litter problem in England and we need to know if it is deteriorating or improving. The LEQSE survey provides a useful snapshot of the incidence of litter across England in a given year as well as annual trends. It should be continued to inform policy making. In future years, it would be more useful if a national survey counted the number of examples of each type of litter, to enable better assessment of the cost of clearing litter. In addition, there should be some assessment of population densities and how they relate to litter to help local councils to more accurately target their litter collection activities.

(Paragraph 9)

7. We agree that we need better data on litter, including data on the types of items being littered. For the last 13 years, the Local Environment Quality Survey for England (LEQSE) has measured how well councils are doing at keeping the streets clear of litter and refuse. This is useful information, but the LEQSE methodology is costly and we agree with the Committee that it needs additional context in order to properly inform policy-making.
8. We intend to review our approach to the collection of quantitative data on littering, and are exploring options for monitoring the amount of litter collected by councils as well as its composition, and how litter varies between different types of land-use. We are also interested in how technology and open data could be used to enrich the information available to us about litter and fly-tipping.

Recommendation 2

Because of the number of different bodies which collect litter and because the collection of litter is often part of other activities such as street cleaning, it is difficult to get a precise figure for litter collection costs. Nevertheless it is clear that the best estimate costs—from £717 to £850 million—represent significant expenditure by local authorities. (Paragraph 12)

9. We agree that expenditure on litter is significant, and we agree with the range of costs presented by the Committee for “street cleansing” as undertaken by local authorities. However, we believe the total direct costs associated with *dropped litter* are likely to be lower for local authorities than the range it presents. The collection of litter from the ground is often combined with other activities (such as sweeping to remove naturally-occurring detritus, or the emptying of public litter bins) which would need to be done, albeit at perhaps a less regular frequency, even if there were no dropped litter. This makes it very difficult to estimate the true scope for savings even if all littering behaviour were eliminated. We note that individual local authorities have made estimates for their own litter clear up and disposal costs and these vary markedly.

Recommendation 3

We can see that there may be a correlation between areas with a significant amount of litter and areas of social deprivation and crime—inner city areas in particular, often have people passing through. But the link may not be causal: an area may be littered because of an inefficient council. Claims by Keep Britain Tidy for indirect costs associated with litter need to be underpinned with strong evidence-based research in England. (Paragraph 17)

10. We agree with the Committee that the link between litter and deprivation may not be causal, and that the evidence on the indirect costs of litter is not robust. The amount of litter found in an area is likely to be affected by many factors, including population density and transience, local sources of litter, and the degree of obstruction to cleansing activity (such as on-street parking or other access issues), as well as the local council’s priorities, resources and cleansing schedule. The Code of Practice on Litter & Refuse makes clear that litter authorities are expected to “identify when and where the greatest litter problems are likely to occur, and to put into place procedures to ensure that these do not build up and that acceptable standards are maintained.”²

Recommendation 4

There has been a significant upsurge in the incidence of fly-tipping in England in the last 12 months. If this trend continues in future years, it will increase the burden on local councils and private land owners. (Paragraph 22)

11. We agree with the Committee on this issue.

² Code of Practice on Litter & Refuse (2006) paragraph 6.1

12. We recognise witnesses' concerns that fly-tipping can be fuelled by arbitrary and complex bin collection rules which make it difficult for householders and businesses to dispose of their rubbish responsibly. We have now implemented new legislation to reform the system of bin fines, so that householders are not fined for breaches of what can sometimes be confusing bin rules, but action can still be taken against those who harm local amenity. As set out in our written evidence to the Committee, we are continuing to work with local councils to promote comprehensive and regular waste collection.
13. Local councils themselves need to consider whether their own policies such as charging for items such as garden waste collection or the adequacy (or not) of household waste recycling centre provision contribute to any increase in local fly-tipping, and act accordingly. Tackling fly-tipping and other forms of illegal waste activity is important for this government. Our aim is to reduce fly-tipping through better prevention, detection and risk-based enforcement and we're committed to building on recent initiatives, which include:
- helping to prevent fly-tipping by making it easier for businesses to dispose of their waste legally. For instance, the Waste and Resources Action Programme has produced a best-practice guide to help local authorities and waste management companies set up 'bring sites' in business parks;³
 - cracking down on offenders by working with the Sentencing Council on its new Guideline for sentencing for environmental offences which came into force on 1 July 2014. This has started to result in larger fines for offenders, which should help deter illegal dumping;
 - introducing Regulations which enhance enforcement authorities' powers to seize vehicles suspected of being involved in waste crime;⁴ and
 - working in partnership with others through the National Fly-Tipping Prevention Group (NFTPG), which is working to prevent and tackle illegal dumping. The NFTPG includes representatives from central and local government, enforcement authorities, the waste industry and private landowners. The NFTPG has published a Fly-tipping Partnership Framework outlining best practice for the prevention, reporting, investigation and clearance of fly-tipping. This is available to view on the NFTPG's website at: www.tacklingflytipping.com.

³ http://www2.wrap.org.uk/downloads/C_I_bring_centre_guidance_v1.10.ca360018.11266.pdf

⁴ The Control of Waste (Dealing with Seized Property) (England and Wales) Regulations 2015

Recommendation 5

We have heard arguments for and against local authorities working with the tobacco industry in relation to litter and, unusually, we heard both arguments from different parts of the Government as well. The Local Government Association believes the Local Government Declaration on Tobacco Control prohibits it from working with the tobacco industry. It is likely that many local councils will follow suit. However, with DCLG's approach to engage with the industry in mind, other local authorities may take a different view and they must be allowed to make their choice. If a council does decide to work with the tobacco industry to reduce cigarette-related litter, we recommend that none of these activities should indicate support for the industry, nor should the industry be allowed to publicise their contribution to a joint project or use it to promote tobacco consumption. Local councils must ensure they are very clear about the purpose of any engagement with the tobacco industry. (Paragraph 29)

14. The Government agrees that it is for individual local authorities to decide whether they wish to work with the tobacco industry on environmental initiatives. Councils should take account of the World Health Organisation's Framework Convention on Tobacco Control (FCTC), and ensure all dealings are conducted in a transparent manner.⁵

