
A strategic approach to litter and fly-tipping in Leicester

NCIS – 4th October 2022

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Service Provision

- Three responsible service areas within Neighbourhood and Environmental Services:
 - Waste Management
 - Cleansing Services
 - City Wardens and Enviro-Crime
- Use of the “Four Ps” within the context of N&ES:
 - Prepare: *service provision framework; gathering of data; analysis; partnership working*
 - Protect: *regular service provision; target hardening*
 - Prevent: *education; campaigns; interventions*
 - Pursue: *appropriate levels of enforcement*



Prepare

- Leicester's waste and recycling services are managed by Leicester City Council in partnership with Biffa Leicester.
- A 25 year contract deals with household waste collection, treatment and disposal, from 2003 - 2028, and encompasses:



43 collection vehicles



£18m per year



183 full time staff



13 million collections per year



140,000 tonnes collected per year



2 treatment facilities



Leicester City Council

Prepare



Dry Mixed Recycling
(weekly collection)

General Waste
(weekly collection)

Garden Waste
(fortnightly
subscription service,
March - Nov)

Bulky Waste
(on request)

Clinical Waste and
Sharps
(on request)

Household Waste
Recycling Centres &
Trade Waste Facility

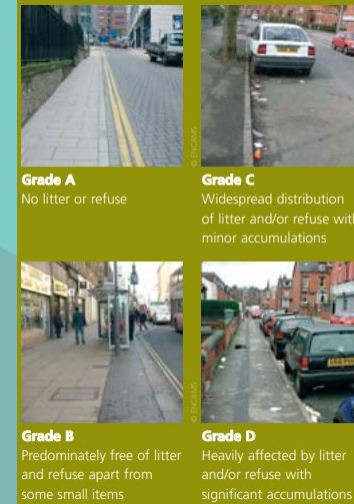
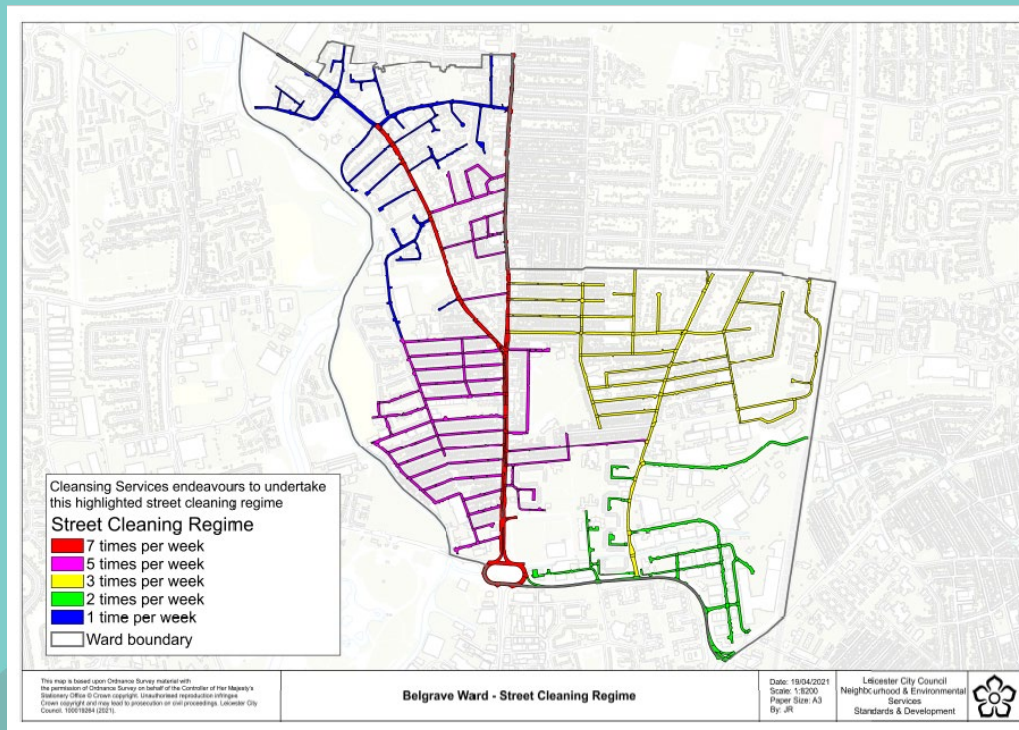
Recycling Banks



