
Executive Summary

1.1 Introduction

- ❖ Defra (Department for Environment Food and Rural Affairs) asked ENCAMS to conduct a complete review of the Code of Practice on Litter and Refuse 1990 (COPL&R).
- ❖ As part of the review it was necessary to consult with those bodies to whom COPL&R applies.

1.2 Methodology

- ❖ A questionnaire was sent to all local authorities in England with the aim of finding out what local authorities are currently doing in terms of adherence to COPL&R and look at what problems they have with local environmental quality (LEQ).
- ❖ Out of the 353 local authorities in England 135 responded to the questionnaire, giving a response rate of 38%.

1.3 Code of Practice on Litter and Refuse

- ❖ Information is rarely given to the public on COPL&R, but is sometimes given following a complaint or query.
- ❖ 79% of local authorities agree to some extent that the current COPL&R is easy to understand.
- ❖ 84% agree to some extent that the services they deliver are based fully on the COPL&R guidelines.
- ❖ 81% agree to some extent that the services they deliver are based on the COPL&R but it is sometimes difficult to achieve.
- ❖ 75% of local authorities agree to some extent that the services they deliver are based loosely around the COPL&R, if at all.

1.4 Abandoned / Nuisance Vehicles

- ❖ 20% of local authorities spent over £80,000 on tackling abandoned / nuisance vehicles in the April 2002 – March 2003 period.
- ❖ The range of spend was from £400 - £1,088,798.

- ❖ Most local authorities stated that they have a dedicated hotline or dedicated staff to deal with issues relating to abandoned / nuisance vehicles.
- ❖ Nearly half (49%) of the respondents rated abandoned / nuisance vehicles as being a 'major problem' in their local authority.
- ❖ Just over half (51%) of the local authorities rated abandoned / nuisance vehicles as being a 'minor problem'.
- ❖ A large proportion (23%) of the local authorities had each received over 2,001 complaints from the public about abandoned / nuisance vehicles in the last year.
- ❖ The number of complaints received per authority ranged from 0 - 12,345.
- ❖ The majority of local authorities (68%) had taken some form of action to tackle abandoned / nuisance vehicles.
- ❖ 30% of the local authorities had each served between 101 - 500 notices on abandoned / nuisance vehicles, during April 2002 – March 2003.
- ❖ The range of notices served per authority was between 0 – 10,000.
- ❖ It takes 43% of local authorities between 1 and 5 days to remove a vehicle.
- ❖ No local authority stated that it takes them longer than 28 days to remove abandoned / nuisance vehicles.
- ❖ Most (89%) local authorities work with their local police to tackle the problem of abandoned / nuisance vehicles, and 76% work with the DVLA (Driver and Vehicle Licensing Agency).
- ❖ Half of the local authorities stated that they have a vehicle collection service, of which 57% do not charge for. Where charges were in place, they ranged from £5 - £67 per vehicle.

1.5 Night Time LEQ

- ❖ 65% of local authorities stated that they have been affected by an expansion in the night time economy.
- ❖ The major cause of extra cleansing is the increased number of fast food outlets, followed by fast food outlets extending trading hours.
- ❖ The majority of local authorities have a problem with litter and refuse in city centres on most days at nearly all hours of the day, particularly Friday and Saturday 9pm to 12am.
- ❖ Fast food litter is a major problem in city centres for 83% of local authorities.

1.6 Alleygating

- ❖ The majority of local authorities (68%) had not installed alleygates.
- ❖ For those that had installed gates, 93% had done so to tackle crime, 40% had to reduce litter and 14% had done so for 'other' reasons, these reasons such as, to create a sense of community, to reduce fly-tipping, reduce anti-social behaviour, tackle gangs, drugs, drinking and graffiti and to reduce vehicle access.
- ❖ The average number per authority was 34 gates.
- ❖ 91% of those local authorities which had installed alleygates found them successful.

1.7 Graffiti

- ❖ Of the local authorities that were able to state what they had spent on graffiti, 46% had spent under £10,000 in the last financial year.
- ❖ The average spend per authority on graffiti was £75,376.
- ❖ Just under half of the local authorities stated that they have a dedicated hotline or staff / team to deal with issues relating to graffiti (46% and 47% respectively).
- ❖ Of the local authorities that answered the question on the rating of the problem, 89% noted that they have a problem with graffiti (either a major or a minor problem).
- ❖ Most of the local authorities (72%) had received between 1 – 100 graffiti complaints from the public in the last year.
- ❖ The average number of complaints received by each authority on graffiti was 168.
- ❖ The majority of local authorities have not done any campaigns or education programmes to tackle graffiti (racist or non-racist). 40% had taken some action to tackle racist graffiti and 44% had taken action to tackle non-racist.
- ❖ More local authorities have a specific response time to deal with racist or offensive graffiti than for other types of graffiti.
- ❖ 65% of local authorities clear racist or offensive graffiti within 1 day of detection. 48% of local authorities also clear non-racist or offensive graffiti within 3 to 7 days.
- ❖ The range of response times was from 4 hours to 9 weeks for non-offensive graffiti and from 1 hour to 10 days for offensive graffiti.

- ❖ Just over a quarter of local authorities (27%) remove graffiti from private land, and 39% do so on occasion. Of these, 54% said that they provide the service free of charge and 34% charge the costs to the landowner.

1.8 Flyposting

- ❖ 31% of local authorities spent between £1001 - £5000 tackling flyposting over this period of time. 25% had not spent anything on flyposting.
- ❖ The range of spend was from £0 to £75,000.
- ❖ Local authorities are almost just as likely to have a dedicated hotline and a dedicated staff / team, for flyposting.
- ❖ The vast majority of local authorities (83%) have a problem with flyposting to some extent (14% have a 'major problem' and 69% have a 'minor problem'). 17% of local authorities do not have a problem with flyposting.
- ❖ 69% of local authorities received between one and 100 complaints from the public about flyposting, in the last 12 months. The range of complaints was from 0 to 300, the average number per authority being 22 complaints.
- ❖ The majority of local authorities (71%) had not taken any action (in the form of campaigns or education programmes etc) to tackle flyposting.
- ❖ The majority of local authorities (73%) do not have a specific response time for dealing with flyposting. However, just over a quarter (27%) of local authorities stated that they do have a response time for dealing with flyposting.
- ❖ The majority of local authorities aim to remove flyposting within one day of detection.
- ❖ Only 17% of local authorities remove flyposting from private land. The majority (69%) do not remove flyposting from private land and 14% do on occasion.
- ❖ 63% of local authorities remove flyposting from private land 'free of charge' and 33% charge the costs to the landowner.

1.9 Litter

- ❖ The range of spend was from £5,000 to £12,970,015, and the average spend per authority, in this year, was £124,155.
- ❖ The majority of local authorities have a dedicated hotline and / or dedicated staff for dealing with litter. Slightly more local authorities have dedicated staff / team for dealing with litter than have a hotline.

- ❖ Nearly all local authorities have a problem with litter to some extent.
- ❖ The majority of local authorities (73%) had between one and 500 complaints from the public on litter, in the past 12 months.
- ❖ The average number of complaints per local authority, in the last 12 months, was 640.
- ❖ 81% of the local authorities have taken some action (in the form of a campaign or education programme etc) to try to tackle their litter problem.
- ❖ 39% of the local authorities have between 0 - 20 full time cleansing operatives. 94% of local authorities have between 0 - 10 part time cleansing operatives.
- ❖ The average number of full time operatives per authority was 42, and the average number of part time ones was two.
- ❖ The majority of local authorities (54%) had not adopted the Fixed Penalty Scheme for littering. Of those that had adopted the scheme, the average number of notices served per authority was 37, the range being from 0 – 362. 'Most' of the notices had been paid (56%), however 28% said that 'a few' had not.
- ❖ 86% of the local authorities stated that the combined spend (spend on all LEQ issues) in their local authority has increased over the last three years.

1.10 Dog Fouling

- ❖ A large proportion of authorities (45%) spent between £500 and £20,000 on tackling dog fouling.
- ❖ The range of spend was between £500 - £1,330,000, and the average spend per authority was £61,613.
- ❖ Most local authorities do not have a dedicated hotline to deal with issues relating to dog fouling. However, just over half of local authorities (53%) have dedicated staff / team to deal with dog fouling.
- ❖ All of the respondents had a problem with dog fouling in their local authority, to some extent.
- ❖ 32% of the local authorities had received between 1 - 50 complaints about dog fouling from the public, in the last year. The average number of complaints that a local authority received on dog fouling, in the past 12 months was 150.
- ❖ The majority of local authorities (73%) had taken action in the form of campaigns or education programmes to tackle dog fouling in the last two years. The types of action taken was school visits, ENCAMS campaign, enforcement teams, leaflets and free poop scoops.

1.11 Fly-tipping

- ❖ The average amount of spend per authority on fly-tipping during this period of time was £75,275.
- ❖ The range of spend was from £100 to £500,000. 68% of the local authorities that answered this question had estimated their answers.
- ❖ The majority of local authorities have a dedicated hotline and / or dedicated staff / team to deal with fly-tipping.
- ❖ The majority of local authorities (60%) have a 'major problem' with fly-tipping, the remaining 40% have a 'minor problem' with it.
- ❖ The average number of complaints received by a local authority was 1,105, and the range of complaints was from two to 7,688.
- ❖ The majority of local authorities (75%) had taken some action to tackle fly-tipping. The types of action taken included ENCAMS campaigns, surveillance / covert cameras, poster campaigns, hotline, and blitzing areas.

1.12 Drugs Related Litter

- ❖ The average spend on drugs related litter per authority was £10,752.
- ❖ The range of spend was from £0 to £100,000. Of the local authorities that responded to this question, 66% had estimated their answers.
- ❖ Local authorities are almost just as likely to have a hotline, dedicated to deal with drugs related litter, as a team / staff dedicated to this issue.
- ❖ The majority of local authorities do not have a hotline or staff / team dedicated to deal with drugs related litter.
- ❖ The vast majority of local authorities have some problem with drugs related litter.
- ❖ The average number of complaints per authority was 261. The vast majority of local authorities received between one and 500 complaints about drugs related litter over the last 12 months.
- ❖ A quarter of the local authorities had taken some action to tackle drugs related litter in the last two years, but three quarters had not.
- ❖ The type of action taken included: training, awareness campaigns, information leaflets, work with schools, and needle bins.

1.13 Chewing Gum

- ❖ The range of spend was between £0 - £200,000. The average spend per authority was £12,792.
- ❖ Most local authorities do not have a dedicated hotline or staff / team to deal with issues relating to chewing gum. Slightly more local authorities have dedicated staff than have a dedicated hotline for gum.
- ❖ Of those that responded to the question on the rating of the problem, 41% rated chewing gum as being a 'major problem' in their local authority.
- ❖ The majority of local authorities rated chewing gum as being a 'minor problem' (55%).
- ❖ The number of complaints received ranged from 0 - 100, 15% had received no complaints and 7% had received 100.
- ❖ The average number of complaints that a local authority received on chewing gum, in the past 12 months was 1,613.
- ❖ The majority of local authorities (64%) had not taken any action in the form of campaigns or education programmes to tackle chewing gum.

1.14 Planning Department

- ❖ The majority of local authorities (54%) stated that their planning department 'never' consults with them on the best types of surfaces to use in different areas to aid cleansing.
- ❖ Of those that consult on occasions (excluding the 'never'), 74% of the local authorities stated that the planning department 'sometimes' take their comments on board.

1.15 Best Value Performance Indicator 199 (BV199)

- ❖ The majority of local authorities have completed all of the surveys.
- ❖ The range of transects monitored by local authorities for each survey was between 60 and 4,100.
- ❖ The average number of transects monitored by each local authority, for each of the surveys, was 386.

Introduction

2.1 Background

The Department for Environment Food and Rural Affairs (Defra) asked ENCAMS to conduct a complete review of the Code of Practice on Litter and Refuse 1999 (COPL&R). This piece of legislation applies to local authorities and other duty bodies and highlights their obligations under Section 89 of the Environmental Protection Act 1990.

