

Overview & Scrutiny Committee

**Monday, 24 April 2023 at 6.30 p.m.
Council Chamber - Town Hall, Whitechapel**

Supplemental Agenda B

8.2 Streets and Parks Cleanliness Spotlight (Pages 3 - 16)

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<http://www.towerhamlets.gov.uk/committee>



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Street Cleanliness

O&S spotlight

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24/04/2023

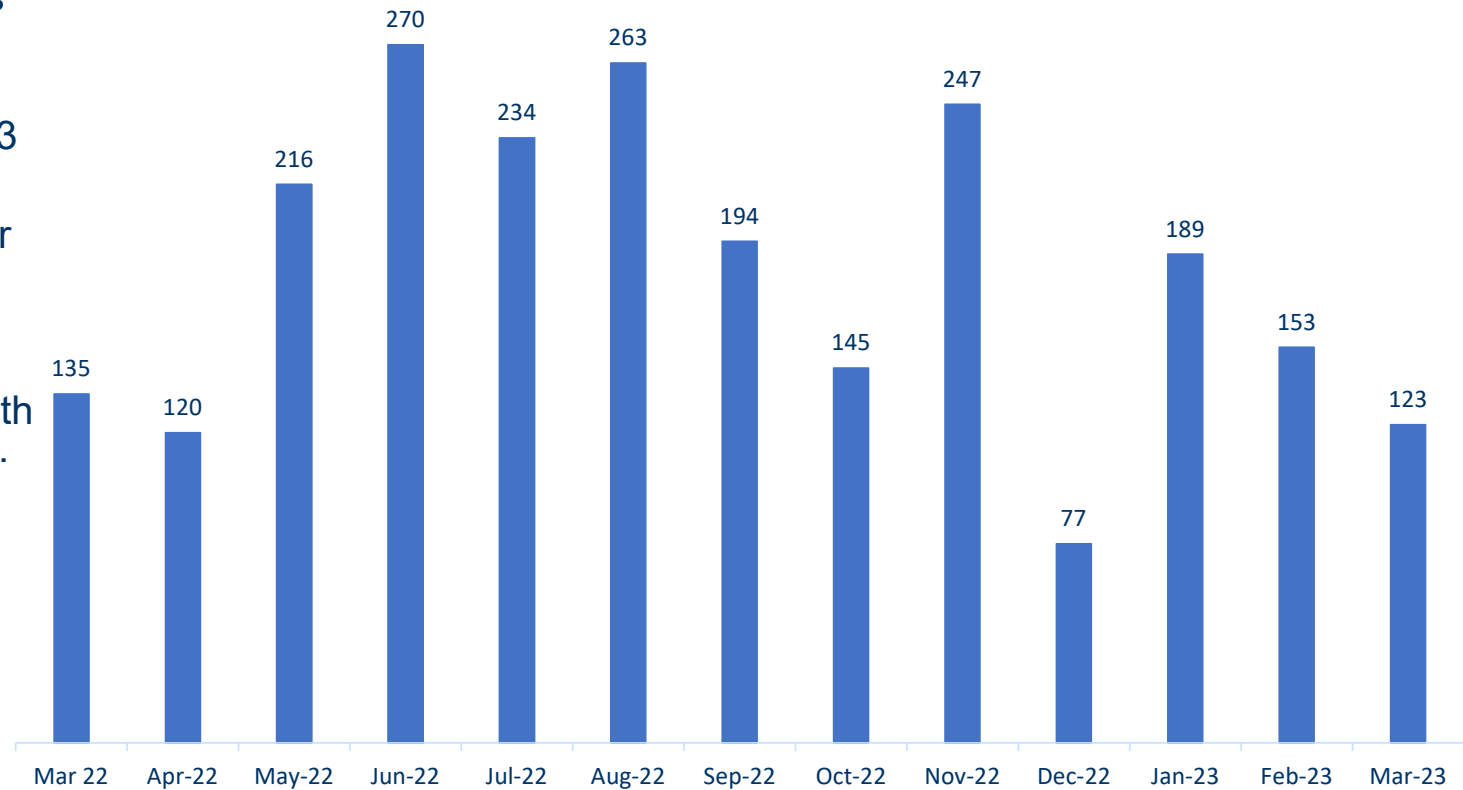
