

Scrutiny Spotlight Session: Environment

Cllr David Edgar

Cabinet Member for Environment

25 March 2019

Portfolio Overview



Cabinet Member for Environment is responsible for:

- **Waste Management and Recycling**
- **Street Management and Cleanliness**
- Environmental Health & Protection
- Environmental Enforcement
- Parking Services
- Transport Services
- Mayor's Neighbourhood Refresh Programme
- Highways
- Road Safety & Cycling
- Licensing Policy and Strategy
- Trading Standards
- The Council's Environmental Impact

Contents

1. Waste management and the Waste Management Strategy 2018-30
2. Street cleanliness (current contract)
3. The council's activities to promote behaviour changes



Waste Management – Priorities 1



1. Collaboration at the heart of change
2. Supporting people to love their neighbourhood
3. Supporting people to reduce, reuse and recycle



The best of London in one borough

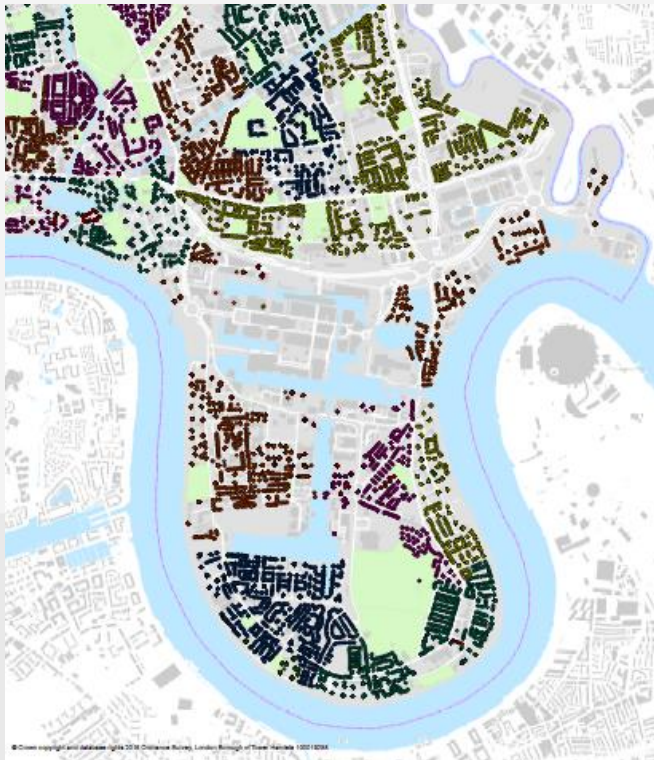
Waste Management – Priorities 2



4. Making waste a resource
5. Reducing carbon and improving air quality
6. Building our green economy

Waste management - Action

- Successfully delivering new in-house service, April 2020
- Improved contract performance (current service)



- Develop new and improved commercial waste services
- Data gathering , improvement and mapping

Waste management - Action

- Increasing participation in the food waste collection scheme (houses)
- Increasing the amount and improving the quality of recycling collected
- Engaging with third sector organisations to increase reuse and repair



Behaviour change



- Promote recycling
- Love Your Neighbourhood app
- Big Clean Up



YOUR RECYCLING MATTERS

What goes in your purple bin?

PLEASE RECYCLE THESE:

Give dirty items a rinse and flatten boxes

 Cans and tins	 Paper and card	 Glass bottles and jars
 Plastic pots and trays	 Plastic bottles	 Aerosols

KEEP THESE OUT

 Food waste	 Clothes and textiles	 Nappies
 Electrical items and batteries	 Polystyrene, plastic film and wrap	 General rubbish and black sacks