Recommendation 6

Tobacco attracts significant levies because of its lethal effects on health. Given the amount of cigarette-related litter, we strongly support the premise that a portion of these levies should be hypothecated and provided to local councils to pay for the cost of clearing cigarette-related litter. (Paragraph 31)

15. At the Autumn Statement 2014, the Government announced a consultation on whether to introduce a levy on tobacco manufacturers and importers. During the CLG Select Committee hearing in January, Ministers from DCLG and Defra noted the possibility of any such levy being diverted to local efforts to clear up tobacco-related litter and there is merit in the principle of this recommendation. However, the consultation has now ended and analysis of responses shows the impact of a tobacco levy on the tobacco market would be similar to a duty rise, with manufacturers and importers passing it onto consumer prices. As tobacco duties have already increased this year and will continue to increase by more than inflation each year in this Parliament, the Government has decided not to introduce a separate levy on tobacco manufacturers and importers.⁶ Taxes on tobacco products are paid into the Consolidated Fund which is used to pay for public services, including cleaning up litter.

⁵ WHO Framework Convention on Tobacco Control: guidelines for implementation Article 5.3; Article 8; Articles 9 and 10; Article 11; Article 12; Article 13; Article 14 – 2013 edition. http://www.who.int/fctc/guidelines/adopted/guidel_2011/en/

⁶ <https://www.gov.uk/government/consultations/tobacco-levy>

Recommendation 7

We recommend that the Tobacco Manufacturers' Association offer portable ash trays or 'mini bins', free of charge, at the point of sale to all who purchase cigarettes. (Paragraph 32)

16. If such products are offered by the Tobacco Manufacturers' Association, we emphasise the need to ensure that they are not used for the purposes of advertising or promoting tobacco products, contrary to the Tobacco Advertising and Promotion Act 2002. We would be interested to receive any new evidence regarding the effectiveness of such products in reducing smoking-related litter over a sustained period.

Recommendation 8

We recommend that all public buildings install receptacles for disposing of cigarette-related litter in those areas where staff congregate to smoke, but not high profile positions. (Paragraph 33)

17. We consider that it is for the managers of individual premises to decide for themselves what steps are necessary to ensure their staff do not create litter of any kind. This may include providing receptacles for smoking-related litter, and ensuring that staff who do wish to smoke make proper use of the receptacles available.

Recommendation 9

This was a matter of considerable concern upon which the Committee deliberated at length. We are not, at this point, recommending a tax on chewing gum. However, this is the last chance for the industry to put its house in order. We recommend that our successor committee revisit this issue in one year unless it sees the industry making a much larger contribution to the costs of removing gum and staining and also encouraging its consumers to change their behaviour and achieving a significant reduction in litter. In this regard it should have larger notices about not littering on all its packaging, wrappers and adverts. (Paragraph 38)

18. We are considering the future role of the Chewing Gum Action Group (CGAG), and how it can best achieve its aim of reducing the littering of gum. We agree with the Committee's aspiration to see the Group "make a larger contribution to the costs of removing gum and staining" and "achieve a significant reduction in litter" as well as simply encouraging consumers to change their behaviour. Defra will encourage Group members to think radically about how they could maximise the impact of their contribution. In particular, we are exploring options which would see the Group helping to disseminate expertise in gum removal, and facilitate access to specialist gum-removal equipment. We will also be seeking to rigorously evaluate the Group's campaigning approach in order to improve the long-term effectiveness of the campaigns in changing behaviour. However, we remain open to exploring other means of securing a proper contribution from the industry towards the costs imposed on the public purse by its products.

Recommendation 10

We recognise that what people eat, and where they eat it is changing. The increase in the number of fast-food outlets in many of our town centres is evidence of this and we are concerned about the increase in fast-food litter which is dropped over a wide area. We commend the work of McDonald's franchisees undertaking daily litter picks outside the perimeter of their restaurants. This is the type of action which we would expect to be the norm for all. We recommend the next Government bring forward in legislation an obligation requiring all shops, restaurants and retail food outlets to keep the perimeters of their premises free from litter. In addition, the fast-food industry should introduce 'on-pack' information on all branded take-away and fast-food packaging to remind consumers to dispose of litter responsibly. (Paragraph 43)

19. We also welcome the example set by McDonald's and we agree with the Committee that we would like to see this become the norm, but we do not agree that changes in regulation would be appropriate.
20. The owners of private land are already responsible for managing litter on that land, and councils have existing powers under the Anti-social Behaviour Crime and Policing Act 2014 to take action against particular premises which are associated with a persistent litter problem. Councils also of course have statutory responsibility for removing litter and refuse from their "relevant" land.⁷ We do not think it would be appropriate to impose a separate legal responsibility for litter-picking on the owners of restaurants or retail premises. This would represent an additional regulatory burden on these businesses, which would need to be justified on the basis of good evidence that it would deliver an improvement on the status quo. The Committee's proposal would also vastly increase the number of organisations with statutory responsibilities for clearing litter, creating potential problems of accountability, enforcement and varying standards.
21. The introduction of a specific requirement to include 'on-pack' information may also contravene the Packaging and Packaging Waste Directive 94/62/EC, under which only packaging meeting the requirements of the Directive may be placed on the market. Mandatory measures that go beyond the essential requirements for packaging set in the Directive would need to be considered by the European Commission.
22. We would prefer therefore to see a voluntary approach. Firstly, we would strongly encourage all businesses to recognise the potential negative impact on their business of litter outside their premises, and the benefits to their own business and the economic health of the area of helping to ensure that the streets remain clean and attractive to customers. Secondly, much fast food packaging already carries labels like the Tidyman or recycling logo, and it would be possible for producers of food for consumption 'on the go' to undertake voluntarily to label or agree a minimum set of information requirements under an industry code, without requiring a referral to the European Commission.

⁷ "Relevant land" is land which is open to the air on at least one side, is under the council's direct control, and to which the public have access (with or without payment). This duty is set out in section 89 of the Environmental Protection Act 1990.

