

# Enviro-crime busters

Best practice on LEQ enforcement  
in London



LONDON  
COUNCILS

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# introduction

Graffiti, fly-tipping, litter, dog fouling... are consistently at the top of residents' concerns and impact hugely on Londoners' quality of life.

Local environmental quality (LEQ) describes a set of connected issues on which people make judgements about the place they are in, whether on the street, in green spaces or on waterways.

Many, if not most, local residents base their view of an authority's overall effectiveness on how they assess its success in tackling enviro-crime, particularly the cleanliness of its streets. These issues range from the standards of cleanliness (with regards to litter, graffiti and flyposting) to the fear of crime and anti-social behaviour, maintenance of street furniture, attractiveness of an area, and all the associated perceptions.

There is a positive link between how an area looks and how safe people feel when they are out and about. Research has also confirmed that the quality of the local environment makes a significant contribution to how satisfied people are with the other conditions under which they live.

In an era of tighter local authority budgets, coupled with the need to continue to maintain and improve the quality of our street scene and other open spaces as we build up to the Olympics in 2012, what can we learn from the most innovative borough projects? All boroughs at present are challenged to provide same level services with fewer resources.

The purpose of this collection of case studies is to showcase some of the innovative work underway in London boroughs on tackling enviro-crime and to enable boroughs to learn from each other.

Most of the case studies provide examples of effective enforcement and good practice with few additional resources and demonstrate savings as a result of the project concerned. The overriding theme in these case studies is the benefits of multi-agency and partnership working, which can ensure that the most appropriate measures are taken to address an issue. A second common theme is the importance of engagement and consultation with residents, business and partners. The case studies also demonstrate that tackling enviro-crime in partnership with local residents contributes to improved community cohesion in our neighbourhoods.

For more information on a particular project please use the web links provided or contact London Councils.



**Cllr Nilgun Canver**

Vice Chair London Councils Transport and Environment Committee (TEC)

Chair - London Councils TEC Policy sub group.

# case studies

## Lambeth Community Freshview

- **a community-driven initiative that works with residents to support projects that they feel are important**
- **volunteering, community engagement and community clean-up**
- **outcomes delivered are not just limited to the public realm, locally the council has seen improved cohesion and the generation of community pride.**

### Details of programme/scheme

Community Freshview is a community-driven initiative that works with residents to support projects that they feel are important. Although supported by the council, it is organised by residents, enabling communities to develop solutions that they can take ownership of and maintain.

While the individual aims of each Community Freshview event vary, all events help support residents to:

- improve their local environmental quality (LEQ) and community safety
- empowering community ownership of their local environment
- strengthen communities so that the groups that Community Freshview helps to form can continue to work and grow long after an event has taken place.

Once contacted by a community representative who has ideas for improving their area, Community Freshview meets on site to discuss what they want to achieve and how they can help. A date is agreed (events take place on Saturdays to maximise involvement) and the community representative gathers volunteers from their community to take part. They are supported by two council officers offering

direction, expert advice and all the necessary tools and materials. Following the event, groups are encouraged to continue with the good work and follow-up events usually take place a few months later.

Using Lambeth's website and other local publications the council has built Community Freshview into a recognised 'brand' within Lambeth that has helped to engage a number of partners who have given their materials and services free of charge.

Each project is individual, but to demonstrate how the projects can have a positive impact on LEQ and improve community safety, an example is given below:

Tierney Road residents decided to take action over a messy flower bed that had long been used as a dumping ground, resulting in three and a half tonnes of dumped rubbish, litter, overgrown hedges and weeds being removed from the street.

Along with a new community garden, the work has created a sense of neighbourliness and new friendships among local residents, resulting in them forming their own group called Tierney Road Organisation of Guerrilla Gardeners (TROGGs). The TROGGs have set up their own website, where they blog, have discussions and post pictures of their Community Freshview events and other activities. The improvement in the local environment has also stopped a lot of dumping in the area.

## Project achievements and outcomes

In 2010, 599 residents took part in 34 Community Freshview events contributing approximately 2,000 volunteer hours. Overall, in 2010 work with Community Freshview and partners has seen:

- community payback teams contribute 432 hours service to specific projects
- a total of 1,050 metres of hedges cut back
- hundreds of shrubs planted
- a total of 88.2 tonnes of general waste removed
- a total of 27.1 tonnes of green waste removed.

Twenty six events have either taken place or are planned in 2011, with more expected to be booked in.

The outcomes delivered through Community Freshview are not limited to the public realm. Locally, the council has seen improved cohesion and the generation of community pride – of the 31 communities in Lambeth to have held an event, 15 have held follow-up events.

## Key messages

- The key to getting more people involved is regular good publicity, both in *Lambeth Life*, which is produced by the council, and the independent local newspapers. The publicity is designed to show how easy it can be for residents to improve an area with the help of the council.
- Residents are more effective at engaging other residents than the council is. Once the council has identified a lead community member, it encourages them to engage their fellow residents using door-knocking or letter-drops, rather than using council-produced leaflets.
- It is impossible to overstate the importance of having committed and enthusiastic council officers running the project. It is not enough to turn up on the day, hand out tools and then do nothing. For any event to be successful the council officers need to work just as hard as the residents, so that all volunteers are encouraged to put in as much effort as possible.

