

Report to Environment & Economy Overview and Scrutiny Panel

Agenda Item:
A.4

Meeting Date: 27th October 2016
 Portfolio: Environment and Transport
 Key Decision: Not Applicable:
 Within Policy and Budget Framework NO
 Public / Private Public

Title: UPDATE ON CLEAN CARLISLE
 Report of: The Deputy Chief Executive
 Report Number: SD 25/16

Purpose / Summary:

This report provides an update on the Clean Carlisle initiative.

Recommendations:

Report presented for information and comment.

Tracking

Executive:	
Overview and Scrutiny:	
Council:	

1. BACKGROUND

1.1 Clean-up Carlisle has been a corporate priority since 2012. This has led to the introduction of a new team to provide education and enforcement initiatives to support cleaner streets as well as the modernisation of the street cleansing service through the increase in mechanised cleaning and different ways of working. This report provides an update on the work carried out by the City Council in keeping Carlisle clean.

1.2 Street scene and enforcement

As part of the recent internal review of Neighbourhood Services a new merged Street Scene and Enforcement Team has been created to bring together the previously 'separate' functions of street cleaning with enforcement. The team also has a revised purpose to foster links into the community to encourage residents to take increased pride in their area to influence positive behaviour change supported with robust enforcement. This single team now has responsibility for:

- Street cleansing
- Fly-tipping
- Dog-fouling
- Littering
- Education / awareness raising
- Stray dogs
- Car-park enforcement

1.3 Rapid response team

Funding from the Clean-up Carlisle initiative is used to support a rapid response team incorporating two street cleaning operatives and response vehicle. This additional resource enhances our street cleaning service generally but also provides targeted and rapid response to emerging incidents, for example removing fly-tipping or offensive graffiti.

The additional resource also supports the provision of an additional sweeper plus driver to help meet the extra demands placed on the service during the leaf-fall season. And, across the year, additional temporary agency team members were recruited to work in two teams to clear detritus in key areas and generally help get Carlisle back up to standard after the flooding. This additional resource was vital to clear areas where our mechanical sweepers could not access due to parked cars.

1.4 Neat Streets initiative

The pilot Neat Streets initiative demonstrates the effectiveness of the new approach and focus on behaviour change although clearly there is still a long way to go. Neat Streets has targeted some of our un-adopted back lanes where there had been a sustained build-up of litter, fly-tipping and overgrown weeds etc. Neat Streets is not just about the Council repeatedly turning up to clear away people's mess, although this is clearly a key part of it; rather it is about engagement and working to address the selfish behaviour of a minority of residents and land-lords. To date, 17 streets and back-lanes have received the Neat Streets treatment that has been welcomed by residents and ward members, and has also received positive media attention, including regional TV coverage.

The standard in the streets is regularly monitored and it is encouraging that overall, the improvements have been sustained.

1.5 Working differently

The street cleaning team continues to test out different approaches within existing resources. From February 2016, the teams have re-focussed their clean-up activity around urban primary schools first thing in the morning, before the children and parents arrive, targeting the removal of any dog fouling or broken glass etc and this continues to go well.

The street cleaning team are also testing out some different shift patterns as the teams previously all worked from 06:00 - 14:00. A later shift now operates extending the service to 16:00 increasing our flexibility to respond to incidents emerging later in the afternoon.

The team have also responded to requests to remove graffiti from an area facing on to a local primary school. Even though this was on a private wall and was not regarded as offensive, the graffiti was seen to be detrimental to the area and not something that sent a positive message to young children walking to school.

1.6 Fly-tipping

Reports / complaints about fly-tipping for the six month period April to October 2016 compared to the same period last year have seen a 30% reduction. Reports of fly-tipping in our rural areas have reduced by 56%. New signs have been produced are being installed in key locations to highlight that fly-tipping is a crime and to confirm that CCTV is in operation with evidence used to support prosecution.

Period	Total no. of complaints	Rural Complaints
April – Oct 2015	207	34
April – Oct 2016	144	15