COPL&R sets the guidelines for cleanliness that should be adhered to between certain hours and depending on the type of area being monitored. However, as it stands, COPL&R only sets the standards for environmental cleanliness with reference to litter and refuse. The review was, therefore, felt to be necessary as other local environmental quality issues are becoming higher on the Government's 'liveability' agenda, and it was felt that the legislation might need to be changed to incorporate other issues. The review was also necessary due to the introduction of the Best Value Performance Indicator 199 which also includes a system for monitoring levels of cleanliness using grading and zoning systems. It was therefore important to have a review of COPL&R and that every aspect of it be addressed.

As part of the review it was necessary to consult with those bodies to whom COPL&R applies. A series of focus groups and interviews were conducted with local authority representatives, Network Rail, National Parks, and other major landowners.

A self-completion questionnaire was also sent to all local authorities in England. Local authorities were chosen, as they are the duty body that are most aware of their obligations under the Code, and would be in the best position to evaluate COPL&R. This report outlines the findings of the local authority questionnaire.¹

¹ Please note that some percentages do not add to 100 due to rounding.

2.2 Aim

The aim of the questionnaire was to establish what local authorities are currently doing in terms of adherence to COPL&R, look at what problems they have with local environmental quality issues and what they are doing to overcome them.

Methodology

3.1 Survey Design

A self-completion questionnaire was sent to every local authority in England with a specific closing date. Before the closing date a second questionnaire was sent to those local authorities that had not yet replied to act as a prompt. For a copy of the questionnaire please see Appendix 1.

3.2 Response Rate

Out of the 353 local authorities in England, 135 responded to the questionnaire, giving a response rate of 38%.

The table below shows the response rate by each English region.

Table 3.2 Regional Response Rates

Region	Number of Actual Responses	Number of Potential Responses	Response Rate
North West	21	43	49%
South West	17	44	39%
North East	7	23	30%
South East	27	67	40%
East of England	20	48	42%
London	15	33	45%
West Midlands	9	34	26%
East Midlands	14	40	35%
Yorkshire & Humber	5	21	24%
Total	135	353	38%

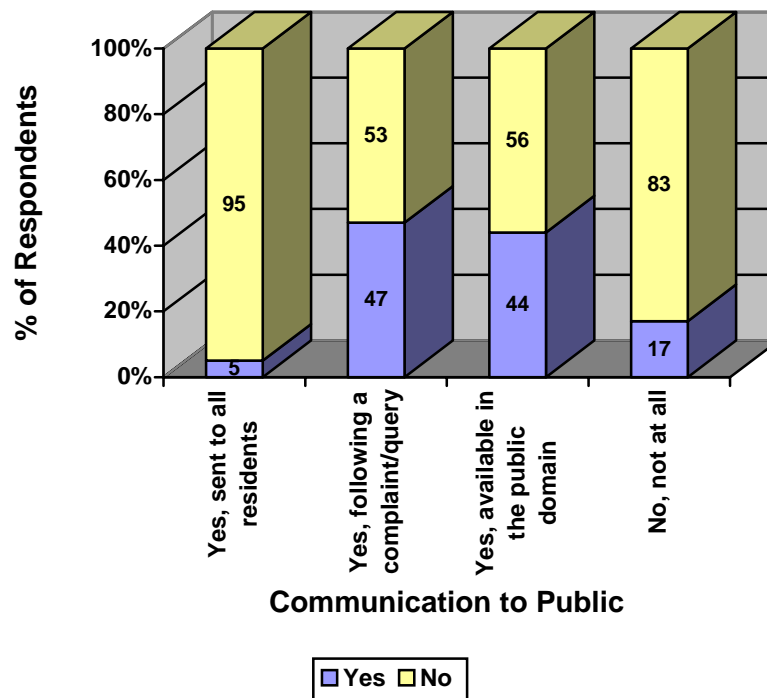
Code of Practice on Litter and Refuse

In light of the review of the Code of Practice on Litter and Refuse (COPL&R) it was felt that it would be helpful to find out the current practices and feelings surrounding the Code.

4.1 Communicating COPL&R

Figure 4.1.1 shows how many local authorities provide information to the public on COPL&R and figure 4.1.2 shows the level of agreement with different statements about COPL&R.

Figure 4.1.1 Communication to Public



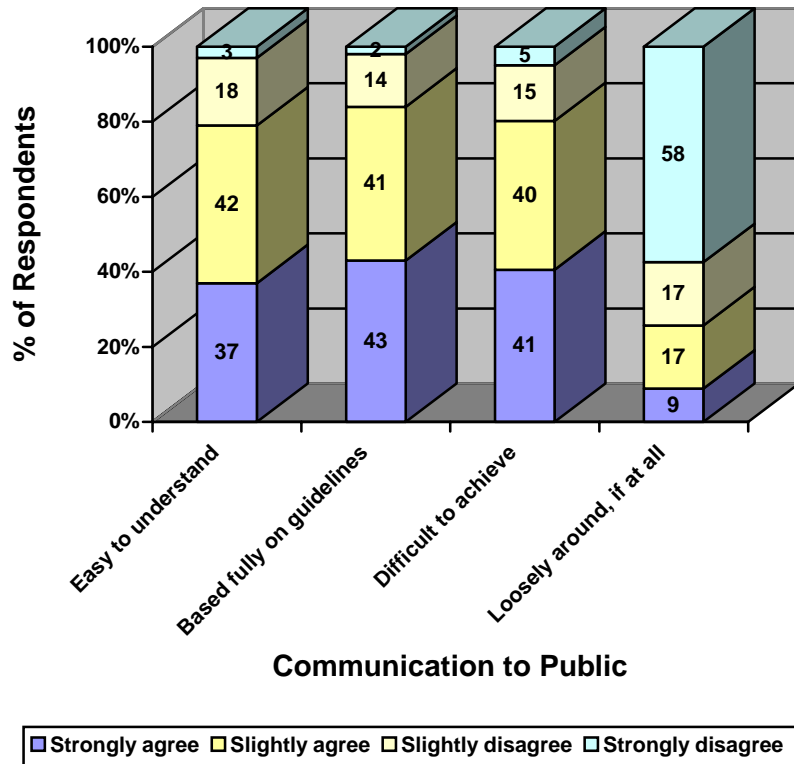
Base: 135

Figure 4.1.1 shows that on most occasions, information about COPL&R is not provided to the public. However, information is more likely to be provided following a complaint or query from the public, or be made available in the public domain than be routinely sent to all residents.

Figure 4.1.2 Statement Agreement

The statements that local authorities were asked to give their level of agreement to were as follows: -

- The current COPL&R is easy to understand.
- The services we deliver are based fully on the COPL&R guidelines.
- The services we deliver are based on the COPL&R but it is sometimes difficult to achieve.
- The services we deliver are based loosely around the COPL&R, if at all.



Base: 125 minimum, 131 maximum

79% of local authorities agree to some extent that ‘the current COPL&R is easy to understand’ (37% strongly agree and 42% slightly agree). 84% agree to some extent that the services they deliver are based fully on the COPL&R guidelines (43% strongly agree and 41% slightly agree). 81% agree to some extent that the services they deliver are based on the COPL&R but it is sometimes difficult to achieve (41% strongly agree and 40% slightly agree). 75% of local authorities agree to some extent

that the services they deliver are based loosely around the COPL&R, if at all (58% strongly agree and 17% slightly agree).

Local authorities were then given the opportunity to comment on COPL&R. These comments typically included local authorities stating that the response times are impractical due to a lack of resources.

“Because of safety issues on major roads in particular, response times are not possible to be met.”

Other noted how the Code and its stipulations are not an easy concepts for the general public to understand.

“COPL&R is easy for professionals to understand but concept of 'clean if necessary' is difficult to get across to residents who want streets spotless all the time.”

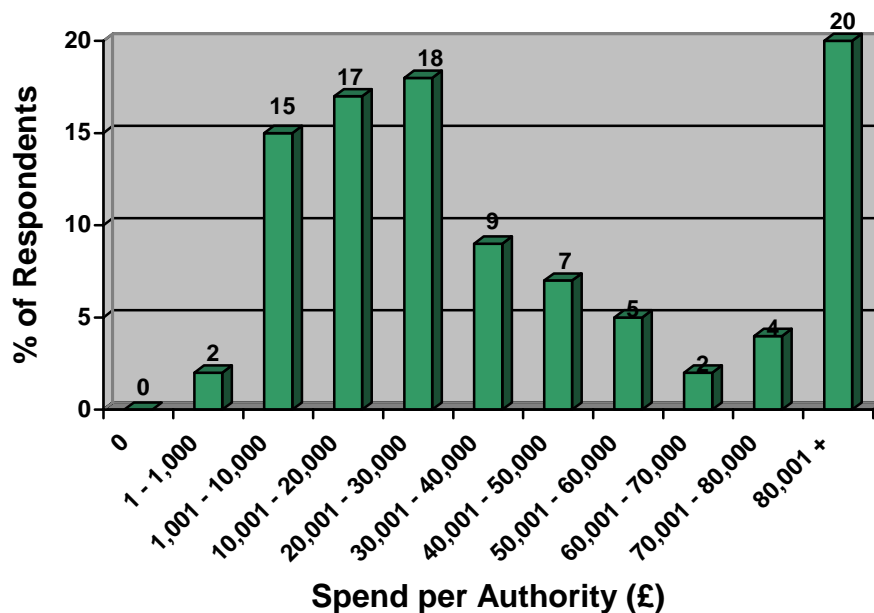
Abandoned / Nuisance Vehicles

This section discusses all the findings of the questionnaire with reference to abandoned and nuisance vehicles.

5.1 Spend

Local authorities were asked to state the total amount of money they spent on tackling abandoned / nuisance vehicles between April 2002 – March 2003. Figure 5.1 illustrates the findings.

Figure 5.1 Council Spend - Abandoned / Nuisance Vehicles



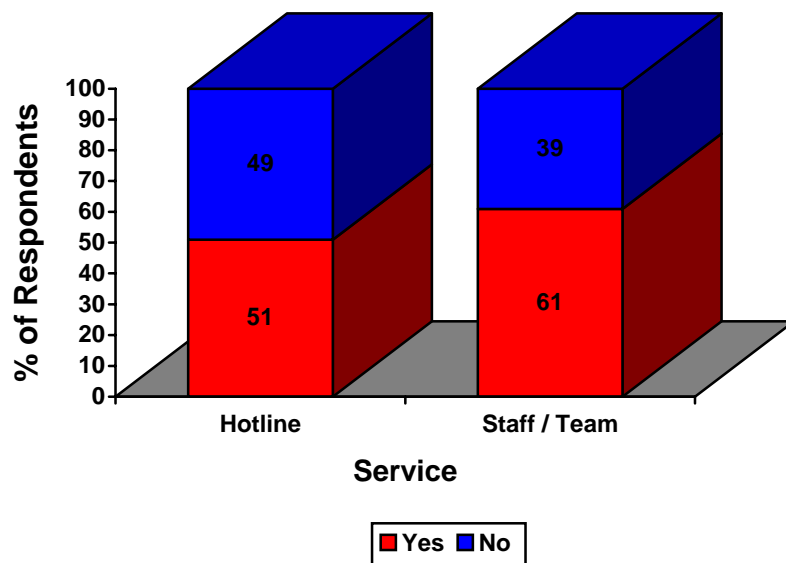
Base: 94

20% of authorities had spent over £80,000 on tackling abandoned / nuisance vehicles in the April 2002 – March 2003 period. None of the authorities stated that they had not spent anything on the issue. The range of spend was from £400 - £1,088,798 and the average spend per authority was £67,884. Just over half (52%) of the authorities had estimated their answers.

5.2 Dedicated Services

In order to discover what services local authorities use to tackle abandoned / nuisance vehicles, they were asked if they had a dedicated hotline or dedicated staff / team to deal with the issues. Figure 5.2 illustrates the response to this question.