For more information on Lambeth Community Freshview, visit: <http://www.lambeth.gov.uk/Services/TransportStreets/StreetCareCleaning/CommunityFreshview.htm>

*Tierney Road, before and after*



## Merton Action in Merton (AIM)

- a series of activity days over the summer months to address local concerns
- by creating a 'critical mass' of services, AIM days achieve more than could be achieved by individual agencies working alone
- a partnership approach looking to make a real difference to local communities in a short period of time.

### Details of programme/scheme

AIM involves the community in identifying problems in their neighbourhood, such as graffiti, litter, anti-social behaviour. Council officers, partners and councillors also visit the areas to identify issues and look at information that points to other local problems, such as health or fire risks.

AIM is a series of activity days over the summer months to address local concerns including:

- environmental issues
- crime and anti-social behaviour issues
- preventative health
- fire and other safety issues.

AIM days target a range of resources on small areas to make a visible difference to the area. This approach has been shown to: have a positive effect on how people feel about their area, deter crime and anti-social behaviour and foster pride in the area.

During summer 2010 Merton delivered five AIM events, each held over two days. Officers drew up a short-list based on a detailed analysis of data from police, fire, council and national statistics including deprivation figures. The final choice of area was left to the members of the community forums, who were told that the suggested boundaries were flexible and local

people were free to suggest boundaries of the AIM areas that were relevant to them. Four further events are scheduled for summer 2011.

A typical AIM day one involved: local schools helping with litter picking; pay back adult offending services carrying out litter picking, cutting back vegetation and removing graffiti and trading standards and police operations.

Activities on day two included: crime prevention advice by Merton Police; Safer Merton promoting Anti social behaviour services; the promotion of fire safety; preventative health services such as cholesterol testing and advice on healthy eating; dog chipping and cycling safety.

### Project achievements and outcomes (2010 events):

- vehicles seized, and penalty notices were issued by the police; Trading Standards also issued penalty notices for unlicensed carrying of waste
- graffiti removal: 12m<sup>2</sup> sites repainted, 106m<sup>2</sup> removed chemically
- deep clean by street cleansing in all areas
- litter picked by children from SMART centre and Merton Abbey Primary School
- pay back team: play areas, walls and street furniture painted, shrubbery cut back, and areas cleared of waste
- fly tips removed from 16 different sites
- enforcement addressed refuse left outside 6 private homes
- highways rectified street signs, and road markings including yellow line painting
- anti-social behaviour issues addressed
- screening arch at Phipps Bridge tram stop – 60 people searched



- Japanese knotweed reported to Transport for London, who started treatment
- a dog road show was organised in response to requests from residents.

## Financial costs/savings

AIM is funded out of existing budgets. The only additional cost is for leaflets to promote AIM in each of the five areas. There is also an additional 'free' resource as community payback takes part in AIM.

## Drivers for success


By creating a 'critical mass' of services, AIM days achieve more than could be achieved by individual agencies working alone and help make residents feel safer and positive about their local area.

## Challenges

- the low level of spending on communications certainly had an impact on the AIM events
- involving the local media in AIM events proved to be a challenge
- a summary of activities for each AIM event was provided to the community forums but this has relatively little impact. In order to maximise the benefits of the AIM programme a more comprehensive follow-up process would be needed.
- holding one of the AIM events in October did present a risk with the weather.

## Relevant legislation

Environmental Protection Act 1980, Clean Neighbourhoods & Environment Act 2005, Anti-social behaviour legislation.

 For more information on Action in Merton visit:  
<http://www.merton.gov.uk/aim>



*Removing graffiti*



## Tower Hamlets Muslim Women's Collective

- **partnership with the Muslim Women's Collective to carry out NI195 surveys on behalf of the council**
- **independent view from residents of the cleanliness across the borough.**

### Details of programme/scheme

Over the last year Tower Hamlets has reviewed its street cleaning and waste contracts and identified significant savings. In order to realise these savings and maintain or improve cleanliness standards, the council implemented additional measures including:

- using Brick Lane as a trial area for time banded collections and bin-free streets, which included consultation on changes with residents and businesses and a voluntary code of conduct for businesses
- changing its policies (to no longer allow household and commercial bins to be stored on the street)
- entering into a partnership with a local residents' group (the Muslim Women's Collective) to carry out NI195 surveys on behalf of the council to provide an independent view from residents of the cleanliness across the borough.

Training of the Muslim Women's Collective to conduct NI195 surveys was undertaken by the council's Local Environment Teams (LETs) at no cost to the MWC. The partnership with the collective has had a number of benefits including:

- freeing-up council staff to concentrate on other issues
- helping the council access a hard to reach community group
- providing an opportunity for the women to gain skills and confidence to enable them to achieve full

time employment in the future; their enthusiasm enabled them to understand the issues related to keeping streets clean and they passed on their knowledge to others in a particularly hard to reach section of the community and helped change perception and improve habits.

### Project achievements & outcomes:

NI 195 scores improved from 13.8 percent for November 2010 to 6.10 per cent for March 2011 for litter. Tower Hamlets anticipates further improvement in the scores as initial figures indicate a month by month improvement in performance in the borough.

### Key stakeholders/partners engaged

Muslim Women's Collective, Veolia Environmental Services, local business community, residents.

### Key messages

- Moving from a developed system of NI 195 monitoring to a community-led initiative took a lot of training and encouragement. However rewards are already being reaped, as evidenced from the positive feedback gleaned from local residents and businesses – which are expected to bring long-term benefits to the borough.
- Introducing a voluntary code of practice across a diverse and busy area of the borough proved difficult, but with a lot of encouragement and the fact that the council took a voluntary approach (as opposed to a mandatory one) it helped to ensure smoother transition.