Visit www.towerhamlets.gov.uk/recycling

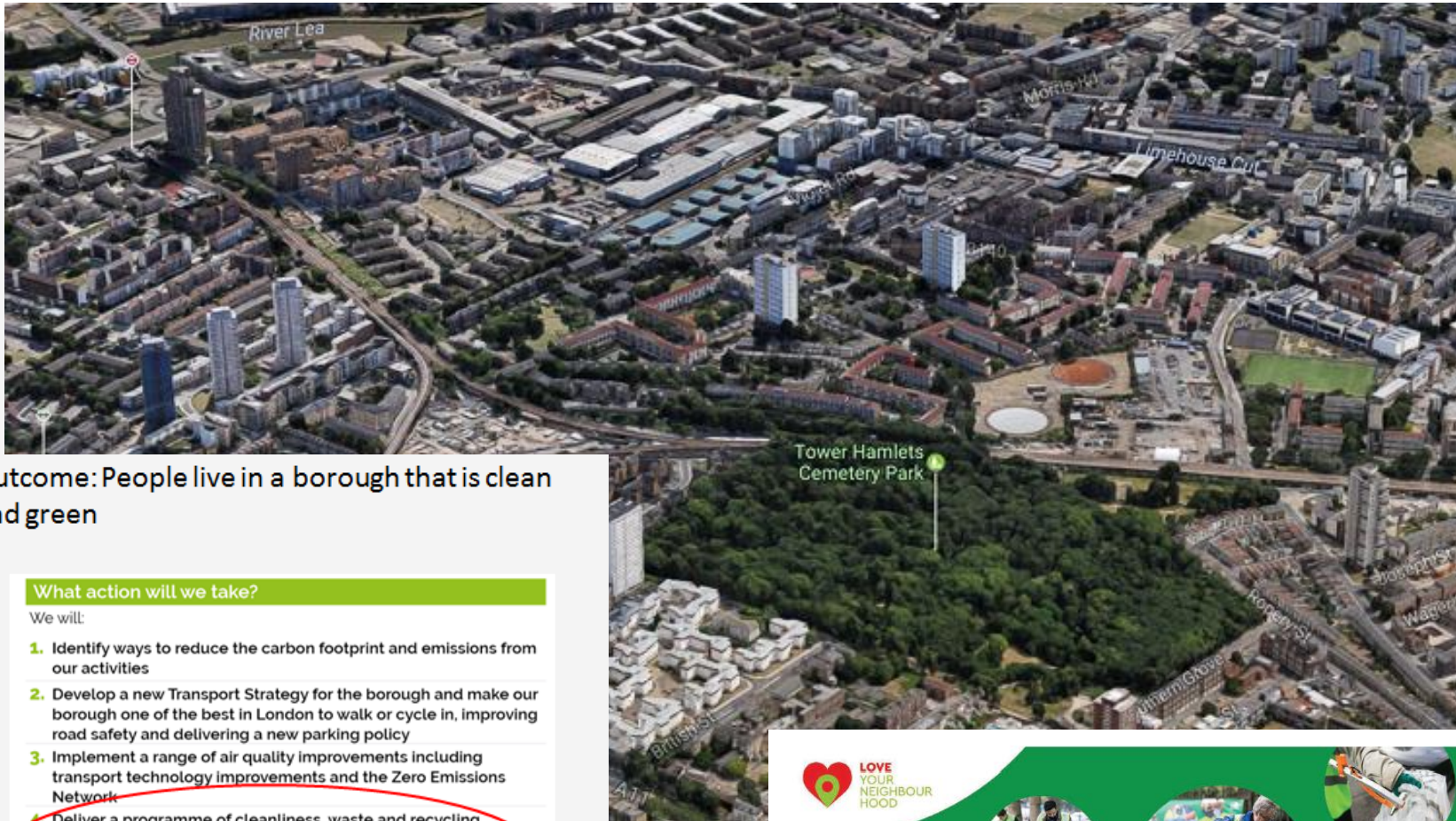


- Improved resident communications
- Improved engagement with Registered Providers, Managing Agents and landlords



The best of London in one borough

Delivering cleansing improvements



Outcome: People live in a borough that is clean and green

What action will we take?

We will:

1. Identify ways to reduce the carbon footprint and emissions from our activities
2. Develop a new Transport Strategy for the borough and make our borough one of the best in London to walk or cycle in, improving road safety and delivering a new parking policy
3. Implement a range of air quality improvements including transport technology improvements and the Zero Emissions Network
4. Deliver a programme of cleanliness, waste and recycling improvements throughout the borough
5. Improve our public realm including our parks and open spaces, so that they are more attractive and better used

What will we measure?

