



APSE Waste Management, Refuse Collection and Street Cleansing Advisory Group

Southern region

Recycling Liaison Officer Simon Phipps

# Driving forward food recycling in Oxford

## Why I'm here today



## What we'll cover

- Snapshot of Oxford City
- Why recycle food?
- 2010 food recycling collection from houses
- 2013 food recycling collection from flats
- Barriers to participation
- Solution – plastic liner campaign
  - ✓ Launch
  - ✓ Promotion
  - ✓ Results
- Next steps
- Questions



## Snapshot of Oxford

- 161,000 residents, 39,000 students
- 25% population turnover
- 40,000 houses, 20,000 flats (500 council- owned)
- Unique challenges (population churn/HMOs)
- Despite this, recycling rate for 2017/2018 was over 50%



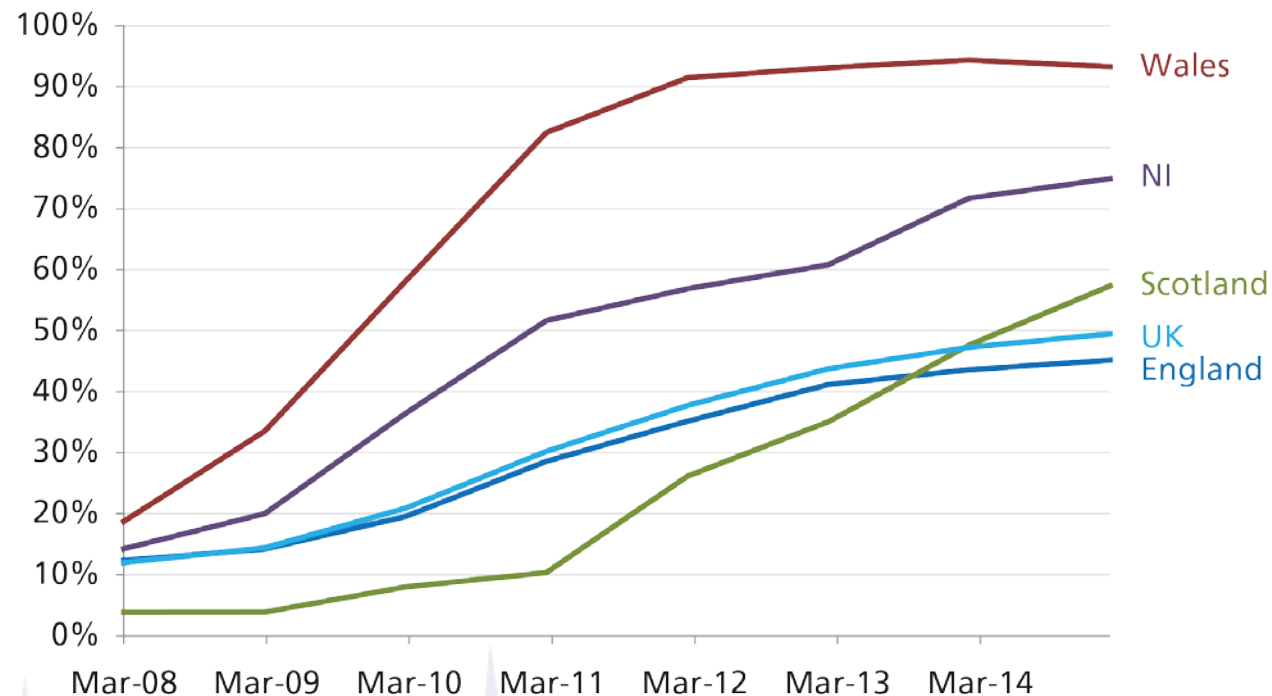


## Why recycle food?

- Average annual cost of food thrown away by families?
- Councils/Agrivert want to recycle this 30%
- Anaerobic digestion = electricity & fertiliser
- Cheaper than sending to ERF incineration



## National adoption of food recycling



Percentage of households with a food recycling collection 2007/8 to 2014/15

## Early steps – introducing food recycling to houses

- 2010 introduced food recycling to all houses
- 7lt (moved to 5lt) indoor, 23lt outdoor
- Weekly service
- Residents were able to 'opt out'
- Compostable liners were a barrier to uptake
- 1 in 6 using service after introduction



# Anaerobic digestion, flats food recycling and barriers to participation

- Anaerobic digestion in Oxfordshire
- How AD works
- 2013 operational change
- Food recycling introduced at flat sites
- Uptake
- Barriers to participation



## Not letting it go: the plastic liner project

- A persistent problem
- An innovative solution
- Objectives
- Oxford the pioneer
- External rationale
- Strategic benefits





# Campaign launch

- February 2017 launch at flat sites
- Team recruitment and training
- Online caddy ordering and collection
- March introduction to houses
- FAQ training



## Campaign promotions

- Press release
- Free Agrivert plant tours
- Mascots visited Cassington AD
- Social media
- Road shows
- Councillor backing
- Sharing best-practice



# Results

- Cost 72p per household
- 18.5% increase in first month
- Up 1.68, 1.37 and 1.08 kg/household
- Increase from 2 tips to 3 tips a day
- Over 1000 requests for food caddies
- 7% annual decrease in residual
- Estimated annual savings
- Agrivert gave go-ahead for all plastic



## What's next?

- M-E-L Research
- Persistence of improvements and challenges
- One solution begets another
- No more fatbergs
- 55% by 2023



## Questions



# Hertfordshire Fly Tipping Group

## APSE Waste Management, Refuse Collection & Street Cleansing Advisory Group

26th September 2018

Duncan Jones MCIWM

Partnership Development Manager – Herts Waste Partnership

Chairman – Hertfordshire Fly Tipping Group

Jennie Probert MCIWM

Environmental Strategy Manager – Three Rivers DC

Vice-Chair – Hertfordshire Fly Tipping Group



# Background

- HWP includes all 11 Herts waste authorities
- Collection and disposal services - £83m
- 2017/18 performance - recycling 50.9%
- 2017/18 performance - landfill diversion 86.2%
- Took over responsibility for the FTG in June 2016
- FTG includes Herts LAs, OPCC, Herts Police, Herts FRS, Env. Agency, NFU, Community Safety Partnerships, M25 Connect
- 2017/18 – 12,485 recorded incidents of fly tipping / £1.050m cost
- Feb 2018 – KBT Award for Best Partnership
- May 2018 – ADEPT President Award – Improving the Environment



# Working with the Police & Crime Commissioner

- Dialogue initiated early 2016 (OPCC part of the FTG)
- Fly tipping key issue in local elections
- PCC 'Nuisance Fund' worth £400,000 over 4 years (£100k per annum)
- HWP already had a delivery mechanism for distributing challenge funding
- £82,266 secured during 2016/17 (total project value £115,441)
- £50,000 secured during 2017/18 (est. total project value £75,000)
- First FTG work programme agreed – Sept 2016 – March 2018
- Quarterly updates to HWP Directors and Members – reports also made available to OPCC and Herts Constabulary colleagues



# FTG Work Prog. - highlights

- Common definition of fly tipping agreed
- Monthly reports either direct or via WDF
- Magistrates dialogue – better prosecutions
- FPNs 8 out of 10 LAs issue the same FPN
- Research & Innovation – KBT Report
- Fly tipping campaign (& toolkit) – Q4 2017/18
- Better publicity and coverage by working together – deterrent factor

If you come across fly tipping report it to your local Council



Let's S.C.R.A.P. fly tipping  
[hertfordshire.gov.uk/flytipping](http://hertfordshire.gov.uk/flytipping)



David Lloyd  
Police and Crime  
Commissioner  
for Hertfordshire

Leaving items around recycling banks **IS** fly tipping

**YOU** will be fined or prosecuted



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# FTG KBT Research Project findings

- only 28% of people knew what their Duty of Care was
- awareness of fines or prosecutions was over 50% the perceived threat of enforcement was low, with only 11% of respondents thinking offenders would be caught.
- lack of awareness of what fly tipping actually is e.g. leaving items outside charity shops or recycling banks, near litter bins, left out for the scrap man etc.
- 40% of online respondents reported doing at least one of these with 31% saying they had carried out two or more acts of fly tipping.