### Relevant legislation

Environmental Protection Act 1980, Clean Neighbourhoods & Environment Act 2005.



[http://www.towerhamlets.gov.uk/lgs/800001-800100/800012\\_muslim\\_womens\\_collecti.aspx](http://www.towerhamlets.gov.uk/lgs/800001-800100/800012_muslim_womens_collecti.aspx)





## Wandsworth The Tooting time-banded trade waste collection initiative

- **London Local Authority Act 2007 powers to implement time-banded trade waste collections, (and other Environmental Protection Act 1990 Section 47 and 46 restrictions,) using borough-wide regulations and enforcement via penalty charge notices make the restrictions much easier to use and enforce**
- **keeping highways free of trade waste at most times can help to significantly reduce street litter**
- **effective consultation with all stakeholders can ensure that high levels of acceptance and awareness are achieved.**

Time-banding restricts the times and manner that trade waste can be left on public footways in town centres. The time restriction came into effect from April 2009 in Tooting, while Balham, Battersea, Putney and Wandsworth were implemented between January 2010 and March 2011.

### Details of programme/scheme:

Tooting has historically been one of the least clean parts of the borough and this resulted in particular pressure to improve performance in the area. Businesses typically placed refuse on the public highway in a variety of unmarked containers at all times of day and night. While checks by the council's enforcement officers had established that the vast majority of these businesses had collection contracts with licensed waste carriers, much of the waste was put out too early and many of the collection contractors were unreliable, leading to large accumulations of trade waste and the spillage of litter.

It was difficult to distinguish trade waste awaiting collection by private contractors from fly-tipped trade waste and household waste awaiting collection by the council's nightly household service, which ended up

collecting much of the trade waste, leading to significantly increased disposal costs.

While EPA (Environmental Protection Act) 1990 Section 47 could previously be used to control the placement of trade waste on the highway, the requirement to serve individual notices on the occupants of premises and to enforce against breach of the notice requirements via prosecution in the magistrates courts made using this power cumbersome and impractical, involving substantial officer time.

The London Local Authorities Act 2007 provided a streamlined means of doing this making introduction of time-banded trade waste collections easier.

### Scope/objectives:

The project aimed to:

- make Tooting town centre cleaner and tidier by restricting the placement of commercial waste awaiting collection on the public highway to between 10am-noon and 10pm-midnight, with enforcement via penalty charge notices
- make it easier to identify abandoned or uncollected trade waste
- reduce the quantity of trade waste being collected by the council's nightly household refuse collection service for flats above shops in the town centre
- act as a pilot before enforcing the regulations in four other town centres within the borough.



### Project achievements and outcomes

- street litter and refuse have been significantly reduced
- problems identifying the originators of trade waste on the highway have been eliminated. Fly-tipping of trade waste has been greatly reduced
- the tonnage collected by the council's nightly household refuse collection service for town centres has fallen by over 200 tonnes per month
- public highways are now clear of trade refuse awaiting collection at all times except 10am-noon and 10pm-midnight
- following the successful pilot, time-banding was introduced across four other town centres in the borough.

These outcomes have been achieved without the need for actions in respect of non-compliance to progress beyond the verbal warning stage.

### Financial costs/savings

The budget for the project was £11,000 in the first year and will be £500 in future years. This paid for the necessary signage, communications and also covers the £50 cost per use of the appeals process. Disposal savings are valued at around quarter of a million pounds annually.

### Key messages

- London Local Authority Act 2007 powers to implement time-banded trade waste collections and other Environmental Protection Act (EPA) 1990 Section 47 (and 46) restrictions using borough-wide regulations and enforcement via penalty charge notices make the restrictions much easier to use and enforce
- EPA S. 47 restrictions can be used successfully to keep highways free of trade waste at most times
- Keeping highways free of trade waste at most times can help to significantly reduce street litter

- Ensuring that trade waste is only placed on and collected from the highway during certain times can also significantly reduce the quantity of waste of commercial origin being picked up by local authority household waste collection services
- Effective consultation with all stakeholders including: the affected businesses; Town Centre Partnership; and privately operating waste carriers, can ensure that high levels of acceptance and awareness are achieved.

### Relevant legislation

New powers under the London Local Authorities Act 2007 to implement regulations introducing standard Environmental Protection Act 1990 (Section 47) requirements to control the placing of receptacles for the purpose of avoiding nuisance or detriment to the amenities of the area.



For more information on the Tooting time-banded waste collection initiative, visit: [http://www.wandsworth.gov.uk/info/200019/commercial\\_waste\\_and\\_recycling/986/trade\\_waste\\_collection-time\\_banding](http://www.wandsworth.gov.uk/info/200019/commercial_waste_and_recycling/986/trade_waste_collection-time_banding)





## Lewisham Love Clean Streets

- **interactive web and smart phone technology to make it easier for the public to report incidents**
- **the council now has thousands more eyes on the street and, by getting feedback on their reports, the public can feel that they are influencing their local landscape**
- **officers from all levels are engaged and peer to peer contact throughout all levels of the organisation helps engage other boroughs.**

### Details of programme/scheme

Launched in 2005, *Love Lewisham, Love Clean Streets* uses web and smart phone technology to make it easier for the public to report incidents like fly-tipping, littering and graffiti as they come across them. By submitting photos and information, the council can more easily locate the individual incident and provide feedback about what action is/has been taken, including 'before and after pictures'. The interactive nature of the facility means the council now has thousands more eyes on the street to spot any problems and, by getting feedback on their report, the public can feel that they are influencing their local landscape.