Figure 5.2 Dedicated Hotline and Staff - Abandoned / Nuisance Vehicles



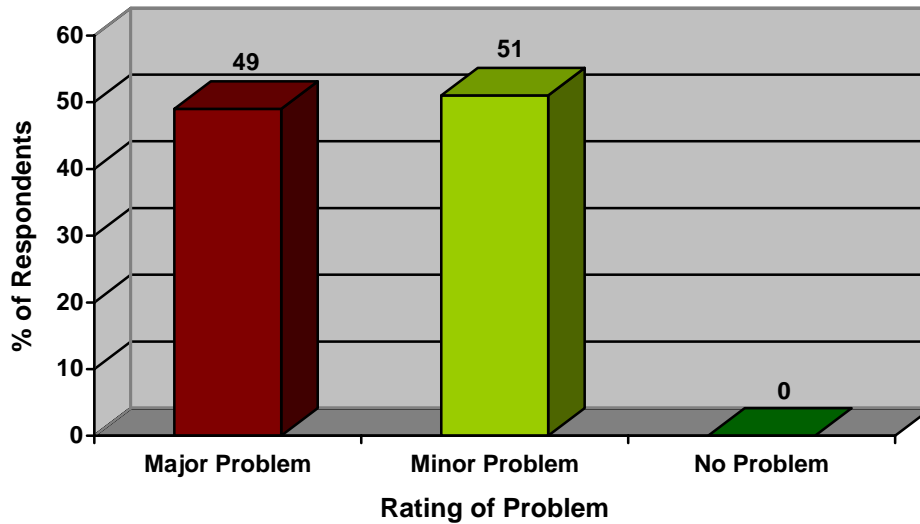
Base: 135

Most local authorities had a dedicated hotline or dedicated staff to deal with issues relating to abandoned / nuisance vehicles, 33% had both. Slightly more local authorities had dedicated staff than had a dedicated hotline for tackling the problem of abandoned / nuisance vehicles.

5.3 The Problem

Local authorities were asked to rate the problem of abandoned / nuisance vehicles in their authority. The findings are shown in figure 5.3.

Figure 5.3 Rating of the Problem - Abandoned / Nuisance Vehicles



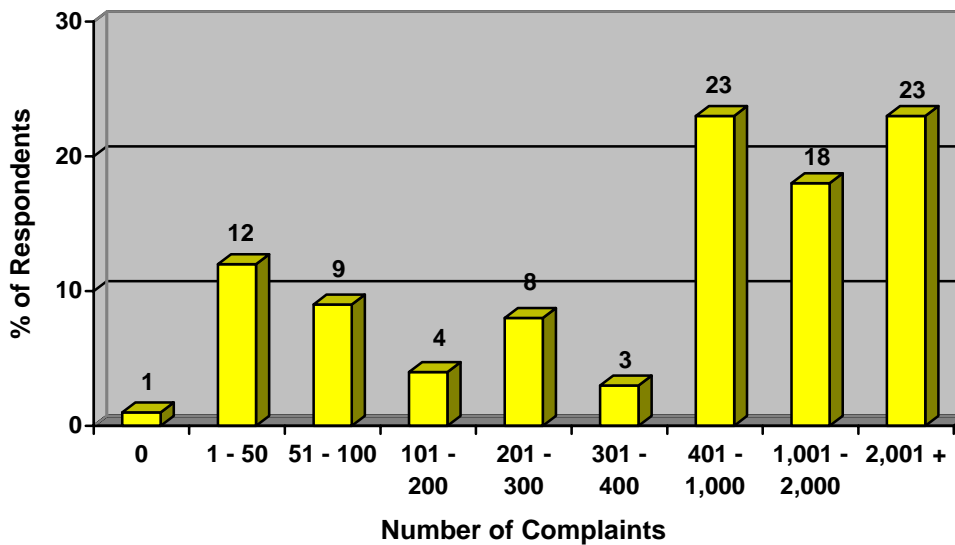
Base: 129

Nearly half (49%) of the respondents rated abandoned / nuisance vehicles as being a 'major problem' in their local authority. Just over half (51%) rated abandoned / nuisance vehicles as being a 'minor problem'. No authority rated abandoned / nuisance vehicles as being 'no problem' in their area.

5.4 Complaints

In order to gauge how problematic the public regard abandoned / nuisance vehicles, local authorities were asked about the number of complaints they received in the past 12 months. Figure 5.4 illustrates the findings.

Figure 5.4 Number of Complaints - Abandoned / Nuisance Vehicles



Base: 93

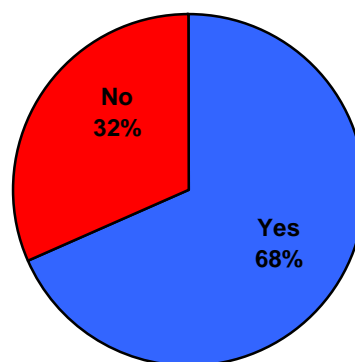
A significant proportion (23%) of local authorities had each received over 2,001 complaints from the public about abandoned / nuisance vehicles in the last year. The number of complaints received per authority ranged from 0 - 12,345, the average number per authority being 1,499.

Out of the 93 local authorities that answered this question, 40 (43%) had estimated the number of complaints they received in the past 12 months.

5.5 Solutions

Local authorities were asked to state the action they had taken in the last two years to tackle abandoned / nuisance vehicles. This question probed for campaigns, solutions and education programmes. Figure 5.5 illustrates the findings.

Figure 5.5 Action Taken - Abandoned / Nuisance Vehicles



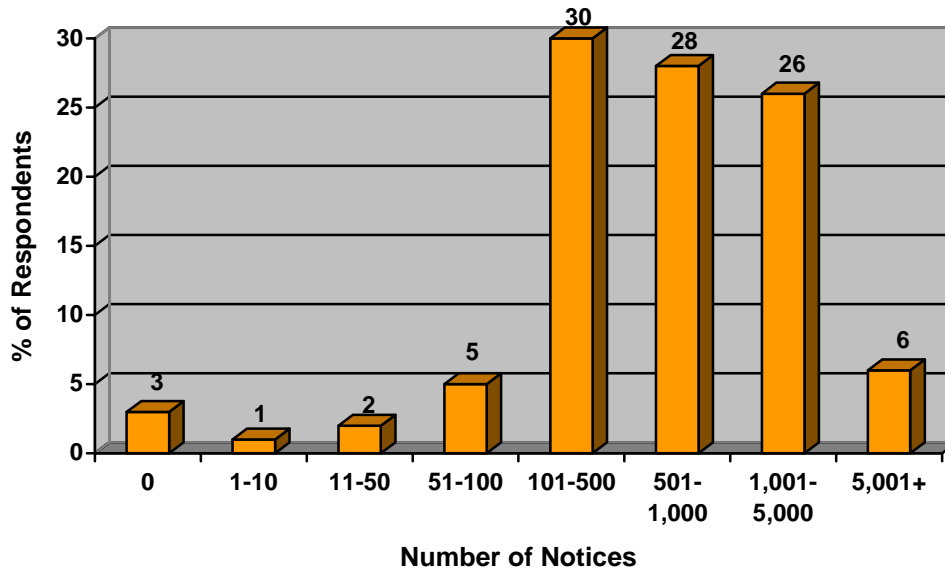
Base: 124

The majority of local authorities (68%) had taken some form of action to tackle abandoned / nuisance vehicles. The type of action they had taken included: leaflets and adverts, poster campaigns, Operation Cubit, blitz days and amnesty schemes, to name a few. A full list of the action taken can be found in Appendix 2.

5.6 Number of Notices

The local authorities were asked about the number of notices they had served on abandoned / nuisance vehicles, during the period April 2002 – March 2003.

Figure 5.6 Number of Notices Served - Abandoned / Nuisance Vehicles



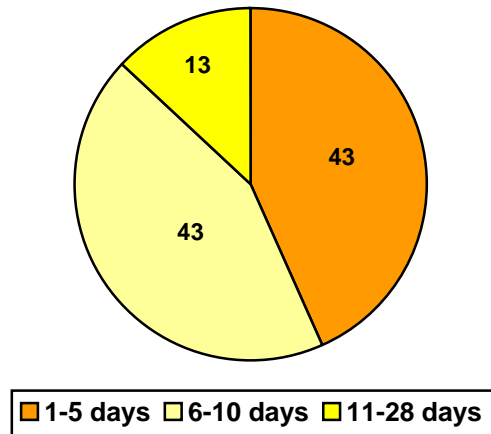
Base: 112

Almost a third (30%) of local authorities that responded to the question had each served between 101 - 500 notices on abandoned / nuisance vehicles, during April 2002 – March 2003. Only 3% had not served any notices during this time period. The range of notices served per authority was between 0 – 10,000. The average number of notices served per local authority was 1,311.

5.7 Response Times

Local authorities were asked to state how long, on average, it takes their authority to remove vehicles.

Figure 5.7 Average Response Time - Abandoned / Nuisance Vehicles



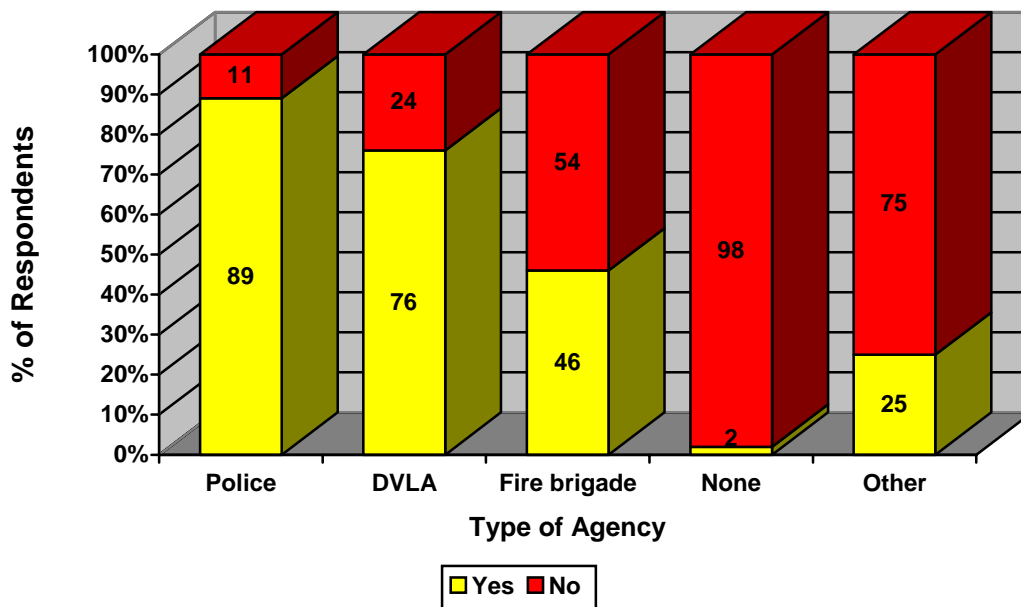
Base: 127

As shown in figure 5.7, it takes 43% of local authorities between 1 and 5 days to remove a vehicle, and a further 43% between 6 and 10 days. No local authority stated that it takes them longer than 28 days to remove abandoned / nuisance vehicles.

5.8 Agencies

Local authorities were asked about the other agencies they work with to tackle the problem of abandoned / nuisance vehicles. Figure 5.8 illustrates the results.

Figure 5.8 Partnership with Agencies - Abandoned / Nuisance Vehicles



Base: 135

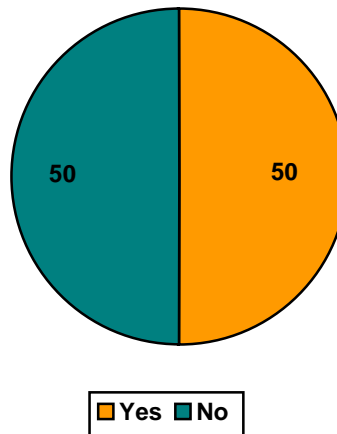
Most (89%) local authorities work with their local police to tackle the problem of abandoned / nuisance vehicles, and 76% work with the DVLA. Almost half of the local authorities (46%) work with their local fire brigade. Only 2% of local authorities said that they do not work with any agencies.

25% of the local authorities stated that they work with 'other' agencies. These 'other' agencies included: Housing Associations / Registered Social Landlords, County Councils, neighbouring local authorities, contractors, dismantlers and Parish Councils.