- % of household waste sent for reuse, recycling and composting (quarterly)
- Level of street and environmental cleanliness: litter (twice per year)
- % of residents who rate parks and open spaces as good, very good or excellent (annual)

LOVE YOUR NEIGHBOURHOOD

THE BIG CLEAN UP

Nominate an area:
#TheBigCleanUp
@TowerHamletsNow

The best of London in one borough

Our approach to Street cleansing

- Service designed to keep council managed land acceptably clean and free from rubbish, litter, detritus, graffiti, fly-tipping, fly-posting & dog fouling.
- Combination of scheduled and daily reactive cleansing 24-7



Cleansing service

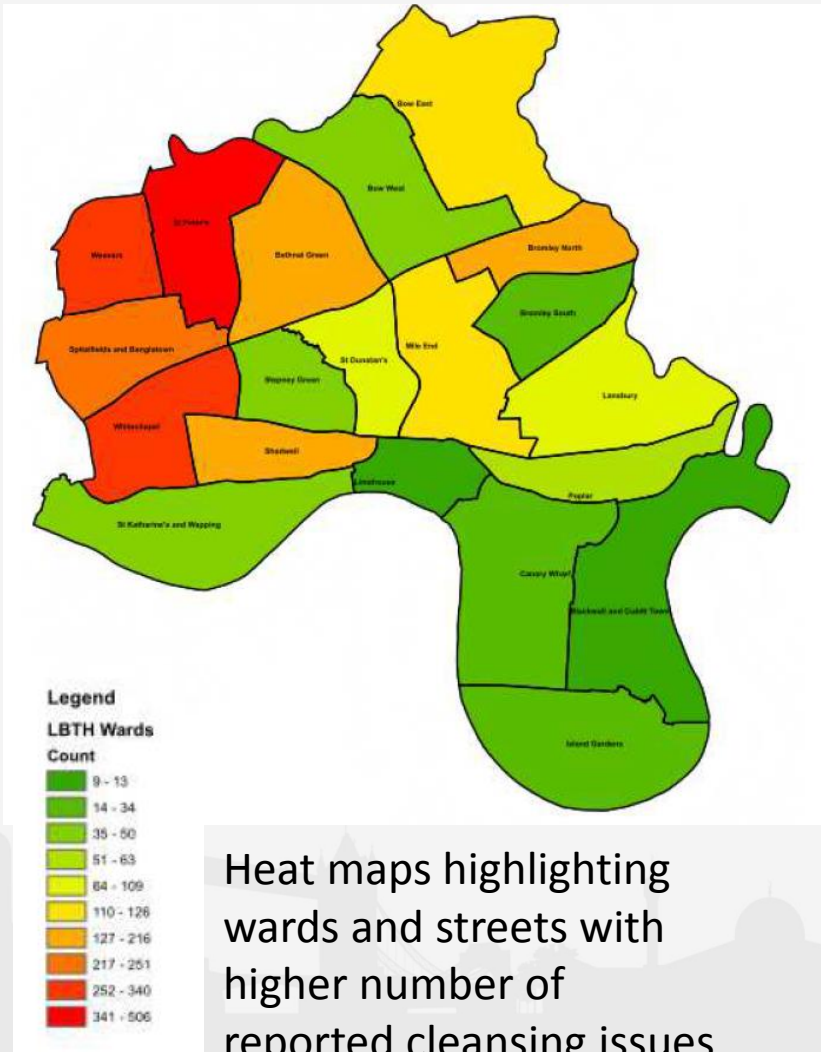
Current service Based on combination of frequency and performance based cleansing

New Service In line with Defra Code of Practice on Litter and Refuse....emphasis will be on consistent & appropriate management of an area to keep it clean not on how often it is cleaned