Recommendations 11 and 12

Although littering is a criminal offence, it is often acted against under civil powers by the use of fixed penalty notices. The Government has not collected data on the number of criminal cases, fines, FPNs issued or amounts collected since 2008/09. Without this information it is difficult to make an assessment of the effectiveness of FPNs, in particular, in meeting the policy objective to deter littering. In addition, even if all the FPNs issued were paid in full, the total sum would be a drop in the ocean compared with the total amount spent on clearing litter. We see a case for increasing the maximum FPN level both to encourage local authorities to make greater use of FPNs and to provide additional resources to remove litter. (Paragraph 46)

We recommend that the Government collect data on the use of FPNs and the level and collection of fines and assess whether the maximum fine should be increased. (Paragraph 47)

23. It is important to be clear that fixed penalty notices (FPNs) are not served under civil powers: they are a criminal penalty, which may be offered in lieu of prosecution. We nonetheless agree with the Committee that a good case can be made for increasing the level of fixed penalty fines which councils and other litter authorities can impose, and, as set out in our manifesto, we will consult on proposals to increase the fines for littering later this year. Any changes will then be made by secondary legislation.
24. FPN data is collected and held by local authorities, but there is no requirement to report it centrally to Government. We agree that it would be useful to have access to this data, and we will explore ways of obtaining it without imposing an additional reporting burden on local authorities.

Recommendation 13

We recommend that the next Government provide our successor committee with data on the use of Community Protection Notices in October 2015, when the legislation will have been in force for 12 months. (Paragraph 49)

25. Community Protection Notices were introduced by the Anti-social Behaviour, Crime and Policing Act 2014 to stop a person aged 16 or over, a business or organisation committing anti-social behaviour which spoils a community's quality of life. The power can, therefore, be used to deal with persistent littering, provided that the tests set out in the 2014 Act are met. These tests are that the conduct or behaviour is having a detrimental effect on the quality of life of those in the locality, is persistent or continuing in nature; and is unreasonable. The Community Protection Notice does not provide an immediate response to general littering but can provide a response to littering that is persistent or continuing in nature and which is having a detrimental effect on the community, such as a business that persistently leaves litter outside its premises or a household that regularly throws rubbish on to the pavement outside.

26. The powers provided by the Anti-social Behaviour, Crime and Policing Act 2014 are intended to provide local agencies with flexible powers to tackle a range of anti-social and nuisance behaviours. The Home Office has not required the police or other local agencies to report on the use of these powers, and we therefore did not have comprehensive data on their use available in October 2015. However, Home Office officials have regular meetings with practitioners to monitor the impact of the new ASB powers including the Community Protection Notice and we will ask them to advise if there are any particular issues arising from the use of this power for persistent or continued littering.

Recommendation 14

Fly-tipping is a serious problem for local authorities and private land owners, and it is increasing. There is therefore a need for local councils to increase their efforts both to deter fly-tipping and to penalise those who engage in it. We accept that prosecution is often difficult and costly and as a result the number of convictions for fly-tipping is low. The Government should introduce a national fixed penalty notice for small amounts of fly-tipping, which would require the lower standard of proof required for a civil penalty. (Paragraph 52)

27. As set out in our manifesto, we plan to give councils the power to tackle small scale fly tipping through penalty notices as an alternative to prosecutions. Further details on this new measure are set out in the summary of responses to the recent consultation and call for evidence on enhanced enforcement powers and other measures to tackle waste crime and entrenched poor performance in the waste management industry, which included the case for introducing fixed penalties for fly-tipping.
28. As set out above at paragraph 23 fixed penalty notices are not served under civil powers: they are a criminal penalty, which may be offered in lieu of prosecution for a criminal offence.

Recommendation 15

Councils should be more proactively engaged with local voluntary groups and charities who may be willing to collect discarded goods from households free of charge to offset some of the costs to councils. In addition, we recommend that industry take away bulky items when they deliver replacements, as is already the case in relation to fridges. A charge should be built into the cost of the item to pay for this facility. Items included in this category would be televisions, cookers, washing machines, other large appliances, mattresses and sofas. New products—medium and large household items and appliances—should all have labels to remind customers to dispose of them properly. We further recommend that the Government encourage industry to implement these recommendations as good practice. (Paragraph 54)

29. We support action to encourage greater re-use of goods in order to prevent waste, reduce costs and deliver benefits to communities. The Waste Prevention Programme, published in December 2013, set out a range of actions for Government, the wider public sector, businesses and the civil society, and emphasised that effective partnership working is key to achieving success.⁸
30. We welcome the recommendation that councils should engage proactively with local voluntary groups and charities in relation to collections from households. The Government, through WRAP, has recently made available a range of materials and resources to support the building of effective partnerships along these lines, including a practical user-guide on how to set up and run a bulky collection service that maximises the opportunity for re-use,⁹ and a more technical report looking at the composition and re-use potential of bulky waste.¹⁰
31. The government has also recently established a working group, bringing together a range of stakeholder interests to consider possible actions to promote growth in the re-use sector while ensuring the effective regulation of waste is maintained.
32. WRAP is also working on behalf of Government through the Electrical and Electronic Equipment Sustainability Action Plan (esap) to engage with retailers, brands, re-use organisations, recyclers and other industry stakeholders throughout the electrical product life-cycle. The action areas under esap include gaining greater value from re-use and recycling, and WRAP is working with signatories to encourage greater take-up of product take-back schemes.
33. We note the recommendation that industry should take away bulky items when they deliver replacements and that a charge should be built in to the cost of an item to pay for this facility. The Waste Electrical and Electronic Equipment (WEEE) Regulations already require that all distributors who supply electrical and electronic equipment to individual households must ensure that the items being replaced can be returned to them free of charge provided they are of an equivalent type to, and have fulfilled the same function as, the item supplied.