5.9 Collection Service

In order to find out how common it is for a local authority to have a vehicle collection / surrender service, local authorities were asked whether they had one in their authority. The results are illustrated in figure 5.9.

Figure 5.9 Provision of Vehicle Collection Service



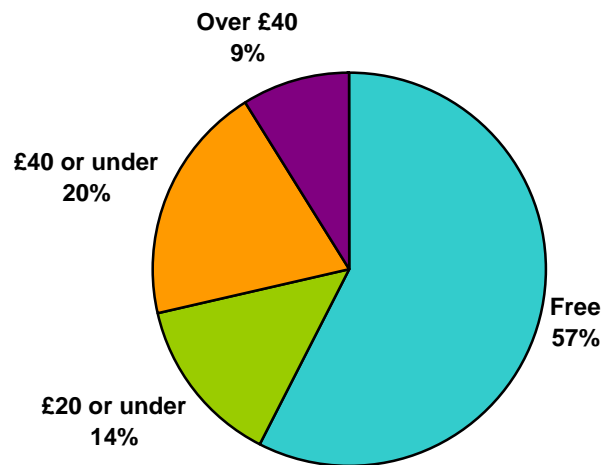
Base: 125

Half of the local authorities stated that they had a vehicle collection service and half stated they do not. Only 10 local authorities did not answer this question.

5.10 Charge For Collection Service

Those local authorities that had a collection service were asked how much they charge, per vehicle, for the service. Figure 5.10 illustrates the findings.

Figure 5.10 Charge to Public for Vehicle Collection Service



Base: 59

Of those authorities that replied to this question, 57% do not charge for their vehicle collection service. Of those authorities that do charge the range of charges to the public was £5 - £67 per vehicle. The average charge per authority was £13.30.

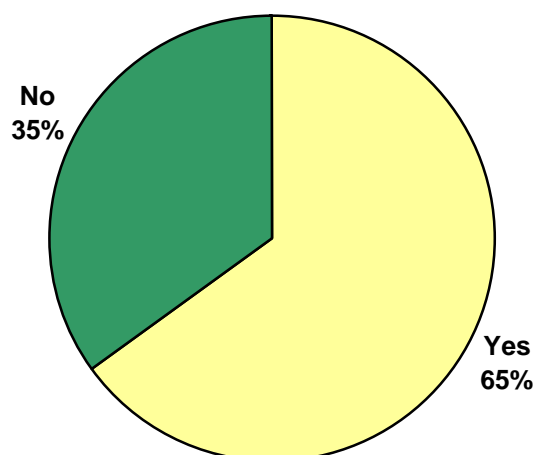
Night Time LEQ

There has over recent years been an expansion of the night time economy, largely due to the change in licensing laws and increasing numbers of pubs and clubs in town and city centres. The questionnaire assessed the impact of the night time economy on local environmental quality. The findings of the questionnaire, relevant to night time LEQ, are discussed in this chapter.

6.1 Effects of Night Time Economy

Local authorities were asked if their local environment had been affected by an expansion in the night time economy. Figure 6.1 illustrates the findings of this question.

Figure 6.1 Night Time Economy Affect on LEQ



Base: 132

65% of local authorities stated that the local environment in their local authority had been affected by an expansion in the night time economy. The ways in which they had been affected included increased general litter and fast food types of litter, vandalism, drink related litter and anti-social behaviour. For some this had all resulted in changed to their cleansing schedule.

6.2 Cleansing Schedule

Local authorities were asked about the issues that had affected their cleansing schedule outside the hours of 8am to 6pm. The following issues were considered:-

- Extended licencing hours;
- Increased numbers of licenced premises;
- Increased number of fast food outlets;
- Fast food outlets extending trading hours;
- Expansion of tourism;
- Other;

The option 'We don't cleanse outside these hours' was also included.

Figure 6.2 illustrates the findings.

Figure 6.2 Issues that Affect Cleansing

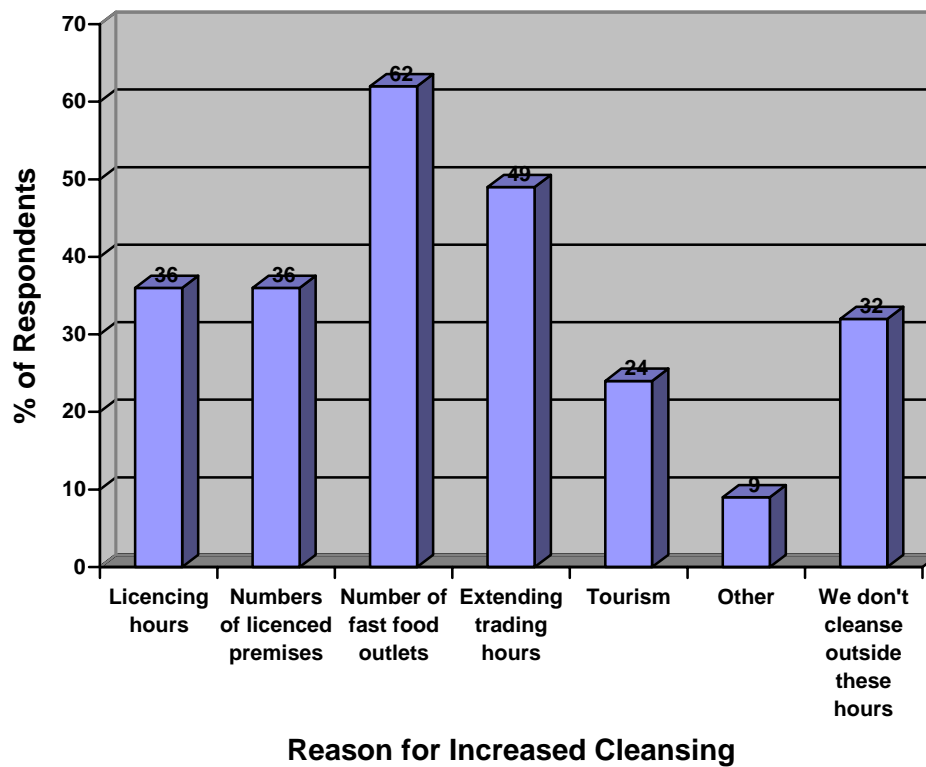
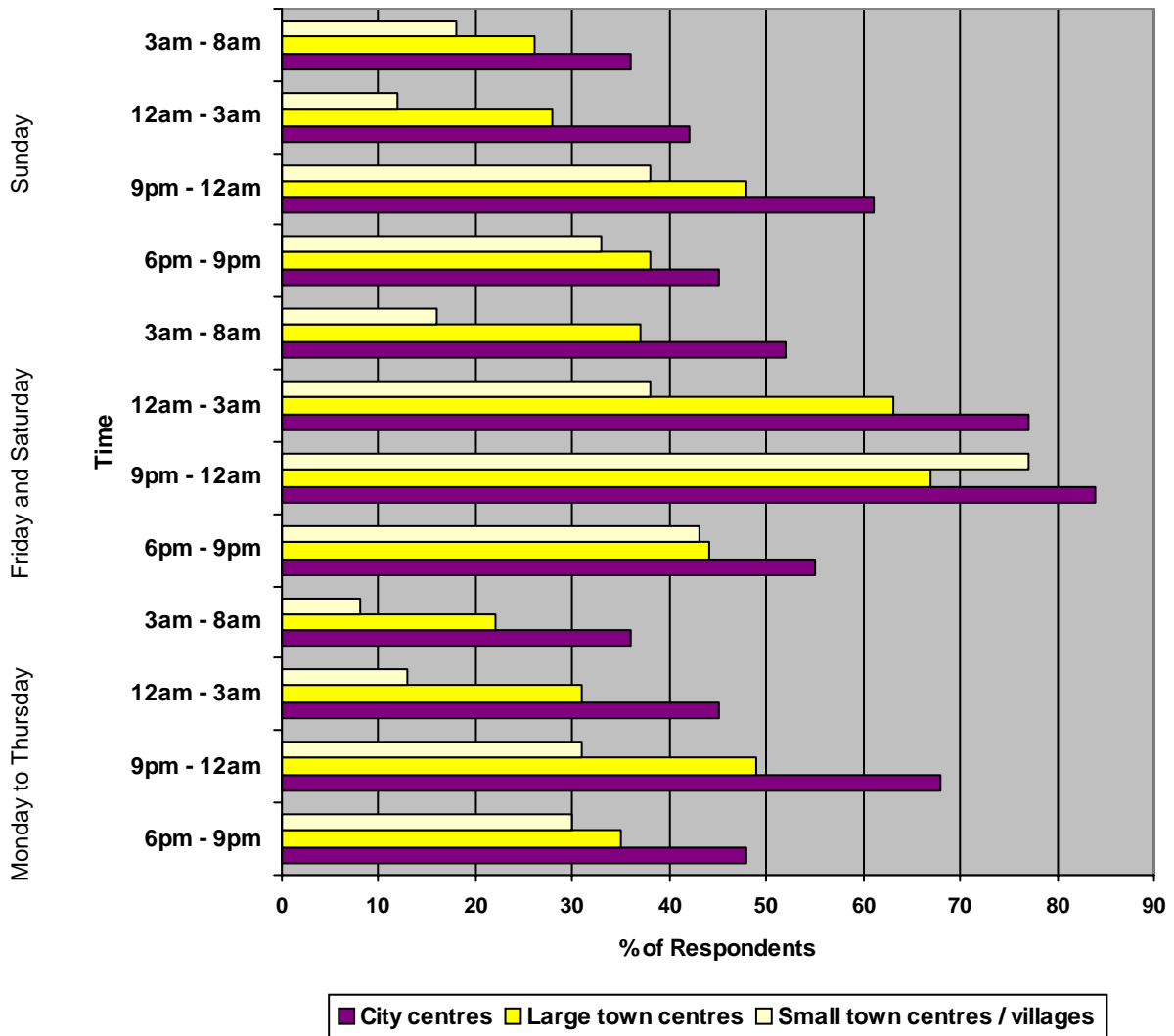


Figure 6.2 shows that the major cause of extra cleansing is perceived to be the increased number of fast food outlets, followed by fast food outlets extending trading hours. Tourism had the least affect on the cleansing schedule. 'Other' issues included anti-social behaviour, street violence, high pedestrian areas, new shopping centre, late night shopping, overnight lorry parking and special events. One local authority stated that they are about to introduce all night cleansing in some key areas.

6.3 Problem Areas / Days

Local authorities were asked if they had a problem with litter and refuse outside the hours of 8am and 6pm, in certain areas and on particular days. The findings are represented in figure 6.3.

