

# Waste & Cleaning Overview and Scrutiny Using our resources better

7 May 2024

# Background

- Street Cleaning current budget - £10.24m
- Savings from Street Cleaning base budget in recent years;
  - 2019/20 - £510k
  - 2021/22 - £390k
  - 2023/24 - £500k (One off investment of £500k)
- No savings are due to be taken in 2024/25
- Service efficiencies through digital and resource review in 2024/25

# Current Performance

<b>LEQ (Streets)</b>	<b>Performance 2023/24</b>	<b>Target</b>	<b>Comments</b>
Litter	93.4%	93.0%	On target. Broadly in line with historic performance levels
Detritus	93.5%	90%	On target. Broadly in line with historic performance levels
Graffiti	88.3%	95%	Below target. Performance has deteriorated in the last 4 years
Flyposting	97.3%	97%	On target. Broadly in line with historic performance levels
<b>Estates</b>	<b>Performance 2023/24</b>	<b>Target</b>	<b>Comments</b>
Cleanliness at SLA standard	99%	90%	On target. Broadly in line with historic performance levels

The LEQ table above provides street cleanliness performance for 2023/24 for the four measured Local Environmental Quality indices (LEQs). The estates table above shows cleanliness performance for 2023/24.

# Areas of focus

- Town Centres
- Proactive and reactive Graffiti management
- Fly tipping
- Waste on estates

# Town Centre Challenges

- High levels of graffiti and flyposting
- Potential for high litter levels to extend into side streets
- Flats above shops, lack of waste storage, resulting in waste left out more frequently
- Commercial waste fly-tipping

# Town Centre Interventions

- Town Centre cleaning extends into the first 25 metres of side streets
- Timed waste collections in Walworth Road and Rye Lane
- Daily street cleaning to remove fly-tipped waste, from both flats above shops and businesses
- Environmental Enforcement Team visits to businesses to check waste 'Duty of Care' compliance and enforcement of fly-tipped waste
- New dual purpose litter bins (150) to be installed and electric pedestrian sweepers to be deployed
- Monitoring and supervision of town centre cleanliness increased

# Town Centre Suggestions

Suggestion	Pros	Cons
Outsource litter enforcement	<ul style="list-style-type: none"> <li>• High impact</li> <li>• Demonstrates willingness to take tough measures</li> <li>• Self financing</li> </ul>	<ul style="list-style-type: none"> <li>• Negative perception - seen as a way to raise income rather than to solve a problem?</li> <li>• Impact on residents with low income</li> <li>• Approx. 12 month lead in time</li> </ul>
More timed collections	<ul style="list-style-type: none"> <li>• Provides a framework to manage when waste is put out &amp; when it is collected</li> </ul>	<ul style="list-style-type: none"> <li>• Requires resource inputs to set up and operate.</li> <li>• Approx. 12 month lead-in time</li> </ul>
Increase/prioritise enforcement of trade waste	<ul style="list-style-type: none"> <li>• Penalises trade waste fly-tipping</li> <li>• Reduces trade waste fly-tipping which saves money</li> <li>• Short lead-in time</li> </ul>	<ul style="list-style-type: none"> <li>• Less resource for enforcement of other environmental crimes, eg. graffiti and fly-tipping</li> </ul>
Hard sell of council commercial waste	<ul style="list-style-type: none"> <li>• Potential to increase income</li> <li>• Potential to reduce fly-tipping</li> <li>• Short lead-in time</li> </ul>	<ul style="list-style-type: none"> <li>• Cannot force businesses to use council service.</li> <li>• Does not solve issue of different collectors at different times.</li> </ul>
Increased frequency of sweeping at expense of residential streets	<ul style="list-style-type: none"> <li>• Better cleanliness standards in town centres for more of the day.</li> </ul>	<ul style="list-style-type: none"> <li>• Potential for cleanliness standards in residential roads to decline.</li> </ul>

# Graffiti Challenges

- Levels of graffiti in Southwark (and London) increased in recent years
- Target of 95% of streets at high or acceptable levels of cleanliness for graffiti is not being met – this includes all visible graffiti
- Private property owners not inclined to remove graffiti
- Graffiti on transport infrastructure removal is either not a priority for responsible parties, or removal has health and safety challenges
- High level graffiti removal is complex and costly – whoever is responsible
- Rapid re-graffiti of hotspot areas after graffiti removal
- Difficult to catch offenders and graffiti is not a priority for Police



# Graffiti Interventions

- Seven graffiti removal teams deployed in the borough covering estates and streets
- Graffiti removed proactively from known hotspots on a regular basis
- Graffiti removed within 24 hours at other locations in response to reports from the public
- Use of disclaimers and free removal service for graffiti removal from private property
- Limited collaborative working across services and with Police to catch offenders
- Limited high level graffiti removal
- Use of graffiti coatings to make removal quicker and easier

# Graffiti Suggestions

Suggestion	Pros	Cons
More collaborative working across services (Cleaning, Enforcement, Wardens, CCTV) and with Police to apprehend and deter offenders	<ul style="list-style-type: none"> <li>Catching and prosecuting offenders could act as a deterrent</li> </ul>	<ul style="list-style-type: none"> <li>Resource intensive with no guarantee of successful outcomes</li> <li>Less resource to dedicate to other enviro crime, eg. fly-tipping, town centres</li> </ul>
Communication and engagement	<ul style="list-style-type: none"> <li>Raise awareness of graffiti as anti-social behaviour and of the council's work to remove graffiti</li> <li>More engagement with property owners to seek wider use of disclaimers</li> </ul>	<ul style="list-style-type: none"> <li>Perpetrators unlikely to change behaviour as a result of this work</li> <li>Engagement for disclaimers currently undertaken by Street Cleaning Supervisors. Redirection of resources from other work is required to facilitate more engagement</li> </ul>
Use of murals to discourage graffiti at hotspots	<ul style="list-style-type: none"> <li>Murals can enhance amenity in places where graffiti currently impacts amenity</li> <li>Murals may deter graffiti</li> </ul>	<ul style="list-style-type: none"> <li>Limited application, not every graffiti hotspot is suitable for a mural</li> <li>Requires allocation of funding</li> <li>No guarantee of deterring graffiti</li> </ul>
Use of graffiti walls to give an outlet for graffiti	<ul style="list-style-type: none"> <li>Potential to control where graffiti is applied</li> </ul>	<ul style="list-style-type: none"> <li>Perpetrators unlikely to change behaviour as a result of this work</li> <li>Places for graffiti walls is limited</li> <li>Requires resource to manage and operate</li> </ul>