⁸ <https://www.gov.uk/government/publications/waste-prevention-programme-for-england>

⁹ How-to Guide for Re-Use <http://www.wrap.org.uk/node/35333>

¹⁰ <http://www.wrap.org.uk/content/study-re-use-potential-household-bulky-waste>

Recommendation 16

It should be possible for local councils to coordinate with the Highways Agency or Transport for London to enable easy access for road and street cleaning. However, this is not happening. Nor are we convinced this is the most efficient approach to street cleaning since it is difficult to organise and it is not cost-effective for local authorities to have staff working through the night. It would be much better, and cost-effective to remove the anomaly which gives the Highways Agency, and Transport for London in London, responsibility for maintaining trunk roads and another body responsibility for cleaning them. We understand that a proposal to transfer cleaning responsibilities for all purpose trunk roads to the Highways Agency has been under consideration by the Department for Transport for some time. We recommend that the Government make the Highways Agency responsible for cleaning trunk roads and make the necessary budget adjustments. Similarly, we recommend that responsibility for cleaning trunk roads in the London area should become the responsibility of Transport for London. (Paragraph 60)

34. Highways England (HE), as the new strategic highways company, is committed to delivering the Road Investment Strategy and meeting its Performance Specification. It has outlined plans to focus more on the service it delivers to its customers and a number of areas are being developed. HE wants to focus on preventing littering in addition to litter collection. Strengthening relationships with partners and stakeholders such as local authorities will be an opportunity to work more effectively to resolve issues such as these.
35. A pilot project in the Midlands is being progressed to enhance collaborative working between Highways England and local authorities on cleaning the strategic network in the region. A regional working group, through the Keep Britain Tidy Network of local authorities and other stakeholders, will ensure that a strategic approach to preventing litter can be achieved. This model would then be shared as best practice to encourage effective partnership working. Enough time would need to be allowed to establish these new working practices.
36. Other options available would be to make HE legally responsible for litter collection on all the roads that they operate, or to move to a more contractual arrangement to cover litter clearance. These measures would not be straightforward – the first would need primary legislation and would include complicated alterations to funding arrangements that would reduce the resources available to local authorities; while the second would require councils to identify a specific pot of money, organise a plan of works required and draw up contracts, which could prove expensive and complicated. As such, we intend to see the results of HE's pilot before examining the case for more radical reform.

Recommendation 17

The Government has been slow to update legislation relating to litter thrown from vehicles and fly-tipping from vehicles. We recommend that it bring into operation before the end of this Parliament long overdue legislation in the Clean Neighbourhoods and Environment Act 2005 providing for the seizure of vehicles involved in fly-tipping offences. We also recommend that it extend immediately to all local authorities in England, the powers in the Anti-Social Behaviour, Crime and Policing Bill 2014 to impose penalties on the owner of a vehicle from which litter is dropped. (Paragraph 64)

37. There is already legislation to tackle fly-tipping from a vehicle. Where waste carried in and deposited from a motor vehicle is contrary to s.33(1) of Environmental Protection Act 1990, the person who controls or is in a position to control the use of the vehicle shall be treated as knowingly causing the waste to be deposited whether or not he gave any instructions for this to be done.
38. Sections 37 and 46 of the Clean Neighbourhoods and Environment Act 2005 were commenced on 2nd March 2015, and the Control of Waste (Dealing with Seized Property) (England and Wales) Regulations 2015 came into force on 6th April 2015. These regulations allow enforcement authorities to seize vehicles for a wider range of suspected offences, including fly-tipping; and introduced enhanced procedures to help enforcement authorities more easily identify those who use vehicles suspected of involvement in waste crime. These powers cannot be exercised in respect of littering offences.
39. In London, borough councils may issue civil (rather than criminal) penalties to the registered keeper of a vehicle when an enforcement officer witnesses littering from the vehicle. The Anti-social Behaviour, Crime and Policing Act 2014 contains a power to make regulations to introduce a scheme of civil penalties against the registered keeper of a vehicle from which litter is dropped. It will be important to get the details of such a scheme right, including matters such as the size of the fine, the form and content of the penalty notice, and exceptions to the keeper's liability (for example if the vehicle has been stolen) etc.
40. Recent scoping research carried out on behalf of Defra shows that current enforcement practice among local councils varies greatly.¹¹ Many councils are successfully using the current criminal penalties to tackle littering from vehicles, and achieving high payment rates. At the same time, the introduction of the civil penalties regime in London in 2012 has not led to a significant increase in enforcement action against littering from vehicles.

¹¹ http://randd.defra.gov.uk/Document.aspx?Document=13057_DefraLitteringfromVehiclesScopingStudy-FINAL.pdf

41. Our priority is to deliver our manifesto commitment to review the case for increasing the fines for littering offences. As the Committee notes, this could assist in encouraging local authorities to make effective use of Fixed Penalty Notices to deter littering and provide additional resources to help with the cost of litter clearance. As part of the process of developing a national litter strategy (paragraph 50 below) we will establish working groups on roadside litter, and on wider enforcement issues, and work in collaboration with all interested parties including councils, Highways England, motoring organisations and professional road users etc., under the direction of a Litter Strategy Advisory Group, chaired by a Defra minister.

Recommendation 18

We take no satisfaction in it but the evidence of our own eyes, the photographs tweeted to us, and the evidence we took during this inquiry lead us to the conclusion that England is a litter-ridden country compared to most of Europe, North America and Japan. Change is needed. (Paragraph 66)

42. We agree with the Committee that a change is needed in the behaviour of those irresponsible individuals who drop litter. However, in the absence of comparable data analysing the levels of litter across Europe or other countries, we do not think it is justified to conclude that the England is “litter-ridden” compared to the rest of Europe. We do note a Eurobarometer survey, published in June 2014, which sought to understand citizens’ perceptions, attitudes and practices related to waste management and resource efficiency, including litter.¹² 26,595 respondents from different social and demographic groups across the 28 Member States were interviewed about their perceptions of their own countries. The survey found that 61% of people from the UK think there is “not much” litter in the UK and 11% said there was “none”, while only 9% said there was “a lot” and 18% said “quite a lot”.
43. UK results were most similar to those from the Netherlands, and compare favourably to the European average across all 28 Member States. On average, 52% of European residents felt that there was “not much” litter where they lived and 13% said there was “none”, while 21% said that there was “quite a lot” and 13% “a lot” of litter.¹³ We also note that photographs tweeted in response to a call for pictures “illustrating problems with litter and fly-tipping” are unlikely to be representative of the national picture. Successive Local Environment Quality Survey for England (LEQSE) findings have also shown that the vast majority of England is “predominantly free of litter and refuse”. This does not make the Government complacent in its determination to reduce littering but suggests we are not as “litter ridden” as some commentators suggest.

¹² Attitudes of Europeans towards waste management and resource efficiency: http://ec.europa.eu/public_opinion/flash/fl_388_en.pdf

¹³ European average results (Q.11) “How much litter is there in the area where you live? (litter on the street, in natural surroundings, etc.)”