Figure 6.3 Problem Areas by Day and Time

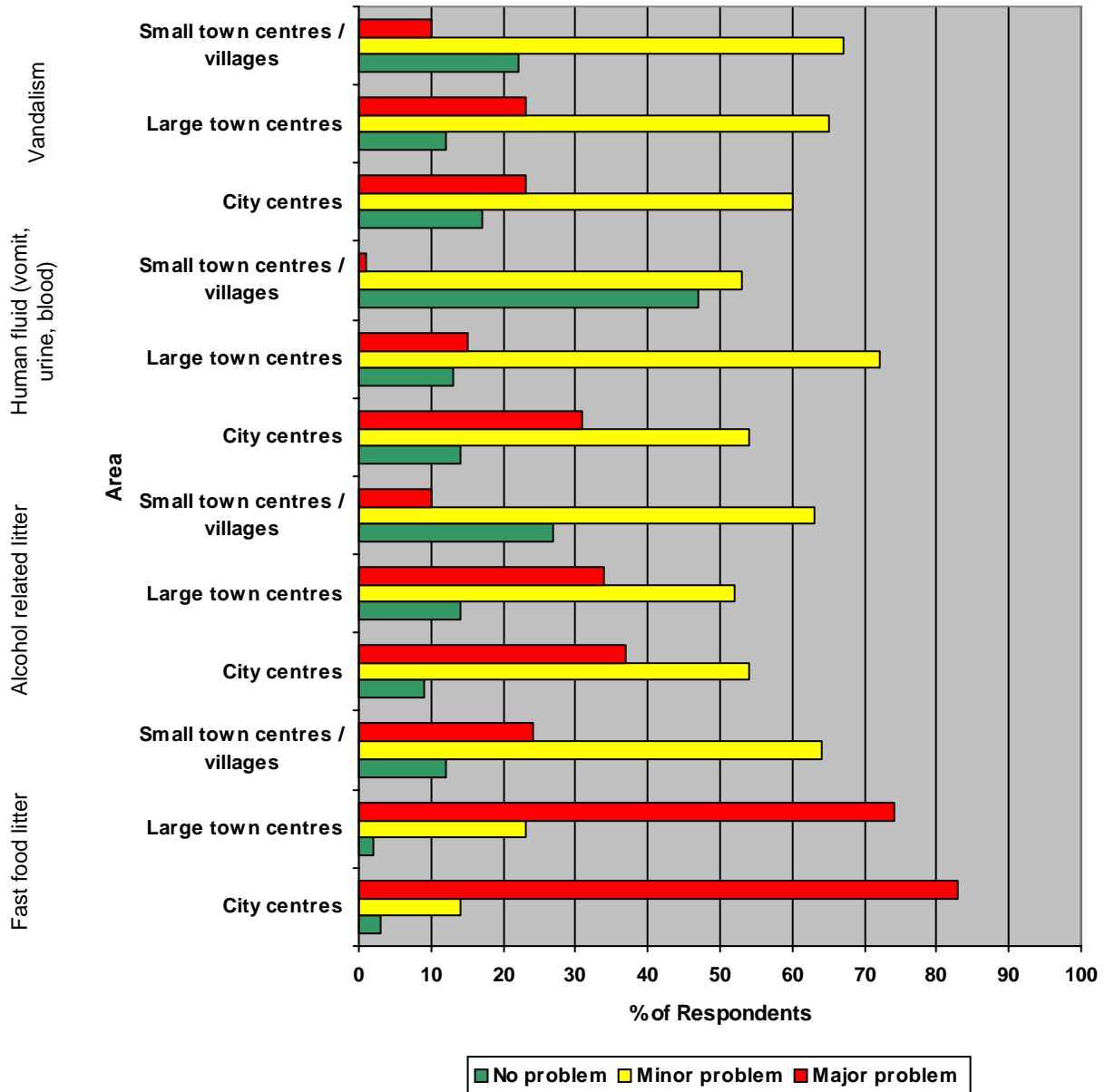


City Centre Base: 31, Large Town Centre Base: 81, Small Town Centre / Villages Base: 61

The majority of local authorities had a problem with litter and refuse in city centres on all days between 9pm and 12am. Small town centres and villages tend to have less of a problem at all times, however on Friday and Saturday night, between 9pm and 12am, litter and refuse is still a considerable problem for them.

6.4 Rating of Problem

Figure 6.4 Rating of Problem by Area and Time



City Centres Base: 35, Large Town Centres Base: 86, Small Town Centre / Villages Base: 99

Fast food litter is a major problem for city centres, for 83% of local authorities, but is only a minor problem in small town centres for 64%. Very few local authorities had 'no problem' with the issues, however, human fluid is not a problem for 47% of local authorities in small town centres. The most problematic issues overall are fast food and alcohol related litter.

Alleygating

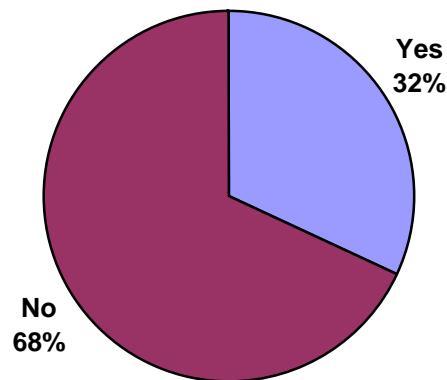
Alleygating is a relatively new initiative adopted by some local authorities in an effort to tackle crime in back street alleys. This scheme involves blocking off access to the alleyways for non-residents, so that people can not congregate there or access the houses from the back.

This questionnaire asked several questions about alleygating in an attempt to identify how many local authorities had tried it and how successful it has been. The findings of these questions are discussed in this section.

7.1 Adoption of Scheme

Local authorities were asked whether they had installed gates to block alleys within their local authority. Figure 7.1 illustrates these findings.

Figure 7.1 Installed Alley Gates



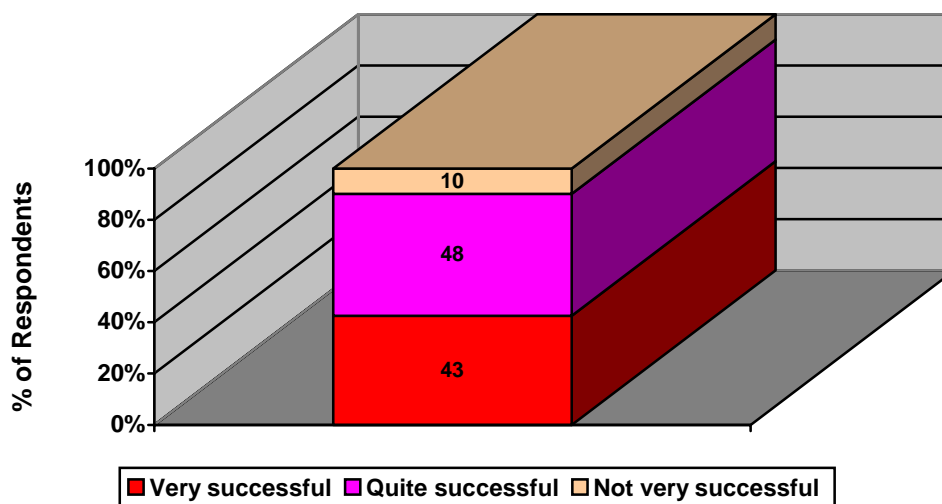
Base: 134

The majority of local authorities (68%) had not installed alleygates, however, of these 47% would consider it. For those that had installed gates (43 local authorities), 93% had done so to tackle crime, 40% had done so to reduce litter and 14% had done so for 'other' reasons, such as to create a sense of community, to reduce fly-tipping, reduce anti-social behaviour, tackle gangs, drugs, drinking and graffiti and to reduce vehicle access.

When asked about the number of gates they had installed, the average number per authority was 34 gates. The range of number of gates installed was from two to 300.

7.2 Success of Alleygating

Figure 7.2 Success of Gates



Base: 40

91% of the 40 local authorities who responded, found the alleygates successful. 43% of these local authorities rated the success of the alleygating initiative as being 'very successful', and 48% 'quite successful'.

Local authorities were given the opportunity to comment on alleygating. These comments included:

- Difficulties with access for the cleansing crew.
- Problems with residents fly-tipping and littering in the alleyways.
- Success being dependent on the key holders keeping the gates locked.
- Comments that further alleyways would benefit from these gates if funding was available.

Graffiti

The questionnaire contained several questions specific to the subject of graffiti. This section discusses the findings of the questionnaire on graffiti, covering issues such as spend, rating of the problem, complaints, response times and initiatives undertaken.

8.1 Spend

Local authorities were asked to provide details of the total amount of money they spent on removing graffiti between April 2002 – March 2003. Figure 8.1 illustrates the findings.

Figure 8.1 Council Spend - Graffiti

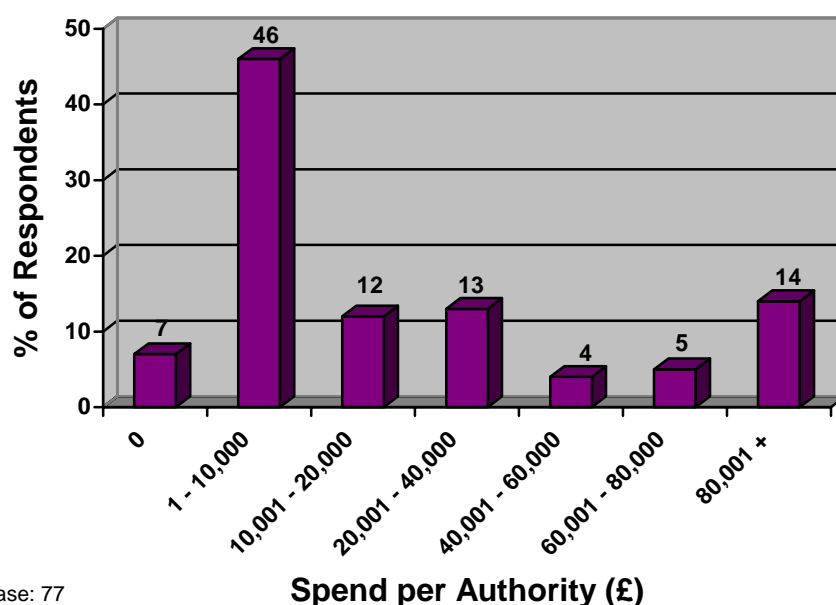
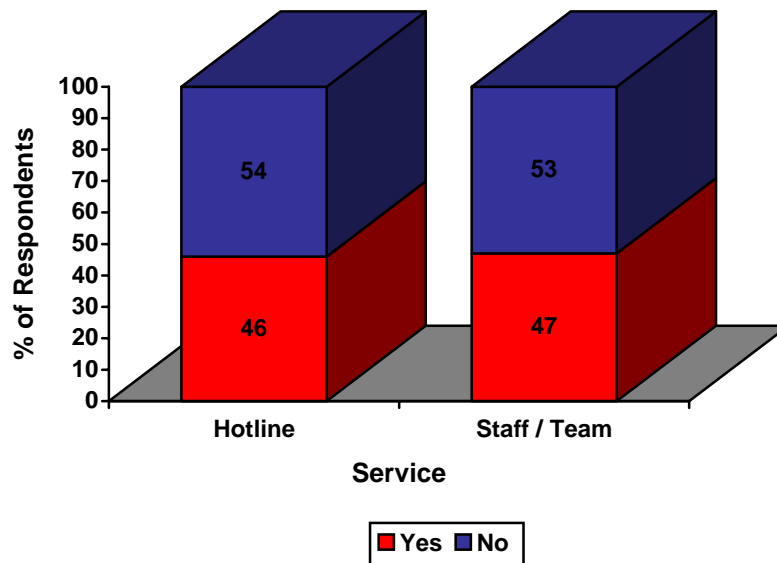


Figure 8.1 illustrates that 53% of the local authorities that responded had spent under £10,000 on graffiti. The range of spend on graffiti was from £100 - £1,330,000, the average spend per authority on graffiti being £75,376. Of the local authorities that responded to this question 58% had estimated their answers.

8.2 Dedicated Services

Local authorities were asked whether they had a dedicated hotline or staff to deal with graffiti. Figure 8.2 illustrates the findings of this question.

Figure 8.2 Dedicated Hotline and Staff - Graffiti



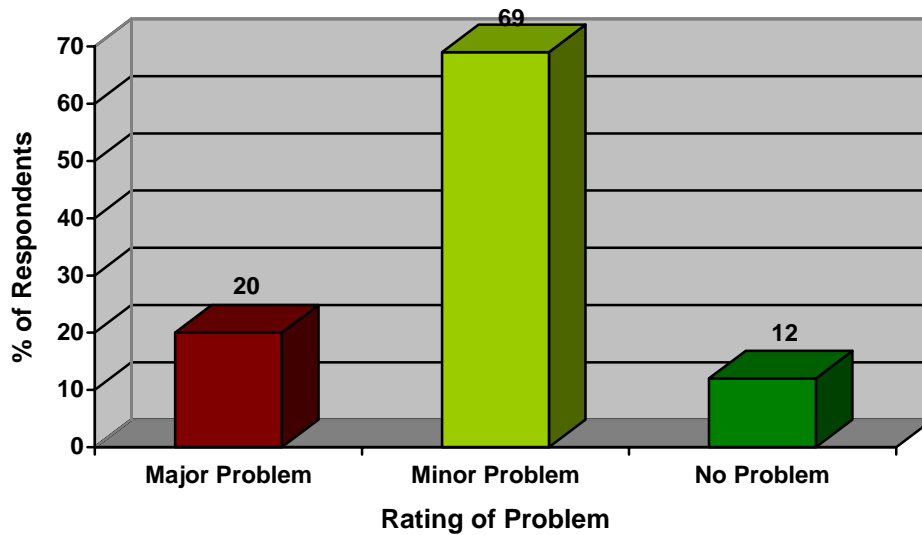
Base: 135

Just under half of the local authorities have a dedicated hotline or staff / team to deal with issues relating to graffiti (46% and 47% respectively). The difference between the likelihood to have dedicated staff / team over a hotline is negligible, and local authorities are therefore almost equally as likely to have either or both.