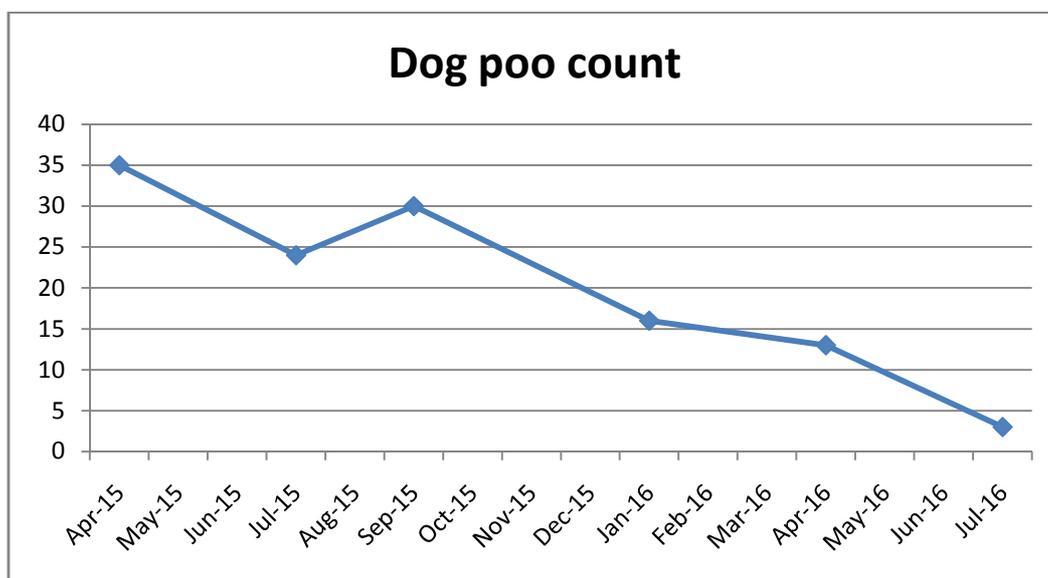
Since the new signs were installed in August, the Council has not received any reports of fly-tipping in two of the three locations, with only one complaint received for the other location.



Covert CCTV cameras will operate in targeted 'hot-spot' locations as necessary.

1.7 Enforcement action

The success of the Clean-up Carlisle campaign can be measured in the improved street scene as opposed to simply looking at the level of enforcement action. In this regard we continue to see a positive change in trends and behaviour. Measuring success by the number of fines issued does not reflect the amount of time and effort dedicated to this activity. For example, the simple presence of an enforcement officer in a 'hot-spot' area is sufficient to change the behaviour of the dog owner, albeit perhaps temporarily.



In May 2016, new powers were introduced to enable local authorities to deal with fly-tipping offences by issuing a fixed penalty up to £400 to offenders.

Fixed penalties notices issued:

Offence	2015 - 16 Full year	2016 to date Six months
Dog fouling	17	8
Dog off lead	9	7
Littering	28	36
Fly-tipping	n/a	1
Waste receptacles	4	0
Vehicles for sale	0	1
Business 'duty of care'	3	2
Micro-chipping (notice)	n/a	25

Prosecutions

In addition, we have also seen six successful prosecutions for littering for those offenders who chose to not pay the fixed penalty notice.

Offence	Court date 2016	Fine	Costs	Victim surcharge	Total
Littering	May	£40	£85	£20	£145
Littering	June	£40	£85	£20	£145
Littering	June	£40	£85	£20	£145
Littering	June	£293	£85	£29.60	£407.60
Littering	June	£220	£85	£20.00	£325.00
Dog fouling	October	£440	£85	£44.00	£569.00

1.8 Dog chipping

In April 2016, legislation was introduced to tackle the issue of dogs that cannot be identified through a microchip. The legislation requires all dogs, unless there are medical reasons, to be chipped and their details kept up to date when the dog is transferred to a new owner. The team carried out a number of roadshows to offer residents the opportunity to have their dogs micro-chipped for free.

1.9 Education and partnership working

Over the last year the team have carried out two high profile campaigns – ‘We’re Watching You’ and the Neat Street initiative. The We’re Watching You Campaign ran from September 2015 until March 2016 with a poster campaign on bins and displayed on three refuse vehicles. We also delivered the campaign to 16 schools.

During this time we noticed a 32% reduction in the number of dog fouling complaints compared to the previous year.

Dog fouling	September 2014 to March 2015	September 2015 to March 2016
Complaints	321	219

We have continued to work in partnership with the police to deliver the message of anti-social behaviour. The message regarding littering, graffiti and dog fouling is delivered to YR7 secondary school students.

Going forward, the team are re-engaging with schools and residents to continue to not only deliver the message and engage with residents to identify ‘community champions’ and build partnerships to keep Carlisle clean. This activity includes reaching out to the local business community to support initiatives at street level.

We are also developing messages around fly-tipping and raising awareness to highlight the ‘duty of care’ householders have for disposing of their waste properly using an authorised / licensed waste carrier. Tackling the ‘man with the van’ will be a priority for the year ahead and will feature in the next residents’ magazine.

4. CONCLUSION AND REASONS FOR RECOMMENDATIONS

4.1 Scrutiny Panel is recommended to receive the report for information.

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

5.1 Continue to improve the quality of our local environment and green spaces so that everyone can enjoy living, working in and visiting Carlisle.

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**Appendices
attached to report:**

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers:

- None

CORPORATE IMPLICATIONS/RISKS:

Chief Executive's -

Deputy Chief Executive –

Economic Development –

Governance –

Local Environment –

Resources -