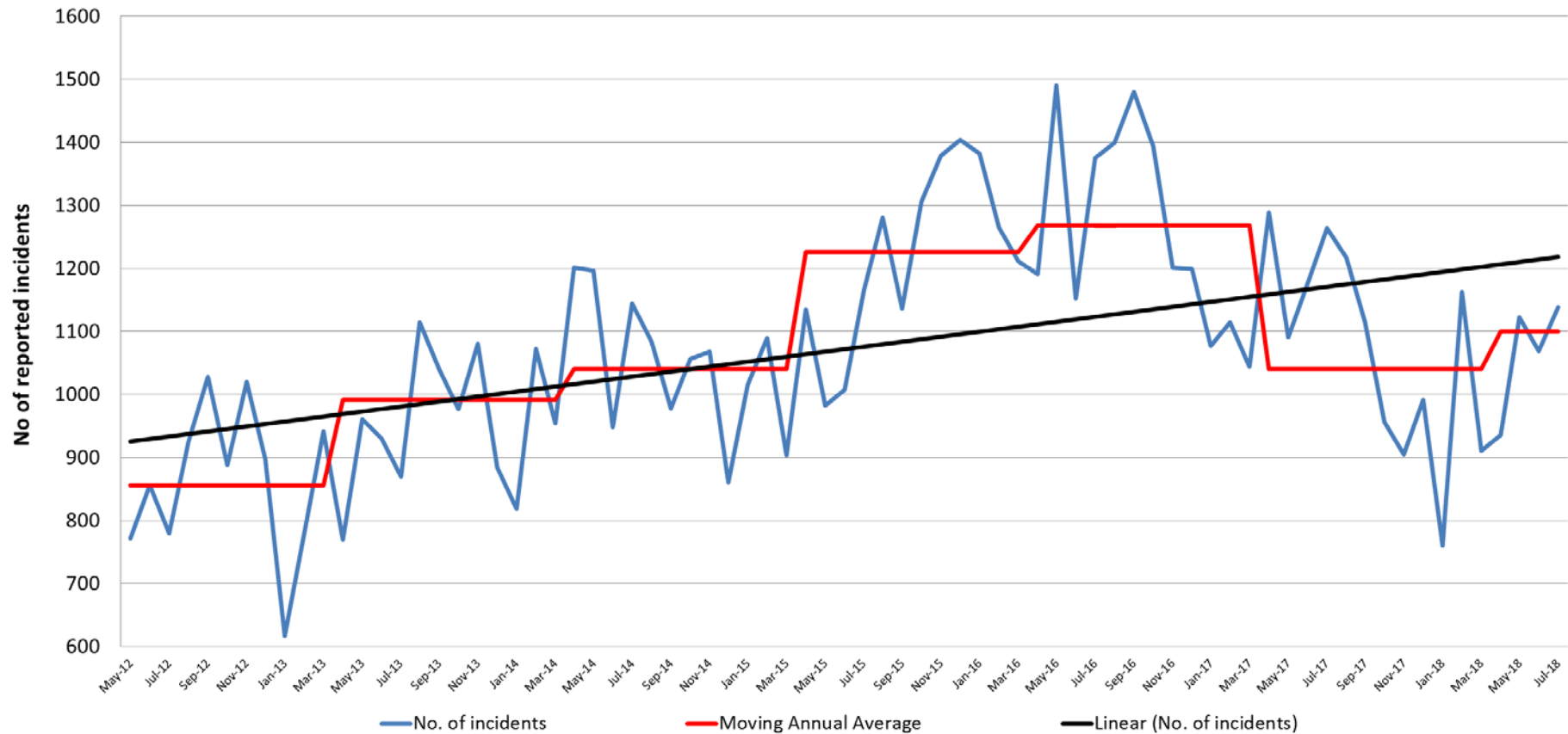




# Fly Tipping numbers – trends

## Fly tipping across the HWP - 7 Year View

(last updated 10th September 2018)



# Enforcement numbers...

- 2016/17 – 45 prosecutions / 31 FPNs
- 2017/18 – 35 prosecutions / 114 FPNs
- Creation of the Herts FTG Prosecutions Log

Item 6c – Herts Fly Tipping Group – Prosecutions Log 2017/18 (last updated 18 <sup>th</sup> September 2017) (Total no. of prosecutions so far...13)								
Authority	Date	Defendant	Legislation	Fly-tipped Items and Plead	Fine	Costs	Compensation	Victim Surcharge
<b>Broxbourne</b>	14/07/2017	XXX	Environmental Protection Act 1990 s34	Household waste (8 sacks of waste)	£440	£400	£213 Clean up costs	£44
	27/07/2017	XXX	Environmental Protection Act 1990 s34	Household waste (6 sacks of waste) Case settled out of court	£0	£576	includes clean up costs	£0
	28/7/17	XXX	Environmental Protection Act 1990 s33	7 bags of household waste	£550	£407	£212	£55
	11/8/17	XXX	Environmental Protection Act 1990 s34	20 bags of household waste	£1280	£406	£361	£128

# Future issues to be tackled

- Section 34 offences – gaps in the regulations / lobbying for change
- Possible joint legal service dedicated to fly tipping
- Engaging with private landowners – trial running with Three Rivers and Broxbourne.
- Digital agenda – using technology to by pass fly tippers
- Intelligence sharing – case building – ASBO legislation
- Community Protection Notices / Warnings – Criminal Behaviour Orders
- Joint working

LET'S  
S.C.R.A.P.  
FLY TIPPING!



# FTG – creation of a campaign

- explaining what fly tipping is
- education on disposing of waste correctly
- the penalties if caught
- how to report fly tipping
- where to go for more information
- Total Cost £36,968





## How YOU can prevent fly tipping

We ALL have a legal obligation, or DUTY OF CARE, to ensure our household or business waste is disposed of correctly. The best way to stop organised fly tipping is to make sure that only authorised waste carriers take your waste away.

YOU could face prosecution and an UNLIMITED FINE if your waste ends up fly tipped by someone else. Remember, if it's YOUR waste, it's YOUR responsibility!

Avoid a fine. Put items in a bin, not by the side. Don't leave items out for the 'scavenger' and always follow the S.C.R.A.P. code if you are having household waste removed.

## Let's S.C.R.A.P. Fly Tipping

- SUSPECT**  
If waste carriers do not let them take your waste until they have proven themselves to be legitimate. A professional waste carrier should happily answer reasonable questions.
- CHECK**  
Check the carrier's registration details, then verify them by searching the Environment Agency website (link below) or by calling 03708 556 556. Note down the registration number of the vehicle used to take your waste away.
- REFUSE**  
Unsuspected offers to have any rubbish taken away. If you do not trust that someone who has spoken to you to take your waste away, report their vehicle registration and name to the Environment Agency.
- ASK**  
What will happen to your rubbish and seek evidence that it is going to be disposed of appropriately.
- PAPERWORK**  
Should be obtained. Make sure you get a proper invoice, waste transfer note or a receipt for your waste removal. This should give a description of the waste and provide the waste carrier's contact details.

## How YOU can find LEGAL waste carriers:

Always carry out your own research and choose those services you wish to use. You can find licensed waste carriers in your neighbourhood by calling the Environment Agency on 03708 556 556 or visiting [environment.data.gov.uk/public-register/www/search-waste-carriers-brokers](http://environment.data.gov.uk/public-register/www/search-waste-carriers-brokers) or visiting [environment.data.gov.uk/public-register/www/search-waste-carriers-brokers](http://environment.data.gov.uk/public-register/www/search-waste-carriers-brokers)

## What else can YOU do with YOUR waste?

- Use your kerbside waste and recycling collection**  
Visit your council's website to confirm which items can be collected along with other service information.
- Use your Neighbourhood Recycling Bank or Household Waste Recycling Centre (HWRC)**  
Find out more information about where you can recycle certain items, the location and opening hours of your nearest HWRC, van permit applications and check in advance for queues using a live web-cam feed.
- [wasteaware.org.uk](http://wasteaware.org.uk)
- Use your council's bulky waste collection service**  
All councils in Hertfordshire offer a service to collect bulky items directly from your homes – refer to your council's website or contact them for more details.
- Sell or donate your unwanted items**  
You can sell or give away items online using websites such as eBay, Gumtree, Freecycle or social media community groups. Only donate items to charity shops during their opening hours.

## What are WE doing?

This information is brought to you by the Hertfordshire Fly Tipping Group – a multi-agency task force working together to combat fly tipping. The group is made up of: Hertfordshire's local authorities, Hertfordshire Constabulary, Office of the Police & Crime Commissioner, Hertfordshire Fire & Rescue, the Environment Agency, the National Farmers' Union, Hertfordshire's Community Safety Partnerships and Keep Britain Tidy.