Oli Kapopo – Head of Waste Operations



Performance- street cleansing



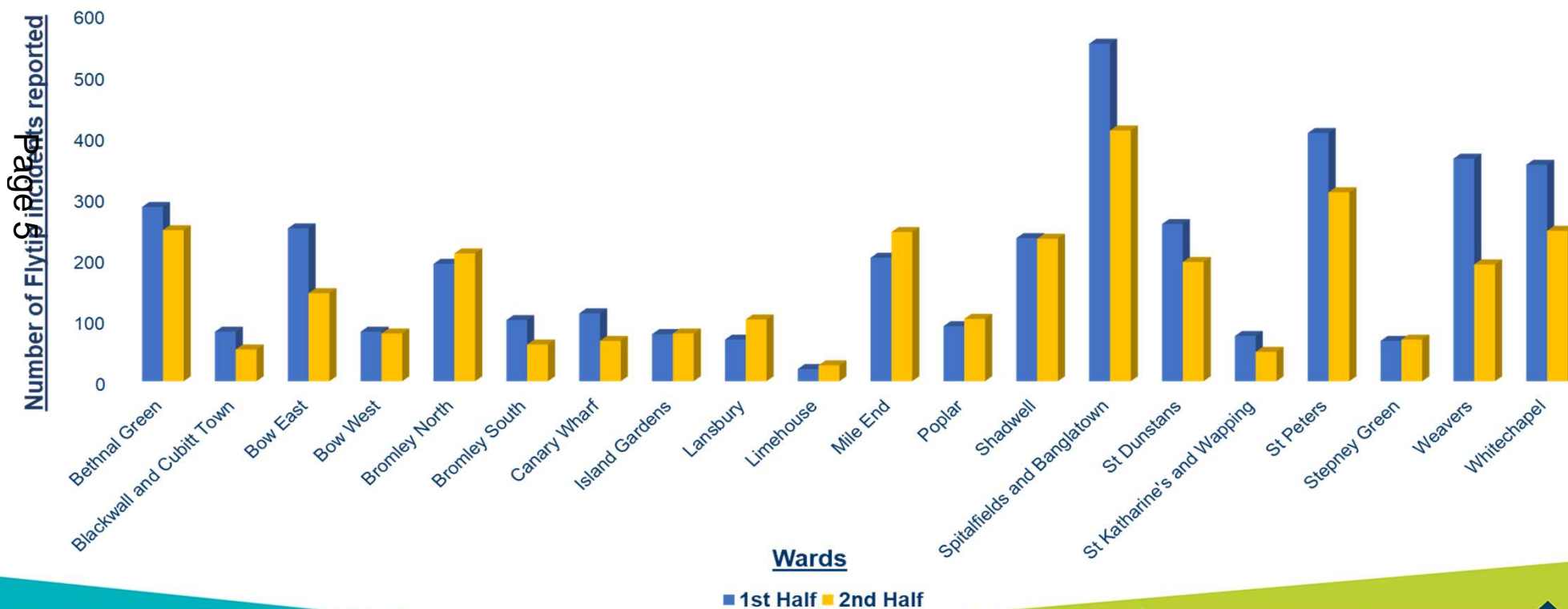
- A total of 2366 Proactive inspections of streets were conducted 2022/23.
- Proactive inspections of streets by the service doubled for 2022/2023
- Streets that appear in the top 5 reported dirty streets are targeted for inspection the following week to monitor improvement.
- Inspection reports will be completed on Whitespace and accompanied with photos to validate cleansing grading.