Following the success of the project in Lewisham, funding was received from Capital Ambition (London's Regional Efficiency and Improvement Partnership) to engage and support other London boroughs to use and respond to a London roll-out in the form of *Love Clean Streets*. In March 2011 the Mayor of London and the GLA launched *Love Clean London* – a roll out of *Love Clean Streets* across all the London boroughs:

### Project achievements and outcomes:

Embedding *Love Clean Streets* within reporting and service provision has achieved the following outcomes:

- improved relationships with elected members and enhanced Lewisham council's reputation
- raised the council's profile which has resulted in very good PR opportunities at no/low cost
- several awards and frequent references in external assessment and good-practice guides
- using the council's workforce to be its eyes and ears and report before residents see the issue
- officers have met with colleagues and agreed good working practice forming cohesive partnerships across London and beyond
- increased transparency of the work the authority does and the services provided
- residents rating that the street cleaning service is 'good' or 'excellent' has risen by 18 per cent since the scheme was introduced
- engagement with people who wouldn't normally report, increasing civic responsibility
- following the initial roll-out, complaints relating to graffiti fell by 30 per cent and independent monitoring found that the amount and frequency of graffiti observed fell by 8 per cent between June 2007 and August 2009
- a 21 per cent reduction in environmental casework since 2008.
- savings in the cost of responding to reports/freeing up of the traditional reporting channels for those who need to still access them e.g. elderly/vulnerable.

## Financial costs/savings

Much of the development of *Love Clean Streets* has been undertaken in-house and with the developer BBits. Further, Capital Ambition funding was received for a London model with match funding from Haringey, Sutton and Greenwich councils.

Since the development of *Love Clean Streets* the following savings in time and resources have been achieved in Lewisham:

- reduced overtime to collect missed bins from £300,000 in 2006 to £0 in 2011
- the cost of dealing with service requests and complaints/casework has reduced from £5.11 to £1.50 for a standard service request/straightforward complaint

Issues raised by other boroughs included:

- costs, especially in terms of relating to integration with existing LEQ services and software, which were overcome by offering a staged model for engagement with *Love Clean Streets*.
- IT compatibility with existing systems; again a number of solutions can be offered to participating authorities including a free web based back office admin tool with training
- increased workload; officers in Lewisham have been able to demonstrate that casework actually decreases and is cheaper to deal with.

## Key messages:

It is important that officers from all levels are engaged. Operational staff (refuse drivers) have attended meetings with their peers in other boroughs; councillors have spoken to their peers in other boroughs. This form of peer to peer contact was replicated throughout all levels of the organisation to engage other boroughs. This encouraged good communications between boroughs and encouraged sharing of good practice.

## Key stakeholders/partners engaged:

London Fire Brigade, Metropolitan Police, Community action groups, All local authorities, Greater London Authority, Keep Britain Tidy, Veolia, Microsoft, Capital Ambition.

## Relevant Legislation

Some of the reported issues are looked at by enforcement officers under the Environmental Protection Act 1990 and the Clean Neighbourhoods & Environment Act 2005.



For more information on Love Clean Streets visit:  
[www.lovecleanstreets.org](http://www.lovecleanstreets.org); [www.lovelewisham.org](http://www.lovelewisham.org);  
[www.lovecleanlondon.org](http://www.lovecleanlondon.org)



## Haringey Tactical enforcement

- **enforcement action against persistent and more serious offending**
- **partnership activity and joined up enforcement that responds to community concerns**
- **tactical enforcement officers are given a wide range of powers and overarching remit to coordinate and direct other regulatory services.**

### Details of programme/scheme

Tactical enforcement (TE) is a programme of work designed to take robust enforcement action against persistent and more serious offending. TE officers have been appointed from across a range of local authority teams as well as a wide range of other internal and external enforcement agencies. The programme of work is structured around a 'SARA' model (Scanning, Analysis, Response and Assessment). Enforcement action taken is persistent and will use a range of powers and agencies often all at once.

#### Scope/objectives:

Initially, the purpose of the programme was to deal with a number of specific areas of rogue traders that were affecting the Haringey Green Lanes area, but the programme was expanded to tackle similar activities impacting on crime and environmental quality across the borough. For example, problem garages and social clubs were a source of fly-tipping, sale of illegal and stolen products, unlicensed activity and nuisance. The success of this work in delivering partnership activity and joined up enforcement that responds to community concerns has meant that it is now an embedded service approach.

### Examples of tactical enforcement work

#### 1. Problem Social Clubs in Green Lanes

*(Winner of the Municipal Journal Awards 2010 for Public Protection Achievement of the Year).* Green Lanes is a thriving high street location in north London, famous for its food retailers, restaurants and clubs. However, it has not always been this way. In 2002 a man was killed in the area in one of a series of alleged ethnic gang disputes. Problem social clubs at the time provided not only a venue for a wide range of criminal and anti-social activities, but they were also often at the centre of such turf disputes.

Haringey's response was to create a Green Lanes Strategy Group to pull together traders, residents and other agencies in a collective action plan. This initiative was led by a cabinet member who was also a local councillor. Haringey developed a Tactical Enforcement Team (TET) representing a new enforcement approach with the objective of making every operating social club fully compliant by removing the various layers of crime associated with these premises.

Officers in this team were given a wide range of powers, and overarching remit to coordinate and direct other regulatory services. Specifically this included colleagues in Planning Enforcement, Licensing, Environmental Crime, Trading Standards and Environmental Health. Through this the council also coordinated activity with the Police, Customs and Excise, Inland Revenue, Immigration, Benefit Fraud and others.

