

	<p align="center">London Borough of Hammersmith & Fulham</p> <p align="center">COMMUNITY SAFETY, ENVIRONMENT & RESIDENTS SERVICES POLICY & ACCOUNTABILITY COMMITTEE</p> <p align="center">12 APRIL 2016</p>
<p align="center">FUTURE WASTE AND STREET CLEANSING SERVICES – INVOLVING THE CITIZEN – UPDATE REPORT</p>	
<p>Report of the Director for Cleaner, Greener and Cultural Services</p>	
<p>Open Report</p>	
<p>Classification: For PAC Review & Comment</p>	
<p>Key Decision: No</p>	
<p>Wards Affected: All</p>	
<p>Accountable Director: (Sue Harris, Director for Cleaner, Greener & Cultural Services, Environment, Leisure, and Residents' Services)</p>	
<p>Report Author: Kathy May Head of Waste and Street Enforcement</p> <p>Lesley Gates Contract Monitoring and Enforcement Area Manager</p>	<p>Contact Details: Tel: 020 7341 5616 E-mail: kathy.may@rbkc.gov.uk</p>

1. EXECUTIVE SUMMARY

- 1.1 The report provides an update on the issues raised at previous PAC meetings, including how to tackle increased dumping and maintain clean streets.
- 1.2 A range of activities has been undertaken to try to resolve the issue. Although in some cases this has led to improvement in rubbish dumping, it remains a significant problem, and more radical or wider solutions need to be found.
- 1.3 A Futures Board was held on 21 March, comprising Members, cross departmental officers, and some stakeholder representatives. The outcome is that there will be three workstreams with the aim of establishing continuous improvement in street cleansing: Performance Management, Communications and Behaviour Change, and Urban Design and Storage. An outcome report is to be produced by September, and feedback would subsequently be presented to this meeting.

2. RECOMMENDATIONS

- 2.1 Members' comments on the report are welcome.
- 2.2 Members' views are sought about putting up photographs / 'stills' of unidentified offenders from CCTV for publicising in 'Do you know this person' campaigns.
- 2.3 Officers should continue to undertake a range of actions to try to address the rubbish dumping problem, and to strengthen communications with key stakeholders such as Housing bodies.
- 2.4 Officers should pursue the LedNet workstream that will look at this issue, and feed back outcomes to a future meeting.
- 2.5 Relevant outcomes from the high-level 'Futures Board' should be reported back to this meeting.

3. BACKGROUND

- 3.1 To recap, the main challenge is that of random rubbish dumping on the borough's streets. A typical 'hotspot' road for this issue, Lakeside Road, has been the focus of attention and officer activity to try to resolve this issue. A number of interventions have been applied, but the problem persists.
- 3.2 This issue was discussed at the CSERS PAC meetings on 21 September 2015 and 30 January 2016. Numerous actions arose from the January meeting, which have been included in the updated action plan (attached). The more recent key actions are highlighted below.

4. ISSUES AND PROPOSALS

Reporting Options for frontline staff

- 4.1 There is a reporting process in place for operatives to report rubbish dumps for collection. Following the last PAC, this has now been expanded to include the reporting of abandoned bikes.
- 4.2 Serco are looking at the business case for providing electronic reporting to their supervisors and crews which would help improve response times and any duplicated visits.
- 4.3 All Council staff who are provided with a Blackberry should have the H&F Report It pre-installed so that they are able to report issues. Officers are checking that this is the case.

