

Report and results from the Enviro-crimes consultation

February 2009



HILLINGDON
LONDON



INVESTOR IN PEOPLE

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Introduction

Background

The council is considering introducing stronger measures to deter people who drop litter or commit other enviro crimes such as fly posting, graffiti and fly tipping. The following consultation was carried out with residents to obtain their views and ask if they would be in support of such measures.

Aims

The main aim of this consultation was:

- To gauge residents' opinion on whether the council should take a tougher stance against those who drop litter and commit other enviro crimes.

Method

The consultation was carried out between October 2008 and February 2009. The majority of this consultation was conducted through face to face interviews. We visited a range of council forums including the Youth council, the Older Person's Assembly, and a number of Street Champion meetings, as well as attending Council Question Time to interview residents. We interviewed people of all ages who were visiting the Civic Centre ice rink, and took the questionnaire to a number of Tenants and Residents' Associations, as well as sending it to Fountains Mill Young People's Centre for young people to have their say. It was also sent to a number of council run sheltered housing schemes, including those for people with learning disabilities.

Experienced peer researchers were also used to interview residents across the borough.

The questionnaire was available on the council's website and advertised through Hillingdon People, the council's residents' magazine.

Main findings

Overwhelmingly, both the qualitative and quantitative results from this consultation exercise show that there is a strong feeling of support from our residents that tougher action needs to be taken against individuals who drop litter and commit other enviro crimes in Hillingdon.

561 people completed the questionnaire, with 516 (92%) of them saying they would support the council, police officers and community support officers taking a tougher approach against people who drop litter in Hillingdon.

513 (91%) respondents said they consider litter on our streets to be an issue or a major issue, with fast food packaging being the biggest concern.

498 (88%) and 501 (89%) people that responded said they would be in favour of and support the council taking a stronger approach to people whom graffiti and fly tip respectively, with 394 (70%) stating they would support a tougher approach against people who fly post.

459 people (82%) said that they would be in favour of the council publishing CCTV images of people caught dropping litter.

Many people who were interviewed were unaware of what actions the council currently takes against people who drop litter.

Recommendations

Based on the results of this evaluation, our recommendations are:

1. To serve Fixed Penalty Notices (FPNs) for enviro crime offences carrying such a provision. (Street Scene Enforcement Team – SSET)
2. To instigate court proceedings for offences where FPNs cannot be given and when FPNs have not been paid.
3. To encourage appropriate fast food outlets to utilise the ENCAMS code of practice for fast food. (SSET)
4. To investigate the use of Street Litter Control Notices and Litter Clearing Notices under the Environmental Protection Act 1990 (SSET)
5. To undertake a publicity campaign highlighting the effects of littering upon the borough and the consequences for offenders. (Corporate Communications and SSET)
6. To publicise successful actions that the council has taken against offenders who drop litter and commit other enviro crimes. (SSET and Corporate Communications)
7. To explore the opportunity for the installation of cigarette butt bins in the town centres and near bus stops, subject to funding.
8. To engage with magistrates and court officials to provide information resulting from the resident's enviro crime consultation exercise and thus raise the profile of enviro crime from a public viewpoint. At the same time, seek to encourage the courts to consider commencing the use of community service orders, particularly where offenders have limited financial means. (Borough Solicitor)
9. To explore the opportunity to increase the number of dedicated enviro crime CCTV cameras in key hotspots using capital funding and increase revenue funding bids. (SSET)

Results

A total of 561 responses were received.

Q1. Do you agree that keeping Hillingdon clean and attractive should remain a council priority?

	Count	%
Yes	422	75
No	11	2
No reply	128	23

Q2. Do you consider litter on our streets to be ...?

	Count	%
A major issue	261	46
An issue	252	45
Not much of an issue	33	6
Not an issue at all	8	2
No reply	7	1

Q3. What type of litter do you mostly see ...?

(Multi-choice response option so total response > 561)

	Count	%
Fast food	460	82
Smoking related	214	38
Chewing gum	196	35
Bagged domestic/trade waste	177	31
Litter dropped from vehicles	190	34
Other:		
<ul style="list-style-type: none"> • Glass/plastic bottles • Cans • Dog fouling • Nappies • Graffiti • Papers/paper bags/plastic bags • Waste left out too early • Large furniture items • Builders waste • Wrappers 		

Q4. What type of litter are you most concerned about?

<p>The most common concerns are:</p> <ul style="list-style-type: none"> • Fast food packaging • Glass • Dog fouling • Spitting • Smoking related • Plastic bags/paper bags • Shopkeepers waste • Nappies • Drug related • Flytipping • Chewing gum • Spillage from refuse collectors • Rubbish thrown from cars
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Q5. Do you think the council is doing enough to take action against those who drop litter?

	Count	%
Yes	90	16
No	398	71
No reply	73	13
Comments received:		
<ul style="list-style-type: none"> • Difficult to answer as don't know what the council does 		

Q6. Would you be in favour of the council publishing CCTV images of people caught dropping litter?