Reported Flytip incidents by Ward 2022/23



- 7,431 incidents of flytipping reported for 2022/23
- 3864 reported Fly Tip incidents in the first half of the year (Apr-Sept) compared to 3107 in the second half of the year (Oct-March)



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Improvements – Street Cleansing



Operational changes

- Increased collection of dumps and fly-tips at night with 2 vehicles currently in operation
- Increased clearance in the west of the borough with an additional vehicle deployed
- Increased cleansing activities along "mainlines"
- Increased inspections
- Hit squad targeting problem areas

Community Engagement

- Employment of 4 x Environmental Coordinators
- Develop partnerships with local businesses, residents and organisations
- Building community engagement
- Publicise and communicate

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Timescale - operational changes



Service	Key changes	Due dates
Cleansing	Reviewing frequency and timing of street cleansing service to improve performance, accounting for 24/7 economy and differences to geography and footfall across the borough	Implementation and improvements to commence in June 2023
Domestic collection	Borough wide realignment of how and when the residual and recycling wastes will be collected.	Implementation and improvements to commence in June 2023
Commercial waste	Separated service from the current comingled collection and to operate 7 days per week twice per day	Implementation and improvements to commence in June 2023
Waste Disposal and future planning	Contract extension for MRF contract – Bywaters Government changes Environment Act 2021	Commenced 01/03/2023 Unknown but expected from 2024/25 onwards

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Community Engagement



Introduction

The administration has made the following commitments:

- Encourage our communities to become involved in community walkabouts to check standards are being maintained across the borough
- Encourage the community to report eyesores and problem areas



What we are doing

We have recruited a team of Environmental Coordinators to meet these pledges and tasked them with the following objectives:

- Monitor and report on council on-street services affecting the Local Environmental Quality
- Review, follow up and respond to area specific problems, including web form and LYN/Fifi reports
- Build a portfolio of key community, business and visitor group contacts
- Identify key areas for LEQ improvement & instigate community walkabouts
- Develop and implement stakeholder partnership activities to support the adoption of a shared ownership of the LEQ - Litter picks/community engagement events/Clean Up Partnerships

 Grade A No litter or refuse	 Grade B Predominately free of litter and refuse apart from some small items	<p>✓ We want your street to look like this - Acceptable</p> <p>✗ Unacceptable – But if its like this report it</p>
 Grade C Widespread distribution of litter and/or refuse with minor accumulations	 Grade D Heavily affected by litter and/or refuse with significant accumulations	



Building Community Engagement



Developing Partnerships

By patrolling the streets of Tower Hamlets and holding community engagement events Team EC have forged new connections with invested individuals and organisations looking to promote positive behaviour change

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- Resident walkabouts & engagement events
- Commercial investigations
- Joint working with Our ESO and THEO teams
- Identifying the root causes of litter and fly tipping



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Amplifying the Impact



Positive Communication

Working with our supporters and our internal Communications team we aim to spread the word and increase interest in these hands-on opportunities. The more our community share in the desire to work with us to keep the shared Public Realm tidy the greater the level of behaviour change we will see across the borough.

CLEAN & GREEN

Help to make Bethnal Green sparkle with our big clean up

Posted in All Company

Marshall Savage
Feb 28 · Edited

Another great clean up! Our friends from KPMG vs litter picked up in Brick Lane. I've never seen it so clean!

Making a team day out. As our warmer months approach, we'll be making a team day out activity. Fosters a sense of community.

Thank · Comment · Share

Posted in All Company

Marshall Savage
Oct 13, 2022 · Edited · @2

Another great successful litter picking event with Christine Gennings and Elsa Baxter. Had great fun with Canary wharf group and JP Morgan cleaning up Mile End Park. Not as many people as I hoped but quality over quantity I say.

I'm looking to line managers to engage some office based or WFH teams for few events. Great for team building and to reconnect for teams who may have not seen one another a while. It's fun, relaxed and helps the environment. Send me an email or a message on team if you are interested!!!!

Like · Comment · Share

You and 13 others

lar vandalizing, leaving graffiti or fly • The clean up will be running from 10am to 4pm on October

Tower Hamlets Council
@TowerHamletsNow

Big thank you to the team from @kpmguk who got together to help clean up Brick Lane!