Patrols

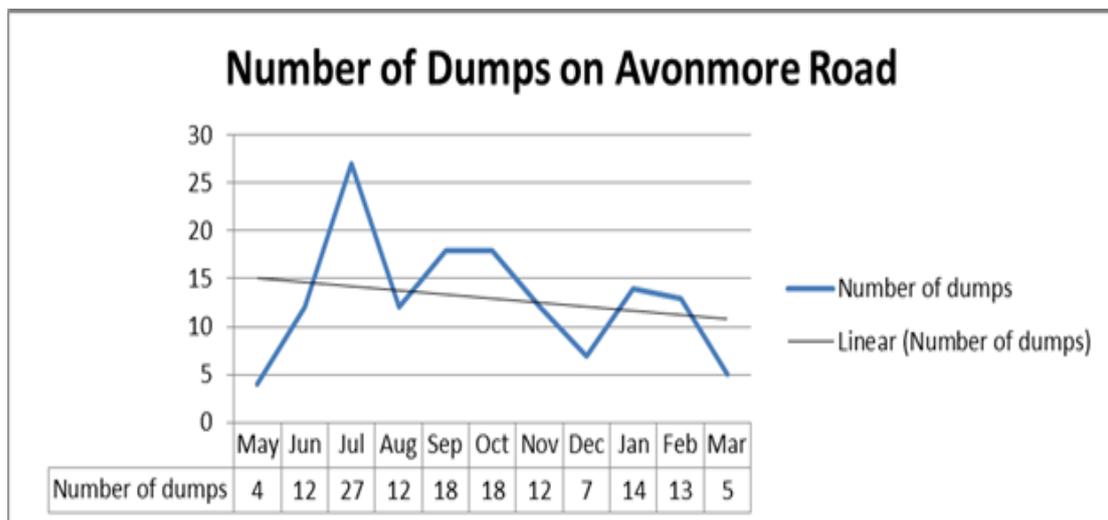
- 4.4 Contract and Enforcement Officers regularly patrol roads and investigate dumping. As an example:

4.5 On Lakeside Road in February and March, there were 52 reports of dumping, of which 38 were logged by Contract and Enforcement Officers. There were no witnesses available to any of the dumps but officers proactively knocked on doors to see if any further information could be ascertained. This has so far proved unsuccessful, although most likely raised public awareness about the issue. In 41 cases, the dumping took place out of the view of the CCTV but there are 10 cases which are still under investigation and the CCTV footage is being reviewed to determine if further action can be taken. In one other case, a person was seen on the CCTV but could not be identified from the footage. Members' views are sought about putting up photographs / 'stills' of unidentified offenders from CCTV for publicising in 'Do you know this person' campaigns. Joint working with the CCTV team has been improved. All day / evening Contract and Enforcement Officer patrols are being arranged.

Resident Stickers & A-boards

4.6 Upon request, letters were sent to four roads: Sinclair, Avonmore, Talgarth and Lakeside Roads, inviting residents to request anti-dumping stickers which they could then apply to items dumped in the street. Of approximately 1800 addresses issued with stickers, a total of five residents have requested stickers. 2000 stickers were produced at a cost of £423, excluding officer time.

4.7 In Avonmore ward, the stickers were provided in January to the Avonmore Residents' Association and Ward Councillors. The graph below shows the number of dumps reported (by officers and residents) over the last year. Whilst the figures do not really suggest a reduction, when displayed graphically the trend is of a reduced number of flytips.



4.8 The stickers have now been withdrawn as it was felt they gave the impression that residents were fed up with the Council rather than anti-social residents. However, it may be possible to revise the stickers, albeit at a further cost.

4.9 An 'A' board was placed on Lakeside Road at a key dumping hotspot. During the period that the A-board was in place, it was noted that no

dumping occurred in the spot (although it may have been displaced to other locations). When the 'A' board was removed, dumping recommenced.

CCTV

- 4.10 Following a review meeting with the CCTV manager, a process has been agreed for officers to move cameras if in the wrong location and to be provided with a secure laptop which will allow speedier viewing.

Inspection walks

- 4.11 An offer was made by Cllr Harcourt for residents to attend the walkabout with Serco and Council Officers on a Monday or alternatively a suitable time could be arranged.

Housing body contact points

- 4.12 It has been established that there are different Housing 'agents' on the Council's mapping system – a mix of leaseholder, tenant, and homeless temporary accommodation. Officers are continuing to establish contact points to enable improved liaison over rubbish dumping issues

Litter Inspector Funded from FPNs

- 4.13 A dedicated litter inspector funded out of Fixed Penalty Notices was suggested by resident(s) at the January PAC meeting. This option is not cost neutral under current arrangements, in that those cases where FPNs are not been paid should be taken to prosecution, which incurs high costs. However, it seems that some other boroughs adopt quicker routes with enforcement, for example issuing FPNs through the post, and only following up with prosecutions that officers believe are likely to be successful in court in cases where FPNs are not paid, rather than following all through to prosecution.

- 4.14 Officers are investigating alternative options such as the opportunity to work jointly with West London Alliance authorities. Also, the suggestion was put to LedNet (London Environment Directors' Network) for coordinated skills and knowledge hubs for different local government functions, so that there could be a central point of expertise that officers could call on to help with particular issues. This could, for example, assist with knotty street scene enforcement issues.