Recommendation 19

We encourage councils think through their approach to bin types, location and strategy on bins for litter. They should not simply continue previous practice. In some places no bins may be better. In other places brightly-coloured, solar, compacting, talking bins or recycle on-the-go facilities may be the means of encouraging people to use them and to save on both the collection costs of litter and emptying bins. (Paragraph 71)

44. The 2012/13 Local Environment Quality Survey for England found that once a bin is in a location, it is very important to regularly clean and maintain it, so that people can deposit their litter.¹⁴ Bins that are not kept in a good condition discourage people from using them. Bins also need to be emptied on an appropriate frequency since it is obvious that if bins are too full, litter can overflow.
45. Local authorities have a duty to make arrangements for the regular emptying and cleansing of any litter bins that they provide or maintain. It is for local authorities to decide whether to invest in innovative litter infrastructure such as solar-powered or 'compactor'-type bins. The Government would of course agree with the Committee on this point and encourages councils to think through their approach to bin types, location and strategy in an effort to reduce litter.

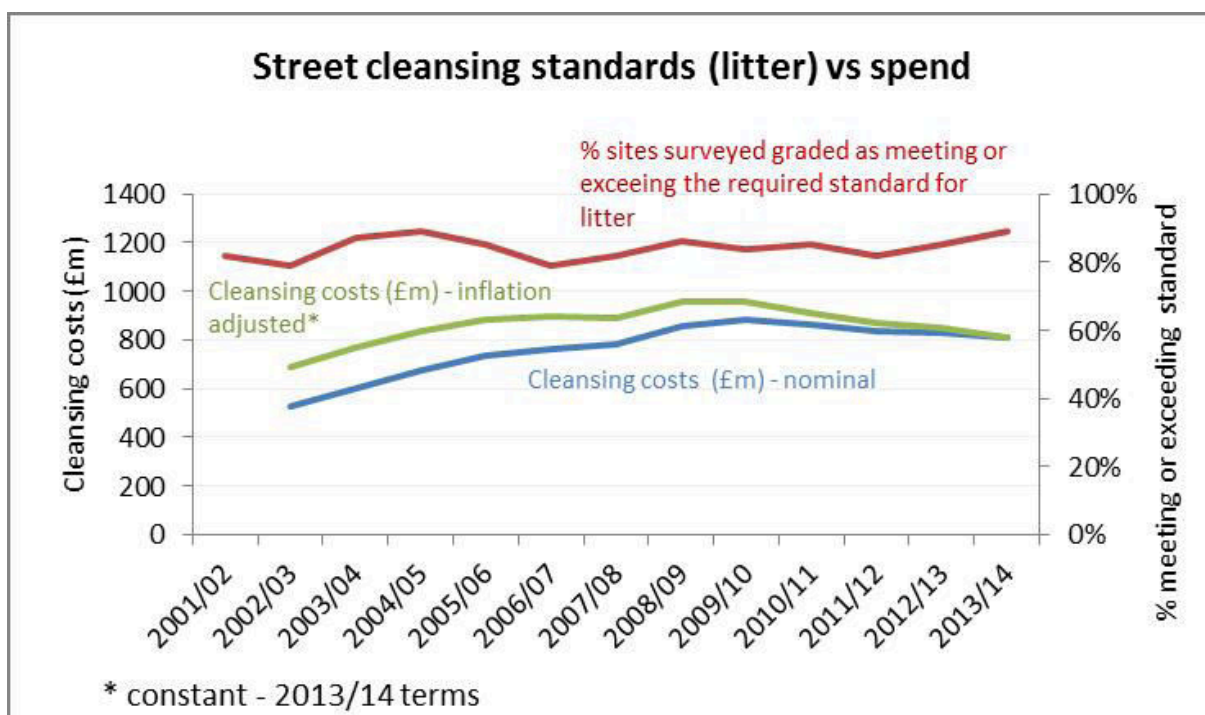
Recommendation 20

The failure to make a noticeable improvement in litter levels in the last 12 years points to a lack of vigour, if not complacency, within Government over the past decade. There is a division of responsibilities between departments which, as it currently operates, creates problems for industry and volunteer groups and has neither reduced litter levels nor stopped the rise in fly-tipping. We recommend that the Government create a national litter strategy for England with a clear framework for action. This must be underpinned with a coordinating role for local councils within their respective areas. (Paragraph 74)

46. We do not accept the Committee's assertion that the lack of significant improvements in the LEQSE score for litter reflects either a lack of vigour or complacency on the part of central Government.

¹⁴ How Clean is England?:The Local Environment Quality Survey for England 2012-13 (Keep Britain Tidy): http://www.keepbritaintidy.org/Documents/Files/KBT%20Network/KBT_LEQSE_report_2013_webFINAL.pdf

47. As noted above and in our evidence to the Committee, the remit of central Government is principally to provide the framework of powers, responsibilities and duties within which local action can be taken to tackle specific problems. It is up to local councils, and their communities, to decide how to prioritise spending on tackling litter against their other local priorities. The LEQSE measurement shows that councils across England are consistently achieving the standard of street-cleansing expected of them under the Code of Practice on Litter and Refuse, and have done so for the past 13 years.¹⁵ The majority of councils should be commended for the fact that consistent standards have been maintained, the number of sites below an acceptable level is at its lowest for 10 years, whilst spend on street cleansing has fallen.¹⁶



48. We are clear that ministerial responsibility for local environment quality and waste crime policy (including tackling litter and fly-tipping) rests with Defra, although there are of course obvious interactions with the policy of many other departments including Communities & Local Government, Transport, Health, Home Office, Education and HM Treasury.