Visit: [hertfordshire.gov.uk/flytipping](http://hertfordshire.gov.uk/flytipping)

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# LET'S S.C.R.A.P. FLY TIPPING!



If it's YOUR waste, it's YOUR responsibility. Dispose of YOUR items properly to avoid an UNLIMITED FINE.

## Could YOU be fly tipping?

# FLY TIPPING IS THE ILLEGAL DUMPING OF ITEMS



Items and bags left... beside street bins and recycling banks, on the floor of communal bin areas, outside closed Household Waste Recycling Centres and charity shops... are all FLY TIPPING!



If bins or banks are full, or the shop or centre is closed, take YOUR items away with you – DO NOT leave them behind, or YOU could receive a Fixed Penalty Notice up to £600 or face an UNLIMITED FINE.

## Why fly tipping is rubbish

- It is dangerous to people, animals and the environment.
- It is ugly; it spoils our towns and the local area.
- It harms and costs money to clean up.
- It encourages others to dump items.
- It attracts other antisocial behaviour such as graffiti and vandalism.
- It is a nuisance for council employees, local residents and landowners.

Around £820,000 of council tax payers' money is spent clearing fly tips on public land in Hertfordshire each year – nearly £30 million in England as a whole. The enforcement costs are an additional £215,000 each year too. Fly tipping is punishable by an UNLIMITED FINE or IMPRISONMENT.

Source: Hertfordshire Fly Tipping Group 2016-2017

## Is YOUR business disposing of its waste correctly?

EVERY business that produces waste in the UK has a legal 'DUTY OF CARE' to manage it properly from the moment it is produced until it is either recycled or disposed of.

OVER 90% of UK businesses are not complying with the law and 80% of these are small companies with fewer than 50 employees.

It is YOUR legal responsibility to always use a registered waste carrier, and/or register to transport YOUR own waste. The correct paperwork must be kept for at least two years.

\*Data from Right Values, Right Place.

A lack of understanding will not stop YOU receiving an UNLIMITED FINE in court. These websites will help your business comply with the law and YOUR Duty of Care:

- [gov.uk/training-your-waste-an-overview](http://gov.uk/training-your-waste-an-overview)
- [rightwastightlines.com](http://rightwastightlines.com)
- [tellingflytipping.com](http://tellingflytipping.com)

## How YOU can report fly tipping

Fly tipping is illegal activity. If you see it in action, call the Police on 999 and report it as a crime in progress. Fly tipping is a reported crime to your local council, regardless of whether you report it in progress or have already covered it.

REPORT HERE: [hertfordshire.gov.uk/flytipping](http://hertfordshire.gov.uk/flytipping)

Record as many details as possible:

- vehicle's registration number and details
- description of the people involved
- the direction they were travelling
- the exact location
- the date and time that you discovered the rubbish
- details of the items dumped
- photos of the people and of the fly tip if possible

Never put yourself at risk when reporting a fly tip!



- S**uspect ALL waste carriers
- C**heck with the Environment Agency on 03708 506 506 that the provider taking your waste away is licensed
- R**efuse unexpected offers to have waste taken away
- A**sk what will happen to your waste
- P**aperwork should be obtained – get a full receipt

Let's S.C.R.A.P. fly tipping  
[hertfordshire.gov.uk/flytipping](http://hertfordshire.gov.uk/flytipping)



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 Police and Crime  
 Commissioner  
 for Hertfordshire

**S**uspect people who offer to take **YOUR** waste away



Let's S.C.R.A.P. fly tipping  
[hertfordshire.gov.uk/flytipping](http://hertfordshire.gov.uk/flytipping)



**C**heck details of waste removal companies  
 03708 506 506

[environment.data.gov.uk/public-register/view/search-waste-carriers-brokers](http://environment.data.gov.uk/public-register/view/search-waste-carriers-brokers)



Let's S.C.R.A.P. fly tipping  
[hertfordshire.gov.uk/flytipping](http://hertfordshire.gov.uk/flytipping)



**R**efuse offers to have **YOUR** rubbish taken away, it may be fly tipped and **YOU** would be liable

Let's S.C.R.A.P. fly tipping  
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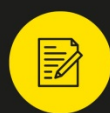
**A**sk what will happen to **YOUR** waste and seek evidence



Let's S.C.R.A.P. fly tipping  
[hertfordshire.gov.uk/flytipping](http://hertfordshire.gov.uk/flytipping)



**P**aperwork – get a waste transfer note or receipt with full details of **YOUR** waste and keep it



Let's S.C.R.A.P. fly tipping  
[hertfordshire.gov.uk/flytipping](http://hertfordshire.gov.uk/flytipping)



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 Commissioner**  
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Don't let **YOUR** rubbish end up in the countryside

It pollutes the environment, threatens wildlife and costs farmers money to clear



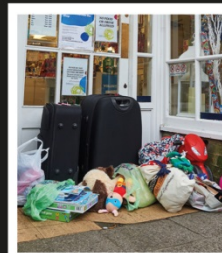
Let's **S.C.R.A.P.** fly tipping  
[hertfordshire.gov.uk/flytipping](http://hertfordshire.gov.uk/flytipping)



David Lloyd  
Police and Crime Commissioner



Leaving **YOUR** items outside a closed charity shop **IS** fly tipping



Let's **S.C.R.A.P.** fly tipping  
[hertfordshire.gov.uk/flytipping](http://hertfordshire.gov.uk/flytipping)



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Police and Crime Commissioner

Do **YOU** leave items out for someone to take for free? These may end up being fly tipped



Let's **S.C.R.A.P.** fly tipping  
[hertfordshire.gov.uk/flytipping](http://hertfordshire.gov.uk/flytipping)



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Police and Crime Commissioner

FLY TIPPING IS THE ILLEGAL DUMPING OF ITEMS



Let's **S.C.R.A.P.** fly tipping  
[hertfordshire.gov.uk/flytipping](http://hertfordshire.gov.uk/flytipping)



David Lloyd  
Police and Crime Commissioner

Leaving items around recycling banks **IS** fly tipping  
**YOU** will be fined or prosecuted



Let's **S.C.R.A.P.** fly tipping  
[hertfordshire.gov.uk/flytipping](http://hertfordshire.gov.uk/flytipping)



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Police and Crime Commissioner

Leaving **YOUR** rubbish around litter bins **IS** fly tipping



Let's **S.C.R.A.P.** fly tipping  
[hertfordshire.gov.uk/flytipping](http://hertfordshire.gov.uk/flytipping)



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45 people were  
prosecuted in  
Hertfordshire  
in 2016/17



Let's **S.C.R.A.P.** fly tipping  
[hertfordshire.gov.uk/flytipping](http://hertfordshire.gov.uk/flytipping)



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Commissioner  
for Hertfordshire

Fly tipping is a crime  
If **YOU** dump waste in  
Hertfordshire **YOU** will  
be prosecuted



Let's **S.C.R.A.P.** fly tipping  
[hertfordshire.gov.uk/flytipping](http://hertfordshire.gov.uk/flytipping)



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FTG SOCIAL MEDIA PENALTIES



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**LET'S S.C.R.A.P. FLY TIPPING!**

**Don't leave items outside a closed Household Waste Recycling Centre – this is FLY TIPPING**

**Hertfordshire.gov.uk/flytipping** Check opening hours **Hertfordshire.gov.uk/hwrc**

Three polaroid photos showing examples of fly tipping: a pile of waste, a van with a permit, and a trailer with a permit.

**WasteAware** Hertfordshire Partnership  
Reduce Reuse Recycle Recover

**David Lloyd**  
Police and Crime Commissioner  
for Hertfordshire

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**Environment Agency**

**NFU**



# LET'S S.C.R.A.P. FLY TIPPING!

Around two thirds of fly tips are household waste. These are all examples of **FLY TIPPING** which YOU could be fined or prosecuted for.



[Hertfordshire.gov.uk/flytipping](http://Hertfordshire.gov.uk/flytipping)



## LET'S S.C.R.A.P. FLY TIPPING!

These are all examples of **FLY TIPPING** which YOU could be fined or prosecuted for.



[Hertfordshire.gov.uk/flytipping](http://Hertfordshire.gov.uk/flytipping)



VEHICLE BANNERS



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Commissioner  
for Hertfordshire



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# LET'S S.C.R.A.P. FLY TIPPING!