8.3 The Problem

Local authorities were asked to rate, in their opinion, how much of a problem graffiti is in their authority. The findings are shown in figure 8.3.

Figure 8.3 Rating of the Problem - Graffiti



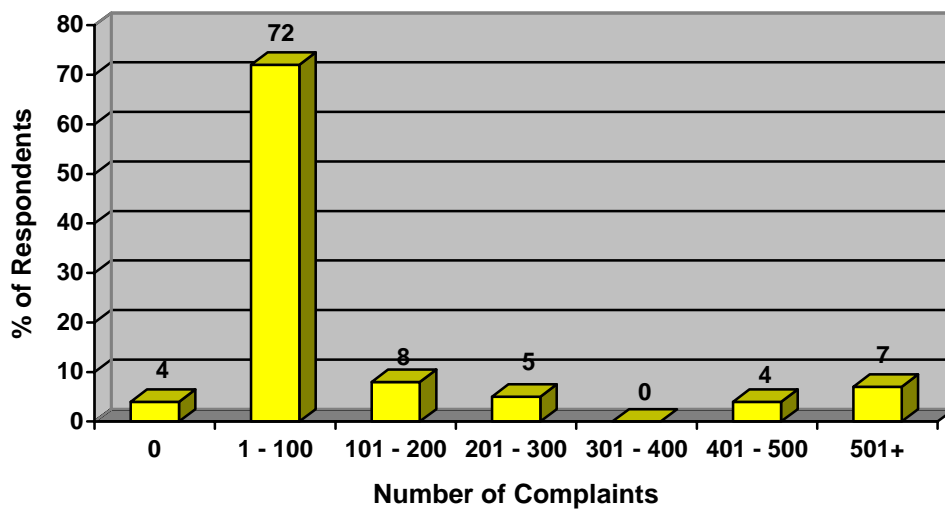
Base: 131

89% of the local authorities that responded to this question have a problem with graffiti (either a major or a minor problem). The majority of local authorities rated graffiti as being a 'minor problem' (69%). However, more local authorities stated that they had a 'major problem' with graffiti than had 'no problem' with it at all (20% and 12% respectively).

8.4 Complaints

In order to look at the public perception of the problem, local authorities were asked about the number of complaints they received regarding graffiti in the past 12 months. Figure 8.4 illustrates the findings.

Figure 8.4 Number of Complaints - Graffiti



Base: 92

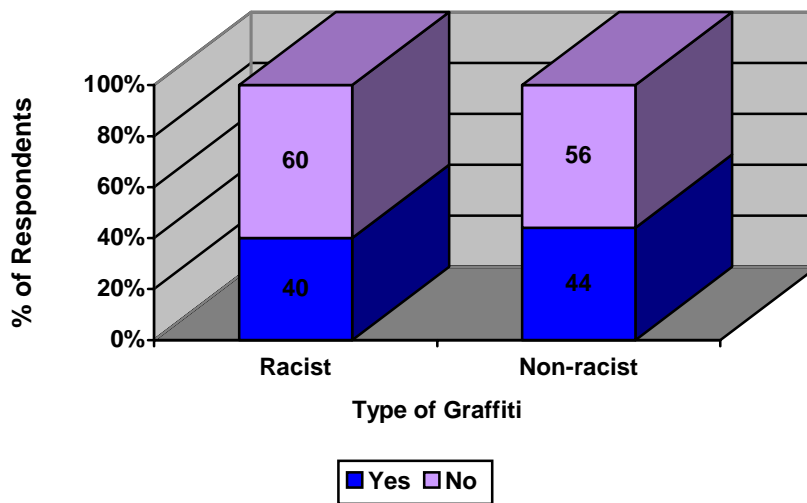
Most local authorities (72%) had received between 1 - 100 graffiti complaints from the public in the last year. The number of complaints received ranged from 0 - 4,312. Only 4% of the local authorities claimed not to have had any complaints from the public on graffiti. The average number of complaints received by each authority on graffiti was 168.

Out of the 92 local authorities that answered this question, 53 (58%) had estimated the number of complaints they received in the past 12 months.

8.5 Solutions

Local authorities were asked to give details of the types of things they had implemented in the last two years to tackle graffiti. This question probed for campaigns, solutions and education programmes. Figure 8.5 illustrates the findings.

Figure 8.5 Action Taken - Graffiti



Base: 121 racist, 122 non-racist

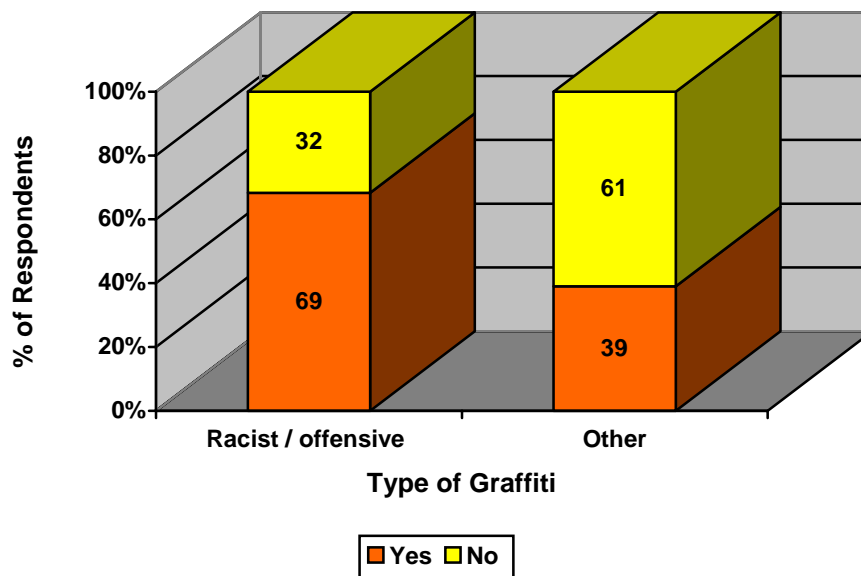
The majority of local authorities had not carried out any campaigns or education programmes to tackle graffiti (racist or non-racist). However, 40% had taken some action to tackle racist graffiti and 44% had taken action to tackle non-racist.

The types of action they had taken to tackle both racist and non-racist graffiti included clean ups, getting people on community service to clean off the graffiti, poster campaigns and hit squads. Most of the action taken was on graffiti in general and not specific to whether it was racist / offensive or not.

8.6 Response Times

Local authorities were asked several questions about their response times for dealing with different types of graffiti. Figure 8.6 illustrates the percentage of authorities that had a specific response time for dealing with both racist / offensive graffiti and other graffiti.

Figure 8.6 Response Time - Graffiti



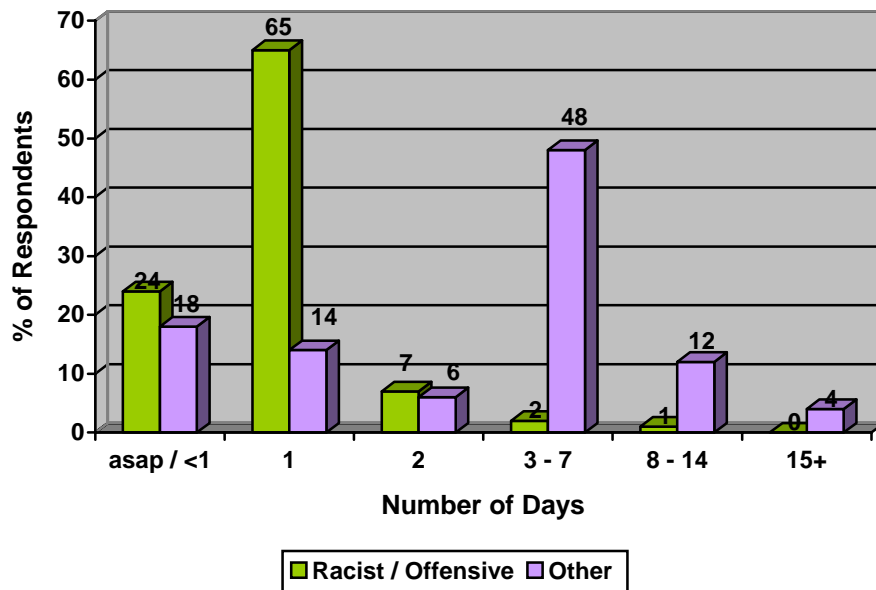
Base: 127 racist, 120 other

As is shown in figure 8.6, over two thirds of local authorities had a specific response time to deal with racist or offensive graffiti, but only around a third had one for other types of graffiti.

8.7 Specific Response Time

Local authorities were then asked to specify their response times for both forms of graffiti. Figure 8.7 illustrates their specified response times for both racist / offensive and non-offensive graffiti.

Figure 8.7 Specified Response Time - Graffiti



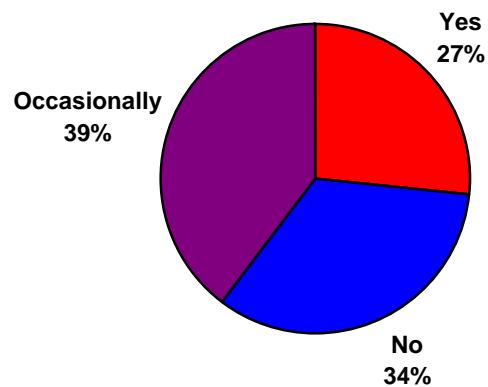
Base: 83 racist, 51 other

Figure 8.7 illustrates that 89% of local authorities aim to clear racist / offensive graffiti within 1 day of detection. Almost half (48%) of local authorities clear non-racist / offensive graffiti within 3 to 7 days. The range of response times was from 4 hours to 9 weeks for non-racist / offensive graffiti and from 1 hour to 10 days for racist / offensive graffiti.

8.8 Removal from Private Land

Local authorities were asked whether they remove graffiti from private land and if so the level of charge, if any, to the landowner. The results are shown in figures 8.8 and 8.9.

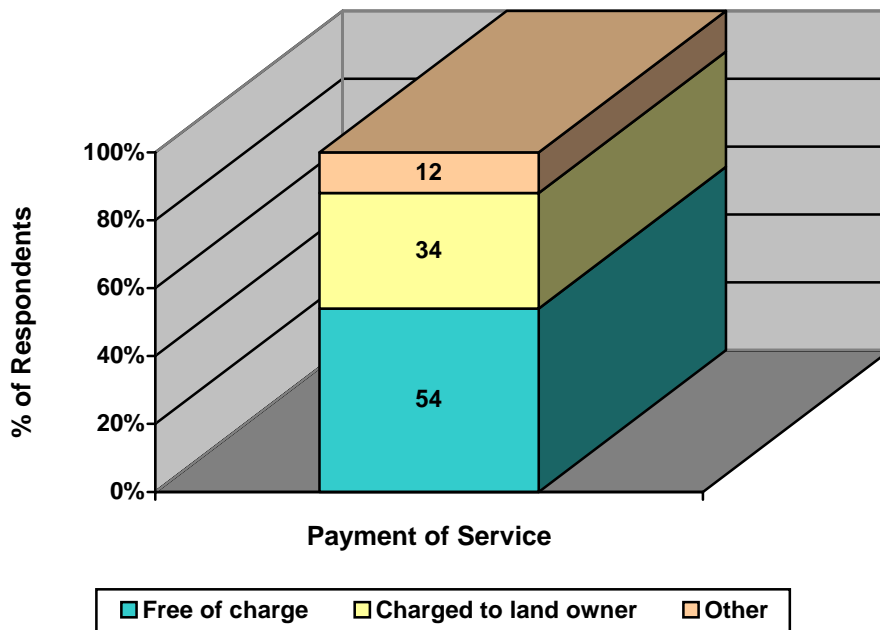
Figure 8.8 Private Land Removal - Graffiti



Base: 128

Just over a quarter of local authorities (27%) remove graffiti from private land, and 39% do so on occasion. These occasions tended to be when asked to by the owner and once they have a disclaimer signed by the owner. For some local authorities, removal from private land was dependent on whether the owner was willing to pay for the service.