¹⁵ <https://www.gov.uk/government/publications/code-of-practice-on-litter-and-refuse>

¹⁶ Sources: Local Environment Quality Surveys for England 2001/2 to 2013/14; Local Authority Revenue Expenditure and Financing (Department for Communities & Local Government (<https://www.gov.uk/government/collections/local-authority-revenue-expenditure-and-financing>); <https://www.gov.uk/government/collections/gdp-deflators-at-market-prices-and-money-gdp>)

49. We acknowledge the Committee's call for the creation of a national Litter Strategy, and are watching with interest the progress being made by Hubbub (a charity) and INCPEN (the Industry Council for Packaging and the Environment) in bringing together a wide range of key stakeholders including Keep Britain Tidy, to discuss some of these issues in more detail.¹⁷ We also agree with the Committee that local councils can play a key role in co-ordinating the local activity of volunteers, businesses and other initiatives such as Community Payback Schemes that focus on litter removal, as well as carrying out their statutory roles in respect of street cleansing, providing infrastructure and enforcement. We would strongly encourage councils to monitor and evaluate the anti-litter activities carried out in their area, so that effective approaches can be identified and shared.
50. We will therefore seek to work with local government and relevant stakeholders to develop a national Litter Strategy which clarifies the contributions that different sectors can make to tackling litter, and to set the context for ongoing anti-litter activity.

Recommendation 21

We were minded to recommend a national clean-up England day as a way of encouraging and engendering a big push towards a cleaner England. However, the Government has read our minds and announced that there will be a Community Clean-up Day on 21 March. We welcome this initiative wholeheartedly and hope it will become an annual event. (Paragraph 75)

51. The first Community Clear-Up Day demonstrated the enthusiasm and willingness of people across England to give some of their time to improve their local environment. We strongly endorse and welcome this activity, and we will explore sources of funding to enable a national clear-up to become an annual event.

¹⁷ Hubbub is a "a social enterprise communicating environmental messages" which aims to "make doing the right thing fun": <https://www.hubbub.org.uk/neighbourhood>



SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods & Community Services Scrutiny
DATE: 23rd February 2016
CONTACT OFFICER: Roger Parkin, Strategic Director for Customer and Community Services
(For all Enquiries) (01753) 875207
WARD(S): All

PART I
FOR COMMENT AND CONSIDERATION

FIVE YEAR PLAN OUTCOME 4 –
SLOUGH WILL BE ONE OF THE SAFEST PLACES IN THE THAMES VALLEY

1. **Purpose of Report**

To provide an update of the theme of enabling and preventing from the Five Year Plan and specifically Outcome 4: Slough will be one of the safest places in the Thames Valley.

2. **Recommendation**

The Overview and Scrutiny Committee is requested to take note and comment on the activity that is being done to support delivery of this part of the Five Year Plan; for Slough to be one of the safest places in the Thames Valley.

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

3.1 **Slough Joint Wellbeing Strategy Priorities**

The Five Year Plan relates to all aspects of the Slough Joint Wellbeing Strategy's (SJWS) priorities and cross-cutting themes as set out below.

Priorities:

- Safer Communities – Outcome 4 is specifically related to this priority and has potential impact upon the remaining priorities of
 - Health
 - Economy and Skills
 - Regeneration and Environment
 - Housing

Cross-Cutting themes: Activities through enabling and preventing in the Five Year Plan relating to the safety of slough are strongly linked to both

- Civic responsibility and
- Improving the image of the town

The SJWS is due to be refreshed this year and the review will be carried out in the light of the direction of the Five Year Plan.

The Five Year Plan has been developed using the evidence base of the JSNA and the Slough Story and the Safer Slough Partnership Strategic Assessment.

3.2 **Five Year Plan Outcomes**

The outcome discussed in this report is:

- Slough will be one of the safest places in the Thames Valley

It is recognised that there are strong connections and interdependencies between Five Year Plan Outcomes and that delivery of the Outcome 4 activities impacts upon other Five Year Plan priorities.

4. **Other Implications**

(a) **Financial**

The Five Year Plan will be used to determine the Council's spending priorities from 2016/17. This process was started during 2015/16 including identifying savings and/or increases in income generation.

(b) **Risk Management**

Risk	Mitigating action	Opportunities
Legal		
Property		
Human Rights		
Health and Safety		
Employment Issues		
Equalities Issues		
Community Support		
Communications	Agencies work together to deliver consistent messages	A wider understanding of Slough's relative safety is promoted.
Community Safety	Outcome 4 activities will closely support the key priorities of the Safer Slough Partnership	The Five Year Plan provides a structure to focus our resources
Financial	Delivery is based upon a multi-agency approach to agree priorities and share resources	The Five Year Plan will provide a mechanism to make budget decisions from 2016/17.
Project Capacity	The work of existing groups such as the Safer Slough Partnership is fully utilised to support delivery rather than establishing new groups	

(c) Human Rights Act and Other Legal Implications

There are no direct legal implications. The specific activity in the Five Year Plan and plans for specific outcomes may have legal implications which will be considered when required. There are no Human Rights Act Implications.

(d) Equalities Impact Assessment

Equality Impact Assessments will be prepared for specific actions within the plan when required.

5. **Supporting Information**

- 5.1 Slough Borough Council's Five Year Plan contains three themes. This report will focus on part of the second theme of Enabling and Preventing and one of three outcomes within that theme; ' Slough will be one of the safest places in the Thames Valley'
- 5.2 As a local authority whilst we can't control all crime and the perception of how safe people feel about where they live, we can use our focussed resources and strong influence with strategic partners to shift further towards multi-agency interventions that deal with the higher risks in Slough – violent crime especially linked to alcohol misuse and ASB, the perception of safety in the town, whilst supporting our community cohesion.
- 5.3 The activities to deliver Outcome 4 are outlined in Appendix A and are based around existing partnerships and forums such as the Safer Slough Partnership and the Members Community Cohesion Group, their priorities and associated action plans. Members have a key role to play within these existing groups to support a multi-agency partnership approach to help ensure success with Outcome 4, within the resources that are available or which are obtained through related income generation or specialist grant funding.
- 5.4 Slough is already safer than Reading, Oxford & Milton Keynes and the promotion of the town as a safe place is critical to how people feel about living here. It is also an essential factor that is considered by businesses who are thinking of relocating to the town; perception of safety has an impact upon economic development of the town
- 5.5 The relationship that Outcome 4 has with the other outcomes is significant. The success of our work in Outcome 4 impacts upon other Outcomes which in turn affect levels of crime and ASB and also the perception of crime, for example:
- We know that poor, overcrowded housing conditions and increase ASB and can impact upon Domestic Abuse
 - Safeguarding concerns of both vulnerable adults and children can lead to criminal activity such as CSE and trafficking
 - Alcohol misuse is a significant factor in violent crime including sexual assaults and increased vulnerability
 - The creation of a vibrant town centre will partly depend on our ability to control levels of crime and disorder
 - Businesses will be more likely to move their staff here if the real, or their perceived image is of a low crime, safe town.