We ALL have a DUTY OF CARE, to ensure our household or business waste is disposed of legally and not fly tipped. Avoid an UNLIMITED FINE by following the S.C.R.A.P. code:

- S**uspect ALL waste carriers
- C**heck with the Environment Agency on 03708 506 506 that the provider taking your waste away is licensed
- R**efuse unexpected offers to have waste taken away
- A**sk what will happen to your waste
- P**aperwork should be obtained – get a full receipt



Around two thirds of fly tipping are household waste. There are also examples of fly tipping which YOU could be fined or prosecuted for.

For more information on preventing fly tipping or to report fly tipping  
[hertfordshire.gov.uk/flytipping](http://hertfordshire.gov.uk/flytipping)



For information about the Household Waste Recycling Centres  
[wasteaware.org.uk](http://wasteaware.org.uk)



# LET'S S.C.R.A.P. FLY TIPPING!

Someone has been fined for illegally dumping waste at this location. Please dispose of YOUR waste responsibly and do not fly tip.

For more information on preventing fly tipping or to report fly tipping  
[hertfordshire.gov.uk/flytipping](http://hertfordshire.gov.uk/flytipping)



Contact your local Council for details of bulky waste collection services.



# LET'S S.C.R.A.P. FLY TIPPING!

Do NOT leave bulky items in the bin area.

Place waste IN the bins provided.

✓ Remember to recycle.

Contact your managing agent, landlord or the Council for further advice on waste disposal.



For more information on preventing fly tipping or to report fly tipping  
[hertfordshire.gov.uk/flytipping](http://hertfordshire.gov.uk/flytipping)



Contact your local Council for details of bulky waste collection services.



# Social Media Plan

- Social media plan March to May 2018 – included Partner organisations
- Staged fly tipping event in Dacorum – 15<sup>th</sup> March 2018
- #SCRAPflytipping signs

Fly tipping social media plan v2 (Read-Only) - Microsoft Excel

Post number	Day	Date	Month	Post	Channel	Website link	Image	Boost Amount	Estimated paid reach	Keep Britain Tidy - Survey
1	Monday	12	March	Are you doing the right thing with your waste? Together let's #SCRAPflytipping in Herts (include link)	Facebook	hertfordshire.gov.uk/flytipping	film 1	£ 150.00	15,000 - 38,000	
2	Monday	12	March	Are you doing the right thing with your waste? Together let's #SCRAPflytipping in Herts (include link)	Twitter					
3	Monday	12	March	Are you doing the right thing with your waste? Together let's #SCRAPflytipping in Herts (include link)	YouTube	hertfordshire.gov.uk/flytipping		£ 750.00	11,475	
4	Tuesday	13	March	Together we out partners we have been working hard to #SCRAPflytipping in Herts. Keep your eyes peeled for more information coming soon in the Horizons magazine.		hertfordshire.gov.uk/flytipping	The Hertfordshire fly tipping group is working together to combat fly tipping			
5	Thursday	15	March	Last year over 15,000 fly tips were cleared by councils in Herts. Keep the reports coming, together let's #SCRAPflytipping (insert link)		hertfordshire.gov.uk/flytipping	If you come across fly tipping report it to your local council			
6	Saturday	17	March	Did you know, if you're caught fly tipping at a recycling bank you could receive a Fixed Penalty Notice (insert link)		hertfordshire.gov.uk/flytipping	Leaving items around recycling banks is fly tipping			There was a lack of awareness that leaving recyclables next to recycling bins is classified as 'fly tipping', even when the bins are full. When the local group participants were made aware of this, they expressed frustration in the bins were not emptied frequently enough and felt that having made an effort to recycle, councils were not meeting their obligations. Students were significantly more likely to fly tip (70%) compared to those in employment status groups (working full/part time, retired, unemployed, etc all 44% or less). Specifically, students were most likely to leave charity donations next to bins/outside shops, recyclables next to public recycling bins and household items in the street or another public place because they need to get rid of it quickly. Respondents who lived in apartments were more likely to say that they had tipped compared to those who lived in houses.
7	Monday	19	March	LAUNCH EVENTS THIS WEEK						
8	Tuesday	20	March	For info on what can be recycled at HWRCs, opening times and live web cam feeds so that you can check for queues, visit (insert link)		hertfordshire.gov.uk/hwrc	The HWRCs accept many items for free. There is no excuse to fly tip			KBT report - Overall, participants saw value in using their local tip to dispose unwanted items, but expressed frustration about inconvenient tip opening hours and long queues (which they felt could lead to fly-tipping), and unfair staff
9	Wednesday	21	March	Whether it's a little or a lot, it's still illegal. Stay the right side of the law, get the low down at (insert link)		hertfordshire.gov.uk/flytipping	Fly tipping is the illegal dumping of items			
10	Friday	23	March	Landing on door mats soon - the Spring copy of Horizons magazine. Pull out and keep YOUR guide on preventing fly tipping in Herts. (insert link)						
11	Monday	26	March	HORIZONS DELIVERY STARTS (TWO WEEKS APPROX)						

Footer: Fly tipping digital media plan | Instagram | Partners | KBT Report | Aims & Objectives







# The future of the campaign

- Post campaign results; 71% found the look of the campaign appealing, 91% said the messages were clear and 76% said it was relevant.
- Partners schedule own social media posts.
- Toolkit given to 15 others LAs, a number of which form part of larger partnerships (49 in total).
- Updates to the toolkit, circulated to all via a central point.
- Defra are consulting with the FTG regarding promotion of a possible s34 FPN.



# Thank You

# Join Us !!!



The Hertfordshire  
Fly Tipping Group is  
working together to  
combat fly tipping

 **WasteAware**  
Hertfordshire Partnership  
Reduce Reuse Recycle Recover

 **David Lloyd**  
Police and Crime  
Commissioner  
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 **NFU**  **Environment**  
Agency  **KEEP**  
BRITAIN  
TIDY.

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[hertfordshire.gov.uk/flytipping](http://hertfordshire.gov.uk/flytipping)

Duncan Jones  
[duncan.jones@hertfordshire.gov.uk](mailto:duncan.jones@hertfordshire.gov.uk)

Jennie Probert  
[jennie.probert@threerivers.gov.uk](mailto:jennie.probert@threerivers.gov.uk)





Encouraging businesses to reduce,  
reuse and recycle

## The Clean City Awards Scheme



Karen Marks

Recycling & Clean City Awards Manager

city of london





# Overview

- Context – the City of London
- Clean City Awards Scheme - promoting and rewarding good practice
- Encouraging good waste management practices /driving behaviour
- Wider environmental impacts across activities



# City of London vs City of London

## Where is the City of London?



**London;**  
Size: 607 sq miles  
Pop: approx 8 million

**City of London;**  
Size: 1.12 sq miles  
Pop: approx 7,500  
Businesses: approx 16,500





# What's in the City of London?

## Iconic locations....





# What does the City of London do?

## Local Authority Services

city of london

The City of London Corporation provides services for around 10,000 residents and over 450,000 workers

- Highways Management
- Street Cleansing
- Waste Collection & Disposal
- Environmental Health, Trading Standards, Licensing
- Education
- Social Services
- Housing
- Libraries
- Town Planning
- Open Spaces







## ... And Much More

city of london

- Promoting the City as the world leader in international finance and business services
- City of London Police
- Barbican Centre & Guildhall School
- London-Wide role, e.g. City Bridge Trust
- City of London Schools & Academies
- Epping Forest, Hampstead Heath, etc
- Port Health Authority
- Wholesale Markets
- Central Criminal Court
- Five London Bridges





# City of London Trivia

city of london

- Older than Parliament  
Court of Common Council 1376  
Institution of the Lord Mayor 1189.
- We don't have any councillors
- We only have one road
- Over 60km of footways!







# Business Waste in the City

## The Context

city of london

- Lots crammed into a Square Mile; (Jul 2018)
  - Approx 14,200 offices,
  - Approx 1,300 shops, banks etc
  - Approx 300 restaurants, cafes etc
- 483,000 people employed in Square Mile = 9% Greater London's employment (2017)
- forecast to reach 705,000 by 2050 (up 34% from 2016)
- Numerous construction projects
  - The Diamond, The Trellis and The Pinnacle
  - Considerate Contractor's Scheme – 30 years!



# Business Waste in the City

## Our relationship with businesses

city of london



- Established in 1994 – clear all policy
- Scheme evolved in line with waste industry; now focussed on recognition, best practice and giving advice
- Three categories – large, small or FM
- Aim = encourage, support and maintain sustainable waste practices



# Business Waste in the City

## Aims of the CCAS

city of london



- Promote good waste management practices
- Encourage waste minimisation, reuse and recycling
- Ensure compliance with Duty of Care regulations
- Encourage City businesses to take pride in their surroundings
- Provide a forum for City businesses to exchange waste management initiatives






# Business Waste in the City

## Promoting good practice

- Best Practice Meetings
- CoL initiatives
- Monthly (e)newsletter
- Ad-hoc advice
- Online Resources
- Annual inspection
- Feedback
- Award!