For more information on how to get involved in a local community clean up (either as a business/organisation or a resident), check out our website: orlo.uk/YvQA2

10:41 am · 9 Mar 2023 · 787 Views

Marshall Savage
Oct 3, 2022 · Edited · @1

What a day!!! A fantastic and productive event. Spoke to so many proactive and passionate residents. Never underestimate the drive of our residents which makes Tower Hamlets a community. It was truly inspiring seeing our residents, the people we work for, being so active in the community. I couldn't pry off the litter pickers off their hands even if I tried.

The pride our residents have for the environment is inspiring and reminds me why it is so important we should constantly strive to improve our public realm.

#TeamEC

Posted in All Company

Marshall Savage
Sep 28, 2022 · Edited · @1

Had such a great first experience in my new role as Environmental Coordinator.

Posted in All Company

Marshall Savage
Feb 28 · Edited

This is a canal clean up we supported a couple of Hamlets canoe club went out on the canals and picked up litter.

Also the kitten in the pictures was found hanging and the group was able to save her and even get her home!

These events are so important, this is a brilliant opportunity for people. Something as simple as picking up a little bit of litter can make a big difference.

Today I worked with KPMG and our Councillor, Sabina Khan, to clear up litter in our borough and we absolutely smashed it.

In 2 hours the KPMG group filled half a van load off rubbish.

I can't wait to properly start my new post.

Like · Comment · Share

You and 24 others

Like · Comment · Share

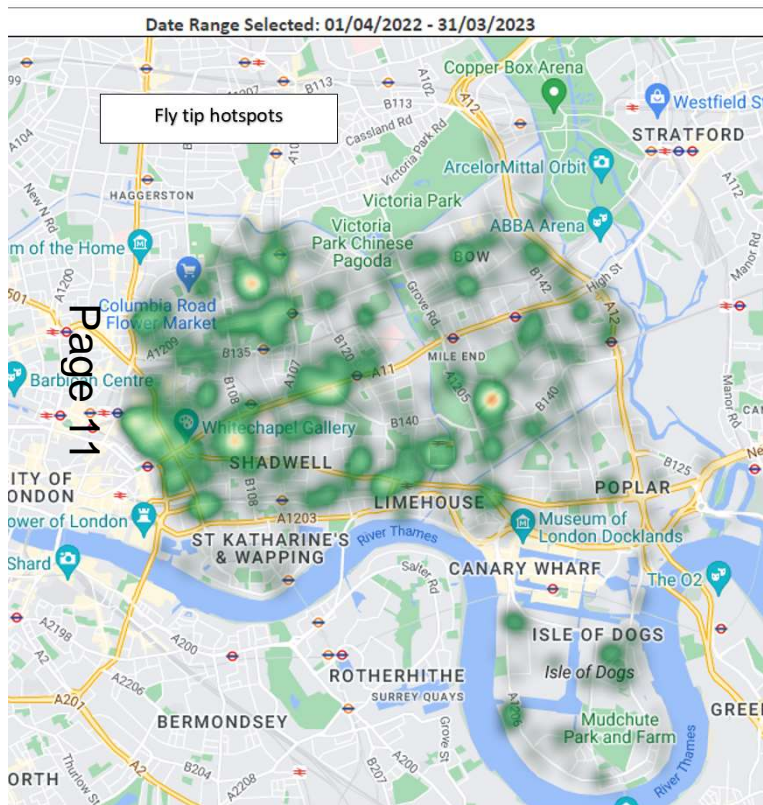
Jacqueline Kearney and 19 others

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Wage war on fly tipping

Annual delivery plan commitments



Wage war on fly tipping, using our boroughwide CCTV and a policy of prosecuting offenders

1. Identify hotspots and agree locations that will be targeted with existing and newly procured re-deployable CCTV sets (Sep 22) 01/10/2022
2. Launch 'wage war on fly tipping' communication campaign (Oct 22) 01/11/2022
3. Consult, workshop, design and pilot new behavioural interventions to tackle householder fly-tipping (Dec 22) 01/01/2023
4. Target hotspots using CCTV, with education, advice and enforcement action (Mar 23) 01/04/2023



