

The highlighted area are actions from the January PAC meeting.

	PROPOSALS	OUTCOMES	UPDATES
1	Look at legal responsibilities around waste storage and the feasibility of a levy.	Looking at what responsibilities Landlords, Letting Agents and Tenants have in safely storing and disposing of waste from rental properties. To check with legal. Checked with Environmental Health and any licensing of rented properties under the scheme is HMO Licensing, not Registration.	Ongoing
2	Place leaflets in lobbies.	New leaflet focused on education about waste presentation and bulky waste collection has been designed. Awaiting approval.	Apr-16
3	Check with Planning, Environmental Health and Housing over waste storage provision and landlords to provide black bags	Ongoing work with various Departments and sections to identify HMOs, RSLs and statutory obligations under legislation. Points of contact being established within each housing area. This is again a licensing issue of rented premises. The way to instruct landlords to provide black bags is to licence the premises, under Section 55-76 of the Housing Act 2004. This means that a property must be licensed under an HMO licence. LBHF licensing only covers properties with 5 or more people from more than 1 household over 3 floors. Officers are working with internal Housing colleagues, housing associations and private landlords to provide advice and improve waste presentation, as well as with Planning to ensure any changes take account of, and provide, adequate waste storage. A new advisory letter is being developed and will be distributed in January 2016 to households where waste presentation is an issue. Officers will pass these letters onto to colleagues in Housing, for Council tenants and to Private Sector Housing with regards HMOs, to distribute to key premises. Officers are also looking at this Council's standard tenancy agreements and have identified several areas where waste presentation and dumping feature with regards to tenants' behaviour and potential breach of the agreement.	Apr-16
4	Look at increasing the fly tip message through estate agents, cleaners and childminders	To focus on council tax given that estate agents are not the last point of contact. Comms currently preparing Council tax leaflet	Apr-16
5	Check position regarding Resource London project on waste storage.	LBHF Planning has confirmed they will discuss waste matters with applicants and where appropriate seek facilities within schemes using development management powers, such as planning conditions attached to planning consents. To help, the council has adopted additional planning guidance on the storage of refuse and recyclables which supplements the development plan policies. This guidance looks at a variety of issues, including external and internal storage, and is included in the Council's Planning Guidance Supplementary Planning Document. The emerging Local Plan continues to include policies on sustainable waste management and will be supported by a revised Planning Guidance SPD where necessary.	Ongoing
6	Revisit collection day signage. Request for signage used in RBKC.		Completed
7	Review weekend enforcement	Commenced, and some successes already achieved.	Mar-16
8	Utilise the 'Gold Standard' option	This sits with Environmental Health. The Gold Standard applies to is the condition of properties let by Landlord. Waste does not appear, and officers are seeing if it can be included.	Mar-16
9	Use CCTV in hotspots	Second CCTV camera now installed on Lakeside Road. Agreement reached with Community Safety Team over joint working to ensure cameras in right locations, that officers optimise their use appropriately to identify culprits, and move the cameras where necessary.	Mar-16
10	Include dumping information in Council tax.	Communications team advised of requirement and to include in Council tax documentation. This was included in March 2015 and is being distributed again in March 2016.	Apr-16
11	Members lobby Mayor of London to issue a message around dumping	Raised at LedNet March 2016 - rubbish dumping included in work programme and so lobbying will be discussed as part of that work stream.	Mar-16
12	Educate via schools	WRWA advised they will beef up rubbish dumping aspects when they discuss with schools.	Completed
13	Requested to use sponsorship to help with costs	Liaise with Commercial waste team if this is something they would do.	Apr-15
15	Use of Covert Monitoring Operations	Officers are currently looking into the possibility of implementing covert patrols involving Contract and Enforcement Officers in Lakeside Road. The idea is that officers will patrol at particular times of the day when waste is being dumped on the street. Officers are investigating the legality of this approach, and appropriate times and procedures that would need to be followed.	Ongoing
16	Advisory letters to be issued	Advisory letters being drafted for issuing in Feb to help enforce sec.87	Mar-16
17	Use of viewing CCTV footage from desks	The laptop is due to be set up in March at Pembroke Road so officer will be able to log in a view incidents in Lakeside Road.	Mar-16
18	New sticker signs.	Stickers were issued - now ceased pending new design.	Completed
19	Review name and shame processes	Reviewed on a case by case basis.	Completed
20	Maintain resident walkabouts	Cllr Harcourt has offered to do these on Mondays with Serco and Council Officers.	Ongoing
21	Every collection should be followed by a crew clearing the larger flytips. Sweepers should be incentivised.	This would carry a cost. Option to cost a model similar to the scaled back one in RBKC (pavement 'skims' of all rubbish and flytips outside of collection times, and some added, or focused, enforcement).	Mar-16
22	Talgarth Road said to be a particular problem area where flytips remain in place for long periods	Stickers been provided.	Feb-16
23	Criticism at PAC over reduced action on littering – Wesley explained he had re-targeted officers to focus on rubbish dumping. (Officers have also focused on markets for some of the time, especially around the summer months last year). A resident considered FPNs for littering is self-financing.	FPN payment rate is around 60%. Investigation of the remainder is expensive, and so funding an officer through fixed penalty notices alone is challenging. There is budget implication here as we have an expected income from fixed penalty notices of £29,000 a year.	Completed
24	Allegation that obviously-abandoned bikes are left for years on the streets, some with worn yellow tags, and that there are around half a dozen outside the Town Hall, also at the corner of Dewhirst and Blythe Roads.	Following PAC, three key issues were raised by a resident regarding bicycle removal: 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 Refreshing training is planned to address these points. A walkabout was offered to the resident to visit key cycle hotspots to discuss cycle removal process and improvements that could be made Quarterly walkabouts to be established to discuss key issues and problems in an area of the resident's 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 Bicycles on the Town Hall forecourt are managed by Amey. Our The Contracts and Enforcement team have labelled the bikes which appear to be abandoned and they have now been passed to Amey to manage and Contracts and Enforcement Officers offered support in their removal.	Apr-16