**Clean City Awards Scheme Newsletter**

 @GreenSqMile  CCAS LinkedIn group  CCAS website

### Contents

1. [CCAS updates](#)
2. [UK to increase plastic bag charge](#)
3. [Flicking blue murder](#)
4. [Sustainable Development Goals whitepaper](#)
5. [The City of London Built Environment Department's Users' Panel](#)
6. [City of London Corporation launches capital's low-emission parking tariff](#)
7. [Heart of the City Foundation Programme](#)
8. [Events](#)

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### CCAS updates

#### Clean City Awards Scheme inspections

The deadline for submitting inspection forms has passed. If you haven't yet submitted your inspection form and would like to partake in the awards its not too late, please download the relevant form below and contact the CCAS Team ASAP:

[Inspection form - Small and Large](#)  
[Inspection form - Facilities Management](#)

The CCAS team will be carrying out inspections until **12 October 2018**. Details to arrange your inspection using our new booking system were circulated via email on 2 August. If you have any queries about completing your inspection form or booking your inspection please contact the CCAS team at





# Business Waste in the City

## CCAS Inspection process

- Inspection form completed

→ Waste minimisation

→ Reuse

→ Recycling

→ Communication & training

→ Targets

→ Air Quality

- Site inspected and scored
- Final Judging
- Award ceremony

### Waste minimisation & reuse - 9/14 - 64.29%

Question	Response	Details
Measures in place to reduce paper use in FM office	Some measures in place	
Non-disposable kitchenware used throughout FM office eg. Stirrers, sugar sachets, cutlery, cups	All reusable	
Reducing packaging	Purchasing in bulk, Consolidating deliveries, Removal of pallets & packaging	
Electronic invoices & admin paperwork	partial electronic	
Furniture minimisation, reuse or repair (in FM office/ communal areas)	extensive evidence of reuse, repair and minimisation	
Furniture minimisation, reuse or repair (tenant areas)	extensive evidence of reuse, repair and minimisation	
Bonus points	1.5 bonus points	
Enter reasons for bonus points here, and choose a score below	Stationery reuse No bins in fm office League table	
None of the above		
Inspectors notes	Paperless permits and work orders. Lots of reuse, green room, kitchenette. Onsite mne team for repairs. Free cycle also used - printers and tea urns Floor tiles Fm have own coffee cups Invoicing moving over to paperless next year. Tenants canteen - removed coffee cups issued keep cups, cutlery all reusable Green room being set up - with a board of green and environmental schemes initiatives London portfolio league table	





# Business Waste in the City

## CCAS ceremony and networking

city of london





# Business Waste in the City

## CCAS Award ceremony

city of london







# Business Waste in the City

## CCAS Reward and recognition

- Platinum
- Special Commendation
- Chairman's Cup
- Clean Street's Partnership
- Cheapside Business Alliance
- Sweeper of the Year
- Operative of the Year; WCEC





# Business Waste in the City

## After the ceremony...

city of london

Share best practice;

- Winners / runner up host and present at EBPM
- Case studies in newsletter
- Mentoring scheme
- Promote successes corporately / internally
- Drives competition between Members





# Business Waste in the City

## Encourage good practice?

- Drives healthy competition between members
  - eg *"we're doing that, how can we improve?"*
- *"Who will be the first to win the Chairman's Cup 3 times?"*
- Learn from others in similar situation e.g.
  - Bin the Bin
  - Gaining "buy-in" from the top
- *"We made it work in the London office – let's roll it out!"*



Services ▾ Research Locations ▾ News About People Blogs ▾

United Kingdom / News

## News Release

London

# JLL has scooped 14 awards at the City of London's Clean City Awards Scheme

22 February, 2017

LONDON, 10 February 2017 – The specialist Property & Asset Management (PAM) division of JLL has scooped 14 awards at the City of London's Clean City Awards Scheme. The awards held at Mansion House on Wednesday 25th January saw JLL walk away with 1 Platinum Award, 11 Gold (2 with Special Commendation) and 2 Merits.

**Andries VanDerWalt, Head of Sustainability for JLL Property and Asset Management said:**

"A fantastic result for JLL's managed sites in the City of London. Gathering these accolades shows our growing and continued commitment to sustainability in the City. In such an historic, complex and congested area we have been able to deliver positive results for all stakeholders involved by reducing the adverse impacts of large buildings on their local environment. Well done to all those involved in the Scheme."

The Clean City Awards Scheme which has been running since 1994, aims to develop partnerships with all types of City businesses by raising the profile of responsible waste management and recognising and rewarding good practice by encouraging businesses to 'Reduce, Reuse and Recycle'.

CCTvenues

Home

Venues

Your Event

Wine & Dine

Meet Us

News & Off

Archived news and industry insights

Home > News & Offers > News Archive > Winner of the Clean City Scheme Award

## Winner of the Clean City Scheme Award

on Thursday, 10 February 2016. Posted In [News Archive](#), 2016

We are delighted to announce that CCT Venues have been presented with The Clean City Scheme Award



At CCT Venues we strongly believe that everyone has equal responsibility to look after the environment we live and work in. If all businesses were to make a conscious effort to manage their waste efficiently and responsibly, our world would be in a much better condition.

### What Is The Clean City Awards Scheme?

The Clean City Awards Scheme was established in 1994, with the purpose of educating, supporting and encouraging businesses to 'Reduce, Reuse and Recycle'.

### Aims of the scheme

- Promote good waste management practices
- Encourage waste minimisation, reuse and recycling
- Reduce the amount of waste sent to landfill
- Ensure compliance with Duty of Care regulations
- Encourage City businesses to take pride in their surroundings
- Provide a forum for City businesses to exchange waste management initiatives
- Reduce smoking related litter

Sourced from [The Clean City Awards Scheme, City of London](#)

We take great care in the way in which we dispose of waste, to ensure we are doing all we can to make CCT Venues an environmentally friendly business. Once we implemented an efficient and guided waste management strategy and all CCT Venues staff were fully informed, the process of keeping our premises clean was and is very simple and sustainable, and we are definitely able to appreciate the rewards of our efforts.

### Thank You

We would like to thank The Clean City Awards Scheme for recognising our efforts. We are proud to be a part of the environmental community of the City of London.

A dedicated team of Environment Support Officers are always on hand to offer guidance and advice on the best practices and implementation of an efficient waste management scheme. We would like to thank all of those who



# Business Waste in the City

## Consider environmental impacts across activities

- Procurement of goods /services
  - Waste impacts?
  - How transported /removed from site?
- Air Quality
  - Which plants?
  - Travelling?
- Rebranding (unwanted uniforms / stationary), new contracts, cleaners etc.



# Business Waste in the City

## Consider environmental impacts across activities

The screenshot shows the Bank of England's website with a dark header containing the Bank of England logo and the text 'BANK OF ENGLAND'. A pink navigation bar on the right includes a 'Browse' dropdown menu. The main content area is titled 'Environment' and contains the following text:

We are committed to reducing our carbon emissions and the environmental impact of what we do. Our environmental programme, 'Greener Bank', is supported by a staff-led network of around 50 Green Champions across the Bank.

**Our carbon footprint**

In 2016 we established **our carbon footprint** for the first time. We have used this to set ourselves a challenging target: to reduce our overall carbon emissions from our direct operations by 20% by 2020. This is our first-ever carbon reduction target, and we'll be reviewing it regularly to make sure it reflects any material changes to how we operate.

Our main areas of focus to help us achieve the target will be increasing the energy efficiency of our buildings, reducing our use of resources and adopting more environmentally friendly business practices, such as printing less, recycling more and using technology to reduce travel.

**What is the Bank doing to reduce its environmental impact?**

Recent examples of our work to reduce our environmental impact include:

- We are working with RE:FIT London to make our buildings more energy efficient. We have upgraded to more efficient lighting and controls and modern boilers, and carried out energy audits to identify further energy saving opportunities.
- Replacing some disposable food and drink packaging with reusable items has led to a 40% reduction in disposable paper cups being used at the Bank.
- Our success in waste and resource management was recognised in 2016 when **we received a Platinum Award** from the City of London's Clean City Awards Scheme.
- We are taking steps to reduce the environmental impact of banknotes, including **recycling the vast majority of banknotes** that are no longer fit to use. Our decision to move to **polymer banknotes** will have lasting environmental benefits. In 2017, we obtained independent certification from the **Carbon Trust** of the carbon-reduction benefits of polymer banknotes over paper banknotes.