Leicester
City Council

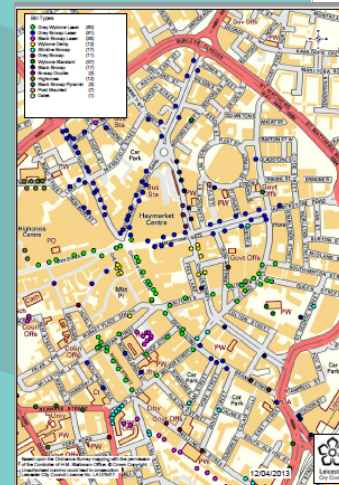
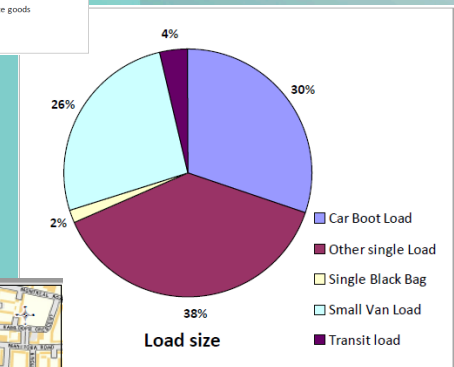
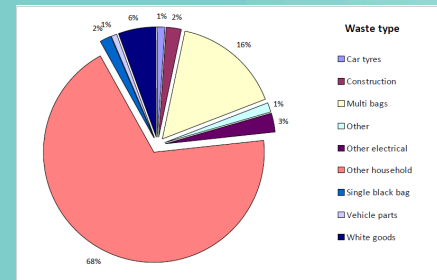
Prepare

- C. 140 Street Cleansing staff provide weekly maintenance of c. 3,000 streets or c. 620 miles of highway land
- Provision of c. 2,900 multi-purpose litter and dog waste bins
- DEFRA standards of cleanliness; streets classed accordingly



Prepare

- Collection and analysis of data:
 - Analysis of fly-tipping data
 - Analysis of graffiti data
 - Reviews of cleansing frequency
 - Reviews of waste bin provision



Local Authority	15/16	16/17	17/18	18/19	19/20	20/21	20/21 per 1,000 pop
Leicester City Council	9,442	8,716	8,512	7,997	8,164	9,999	28.2
Birmingham City Council	12,348	14,799	15,993	17,575	21,761	22,750	19.9
Camden LB	7,268	6,778	12,170	25,765	34,465	36,696	131.3
Derby City Council	4,283	5,316	5,640	6,004	5,728	7,207	28.1
Liverpool City Council	20,016	20,832	20,576	20,210	20,780	24,326	48.6
Manchester City Council MBC	22,251	28,508	17,497	19,056	18,270	14,891	26.8
Newham LB	30,900	19,917	15,206	14,656	11,145	20,765	58.4
Nottingham City Council	3,907	No return	7,374	7,864	10,859	11,148	33.1
Peterborough City Council	6,765	8,186	7,198	7,282	6,820	9,744	48.1
Blaby DC	534	531	588	689	676	1,289	12.6
Charnwood BC	522	603	673	852	924	1,198	6.4
Harborough DC	475	653	608	728	484	469	4.9
Hinckley and Bosworth BC	513	754	731	844	791	1,296	11.4
Melton BC	298	387	410	382	343	399	7.8
North-West Leicestershire DC	746	884	731	716	695	1,475	14.1
Oadby and Wigston BC	11	17	8	17	4	9	0.2
Rutland	266	461	329	340	219	284	7.0

Prepare

- Partnerships
 - DEFRA
 - KBT (Keep Britain Tidy)
 - Environment Agency
 - County and Districts (information sharing)
 - Canal and River Trust
 - Network Rail
 - Trolleywise

Protect

- Regular service provision
- Target hardening where applicable
 - Alley gates
 - S215 (Town and Country Planning Act 1990)
- Community Protection Warning Notices
- Community Protection Notices
- Deployable CCTV



Prevent

- Campaigns:
 - KBT partner initiatives
 - Bin it your Way (chewing gum)
 - Spring Clean
 - Don't be a Tosser (littering from vehicles)
 - If Only (county waste partnership)



Prevent

- Campaigns
 - River Monster; Kick it to Plastic; Earth Project
 - Willowbrook (working with Highways and EA)
 - Leicester Environment Volunteers
 - Corporate awaydays



Prevent

- Interventions
 - Area based activities
 - *bins on street*
 - *untidy gardens*
 - *duty of care*
 - Action Days
 - *specific local issues*