25	General criticism that reports through the Report-It app are not followed up	The system has been checked and is working fine. Many issues appear to be where residents do not type a specific location, eg a house number and street, and consequently the enquiry cannot be completed.	Completed
26	Cllr Fennimore suggestion to roll out the stickers to 4 or so hotspot streets	Agreed roads - Avonmore; Sinclair Road & Talgarth Road - Done	Completed
27	Residents stated that all crews, especially sweepers, should report rubbish dumps, and crews should report flytips in basements (where open and visible), and they should put explanatory cards through doors when people leave out small carrier bags	Serco are regularly asked to remind crews to report flytips. Inconsistency found amongst staff doing this and the long-winded process of doing this means that they do not always get reported. Would be more effective for Serco to employ handheld reporting devices - to be discussed further with Serco.	Mar-16
28	Allegation that the police don't issue any littering FPNs	Being raised with the police.	Mar-16
29	How many crew members in a flytip crew, and what reporting mechanisms to all crews have (to report rubbish dumps)?	1 person in a flytip crew and flytips should be noted on their sheet which goes back to the office for updating on Confirm. Would be preferable for crew to have handhelds to report flytips directly onto system.	Mar-16
30	Action item 1 - working with HMOs - Sue Harris fed back that the new LedNet project on this topic will conclude within 6 months of it commencing.	First meeting planned for March 2016	Mar-16
31	Design posters to put up at hotspot sites about the costs of clearing that hotspot. Improvement in location reporting, signs about numbers of FPNs issued in any given street.	To discuss options with Comms team.	Mar-16
32	Targeted patrols for the whole day in hotspot streets. There was a strong request from Members for constant patrols for longer periods, ie all day, in hotspot areas.	Officers are currently investigating the prospect of covert patrolling and any issues that need to be considered prior to undertaking this.	Mar-16
33	Officers looking at other models of enforcement (eg through West London Alliance) - need to feed back to Policy Board and CSERS PAC.	Discussion held with WLA and options under review.	Mar-16
34	PCSO's to issue FPN's?	To be reviewed	Apr-16
35	Invest in proper bins - some countries they have communal ones for the street?	Large bins are open to abuse resulting in Commercial and other waste being illegally dumped. Highways are already congested, loss of parking spaces, increased disposal costs and not encouraging people to re-use or recycle properly. Being trialled in RBKC.	Mar-16
36	Priority for residents is to clear fly tips - why do we investigate?	No statutory duty to investigate but without investigation, there would be an increase in disposal costs and reduced opportunity to influence behaviour change.	Mar-16
37	How good is our data mapping to identify hotspots?	Decision awaited about future of dashboard work.	OngoingMar 2016
38	Why don't we have a clear all policy in the day?	Too expensive - high disposal costs; night collection costs. Better to prevent waste and duty on resident to minimise waste produced.	Completed
39	Orange sack delivery - Talgarth Road	In hand.	Mar-16