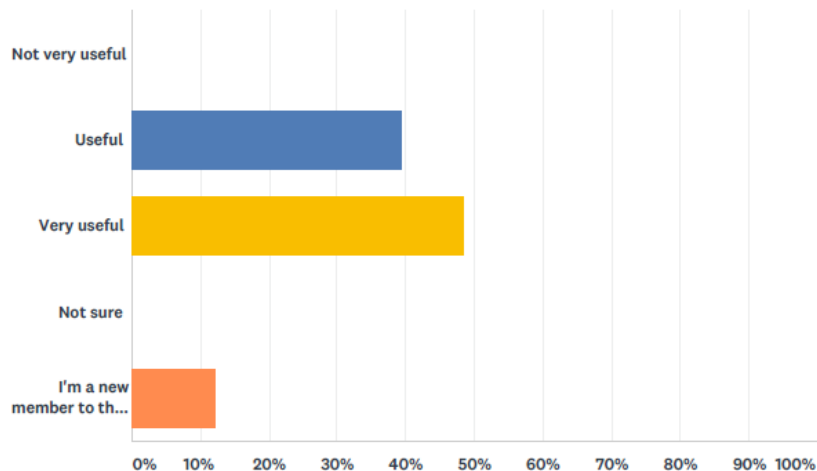
# Business Waste in the City

## How useful is the CCAS?

city of london

Q3 How have you found the Clean City Awards Scheme since you have been a member?

Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
Not very useful	0.00%	0
Useful	39.39%	13
Very useful	48.48%	16
Not sure	0.00%	0
I'm a new member to the CCAS	12.12%	4
TOTAL		33



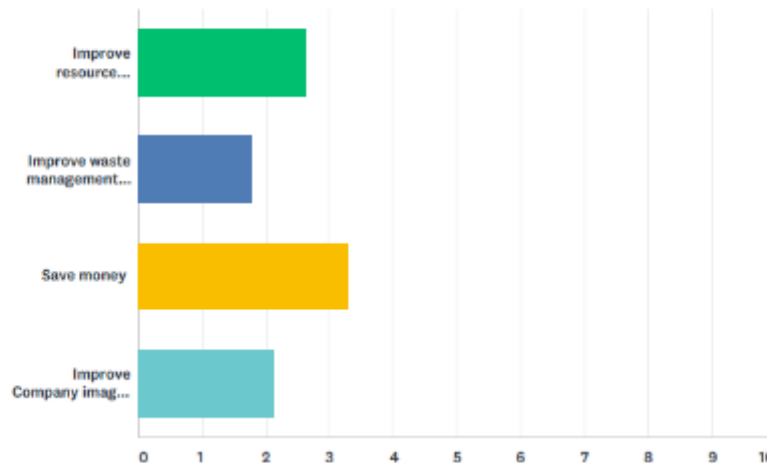
# Business Waste in the City

## Most important reasons to join CCAS?

city of london

Q4 Please rank the following reasons for joining the Clean City Awards Scheme in order of importance from 1 to 4 where 1 is the least important to you and 4 is the most important to you.

Answered: 33 Skipped: 0



	1	2	3	4	TOTAL	SCORE
Improve resource efficiency	16.67% 4	33.33% 8	45.83% 11	4.17% 1	24	2.63
Improve waste management systems	3.23% 1	16.13% 5	35.48% 11	45.16% 14	31	1.77
Save money	62.07% 18	17.24% 5	10.34% 3	10.34% 3	29	3.31
Improve Company image (including environmental and Corporate Social Responsibility (CSR) credentials)	9.68% 3	32.26% 10	19.35% 6	38.71% 12	31	2.13



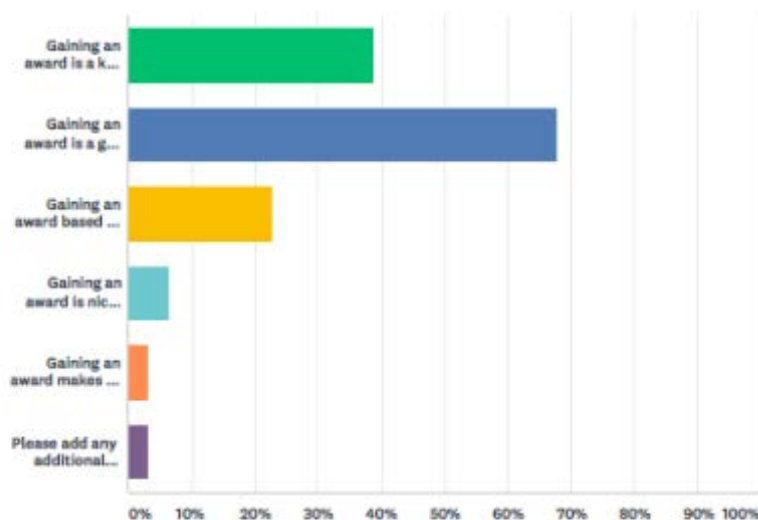
# Business Waste in the City

## Value of a Clean City Award?

city of london

Q21 What value does your company place on a Clean City Award?

Answered: 31 Skipped: 2



### ANSWER CHOICES

Gaining an award is a key target and helps drive our waste management practices

Gaining an award is a good form of recognition and is well received in our company

Gaining an award based on waste management operations is important corporately

Gaining an award is nice but doesn't affect how we manage our waste

Gaining an award makes no difference to my company

Please add any additional comments you have regarding the value your company places on a Clean City Award

### RESPONSES

38.71% 12

67.74% 21

22.58% 7

6.45% 2

3.23% 1

3.23% 1

Total Respondents: 31



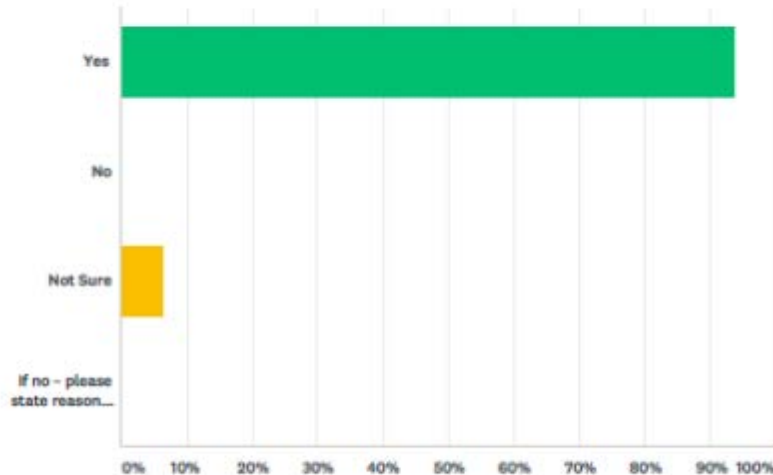
# Business Waste in the City

## Recommend the CCAS to others?

city of london

Q27 Would you recommend the Clean City Awards Scheme to another company?

Answered: 31 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	93.55%	29
No	0.00%	0
Not Sure	6.45%	2
If no - please state reasons why not	0.00%	0
TOTAL		31





# Business Waste in the City

## Any other comments / improvements?

Q28 Please add any comments you have for improving or expanding the Clean City Awards Scheme. Please also state if there are any additional benefits you would like to see included as part of the Clean City Awards Scheme Membership.

Answered: 3   Skipped: 30

#	RESPONSES	DATE
1	It would be great to see other London borough councils follow your lead. Do you have any influence there?	5/15/2018 1:26 PM
2	wish we could get this type of scheme in Westminster and other councils.	4/24/2018 10:10 AM
3	more information for property managers of multi tenant buildings in order to drive recycling to our occupiers	4/20/2018 4:14 PM



# Business Waste in the City

## Benefits to the City?

city of london

- Leading the way since 1994
- Seen to be doing “something”
- Excellent rapport with City businesses
- Engaged network of businesses
- Foster effective partnerships with Members – benefits for other initiatives
- Improving awareness of environmental impacts



**Thank you!**  
**Any questions?**

city of london

**Karen Marks**  
**Recycling & Clean City Awards Manager**

[Karen.marks@cityoflondon.gov.uk](mailto:Karen.marks@cityoflondon.gov.uk)  
020 7332 4975

# **APSE Waste Management, Refuse Collection & Street Cleansing Advisory Group (Southern Region)**



**Land Audit Management System (LAMS) app**

**Ian Jones, APSE Associate**



# Today's Theme



- ❖ The story behind LAMS
- ❖ The request to digitise the process
- ❖ The LAMS app – benefits and uses

# LAMS is

- ❖ Land Audit Management System
- ❖ Developed in Scotland and rolled out on a UK wide basis
- ❖ Monitor grounds maintenance, also be applied to street cleansing for a total street scene quality score.
- ❖ Simple and effective performance measuring system
- ❖ 'what the public would see' rather than requiring a technical inspection.