Pursue

- Fixed Penalty Notices
- Community Protection Notices
- Court proceedings

Action Plan – Aim 1 - Prepare

Ref	Task	When	Progress to date	Measure	RAG
1.1	Reporting arrangements; work towards streamlining the methods of contact into the services	Jun-22 Sep-22 Jan-23	<ul style="list-style-type: none"> Re-iterating the need for councillors to follow the corporate complaints approach Integrating on-line service request forms and Love Clean Streets requests into the Idox portal (case management software) Revised implementation programme for Idox Cloud provides for a January start 	Reduction in the methods of contact	
1.2	Reporting arrangements: ensure all contacts are entered into the new case management system to allow better reporting and analysis	Jun-22 Sep-22 Jan-23	<ul style="list-style-type: none"> Prior to the above records will be manually transcribed as necessary Revised implementation programme for Idox Cloud provides for a January start 	Accurate reporting Better analysis Better interventions	
1.3	Effective partnership working: Establish and agree a data sharing agreement/protocol	Dec-21	<ul style="list-style-type: none"> Discussions with the Leicestershire Districts and Rutland have resulted in a MOU 	Memorandum of Understanding	
1.4	Effective partnership working: continue to work with other organisations with statutory powers, such as the Environment Agency, the Canals and Rivers Trust, Network Rail, the Police	On-going	<ul style="list-style-type: none"> Maintain links with the organisations Sharing of data and experiences 	Reduction in the number of fly-tips	
1.5	Effective partnership working: continue to work with organisations such as Keep Britain Tidy and Trolleywise to promote anti fly-tipping and littering messaging	On-going	<ul style="list-style-type: none"> Maintain links with the organisations Sharing of best practice Re-establish links with local waste carriers to share intelligence on unlicensed carriers / rogue scrap metal collectors/dealers 	Reduction in the number of fly-tips	
1.6	Continue to improve data collection and analysis, using 'smart' technology as appropriate	On-going	<ul style="list-style-type: none"> More frequent use of CCTV (including covert activity) Use of data to produce hot-spot information 	Accurate reporting Better analysis Better interventions	

Action Plan – Aim 2 - Protect

Ref	Task	When	Progress to date	Measure	RAG
2.1	Target hardening of vulnerable sites: continue to work with communities and businesses to ensure that previously fitted alley gates function to assist in preventing a range of ASB, including fly tipping.	Mar-22	<ul style="list-style-type: none"> Wording for alleygate signage agreed with Legal Services (to signpost residents if problems with existing gates are experienced) Website updated Processes in place for both repairs and replacement keys 	Mapping of alley gates and review of their condition Service contact details to be provided to residents via appropriate signage	
2.2	Review: DEFRA categorisations applied to land in the city	Mar-22 Dec-22	Work initially programmed to commence December 2021 Litter bin review commenced The major review to update information and bring- in line with the DEFRA categorisations and the NI 195 data has only just started as the corporate mapping system has been upgraded to a new version of MapInfo; officers are learning this as they produce the work	Completion of task	
2.3	Review: cleaning frequencies to ensure that the DEFRA categorisations (as applied) are met	Mar-22 Dec-22		Completion of task	
2.4	Review: city-wide provision of litter bins	Mar-22 Dec-22		Completion of task	
2.5	Review: city wide provision of bring sites	Jan-22	<ul style="list-style-type: none"> Implementation of the review completed 	Reduction in incidents of fly tipping	
2.6	Prioritise: timely removal of litter and fly-tipping to avoid accumulation	On-going	<ul style="list-style-type: none"> Targets to be established Linked to review of frequencies and litter-bin provision; 2.3 & 2.4 above 	Reduction in incidents of littering and fly-tipping.	

Action Plan – Aim 3 - Prevent

Ref	Task	When	Progress to date	Measure	RAG
3.1	<p>Ensuring access to waste disposal services: provision of a range of services and facilities for residents and businesses to dispose of their waste legitimately:</p> <ul style="list-style-type: none"> • Weekly household waste collection • Free bulky collections • Clinical waste collections • Two Household Waste Recycling Centres • One Trade Waste site • Garden waste collection service 	On-going	<ul style="list-style-type: none"> • Provision in place and subject to regular performance reports 	Service satisfaction	
3.2	Targeted interventions: Houses of Multiple Occupancy Licences and introduction of Selective Licensing	On-going	<ul style="list-style-type: none"> • An HMO licence has a condition attached re: waste management at the property. Following the incremental and proportionate approach to enforcement adopted by the Council, City Wardens will deal with waste issues at the licensed properties in the first instance through use of CPWs and CPNs, a reminder from Private Sector Housing regarding the HMO licence condition about waste management will also be issued. Should the CPW and CPN approach be unsuccessful then Private Sector Housing will undertake enforcement action to deal with the breach of licence condition through prosecution or civil penalty. 	Licences Reduction in incidents of fly-tipping	
3.3	Targeted interventions: deployable CCTV cameras at Bring Sites with substantial fly-tipping	On-going	<ul style="list-style-type: none"> • Increase the number of deployable cameras used at bring sites • C. 35 files per month are provided to the Enviro-Crime team for action 	Reduction in incidents of fly-tipping	