- 5.6 Outcome 4 is led by Roger Parkin, Strategic Director for CCS and a Delivery Group of officers from across the council. Highlight progress reports are prepared each month which also identify risks. Appendix B shows the Outcome 4 Highlight Report for December 2015.
- 5.7 Significant activity completed, underway and planned to support Outcome 4 are detailed in Appendix A and include a review of the Safer Slough Partnership delivery structures and a new strategy based upon a refreshed Strategic Assessment.
- 5.8 The performance measures that indicate success for Outcome 4 are shown in a balanced score card which is currently under review and includes data on 'all crime' per population, domestic abuse and anti-social behaviour incident rates and repeat cases, numbers of awareness training courses, road safety and information from the Families First programme.

6. **Comments of Other Committees**

This report has not been an agenda item for other Committees.

7. **Conclusion**

The Five Year Plan Outcome 4 provides the framework and focussed resources for the Council to enable further partnership and multi-agency working with partners to reduce crime and disorder and promote the safety of Slough.

8. **Appendices Attached**

'A' - Outcome 4 Actions and Update

'B' - Highlight Report for Outcome 4 December 2015

9. **Background Papers**

Five Year Plan 2015 – 2019

Five Year Plan - Enabling and preventing

Outcome 4 – Slough will be one of the safest places in the Thames Valley

Our outcomes – by 2020	Key actions - to achieve the outcome SBC will ...	Partners who will contribute to the outcome	'SMART' Success Measures will include
4. Slough will be one of the safest places in the Thames Valley	1. Build on success in making Slough safer 2. Promote Slough as a positive and safe place 3. Build on success in tackling anti-social behaviour 4. Deliver the council's community cohesion strategy	<ul style="list-style-type: none"> • Members of the Safer Slough Partnership • Prevent • Schools • Community organisations SBC Groups: Member Community Cohesion Group ASB Implementation Team	Crime rates per population Reduction in Anti social behaviour First time entrants to the Youth Justice system Increase in sessions raising awareness of safeguarding related issues

Examples of significant work completed, underway or planned include:**4.1 Build on success in making Slough safer**

- Conversation of the Violence Multi Agency Pilot (VMAP) into Slough Violence Multi- Agency Partnership
- Review of the Safer Slough Partnership structures and it's links with other partnership boards to enhance partnership working whilst streamlining meetings
- Refresh of the Strategic Assessment to inform the SSP strategy for 2015 -2018
- Launch of the multi-agency Domestic Abuse Strategy and appointment of a Domestic Abuse Youth Worker
- Mandatory training for Taxi drivers in safeguarding and CSE awareness
- Planned activity
 - Front line officers to distribute CSE awareness leaflets and cards to businesses
 - Taxi and private Hire reporting hot line
 - Refreshed priorities for the SSP including 'cyber' crime
 - Extension of the multi-agency DA strategy to encompass support on Violence Against Women and Girls (VAWG) issues: honour based violence, FGM, forced marriage
 - Specialist Domestic Abuse training

4.2 Promote Slough as a positive and safe place (new action from January 2015 refresh)

- Provision of local and comparative crime data to support the Economic Development Team in encouraging business to move to Slough
- Slough promoted as an example of good practice on working with the Taxi and private hire trade to increase safeguarding awareness particularly in relation to CSE
- Launch of Hotel Watch – set up and run by Slough Hotels with support from TVP and SBC
- Park Mark Scheme Award achieved
- Planned activity:
 - Proposed preparation of a joint Communications Strategy and Plan with partners

4.3 Build on success in tackling anti-social behaviour

- Maintenance of the ASB Implementation Team
- Full use of the new ASB powers including house closures, criminal behaviour orders and community penalty notices
- Fixed penalty notices issued for littering – High Street Litter Project
- Partnership work on Rough Sleepers
- Training completed
- Grant funded work with rogue landlords
- Planned activity
 - Public Space Protection Orders
 - CCTV and other ASB reduction measures in parks and public spaces

4.4 Deliver the Councils Community Safety strategy

- Community Cohesion Conference
- Appointment of a Prevent Co-ordinator
- Appointment of a Community Cohesion Officer
- Young Leaders programme established
- WRAP training
- Planned activity
 - Slough Women's Forum

5 YEAR PLAN: OUTCOME 4 Slough will be one of the safest places in the Thames Valley			OUTCOME LEAD	Roger Parkin	
	Timeline	Budget	Issues & Risks	OVERALL STATUS	Date of this report
Current period	GREEN	AMBER	AMBER/GREEN	AMBER/GREEN	07/01/2016
<i>Previous month</i>	GREEN	AMBER	AMBER/GREEN	AMBER/GREEN	07/12/2015
Project start date:	April 2015		Anticipated Project end date:	April 2020	
Key outcome plan deliverables:					
<ul style="list-style-type: none"> Reduce total crime, specifically high volume and serious crimes against the person. Focus on: alcohol as a contributory factor and Domestic Abuse. Promote and publicise the safety of Slough, including for businesses in the town. Focus on Burglary. Focus on responding to ASB casework and Environmental ASB through enforcement and design. Deliver the partnership action plan to respond to violent extremism. Raise awareness of the Channel programme and how to make referrals. <p>Oversee and agree with partners delivery of key actions/activities and milestones to focus resources upon priorities, and where necessary emerging issues of concern for Slough. These will be closely linked to:</p> <ul style="list-style-type: none"> Safer Slough Partnership priorities based upon the SSP Strategic Assessment. ASB Implementation Outcomes. Community Cohesion Strategy. Preventing Violent Extremism Action Plan. <p>Reporting to where possible reflect existing mechanisms e.g. SSP.</p>					
Key activities completed / milestones <i>achieved</i> in this period:					
<ul style="list-style-type: none"> Domestic Abuse Strategic Meeting 8th December. Group now disbanded remit to completed and role to be taken up by main SSP group. Close down review DA IDVA contract close down being managed Successful bid to DCLG £44,380.00 for Domestic Abuse project– Aisha to manage the delivery of the project WRAP – 2 sessions held in December; total no of sessions in 2015 to 35, 580 staff trained Home Office Prevent Coordinators meeting 08/12 attended; an increase in referrals of vulnerable individuals due to the outreach work carried out by Prevent Coordinators nationally, including Slough. A number of Prevent Awareness and WRAP sessions planned in schools took place, including a short input to students during morning assemblies post Paris incident. Joint agency enforcement to take place concerning concealed retail sale of 'legal highs' (New Psychoactive Substances) in the town centre. CPN Warning letter served on premise Seized/suspended 3000 plus unsafe hoverboards: prevented sale of unsafe hoverboards via SBC intranet. Traveller Incursion site in the East cleared ASB Training sessions delivered to TVP staff ASB Legislation training given to Leasehold Team Sex Workers Action Group meeting facilitated, with identified sex workers case conferenced Street Drinkers / Rough Sleepers Working Group facilitated, with identified individuals case conferenced Joint operation with Trading Standards re: selling of Spice. Upton Hospital now secure from rough sleepers Extra support contact calls by Careline to customers who do not have family or personal responders over the Christmas & New Year period 66 Arrests were made with the proactive assistance of CCTV; 53 Evidence Packs created for TVP Two Stryker's were deployed to address ASB issues in Colnbrook in December Acorn HD stills deployments at Pippin Close, Brook Path Cippenham (others remain at Willow Close Colnbrook x 2) 					