One key to Haringey's success was to ensure that for these premises there was always a consistency of enforcement approach; and that, whatever the offence, a Tactical Enforcement Officer would be involved.

This work, together with other capacity building measures, has helped to transform Haringey Green Lanes and the council's relationship with the business



community and residents in the area. Most importantly the community and businesses of Green Lanes have taken back control of their area. As a mark of the progress the community in Green Lanes has made, local traders ran their first Green Lanes Food Festival in September 2009. The event was a huge success and was designed to showcase the rich array of culture and the strong community spirit on offer within Haringey.

## 2. Eyesores project

An eyesore is an area of land or property that is considered a public eyesore when its condition has fallen into such a state of disarray that it begins to negatively affect the local neighbourhood. Tactical enforcement has implemented a specific programme that identifies eyesores within the borough and, through engagement and enforcement, uses specific techniques to persuade land owners to put measures in place to bring about long term solutions to the negative impact the land/property is having on the neighbourhood. To date this programme has identified thirty five eyesores across the borough and twenty five have been remedied through engagement and enforcement action.

### Project achievements and outcomes


As well as substantial reductions in waste offending, unauthorised development, unlicensed trading, fly-tipping, littering and street trading, there have been reported reductions in sexual assault, and affray.

### Drivers for success

- a clear political and community mandate to tackle crime, particularly environmental crime
- a strategy group of local councillors, traders and residents to develop a programme of activity and sources of community intelligence
- national performance measures for cleanliness and dumping
- an opportunity to join-up structures for enforcement activity
- strong police and other partner commitment.

### Relevant legislation

Environmental Protection Act 1990; Clean Neighbourhoods & Environment Act 2005; Town and Country Planning Act; , Health & Safety at Work Act 1974, Food Safety Act, Gambling Act, Licensing Act, London Local Authorities Act, Trade Marks Act, Proceeds of Crime Act 2002.

 For more information on Haringey's Tactical Enforcement, visit: [http://www.haringey.gov.uk/index/environment\\_and\\_transport/enforcingstandards.htm](http://www.haringey.gov.uk/index/environment_and_transport/enforcingstandards.htm)

*Before*



*After*



## Islington Promoting responsible dog ownership in Islington

- **a multi-agency approach to provide consistency and information sharing in relation to dog control**
- **three Dog Control Orders have applied throughout the borough since July 2008**
- **creation of a school road show in collaboration with the Dogs Trust.**

### Details of programme/scheme

A multi-agency approach to provide consistency and information sharing in relation to dog control.

#### Scope/objectives:

- to reduce the prevalence of dog faeces in public spaces through the promotion of responsible dog ownership (education, advice and awareness raising)
- to gauge public support for introducing Dog Control Orders
- to develop a strong communication strategy that supports responsible dog ownership and changing peoples' behaviour in order to secure a 10 per cent reduction in dog fouling year on year for first three years
- to develop a multi agency approach to enforcement.

Three Dog Control Orders have applied throughout the borough since July 2008:

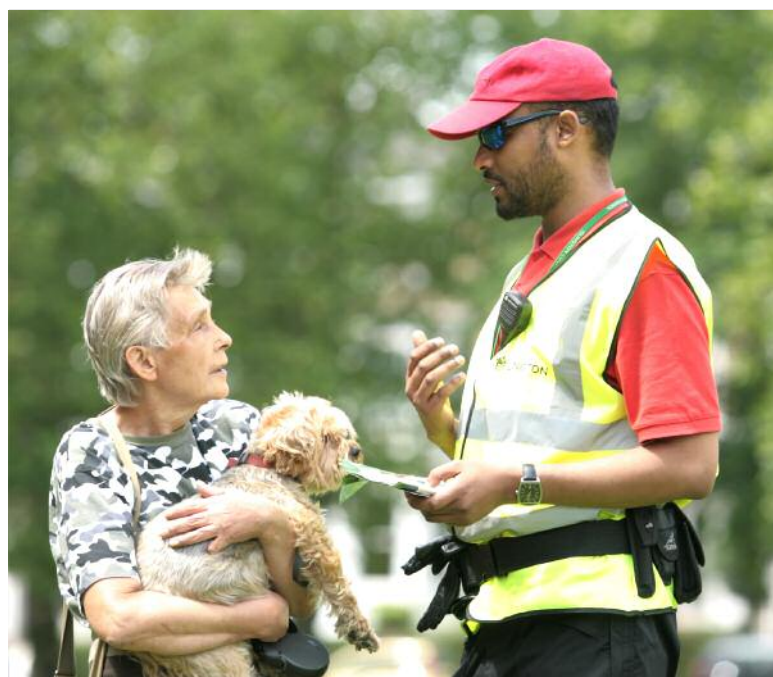
- failing to remove dog fouling in any public space
- not putting and keeping a dog on a lead when directed to do so by an authorised officer in any public space areas
- permitting a dog to enter land from which dogs are excluded.

Since then Islington has undertaken a campaign of providing education and advice regarding responsible dog ownership – officers have handed out hundreds of leaflets and “dog poo bags”. There are now prominent signs on all the borough’s litterbins and in and around parks and Islington estates highlighting the law and penalties. Anyone can now call Contact Islington and report dog control issues, details are then passed on to the relevant officers to help the borough target its resources.