	Count	%
Yes	459	82
No	80	14
No reply	22	4

Q7. Would you support the council, police officers and community support officers taking a tougher approach to people who drop litter in Hillingdon?

	Count	%
Yes	516	92
No	23	4
No reply	22	4
Comments received:		
<ul style="list-style-type: none"> • Depending on how tough they mean • Give people opportunity to pick up first 		

Q8. Would you be in favour of and support the council taking a stronger approach against ...?

	Yes		No		No reply
	Count	%	Count	%	
Litter	519	92	13	2	29
Graffiti	498	89	25	4	38
Flytippers	501	89	16	3	44
flyposters	394	70	65	12	102

Q9. Are there any other things the council could do to stop people from dropping litter?

Summary of comments/suggestions received

Enforcement:

- On the spot fines - carry through process
- Council should operate card system for shops/businesses their responsibility to have bins near. Once a red card is issued the shop/business be shut down
- Enforcement to check on causes of problem to prevent the problem recurring, eg KFC in Yiewsley could sponsor bins
- Fine offenders - make some of the many fast food outlets more responsible, including pubs
- Make people clean litter as a punishment
- Not enough to just publish images, enforce community service
- Community work
- Fly tipping is a big problem. Make all tipping free at council sites and then make the penalties for fly tipping very harsh. Prison, put the people out of business, fines very high. This would save the cost of cleaning up the tipping.
- Fast food shops should take more responsibility
- Yes put lights and cameras in the service roads, as these are the areas that are worse hit by fly tipping and graffiti and also vandalism. We need your help urgently.

Facilities:

- More bins on residential streets & dog bins near shops
- More bins in parks & at park entrances & outside schools
- Provide butt bins
- More recycling bins on streets
- I think there should be green recycling bins next to normal bins to cut down on waste, increase recycling & cleaner environment
- Chewing gum board like in European cities
- As well as the normal recycling bins introduced in Uxbridge Town Centre etc, how about putting battery-recycling bins (household batteries not car batteries) near them as well. (N.B. Camden Council

are an example of a council that has recycling bins and battery bins in the streets).

Resources:

- Mobile action team (rapid response)
- Dedicated number we could call for urgent follow up action. Note car numbers of people who throw litter from cars
- Litter wardens
- More CCTV
- Well I don't think the council should start employing litter dropping inspection officers or whatever is dreamed up but anyone seen dropping litter should certainly be fined. It should be part of the normal process of CSOs/other council officials on patrols and the police.

Education:

- Encourage parents to teach children
- Raise awareness
- Maybe an awareness campaign in junior and high school to teaching them to respect things a bit more
- Community support officers should patrol near the shops and off-licences after school time in order to catch the school kids who need to learn at a young age the importance of not littering...challenging people in the open will also hopefully raise awareness. Adults seen littering MUST be held accountable
- Education in schools
- Try to get them to realise that litter is dirty, germ carrying & unsightly.
- Try to get people to be proud of their borough
- Appoint responsible students as 'School Champs' If involve schools more to take proactive role in stopping litter by pupils. Peer pressure is effective for good behaviour - if a pupil thinks they may be observed dropping litter and either spoken to or reported by an older student, they are likely to stop and take litter home instead. Give students opportunity to take responsibility & set good example, hopefully they'll keep that sense of civic responsibility into adulthood.

General comments:

- Don't fine people who put domestic waste out the night before collection. Tougher approach against travellers
- Bin men could help by picking up their spillages when collecting
- Advertising, leaflets on lamp posts etc
- Give people an opportunity to pick litter up 1st. Use deterrents such as community service. Review policy so that people carrying bags of waste need a license to do so. Those who don't have a license cannot use our CA sites
- Be harsher: name and shame
- Would like to see articles in Hillingdon People about who has been fined etc
- Make an example of people. Publicise what we do
- Bring back National Service

- Cut number of take away shops
- Zero tolerance. More uniformed Police on streets
- Traffic wardens could watch out for incidents of people dropping litter
- CCTV images are a good idea but it needs to be persistent over a number of years. Fines more trouble than worth. Campaign to get residents to clear litter outside their house. Persuasion likely solution - visit schools
- More signs about fines for dropping litter

Suggestions:

- Incentives, eg the recycling of cans by paying 5p for the can. Charge 10p for all plastic bags in all stores. Some of the money could then be used for regular sweeps of the public footpath network
- More refuse & garden sacks to each household
- Campaign to keep Hillingdon clean. Be proud & look after where they live
- Encourage drink retailers to charge deposits for cans/bottles refundable on return for bottles
- Stating how much of their rates are spent on cleaning up and what saving would be if folk didn't do this

Compliments:

- Not much of an issue because there are a lot of St Cleaners on the streets
- Keep up the standards
- Council does a good job it's the folk who don't care who are responsible for this

Against enforcement measures:

- Publishing CCTV images too harsh. Provide more bins outside shops, along the streets
- Fining people for dropping apple cores or cigarette ends is a step too far - both will either degrade or in terms of apple cores etc be eaten by birds or vermin