Figure 8.9 Payment of Service - Graffiti



Base: 85

All of the local authorities that remove graffiti from private land (either always or occasionally) answered this question. 54% said that they provide the service free of charge and 34% charge the costs to the landowner.

The 'other' methods of recuperating the costs for removing graffiti from private land included charging private businesses but not residential houses. Other local authorities stated that it depends on whether they think the business should be made to pay or if there are other circumstances to take into account. Some local authorities stated that they seek a voluntary contribution and others said they provide the cleaning materials to landowners, for them to remove the graffiti themselves. Overall, the 'other' comments indicated that it was left to the discretion of the local authority to decide whether costs should be recuperated.

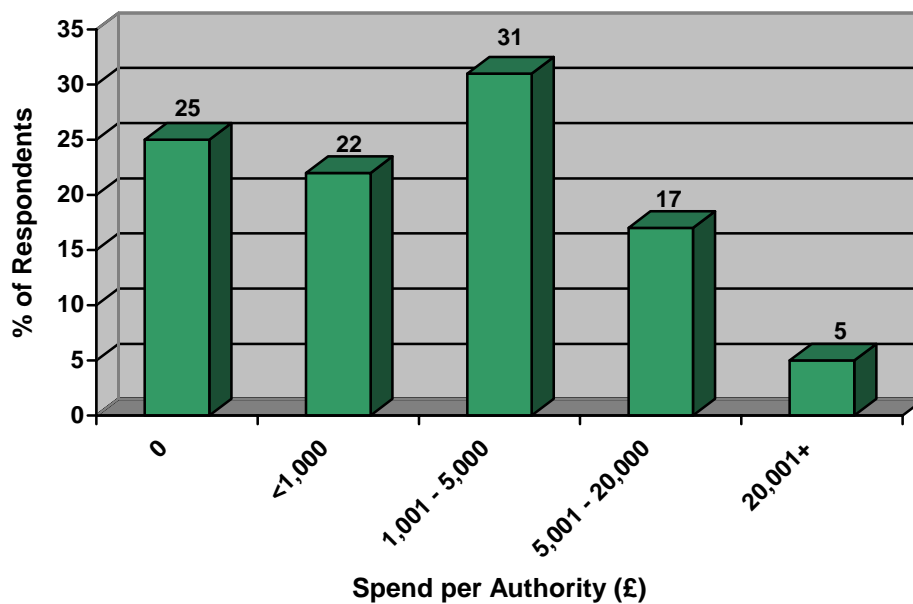
Flyposting

The questionnaire contained several questions about flyposting, in order to gauge local authority activity on this issue and how much of a problem flyposting is for them.

9.1 Spend

Local authorities were asked to provide details of the total amount of money they spent on tackling flyposting for the financial year April 2002 to March 2003. Figure 9.1 illustrates the findings.

Figure 9.1 Council Spend - Flyposting



Base: 59

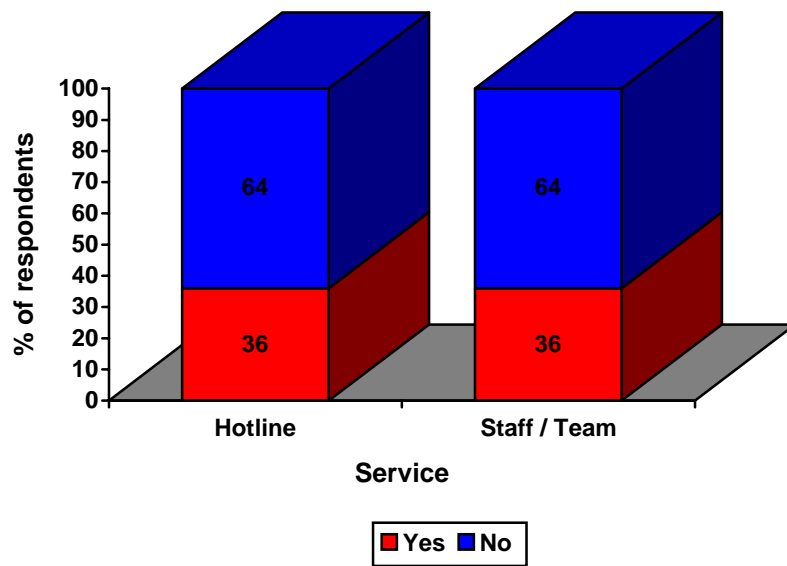
The majority of local authorities were unable to answer this question, probably due to the detailed information needed. 31% of local authorities spent between £1,001 - £5,000 over this period of time. 25% had not spent anything on flyposting. Of the local authorities that answered this question, 63% had estimated their answers.

The average amount of money spent on flyposting by a local authority over this period of time was £6,043. The range of spend was from £0 to £75,000.

9.2 Dedicated Services

Local authorities were asked if they had a dedicated hotline or dedicated staff / team to deal with the issue of flyposting. Figure 9.2 illustrates the response to this question.

Figure 9.2 Dedicated Hotline and Staff - Flyposting



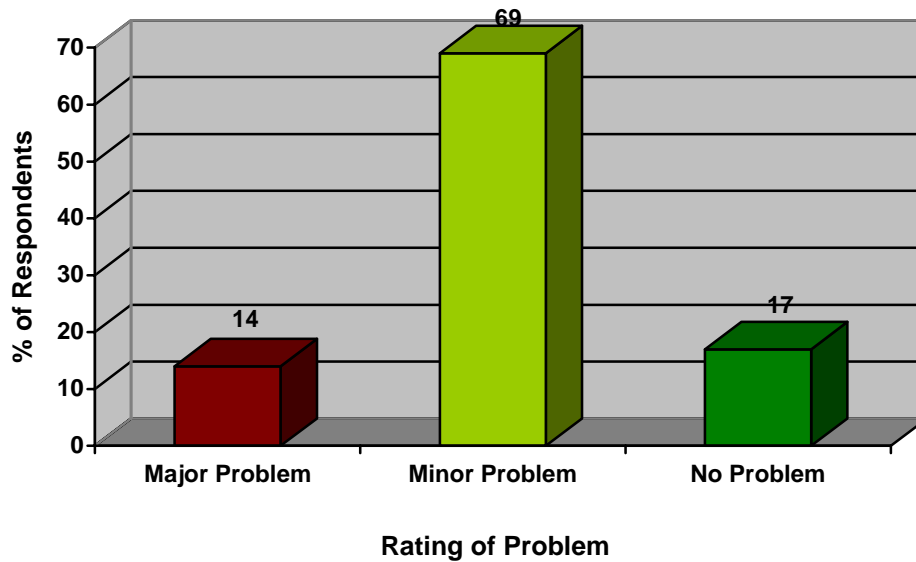
Base: 135

From figure 9.2 it can be seen that local authorities are just as likely to have a dedicated hotline and / or a dedicated staff / team, for flyposting. However, the majority of local authorities are unlikely to have one or both of these services.

9.3 The Problem

Local authorities were asked to rate how serious the problem of flyposting is in their authority. The findings are shown in figure 9.3.

Figure 9.3 Rating of the Problem - Flyposting



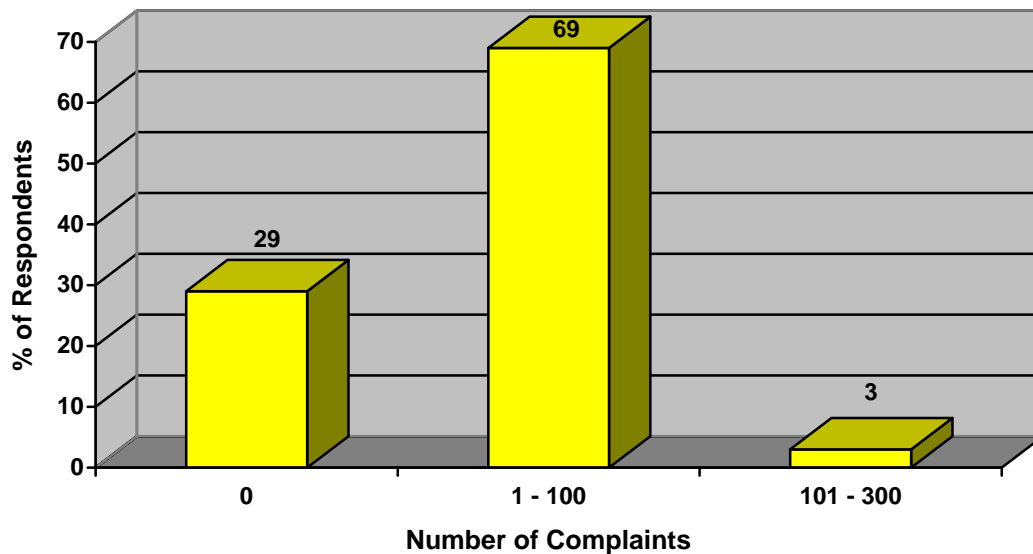
Base: 129

The vast majority of local authorities (83%) had a problem with flyposting to some extent (14% had a 'major problem' and 69% had a 'minor problem'). 17% of local authorities do not have a problem at all with flyposting.

9.4 Complaints

Local authorities were asked about the number of complaints they have received in the past 12 months relating to flyposting. Figure 9.4 illustrates the findings.

Figure 9.4 Number of Complaints - Flyposting



Base: 80

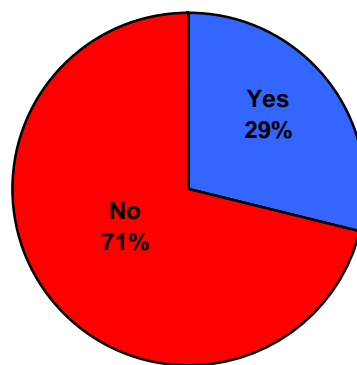
69% of local authorities received between one and 100 complaints from the public about flyposting, in the last 12 months. 29% of local authorities had not received any complaints. The range of complaints was from 0 to 300, the average number per authority being 22 per authority.

Of the 80 respondents, 60% (48 authorities) estimated their answers.

9.5 Solutions

Local authorities were asked what action they had taken in the last two years to tackle flyposting. This question probed for campaigns, solutions and education programmes. Figure 9.5 illustrates the findings.

Figure 9.5 Action Taken - Flyposting



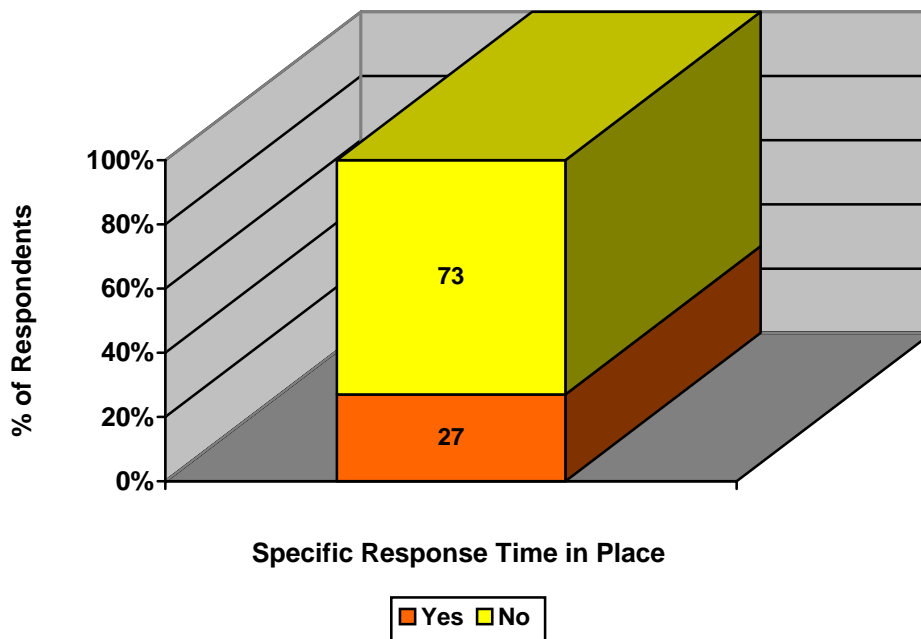
Base: 120

The majority of local authorities (71%) had not taken any action (in the form of campaigns or education programmes etc) to tackle flyposting. Only 29% had taken any action. The types of action taken included: community wardens, response teams, rapid response times and local media attention.