Trained officers carry out high-visibility patrols, observe situations and approach any dog owner they see breaking the law. Since January 2009 they have been issuing fixed penalty notices of £80 to anyone they catch committing an offence. Officers patrol in areas where they have intelligence or information that this anti-social behaviour is occurring.

Ongoing developments include:

- use of a bespoke fouling removal service – Poover
- creation of a school road show in collaboration with the Dogs Trust to promote responsible dog ownership within the borough’s primary schools.



### Project achievements and outcomes:

- before and after monitoring of 30 areas/streets within Islington has shown a 59 per cent reduction in dog fouling.
- a number of fixed penalty notices were issued and a large number of informal engagements took place where officers engaged and gave advice to members of the public.



Fixed Penalty Notices issued - Dog Control Orders	2008 - 2010	326
Informal dog fouling engagements	2008 - 2010	3,317
Dog fouling bags handed out	2008 - 2010	33,500
No. of dog fouling complaints received	2008 - 2010	-67%

- The majority of people issued with a fixed penalty notice paid within the due time scale. Those who refused to pay were referred to the magistrates' court with a 100 per cent success rate.
- Overall awareness has been raised around responsible dog ownership and how Islington supports those who comply with this policy.
- Surveys confirm an increase in public awareness of this project and a positive improvement in public perception of the council's performance in tackling dog fouling.

### Collaboration


Although Islington's Street Environment Services took a lead in managing the programme, a wide range of stakeholder/partner groups have authorised officers that can incorporate the "Promoting Responsible Dog Ownership in Islington" campaign within their day-to-day duties. For example, since the start of the project in 2009, its scope has widened to include the network of associated advice available through the police, the borough's animal welfare team, the Dogs Trust and the Kennel Club.

### Key messages

Setting up the dog control order took a vast amount of organisational skill and time, this included a public consultation with more than 1,300 responses.

### Relevant legislation

Clean Neighbourhoods & Environment Act 2005 – Section 59.

 For more information on promoting responsible dog ownership in Islington, visit:  
[http://www.islington.gov.uk/Environment/animal\\_welfare/responsible\\_dog\\_ownership.asp](http://www.islington.gov.uk/Environment/animal_welfare/responsible_dog_ownership.asp)



## Waltham Forest Dirty front gardens

- **this project has seen an increase of 30 per cent in booked bulky waste collections and a decrease in fly-tipping reports by some 28 per cent**
- **legislation identified to enable the council to serve short timed notices so that clearance takes place as quickly as possible.**

### Details of programme/scheme

#### Issues/problems to be addressed

Waste in front gardens is an eyesore, and no more acceptable than someone fly-tipping on the street. Overgrown hedges, rusting cars, rotting mattresses and piles of rubbish detract from the look of an area, and have been linked to perceptions of anti-social behaviour. Fly-tipping and bulky waste disposal were always an issue in the borough. A lot of waste was being collected by unregistered carriers and simply dumped on the streets or bulky items, such as mattresses, were simply put out on street corners by residents.

#### Scope/objectives

This project was initiated because residents made it clear that waste, littering and a clean borough were one of the most important things to them. The project was set up to achieve:

- behaviour change – promoting the free bulky collection service
- enforcement – serving notices where permission could not be obtained from the property owner/occupier
- reduction in fly-tipping
- increased reuse and recycling – sorting the bulky waste for reuse and recycling
- improving the aesthetics of the borough.

Following consultation with residents, and as part of its 'We're Wiping Out Enviro-Crime' campaign, the council introduced the Garden Enforcers, a dedicated team of two enforcement officers and a clearance crew who travel across the borough to identify and deal with problem sites.

To support residents to keep their garden clean and clear, the council has reviewed its waste collection services to ensure sufficient alternatives are available. As a result, Waltham Forest's bulky waste collection service now accepts a wider range of items, and better coordination means that this service visits a different area of the borough every day.

The enforcement officers are tasked with planned visits, door knocking and obtaining permission from property owners to clear waste while promoting the council's free bulky waste collection service. Where permission to clear waste can not be obtained from property owners, a 48 hour notice is served and a compliance visit carried out. Waste is then cleared by the clearance crew. The owner/occupier is then expected to pay a clearance charge (starting from £75). If this clearance charge is not paid, tenants can be taken to the County Court or landowners face having a charge placed on their property.

#### Project achievements and outcomes:


This project has seen an increase of 30 per cent in booked bulky waste collections (an increase of more than 3,000 requests) and a decrease in fly-tipping reports by some 28 per cent.

## Key messages:

- the drivers for success are the priorities identified by residents along with impetus from both the members and senior officers of the council
- the most significant barrier was identifying suitable legislation that allowed council to serve short timed notices so that clearance takes place as quickly as possible.

## Relevant legislation

Prevention of Damage by Pests Act 1949;  
Environmental Protection Act 1990

 For more information on the Dirty Front Gardens project, visit: <http://www.walthamforest.gov.uk/dirty-front-gardens>



*Dirty front gardens before and after*



## Hackney Hackney's Ward Improvement Programme

- a detailed initial survey to identify long standing “grot spots” and general issues that have an impact on street cleanliness or perception of the area
- improved working across LEQ partners
- common and widespread issues mapped to identify “hot spots”

### Details of programme/scheme

#### Scope/objectives

The aims of the Ward Improvement Programme (WIP), which went live in April 2009, are: to improve street cleanliness (measured by NI 195); improve perception of Hackney's local environment; meet the needs of local communities; and promote better working across all council departments and external partners whose activities have an impact on local environmental quality (LEQ). The basic schedule of the programme, on a ward by ward basis, includes:

- collecting information from partners and residents regarding LEQ issues
- a detailed initial survey to identify long standing “grot spots” and general issues that have an impact on street cleanliness or perception of the area
- identifying the source/patterns of problems for long term improvement
- providing data in a useful format and working with all partners to agree actions
- collating successfully resolved issues for publicity to local residents.