# Fly tip Challenges

- Household waste in sacks fly-tipped onto streets by residents of flats above shops
- Household waste in sacks fly-tipped on estates by residents, most often where there are not adequate waste facilities available
- Bulky household waste fly-tipped by residents onto streets and estates
- Commercial waste in sacks fly-tipped onto streets by businesses based in the borough
- Commercial waste, sacks and bulky, fly-tipped into communal household waste containers or elsewhere on estates.

# Fly tip Interventions

- Daily street cleaning by in-house Cleaning Service to remove fly-tipped waste, from both flats above shops and businesses
- Regular estate cleaning by in-house Cleaning Service to remove waste fly-tipped on estates by residents and businesses
- Letters sent to residents to explain household waste collection arrangements
- 'Duty of Care' notices served on businesses by Environmental Enforcement Team requiring proof of commercial waste collection arrangements
- Some collaborative working across services to clear up fly-tip hotspots where joint actions are required (Waste, Cleaning, Enforcement, Wardens, CCTV, Housing)

# Fly-tip Suggestions

Suggestion	Pros	Cons
<p>More collaborative working across services (Waste, Cleaning, CCTV Wardens, Enforcement) to catch and deter offenders at fly-tip hotspots</p>	<ul style="list-style-type: none"> <li>• This type of approach has had some positive results previously</li> <li>• Prosecuting offenders could act as a deterrent</li> </ul>	<ul style="list-style-type: none"> <li>• Resource intensive which means less resource to dedicate to other environmental crime, eg. graffiti and town centres</li> </ul>
<p>Communication campaign to include:</p> <p>General information Specific information CCTV videos of fly-tippers Publicise successful prosecutions</p>	<ul style="list-style-type: none"> <li>• Raise general awareness of fly-tip as a criminal offence, signpost information on website for correct procedures</li> <li>• More detailed communications at specific fly-tip hotspots</li> <li>• Publicise CCTV fly-tip videos and seek information</li> <li>• Publicise successful prosecutions</li> </ul>	<ul style="list-style-type: none"> <li>• None specific</li> </ul>
<p>Design out fly-tip hotspots, eg. by installing planters or benches, or by opening up hidden spaces</p>	<ul style="list-style-type: none"> <li>• Discourages fly-tipping</li> </ul>	<ul style="list-style-type: none"> <li>• Requires project management resource &amp; funding for physical infrastructure (potential to use CGS funding for this purpose)</li> </ul>
<p>Bulky waste collection points on estates</p>	<ul style="list-style-type: none"> <li>• Formalise bulky waste collection points on estates requiring no booking or fee payment</li> </ul>	<ul style="list-style-type: none"> <li>• Mixed messages with bulky waste charged service</li> </ul>

# Estate Waste Challenges

- Challenges in providing space and storage for containers due to estate design
- Insufficient storage and container capacity for the volumes of waste produced
- Waste containers being stored in the open, resulting in misuse and contamination
- Missed waste collections – often due to lack of access
- Broken/inadequate/unsafe chute systems and unsafe bin rooms
- Residents leaving waste at storey level
- Bulky waste fly-tipping

# Estate Waste Interventions

- Missed waste collections monitored and managed through Veolia Waste PFI contract
- Some successful work between Housing and Waste Management to implement better waste storage facilities where there is HRA funding available, eg. Metrostor bin housing units on Brandon Estate
- Annual waste service leaflets to all residents to explain general residual and recycling waste collection and storage principles
- Some targeted waste service communications is provided to residents on estates to explain their specific residual, recycling and bulky waste collection arrangements
- Some enforcement against fly-tipping on estates where evidence is available

# Estate Waste Suggestions

Suggestion	Pros	Cons
Investment and repair of waste storage and management infrastructure on estates (Project established to review this) 7 initial estates identified.	<ul style="list-style-type: none"><li>To provide sufficient, easy to use and safe waste facilities and waste containers that residents will automatically use in the correct way.</li></ul>	<ul style="list-style-type: none"><li>HRA funding primarily needed. Some repairs and investment are costly (but can be off-set by revenue savings for Cleaning costs saved)</li><li>Building and/or space limitations, remedies for some blocks are difficult even if funding is available</li></ul>
Communications	<ul style="list-style-type: none"><li>Greater use of waste service communications to explain block-specific residual, recycling and bulky waste collection arrangements</li></ul>	<ul style="list-style-type: none"><li>None specific</li></ul>
Audit of recycling and residual waste bins and collection frequency	<ul style="list-style-type: none"><li>To ensure sufficient storage and collection capacity is in place for both waste streams</li></ul>	<ul style="list-style-type: none"><li>Building and/or space limitations may hinder provision of the number of bins required</li></ul>



# Using resources better

- Direction of existing resources to where they are needed the most.
- Consider provision of environmental enforcement by external organisation on a cost-neutral basis
- Greater use of communication and engagement to address poor behaviours and increase promote good behaviours