# Land Audit Management System (LAMS)



- ❖ A consistent quality audit of measuring the quality of grounds maintenance
- ❖ Trigger for immediate intervention at local level
- ❖ Data source for comparative Performance Indicators at national level (real time & annual)
- ❖ Will contribute to annual performance awards
- ❖ Available free of charge to all PN members





# Case Studies

*It's free, we do not have to purchase chargeable bolt on extras to the system to measure these extra inspection elements and run reports.*

*Therefore Authorities are not restricted by cost in order to obtain a truer analysis of their data.*

Oxford City Council

*Initially LAMS is useful to highlight - forgotten areas or areas with a history.*

*areas that could/should be managed differently.*

*Longer term benefits of LAMS - Adds evidence to anecdotal reports of maintenance issues for example quality of weed spraying.*

*Highlights positives of areas.*

*Reports to elected members.*

Aberdeen City Council has been carrying out LAMS since 2012.

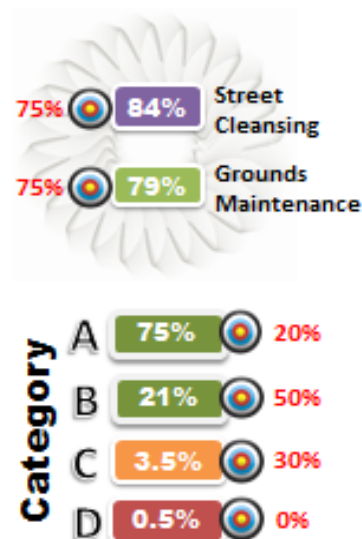


# Case Studies



## How Stafford Use LAMS

- Monthly / Quarterly Reports
- Senior Operatives
- Screen in Mess Room
- Management Reports
- Key Performance Indicators



# Case Studies

## *Benefits of LAMS*

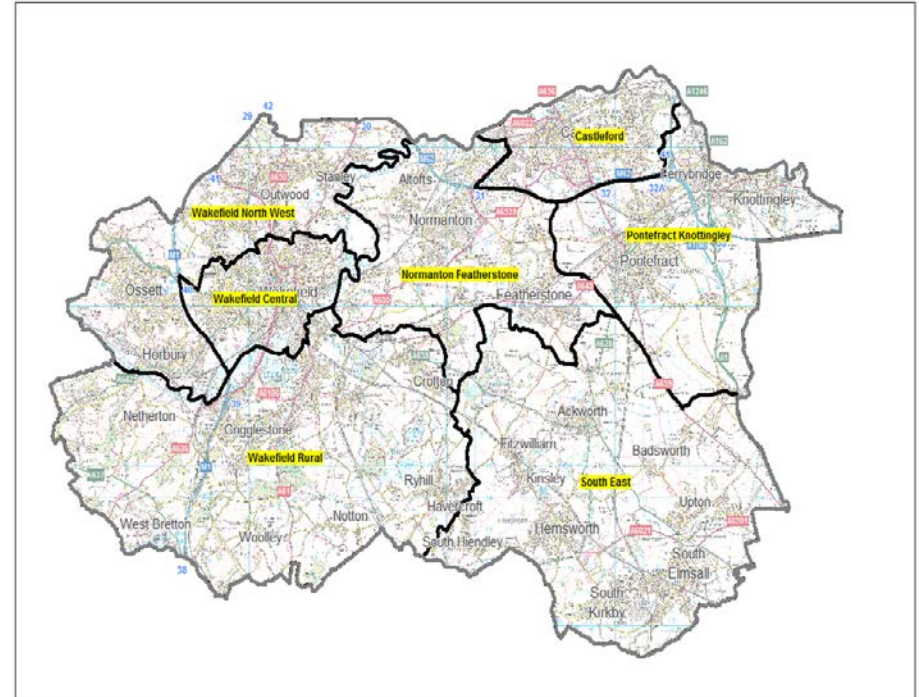
- *Reduction in administration time to set inspections*
- *Reduction in time when submitting inspections*
- *Reduction in inspections*
- *Reduction in inspectors time due to a more cross department approach (Streets and Grounds)*
- *All the reduction in time produces more data than previous inspections*
- *System is user friendly so training new staff is more efficient benchmarking opportunities*
- *Inspections cover only land which are authorities responsibility*

*LAMS have produced us a huge saving in time but with more data and information gained, we love LAMS here at Kettering Borough!!! And welcome new developments with a new app which will save us more time in admin and officer time, but with more results.*

# Approach to LAMS



- ❖ Geographical Areas (M) - example
- ❖ 10 inspections per area (M)
- ❖ Random selection (M)
- ❖ 50/100 metre transect (M)
- ❖ Inspectors, Officers/Supervisors  
(Frontline Operatives)
- ❖ Possibly include volunteers
- ❖ N.B. 2 hours per Officer per 10 inspections



# Approach to Zones (implemented example)



## Three Zone Types:

- ❖ **1 - High Amenity** - *Civic Buildings, Bowling Greens*
- ❖ **2 - Standard Amenity** - *Everything else!!!*
- ❖ **3 - Low Maintenance** - *All features 7 cuts or less, Woodlands*



# Land Types

- MR - Main retail
- OR - Other retail
- TF - Transport facility
- HH - High obstruction housing
- MH - Medium obstruction housing
- LH - Low obstruction housing
- IR - Industrial, warehousing, retail
- MA - Main roads
- OH - Other highways
- RR - Rural roads
- RS - Recreation site
- PT - Public transport area
- WS - Waterside



# Grading & Scoring Mechanism



Grade	Description	Score
A	Excellent Standard	3 points
B	Acceptable Standard	2 points
C	Unacceptable Standard	1 point
D	Poor Standard  Desired minimum score of B and above (66.6% if quality index score is required)	0 points

# Grading & Scoring Mechanism



Land Audit Management System (LAMS)				
Scorecard (Grounds Maintenance Standards)				
Zone	A	B	C	D
	Excellent	Acceptable	Unacceptable	Poor (intervention required)
1	Excellent overall presentation Grass cut to high standard Virtually weed free Cultivated soil areas No arisings on paths/roads/beds Hand cut / defined edges – soil banked up Evidence of regular pruning and deadheading No accumulation – leaves/branches/arisings No defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)	Good overall presentation Grass cut to standard Low presence of weeds Cultivated soil areas No arisings on paths/roads/beds Hand cut edges Some evidence of regular pruning and deadheading Low accumulation of leaves/branches on footpaths or roads No (or only minor) defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)	Poor overall presentation Grass only cut to medium standard Medium presence of weeds Weathered soil surface Some arisings on paths/roads/beds Accumulation of leaves/branches on footpaths or roads Evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)	Poor overall presentation Grass not cut to standard Weed growth (high presence) Weathered soil surface Arisings on paths/roads/beds Undefined edges No evidence of regular pruning and deadheading Decomposing accumulations of leaves/branches/arisings Overgrown vegetation Evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)
2	Excellent overall presentation Grass cut to high standard Arisings collected or evenly spread No arisings on paths/roads/beds Defined edges No presence of weeds No accumulation – leaves/branches Evidence of regular pruning Evidence of a successful weed kill (summer) Good overall presentation Cultivated soil (winter) No defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)	Good overall presentation Grass cut to standard Grass areas tidy; i.e. strimming work done on last cycle Beds cleared of arisings Low or only fresh accumulation of arisings on paths/roads Defined edges; mechanical or herbicide Low presence of weeds / Evidence of successful weed kill Weathered soil surface Some evidence of regular pruning No (or only minor) defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)	Poor overall presentation Grass only cut to medium standard Arisings on paths/roads/beds Undefined edges Medium presence of weeds Medium accumulation of leaves/branches No evidence of regular pruning Evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)	Poor overall presentation Grass not cut to standard Tails left after last cut Arisings on paths/roads/beds Cuttings left in beds High accumulations of leaves/branches Decomposing accumulations of leaves Access paths obstructed by growth Undefined edges High presence of weeds Overgrown vegetation forming obstructions Evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)
3	Excellent overall presentation Amenity grass cut to standard No arisings on paths/roads/beds No accumulation – leaves/branches Evidence of regular pruning Access paths clear of vegetation Overhead clearance No defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/overflowing bins)	Good overall presentation Amenity grass cut to standard Minimal arisings on paths/roads/beds Low accumulations – leaves/branches Some evidence of regular pruning Access paths clear of vegetation Overhead clearance No (or only minor) defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/overflowing bins)	Poor overall presentation Amenity grass not cut to standard Arisings on paths/roads/beds Medium presence weeds in visible areas / paths Medium accumulations – leaves/branches No evidence of regular pruning Access paths overgrown Poor overhead clearance (tree/shrub branches) Some evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/overflowing bins)	Poor overall presentation Amenity grass not cut to standard Arisings on paths/roads/beds High presence weeds in visible areas / paths Heavy accumulations – leaves/branches No evidence of pruning Poor overhead clearance (tree/shrub branches) Access paths overgrown Overgrown vegetation forming obstructions Significant evidence of defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/overflowing bins)