In 2010 the council extended partnership working to involve Hackney's anti-social behaviour co-ordinators and the community advisory panels to obtain further input and feedback from residents on matters affecting local environmental quality. Residents can report issues on-line and also via *Love Clean Streets*.

#### Project achievements and outcomes

- To date, all wards have been surveyed at least once. A red, amber or green status is awarded to each street, and individual issues affecting the quality of the local environment are also recorded. More than 5,000 issues (including litter, graffiti and dumped waste) have been identified and resolved.
- A number of long standing “grot spot” areas have been addressed, including an industrial area with graffiti and commercial waste problems that has now been cleared and a relationship established with business owners. Two hundred cable boxes have now received anti-graffiti coatings.
- Improved working across LEQ partners, through data sharing and regular meetings, has increased co-ordination and helped to identify other opportunities for joint working.
- Street cleanliness has been improving in recent years and the past two years' performance in particular has been boosted by the WIP with Hackney receiving best ever scores from Keep Britain Tidy Monitoring in 2010/11.
- The scheme is also helping to flag up long-standing issues, for example, where responsibility for maintaining neglected sections of land has been unclear in the past.
- Common widespread issues have been mapped so that they can be tackled more effectively e.g. identifying hot spots for cigarette litter from office buildings and bars so that Environmental Enforcement can work with businesses to prevent this.
- Whereas in the past the cleanliness of the public highway was the only thing to be monitored, the WIP has included areas off the public highway, for example, dumped waste on private land.



## Key messages

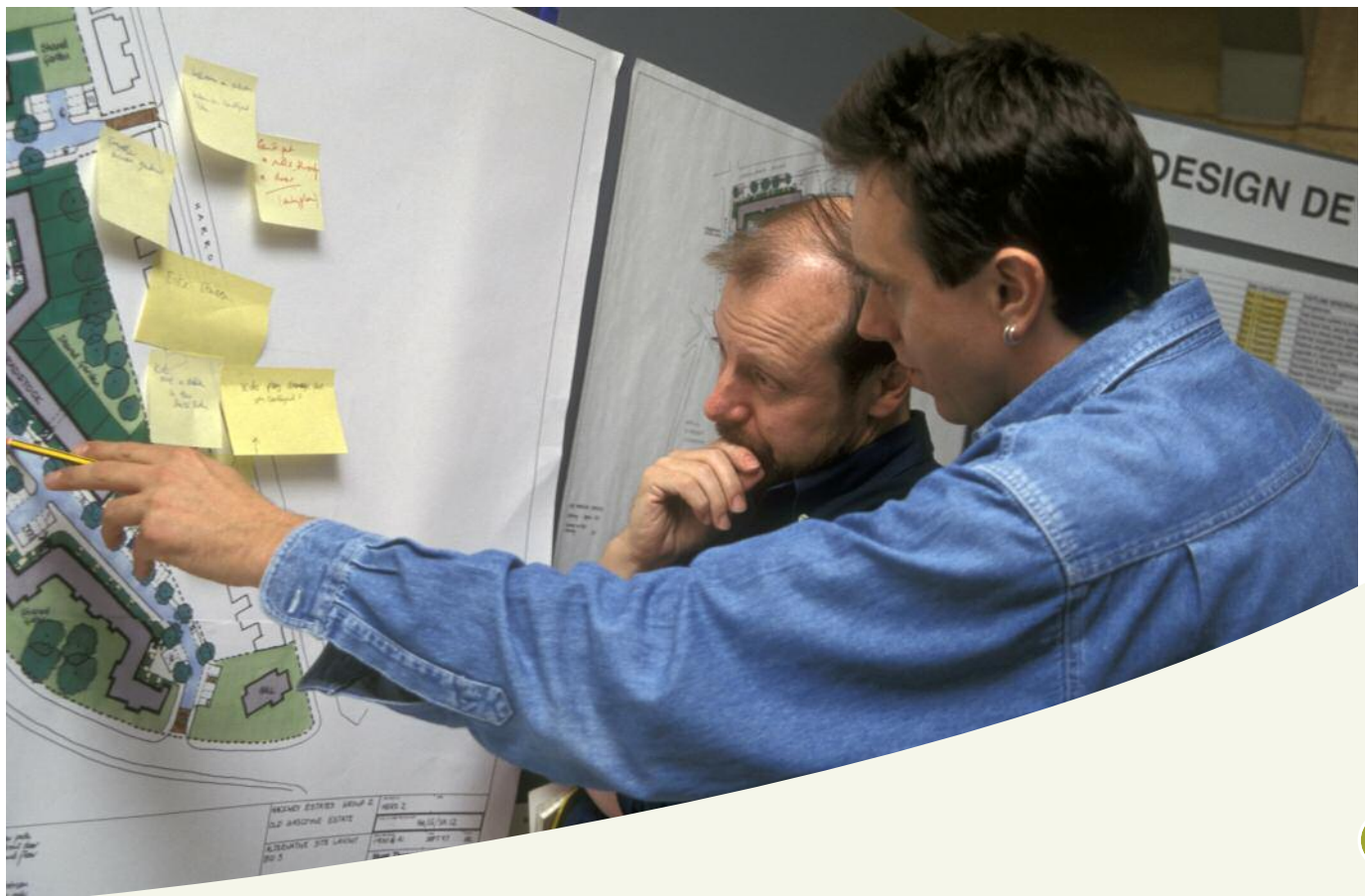
- involving all relevant partners and highlighting who has a role to play in improving NI 195 scores and LEQ
- explaining the principles of NI 195 to street cleansing operatives
- engaging with contractors (in Hackney's case, the internal street cleansing service)
- keeping it simple
- strong leadership informed by intelligence from across the council and public
- a team approach across all partners.