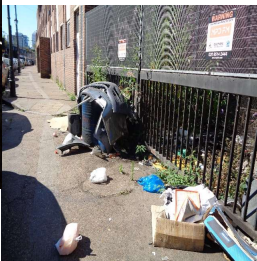
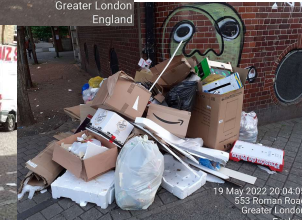
Education, advice and enforcement



To reduce fly tipping so it's no longer a problem:

- Reduced loss of income from illegal waste disposal
- Reduced costs of clearance
- Reduced cost of illegal waste disposal
- Reduced impact on cleanliness of borough
- Reduced complaints and levels of concern

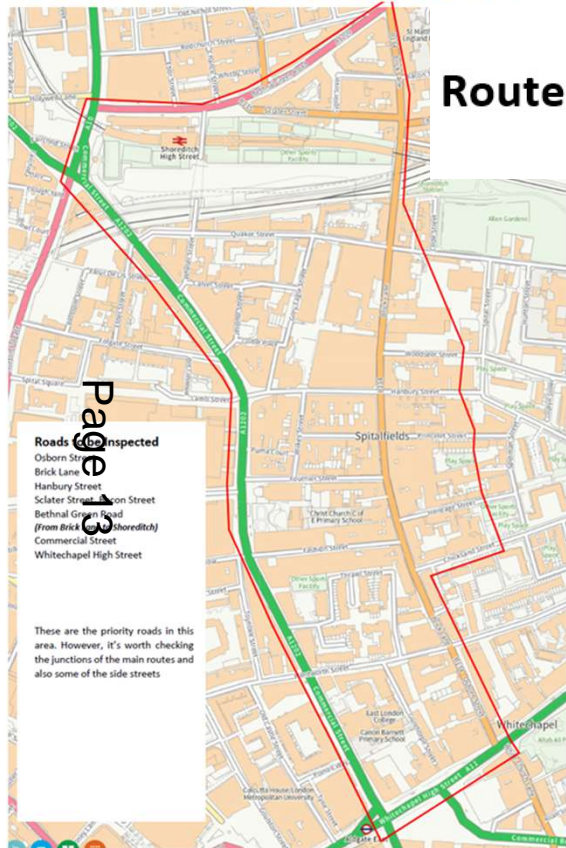
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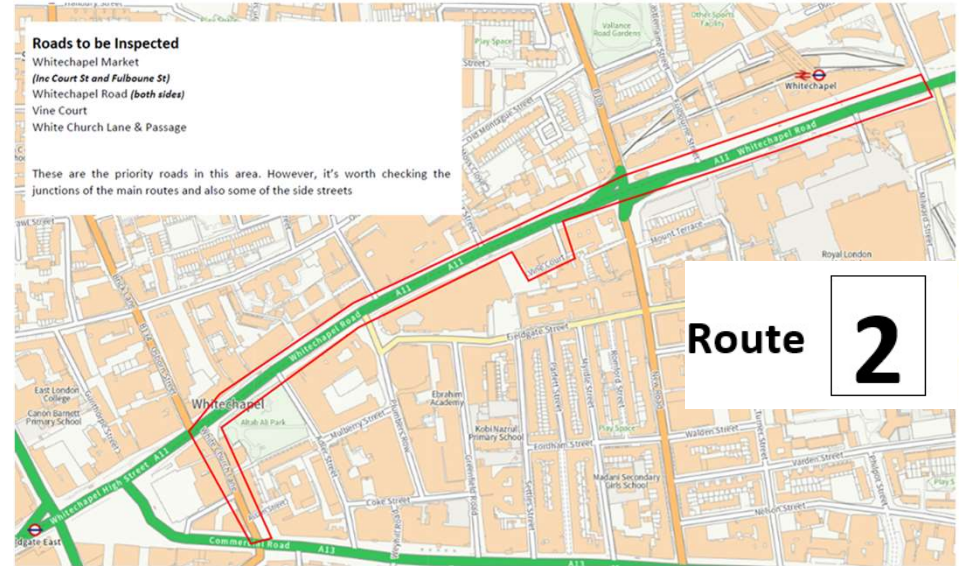