- 4.15 Enforcing domestic rubbish dumping became more difficult with the decriminalisation of illegal domestic waste presentation. ('Section 46' Notices used to be issued setting out waste presentation requirements, and non-compliance with these notices facilitated prosecution, but the process is now too unwieldy).

Night-time Commercial Waste project

- 4.16 Four temporary officers are now in place to tackle unpaid-for commercial waste at night. This does not help to improve the situation with domestic waste, but should help with the overall street scene, and with reducing costs (ie where the Council pays for disposal of waste that businesses should be paying for).

They are focusing on Uxbridge Road, Fulham Road, and North End Road (excluding the market). Information to date includes:

- £3000 debt paid in within first two weeks by two businesses
- £1000 new contract from one business
- 54 Section 34 Notices served to businesses to determine whether the businesses have a trade agreement.
- Section 47 Notices have been updated as part of this process to make waste presentation requirements even clearer.

Abandoned Bicycles

4.17 Three issues were raised by a resident regarding bicycle removal that he believed required addressing:

1. Delay in initial response of a team member visiting the location
2. Failure to follow up yellow tagged bikes for later removal
3. Lack of feedback to the resident reporting the issue

To address these points, the following is being carried out with officers:

An in house refresher training course will be set up to cover the following areas:

- What constitutes an abandoned cycle
- How this is dealt with in law
- The process of removal and associated powers
- What constitutes a cycle causing an obstruction
- How this is interpreted in law
- The process of labelling, removal and storage in law
- Looking pro-actively while on re-active work (including Serco operatives)
- Cycle labelled within 2 working days on receipt of report
- Cycle removed within 5 days working days of the label being attached

Walkabout at key cycle hotspots

- Manager to invite resident(s) on a cycle hotspot walkabout at key locations
- Discuss cycle removal process and improvements that could be made
- Set up quarterly walkabouts to discuss key issues and problems in an area of the residents' choice

Feedback to residents

- Include in officer training a specific part on feeding back to residents to advise once cycles have been removed
- Look at IT systems in place where residents can be advised once removed

Officers have arranged for Neighbourhood Wardens to act as additional eyes and ears on identifying and tagging abandoned bicycles.

Wider areas of action

4.18 Officers and Serco are striving to resolve rubbish dumping issues, and to collect the rubbish. However, the actions taken so far have had limited effect. The issue was raised at the recent LedNet meeting (London

Environment Directors' Network) on 7 March. Other authorities are suffering similar problems and finding it difficult to establish solutions. This issue is therefore being woven into one of LedNet's workstreams to seek support for wider solutions (for example, lobbying for a London-wide campaign).

- 4.19 A Futures Board was held on 21 March, comprising Members, cross departmental officers, and some stakeholder representatives. The outcome is that there will be three workstreams with the aim of establishing continuous improvement in street cleansing: Performance Management, Communications and Behaviour Change, and Urban Design and Storage. An outcome report is to be produced by September, and feedback would subsequently be presented to this meeting.

5. CONSULTATION

- 5.1 Residents' views were taken into account from the PAC meetings and have been added to the action tracker.

6. LEGAL IMPLICATIONS

- 6.1 If any covert surveillance or directed positioning of CCTV takes place, care should be taken to ensure compliance with the Council's Regulation of Investigatory Powers Act policy.
- 6.2 For those fixed penalty notices which remain unpaid and a decision is taken to proceed to prosecution, care must be taken to ensure the offence which resulted in the issuing of the FPN is clearly evidenced in the officer's statement.

Legal Implications provided by Joyce Golder, Principal Solicitor. Telephone 020 7361 2181

7. FINANCIAL AND RESOURCES IMPLICATIONS

- 7.1 There are no direct financial implications arising from the recommendations in this report'.

Implications completed by Mark Jones, Director for Finance and Resources. Telephone 020 8753 6700

8. IMPLICATIONS FOR BUSINESS

- 8.1 The main implication is around potential prosecution for not complying with Duty of Care legislation under the Environmental Protection Act 1990. Letters are being issued to all businesses to warn them about this requirement.

LOCAL GOVERNMENT ACT 2000
LIST OF BACKGROUND PAPERS USED IN PREPARING THIS REPORT

No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location
1.	N/A		

LIST OF APPENDICES:

Appendix 1 - Updated Action Tracker