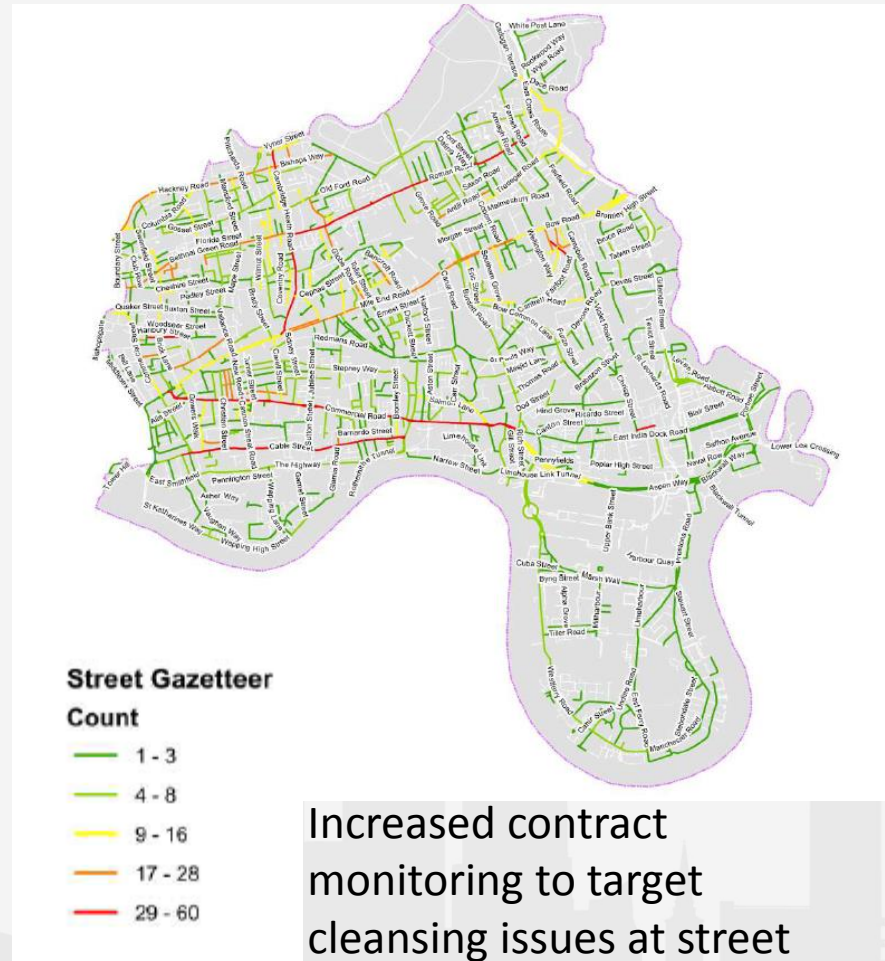


- A Continuous presence 7 days per week
- B 3 x daily, 7 days per week
- C 2 x daily, 7 days per week
- D 1 x daily, 7 days per week
- E 1 x daily, 4 days per week
- F 3 times per week
- G 2 times per week

Increased performance monitoring of service delivery



Heat maps highlighting wards and streets with higher number of reported cleansing issues in 2018/19



Increased contract monitoring to target cleansing issues at street level

Standards of cleanliness - Litter

Litter and refuse grades – Highway and hard surfaces

	
Grade A No litter or refuse	Grade B Predominately free of litter and refuse apart from some small items
	
Grade C Widespread distribution of litter and/or refuse with minor accumulations	Grade D Heavily affected by litter and/or refuse with significant accumulations

✓ Acceptable

✗ Unacceptable

Litter and refuse grades – Parks & Open Spaces

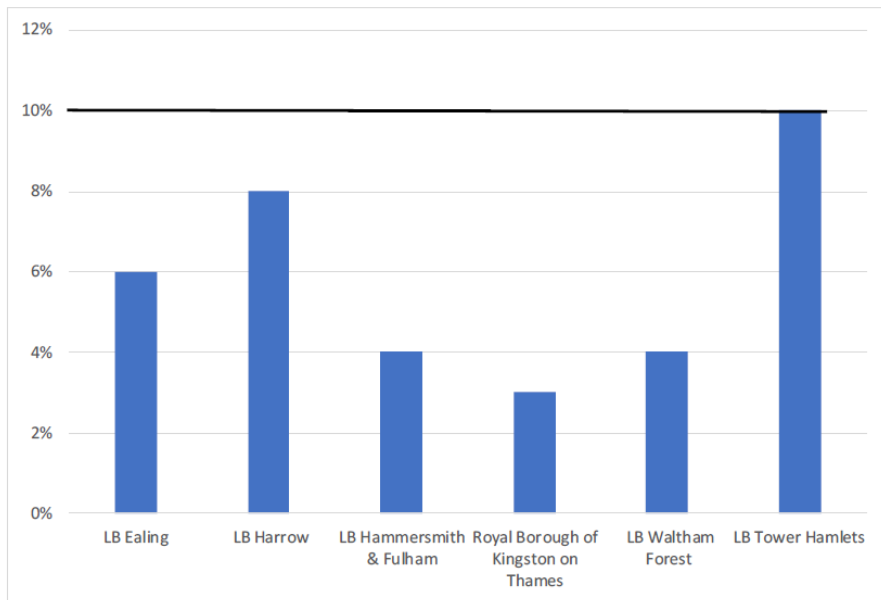
	
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Current performance - Litter

Figure 24: Comparison of average litter scores with Tower Hamlets



Recent survey highlighted an average of 10% of streets in Tower Hamlets were unacceptable for litter