## Relevant legislation

Clean Neighbourhoods and Environment Act 2005;  
Housing Act 2004; Anti-Social Behaviour Act 2003.



To report LEQ issues in Hackney on line, please visit: [www.hackney.gov.uk/report-it-online.htm](http://www.hackney.gov.uk/report-it-online.htm)



# also of interest

## Barking and Dagenham Eyesore front gardens

The initiative uses a range of tools to effect long term behaviour change in residents. These tools include: the use of enforcement powers; education; publicity; and the opportunity for communities to take part in local clean-up days.

### Key messages

Good publicity and awareness raising among residents and members have been key to the success of this initiative.

### Relevant legislation

Environmental Protection Act, S.80 EPA; Town & Country Planning Act, S215; Prevention of Damage by Pests Act.



[www.lbdd.gov.uk/eyesore/index.html](http://www.lbdd.gov.uk/eyesore/index.html)

## Enfield Illegal advertising

In June 2010 all estate agents were provided with written advice on how they can legally comply with advertising law and of the limitations imposed on both the nature of their advertising and the duration it can be displayed. They were also advised of the intention to use the fixed penalty notice provisions available to the council if they fail to heed the advice provided. The estate agents receive a warning letter and notice. Failure to comply with the notice results in service of an fixed penalty notice.

### Relevant Legislation

Town and Country Planning (Control of Advertisements) (England) Regulations 2007



[http://www.enfield.gov.uk/site/scripts/home\\_info.php?homepageID=207](http://www.enfield.gov.uk/site/scripts/home_info.php?homepageID=207)

## City of London Anti-social behaviour

To achieve a reduction in urination and vomit officers mapped out the problem areas where urination was taking place on a regular basis and arranged to place six Kros units (Portaloos ) in the areas found to be worse affected.



[http://www.cityoflondon.gov.uk/Corporation/LGNL\\_Services/Community\\_and\\_living/Crime\\_prevention/crime\\_public\\_disorder.htm](http://www.cityoflondon.gov.uk/Corporation/LGNL_Services/Community_and_living/Crime_prevention/crime_public_disorder.htm)

### Project achievements and outcomes:

- with the information gathered from the usage of the Kros units, officers identified four areas that would benefit from a more permanent structure (urilift urinals stored below ground during the day and the raised for use in the evenings) that could be used at weekends and also for busy events held through out the City during the year
- reduction expected in repeated cases of urination
- reduction in cleaning areas where the Urilift units are placed.

## Haringey Street Enforcement

Haringey's Street Enforcement Service brings together officers dealing with the enforcement of street issues in a single uniformed presence. Each officer is assigned to one or more wards and takes responsibility for the service priorities for that ward and how officers work with partners. Officers take enforcement action against a range of offences and operate across traditional disciplinary boundaries to ensure that they use the best powers available to them to achieve the best possible results.

Operations where street enforcement has created a visible difference include: litter, dog fouling patrols, clean sweeps/action weeks, stop-it operations (to catch littering from vehicles), blitzes on 'for sale' and 'to let' boards, and street drinking.

Once a quarter Haringey offers a programme of walkabout in every ward for councillors and active community representatives. Actions from these and other intelligence sources are formulated into plans that identify up to six priorities and the actions to be taken.



[http://www.haringey.gov.uk//index/environment\\_and\\_transport/enforcingstandards/streetenforcement.htm](http://www.haringey.gov.uk//index/environment_and_transport/enforcingstandards/streetenforcement.htm)



## Islington Safer Neighbourhoods annual challenge

A joint initiative between the council and the Met Police St George's Safer Neighbourhood Team (SNT) to tackle an area at the rear of the Tufnell Park Estate that was blighted by graffiti and anti-social behaviour. The idea behind the project was to fully remove the graffiti on the walls of the estate as well as other walls, fences, utility boxes and trees. It was decided to involve some of the young people that used the area in order to develop a sense of ownership. Over two days, a total of 20 people cleaned up more than 1000m<sup>2</sup> of graffiti. An area at the rear of the play area was left clear for the local youths who had taken part to complete an agreed mural. Since the project took place, there have only been four graffiti attacks on the walls, which were dealt with immediately by residents.

### Key messages

The police had looked at the issues from a police point of view. Homes for Islington (the management organisation for the estate) had managed its normal obligations, but kept referring residents to the police. The council was not directly involved, as the estate was managed by Homes for Islington, but dealt with issues that were coming from the estate. By the council taking the lead on looking at the issues from an environmental viewpoint it was able to widen the range of tools and resources available.



<http://thesnac.com/>

**London Councils**

59½ Southwark Street

London SE1 0AL

[www.londoncouncils.gov.uk](http://www.londoncouncils.gov.uk)

020 7934 9829

**design:** [pinsentdesign.com](http://pinsentdesign.com)

**images:** Third Avenue/supplied by boroughs

**publication date:** May 2011