Action Plan – Aim 3 - Prevent

Ref	Task	When	Progress to date	Measure	RAG
3.4	<p>Targeted interventions: new programme of area-based projects that target the street environment:</p> <ul style="list-style-type: none"> Bins on streets Side-waste Duty of care information and visits Fly-tipping Abandoned cars Untidy gardens Spitting / Paan spitting 	Jan-22	<ul style="list-style-type: none"> These have commenced for the three agreed wards for 2022: <ul style="list-style-type: none"> Belgrave; Fosse; North Evington Other wards affected to a lesser degree are to be considered for the area-based approach, as appropriate: <ul style="list-style-type: none"> Castle; Saffron; Wycliffe Effects to be measured and reported back to ward councillors 	<p>Reduction in bins on street; littering; fly-tipping</p> <p>Increase in use of the HWRC sites</p> <p>Increase in use of the trade waste site</p>	
3.5	Targeted interventions: provision of Environmental Action Days and stop and search operations to target specific issues in specific locations	Jan-22	<ul style="list-style-type: none"> Identified through complaints and enquiries; Cllr requests; patch walks Effects to be measured and reported back to ward councillors 	Reduction in incidents relating to the specific target	
3.6	Targeted interventions: household waste duty of care campaigns	May-22	<ul style="list-style-type: none"> General information provided annually through Council Tax documentation Targeted interventions linked to the area-based activities and the action days 	<p>Reduction in fly-tipping</p> <p>Increase in use of the HWRC sites</p> <p>Increase in take up of the Bulk Collection service</p>	
3.7	Targeted interventions: business waste duty of care visits	May-22	<ul style="list-style-type: none"> General information provided annually through Business Rates documentation Targeted interventions linked to the area-based activities and the action days 	<p>Reduction in fly-tipping</p> <p>Increase in use of the HWRC sites</p> <p>Increase in use of the trade waste site</p>	
3.8	Targeted interventions: service-based focus groups to develop actions	Jan-22	<ul style="list-style-type: none"> Environmental Services Operations Group (ESOG) meet bi-monthly. The group consists of the Heads of Service and managers from the relevant services A wider focus group, consisting of front-line staff, to be organised (post-COVID restrictions) 	Development of actions to reduce littering and fly-tipping	

Action Plan – Aim 3 - Prevent

Ref	Task	When	Progress to date	Measure	RAG
3.9	Targeted interventions: landscape improvements to deter fly-tipping	On-going	<ul style="list-style-type: none"> Problem sites to be identified and reviewed for actions / improvements 	Development of actions to reduce fly-tipping	Orange
3.10	Targeted interventions: triannual offer of ward-based patch walks to identify area-based issues	On-going	<ul style="list-style-type: none"> Initial round of patch-walks offered to councillors 	Identification of local issues for targeted interventions and/or action days	Green
3.11	Promoting responsible waste disposal: provision of student information to new and existing students moving into rented accommodation; promotion through the Council's website and social media; provision of a New Residents' information pack, using multi-lingual information where required	On-going	<ul style="list-style-type: none"> Linked to the activities provided above 	Service satisfaction Reduction in incidents of fly-tipping Increase in use of the HWRC sites Increase in take up of the Bulk Collection service	Orange
3.12	Promoting responsible waste disposal: achieved through the provision of resident information on a regular basis; translated into the appropriate languages and signposting residents to provided services, e.g. bulk waste collection, HWRC facilities	On-going	<ul style="list-style-type: none"> Linked to the activities provided above 	Service satisfaction Reduction in incidents of fly-tipping Increase in use of the HWRC sites Increase in take up of the Bulk Collection service	Green
3.13	Promoting responsible waste disposal: achieved through the development of a 'New Resident' pack to be trialled and, if successful, rolled out citywide.	Jan-22	<ul style="list-style-type: none"> Proposed to trial this initiative in the Wescotes ward, following request from Cllr Russell 'New Resident' pack on hold due to pressure on Waste Management 	Service satisfaction Reduction in incidents of fly-tipping Increase in use of the HWRC sites Increase in take up of the Bulk Collection service	Orange
3.14	Promoting responsible waste disposal: achieved through the development of 'one-service' social media accounts to cover Waste Management; Street Cleansing, and City Wardens, thereby providing cohesive information.	Jan-22	<ul style="list-style-type: none"> Linked to the corporate review of social media Development of one 'street scene' account overseen and managed through Waste Management 	Service satisfaction Reduction in incidents of fly-tipping Increase in use of the HWRC sites Increase in take up of the Bulk Collection service	Orange

Action Plan – Aim 4 - Pursue

Ref	Task	When	Progress to date	Measure	RAG
4.1	Litter – issue of on-the spot FPNs.	On-going	Provision in place and subject to regular performance reports	Number of FPNs issued Number of complaints received (reduction)	
4.2	Fly-tipping investigations: identify the perpetrator and take the appropriate enforcement action	On-going	Provision in place and subject to regular performance reports	Number of FPNs issued Number of successful court cases Reduction in the incidents of fly-tipping	

Questions