# Zone 1 = Score A





# Zone 3 = Score A



# Cemeteries & Crematoria Module



- ✓ Previous templates were based around Grounds and Street cleansing.
- ✓ Increased interest from Cemeteries & Crematoria services led us to develop a specific template for the service.
- ✓ The template and guidance notes have now been designed.





# What we monitor



	Grounds maintenance	Street cleansing	Cemetery and crematorium services
Grounds maintenance standard	✓		✓
Surface weeds	✓	✓	✓
Litter	✓	✓	✓
Detritus		✓	
Fly tipping	✓	✓	✓
Dog fouling	✓	✓	✓
Bins over flowing	✓	✓	✓
Bin structure	✓	✓	✓
Bin cleanliness	✓	✓	✓
Vandalism/ damage			✓
Graffiti		✓	
Staining/ gum		✓	
Grounds conditions	✓		✓
Water courses	✓		

# Land Audit Management System (LAMS)



## LAMS requirements and local options

Local	National
Frequency of inspections set locally	Bi-monthly data input timetable must be met
Number of inspections (transects) per period/annum	Minimum requirement of 10 inspections per geographical area per bi-monthly tranche
Intervention levels / times	Grading standards using Guidance Manual



# Street Cleansing Performance

Information now available on a suite of Performance Indicators;

PI L02 Percentage of sites classed as acceptable (combined litter and detritus)

PI L04 Percentage of sites classed as acceptable (litter)

PI L05 Percentage of sites classed as grade A (fly tipping)

PI L06 Percentage of sites classed as acceptable (dog fouling)

PI L07 Percentage of sites where bins were over flowing

PI L08 Percentage of sites classed as acceptable (bin structure)

PI L09 Percentage of sites classed as acceptable (bin cleanliness)

PI L.. Percentage of sites classed as acceptable (detritus) to be added

# Grounds Maintenance Performance



Information now available on a suite of Performance Indicators;

PI L02 Percentage of sites classed as acceptable (G/Maintenance)

PI L03 Percentage of sites classed as acceptable (litter)

PI L04 Percentage of sites classed as grade A (fly tipping)

PI L05 Percentage of sites classed as acceptable (dog fouling)

PI L06 Percentage of sites where bins were over flowing

PI L07 Percentage of sites containing bins classed as acceptable (bin structure)

PI L08 Percentage of sites containing bins classed as acceptable (bin cleanliness)

PI L09 Percentage of sites classed as unacceptable (hard surface weeds)

# Land Audit Management System (LAMS) Important dates



Inspections completed for	Results to APSE by	Report back to authorities by
April & May	08 June 2018	15 June 2018
June & July	10 August 2018	17 August 2018
August & September	05 October 2018	12 October 2018
October & November	14 December 2018	21 December 2018
December & January	08 February 2019	15 February 2019
February & March	05 April 2019	12 April 2019



# Developments agreed through the working group



## Volunteers Involvement;

- ☐ Member authority Telford and Wrekin are currently working on a procedure to include 57 volunteers on LAMS quality audits (will utilise the LAMS App).
- ☐ Numerous member authorities have registered an interest in this approach
- ☐ Volunteer involvement enabled by the '*Simple to undertake & administer 'What the public would see' rather than requiring a technical inspection*' approach.



# Further developments

- ❖ LAMS/LEAMS, practitioners working on a collaboration of the two quality frameworks to provide both efficiency in completion of audits and greater value of the benchmarked data (UK wide)
- ❖ Cross boundary inspections; four member authorities engaging in this process
- ❖ An authority in the north west of England is looking to use the LAMS process as a quality audit on one of their outsourced Ground maintenance contracts'

# Street Cleansing - Measuring litter grades



- Defra have used APSE performance networks data in the dashboard for the key indicator on the percentage of sites at an acceptable standard for litter reporting.
- APSE is currently meeting with Defra to discuss the use of APSE's Land Audit Management System (LAMS) in future dashboards and also the Parks Action Group.



# The request to digitise the process



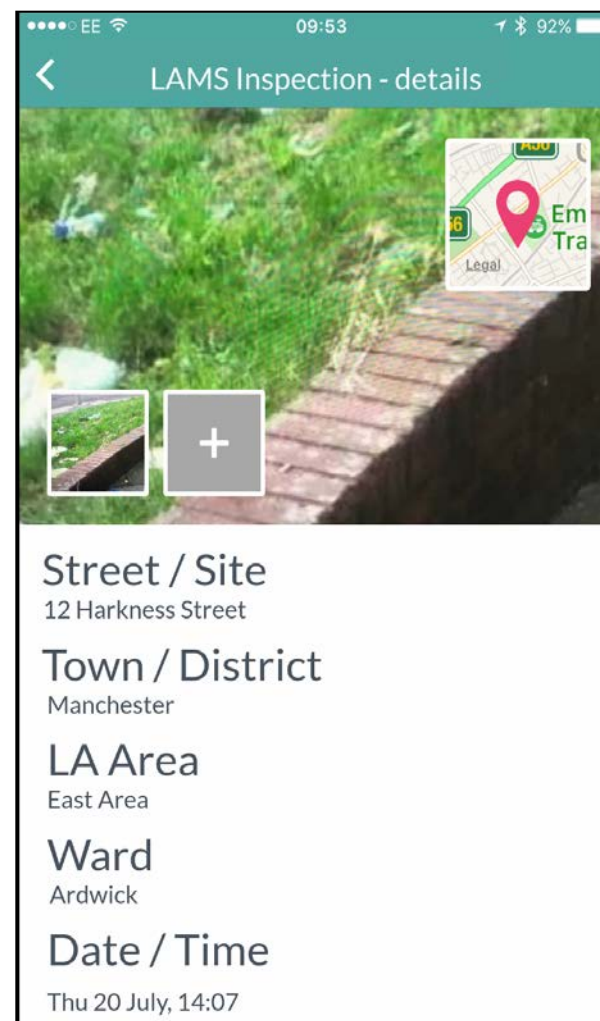
“We need a mobile device”!!!



# The New LAMS App



- ❖ Partnered with BBITS (Love Clean Streets) to develop an App for LA's to collect the data
- ❖ Training / testing / pilots during June, July and August
- ❖ Train the trainer
- ❖ Start date – was launched at annual seminar in September and is now available to all interested authorities.



# Feedback from the working group



- ❖ *“LAMS have produced us a huge saving in time but with more data and information gained, we love LAMS here at Kettering Borough!!! And welcome new developments with a new app which will save us more time in admin and officer time, but with more results” (Kettering Borough Council).*
- ❖ *“It’s easy to use and a lot quicker than paper, you get the exact location, and pictures to back the grading up” (Telford and Wrekin Council).*
- ❖ *“It’s free, we do not have to purchase chargeable bolt on extras to the system to measure these extra inspection elements and run reports, so we are not restricted by cost in order to obtain a truer analysis of their data” (Oxford Direct Services).*

# Feedback from the working group



- ❖ *“Having done about 100+ surveys it’s a thumbs up from me”* (Bradford Council)
- ❖ *“Very easy to use with the app being very responsive”* (Stafford Borough Council)
- ❖ *“Didn’t witness any lag with the app and inspections seemed to upload without any hitch”* (Stafford Borough Council)
- ❖ *“The app has been as described; very simple and easy to use”* (Wigan Borough Council).





## Contact details

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