- Installed two new HD (3G network) CCTV cameras (as part of CIF), one in Cippenham Lane junction with Twinches Lane and the other in Wexham Road junction with Mirrador Crescent.
- Drugs Dogs operation (financed by Licensing) with TVP on 11th December 2015 with 3 premises visited and tested.

Key activities / milestones *scheduled* for *next* period:

- Women’s Project – publicity taking place this month and then start the programme.
- Prevent Coordinator meeting with the primary schools Heads Association end of month.
- Further WRAP training
- Installation of fencing and gating project in Crossroads Compound (Farnham Rd area) to prevent rough sleeping, drinking and general ASB
- Development of a project with Parks to tackle ASB issues around the walled garden area of Bayliss Park
- Community Payback workers to start activity at the Haymill Nature Reserve, part of Millie Project
- Focus on youth related ASB issues around the new Britwell shops and housing development
- Draft ASB Policy available for initial consultation
- Follow up operation on Legal Highs in Chalvey
- Joint Shisha Operation with EH
- Hotel Watch Scheme – Next meeting is mid January 2016
- Reports for outcome of consultations on Charitable Collections polices and new Street Trading Conditions to be prepared for Licensing Committee.
- Safeguarding Awareness Training for Drivers and Operators will be complete by late January.
- LSCB Licensing Splinter Group – Next meeting 20th January 2016
- New CSE Awareness leaflet for businesses now developed for services such as Trading Standards, Food and Safety, HMO’s, Neighbourhood Services when carrying out inspections. To be in use mid January.

Key issues of risk / obstacles to progress:

(the main headings from the more detailed Risk Register for this project)	Red / Amber / Green
Permanent CS Partnership manager in post.	Green
Vacancies in Neighbourhood Services and capacity to deliver.	Amber
Staff attendance at WRAP training session; need to maintain momentum.	Amber
Prevent Co-ordinator in place 1 st September.	Green
CSE Co-ordinator post in place and based in Slough Children’s Trust.	Green

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods & Community Services Scrutiny Panel

DATE: 23rd February 2016

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

WARDS: All

PART I

TO NOTE

**NEIGHBOURHOODS & COMMUNITY SERVICES SCRUTINY PANEL
2015/16 WORK PROGRAMME**

1. **Purpose of Report**

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

2. **Recommendations/Proposed Action**

That the Panel note the current work programme for the 2015/16 municipal year.

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

3.1 The Council's decision-making and the effective scrutiny of it underpins the delivery of all the Joint Slough Wellbeing Strategy priorities. The NCS Scrutiny 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 The work of the NCS Scrutiny Panel also reflects the priorities of the Five Year Plan, in particular the following:

- There will more homes in the borough, with quality improving across all tenures to support our ambition for Slough
- Slough will be one of the safest places in the Thames Valley

3.3 In particular, the NCS Scrutiny 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 Scrutiny 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**

This report is intended to provide the NCS Scrutiny 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 2015/16 Municipal Year

7. **Background Papers**

None.

NEIGHBOURHOOD AND COMMUNITY SERVICES SCRUTINY PANEL
WORK PROGRAMME 2015/16

Meeting Date
Tuesday 23 February 2016 Crime and Disorder Committee Five Year Plan outcome: Slough will be one of the safest places in the Thames Valley <ul style="list-style-type: none"> • Enviro-crime • Thames Valley Police – intra-family violence, cyber crime and engagement with Slough Local Safeguarding Children’s Board
Tuesday 29 March 2016 <ul style="list-style-type: none"> • A4 Brands Hill – update for information (to include accident statistics) • Parking facilities – disabled and elderly residents including disabled parking policy – provision outside GP surgeries • Yellow line parking – reasons for delay • Traffic wardens geographical spread • Parking strategy • Taxis for schools contract – for information • Differences between RAC and SBC valuations of parking system – for information

Currently Un-programmed:

- A4 Brands Hill – report for discussion (1st meeting of 2016 / 17)
- 50 housing KPIs – for information, once every 6 months
- Housing – increase in fees charged and impact on service provision (reference from Overview and Scrutiny Committee, 20th January 2016)

This page is intentionally left blank

MEMBERS' ATTENDANCE RECORD

NEIGHBOURHOODS & COMMUNITY SERVICES SCRUTINY PANEL 2015 – 16

COUNCILLOR	MEETING DATES						
	29/06/2015	03/09/2015	28/10/2015	06/01/2016	23/02/2016	29/03/2016	
Dar	P	P	P	P			
Davis	P	P	P	P			
N. Holledge	P	P	P	P			
Malik	P	P	Ap	P			
Mansoor	P	P	P*	P*			
Morris	P	P	P	P			
Plenty	P	P	P	P			
Sohal	P	P	P*	Ap			
Wright	P	P	P	P			

P = Present for whole meeting
 Ap = Apologies given

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

This page is intentionally left blank