Litter and refuse grades

	
Grade A No litter or refuse	Grade B Predominately free of litter and refuse apart from some small items
	
Grade C Widespread distribution of litter and/or refuse with minor accumulations	Grade D Heavily affected by litter and/or refuse with significant accumulations



90 % Acceptable



10 % Unacceptable

Recent cleansing performance based on twice yearly surveys

Rolling Tranche Survey Outturns	Litter		Detritus		Graffiti		Fly-posting	
	Fail	Pass	Fail	Pass	Fail	Pass	Fail	Pass
2017/18 T2	2.2%	97.8%	1.8%	98.2%	7.2%	92.8%	1.1%	98.9%
2018/19 T1	2.0%	98.0%	1.4%	98.6%	7.7%	92.3%	1.6%	98.4%
2018/19 T2	2.4%	97.6%	1.3%	98.7%	8.4%	91.6%	1.6%	98.4%

✓ Average 97.8 % of streets surveyed acceptable for litter

✗ Average 2.2 % Unacceptable for litter

Our twice yearly surveys show a higher level of cleanliness than recent local surveys.

Targeting problem areas & hotspots



What's the problem?

What's the solution?

Poor design?

Littered all day, but only swept once?!!!



Lack of understanding?

Business and resident didn't know the collection day and time...so you make sure they understand... and check they get it

Poor Service Delivery?

Scheduled for twice daily cleansing but only done once?

What we intend to do

- Use a combination of service design, education, partnership work, and enforcement where appropriate, to encourage changes in perception and action. Increased understanding and awareness of the environment, waste management, and roles and responsibilities are critical.

Lack of Care?

People were given advice and guidance but ignored it...so enforce!

Encouraging Behaviour change...

Supporting people to love their neighbourhood

We want to support people to take responsibility for their waste and their neighbourhood.



Objective

We want more people to take responsibility for the waste they produce, to love their neighbourhood and help keep the borough clean and green by:

- Encouraging and enabling people to do the right thing with their waste.
- Ensuring people take responsibility for their waste so that it is managed more sustainably.
- Ensuring waste management activities contribute to maintaining a clean and safe environment.
- Improving the quality of our recycling.
- Taking corrective action against inappropriate behaviours.
- Taking a zero tolerance approach to littering and 'envirocrime'.



Tackling fly tipping & dumping of waste



Key factors impacting on standards of cleansing and litter:

- High levels of daily fly-tipping
- Presentation of waste outside of designated collection times



What we intend to do

- Use our powers to enforce against people who deliberately fail to sort, store and present their waste correctly for collection.

Increased community engagement - Big Clean Ups (BCU)

Highlight on BCU 6

- The council's first Big Clean Up event was launched in October 2017
- A total of 197 volunteers
- 131 large waste bags, as well as six large green waste bags that each hold 1000kg.
- Clean Up 7 due to happen on 24th February, 2019



Delivering on improvement plans

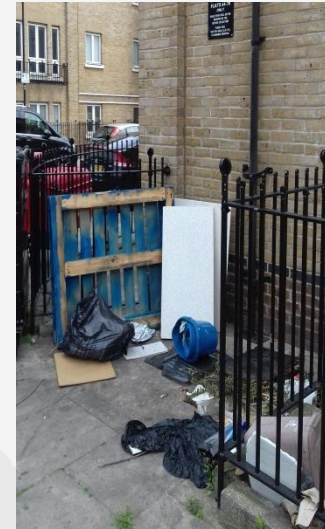
Tackling graffiti

We are working to bring in a new graffiti and street art policy, as well as increasing resources to tackle unwanted graffiti.



Litter bins and recycling

In addition to over 1000 litter bins across the borough, we will continue to roll out 'Smart Bins' that compact litter, need less frequent emptying and send out an alert when full. We will also look at introducing recycling litter bins in key locations.



Tougher cleansing standards

We are looking at tougher standards for cleaning, including working with social and private landlords to improve the cleanliness of the borough's estates.

... and other commitments



Managing the night time and weekend economy

We will deliver more effective waste, recycling and cleansing services in all areas that benefit from the night time and weekend economy, with additional funding support from the late night levy.



Special events

We will continue to clean up and manage waste from special events, with increased recovery of clean-up costs from organisers.



Improved reporting of problems..



- Improving information, and reporting issues on our website and Love Your Neighbourhood App.

- Improve our use of information and technology to identify problems, target hotspots and tackle problem areas.