Targeted patrol areas

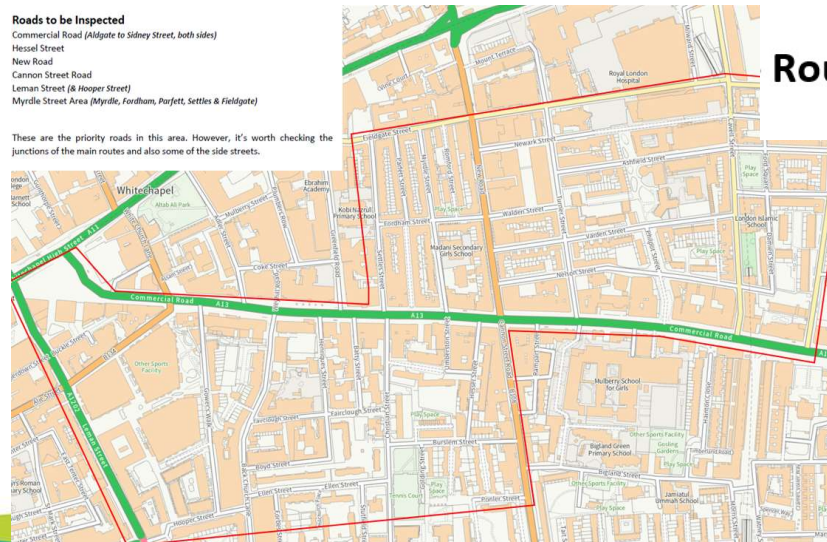


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- Patrolling areas Monday to Sunday
- Increased focus Thursday to Saturday from 4am and after 12 midnight in key areas



2



3



Summary of enforcement plans

- Focus on hotspots with increased enforcement action, education and advice - additional cost of resources working early and late covered by increased FPN's
- Environmental co-ordinators supporting with increased communication, education and advice to residents and business
- Launch of communication and engagement campaign in early 2023, with development of different communication messages to help stop residents and business fly tipping and littering
- Installation of additional CCTV cameras to support targeting of hotspots 24/7
- Increased co-ordination with waste operations and commercial waste team to target increase in use of pre-paid sacks
- Increased community engagement and reporting, monitoring of results and checking for improvement



Businesses...

Don't use black sacks for your rubbish

£400
FLYTIPPING FIXED
PENALTY NOTICE

This is **ILLEGAL** dumping and fly-tipping
Use a commercial waste service, or risk a **FINE**

Challenges to service improvement



- Resident, landlord and business owners behaviour
- Work underway to review the hours and frequency of operation of street cleansing function
- Capacity to deliver the changes whilst managing business as usual
- Changes in legislation requiring categories of waste to be separated at the point of collection - Persistent Organic Pollutants (POPs)
- Introduction of timed waste collections on main roads to reduce the time waste is seen in streets
- Physical environment in which the service operates
- Lack of suitable depot and available waste transfer facilities
- Lack of waste restriction policies
- Challenges with access to sites
- Funding for Community Engagement Team ends September 2023



Priorities and next steps



- The main priority is to support the delivery of the Mayor's pledges through working closely with the Environmental Service Team and Environmental Coordinators to tackle fly tipping enforcement and speedy removal.
- Improve the visual amenity of the borough by purchasing additional smart bins to be deployed in high footfall areas and increase litter capacity.
- Continue with community engagement activities and comms
- The review of street cleansing will include seeking alternative approaches to deploying resources to remove fly tipped waste from streets and increasing the visible presence of cleansing staff.