9.6 Response Times

Figure 9.6 illustrates the percentage of authorities that had a specific response time for dealing with flyposting.

Figure 9.6 Have a Specific Response Time - Flyposting



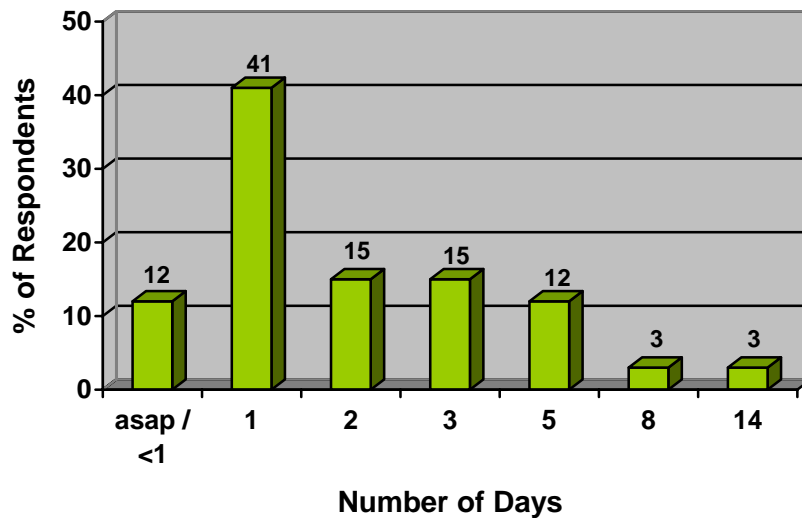
Base: 132

Just over a quarter (27%) of local authorities stated that they have a response time for dealing with flyposting. However, the vast majority of local authorities (73%) do not have a specific response time for dealing with flyposting.

Those local authorities that stated that they do have a specific response time for dealing with flyposting were asked to state what this response time is. Figure 9.7 illustrates the findings.

9.7 Specific Response Time

Figure 9.7 Specified Response Time - Flyposting



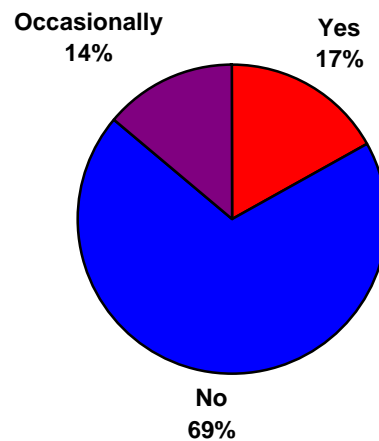
Base: 34

Out of the 36 local authorities that said they had a specific response time only 34 answered this question. The majority of local authorities (53%) aim to remove flyposting within one day of detection. However, for some local authorities the response time is significantly longer and can be up to 14 days.

9.8 Removal from Private Land

Local authorities were asked whether they remove flyposting from private land and if so the level of charge, if any, to the landowner. The results are shown in figures 9.8 and 9.9.

Figure 9.8 Private Land Removal - Flyposting

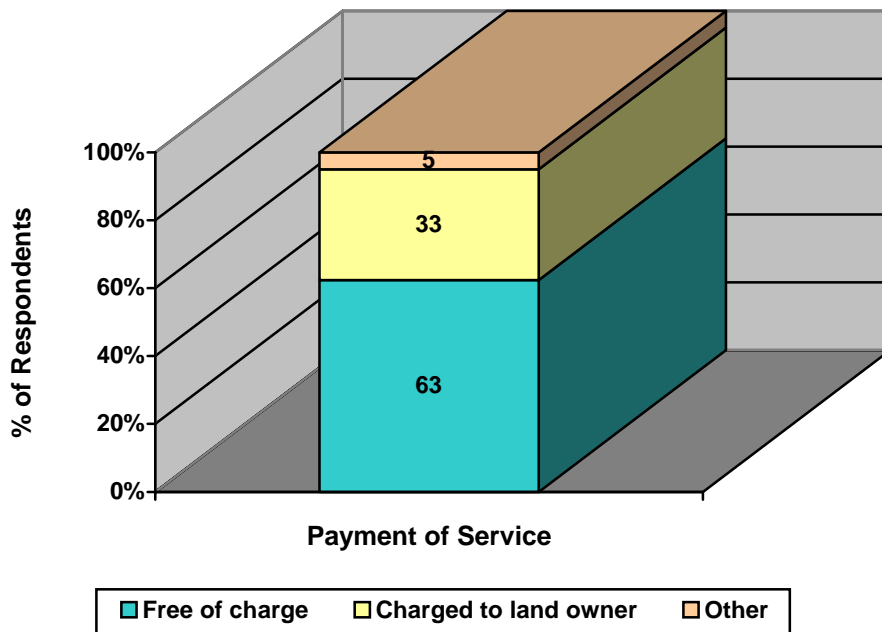


Base: 133

Figure 9.8 illustrates that only 17% of local authorities remove flyposting from private land. The vast majority (69%) do not remove flyposting from private land and 14% do on occasion.

The other occasions specified were, if their costs are charged to the landowner, in high profile areas, if requested, or if the flyposting is offensive.

Figure 9.9 Payment of Service - Flyposting



Base: 40

63% of local authorities remove flyposting from private land free of charge and 33% charge the costs to the landowner. The 'other' way this service is provided is through trial hit squads or if the local authority can try to recharge for the service.

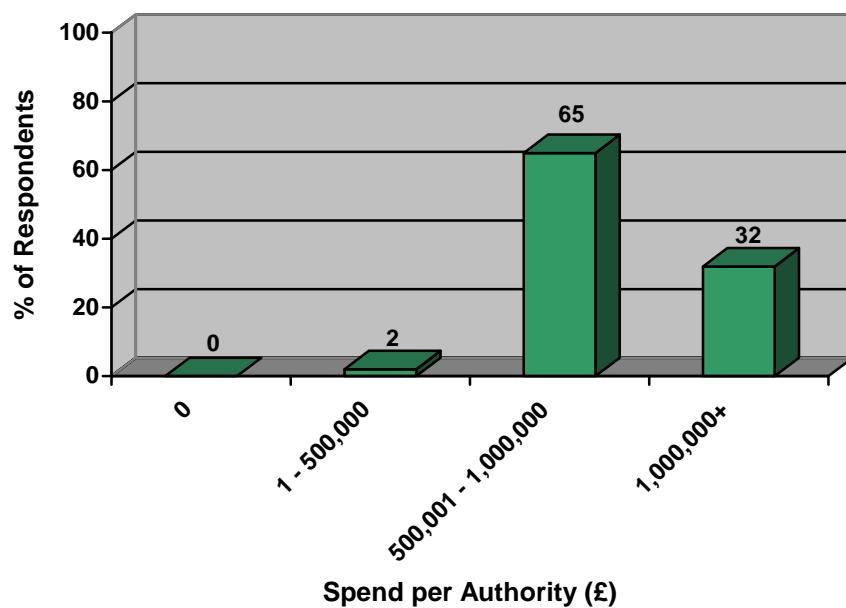
Litter

This section analysed all of the information contained in the questionnaire relevant to litter, including issues such as spend, number of complaints received and rating of the problem.

10.1 Spend

Local authorities were asked to state the total amount of money they spent on tackling litter between April 2002 – March 2003. Figure 10.1 illustrates the findings.

Figure 10.1 Council Spend - Litter



Base: 98

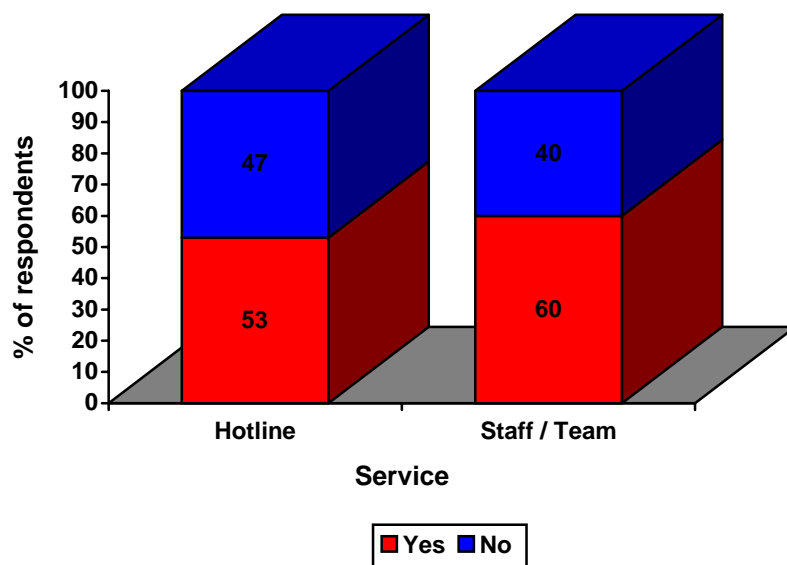
Figure 10.1 shows that only 2% of local authorities spent under £500,000 on tackling litter between April 2002 and March 2003. 65% spent between £500,001 and £1,000,000, and 32% spent over £1,000,000. The range of spend was from £5,000 to £12,970,015, and the average spend per authority, in this year, was £124,155.

60% of the local authorities that answered this question had estimated their spend on litter.

10.2 Dedicated Services

Local authorities were asked if they had a dedicated hotline or dedicated staff / team to deal with the issues. Figure 10.2 illustrates the response to this question.

Figure 10.2 Dedicated Hotline and Staff - Litter



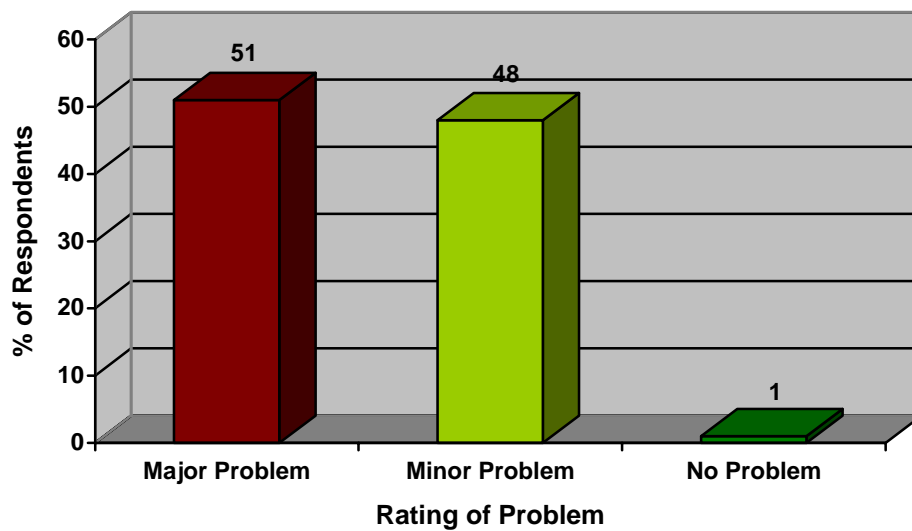
Base: 135

The majority of local authorities had a dedicated hotline and / or dedicated staff for dealing with litter. However, slightly more local authorities had dedicated staff / team (60%) for dealing with litter than had a hotline (53%).

10.3 The Problem

Local authorities were asked to rate how serious the problem of litter is in their authority. The findings are shown in figure 10.3.

Figure 10.3 Rating of the Problem - Litter



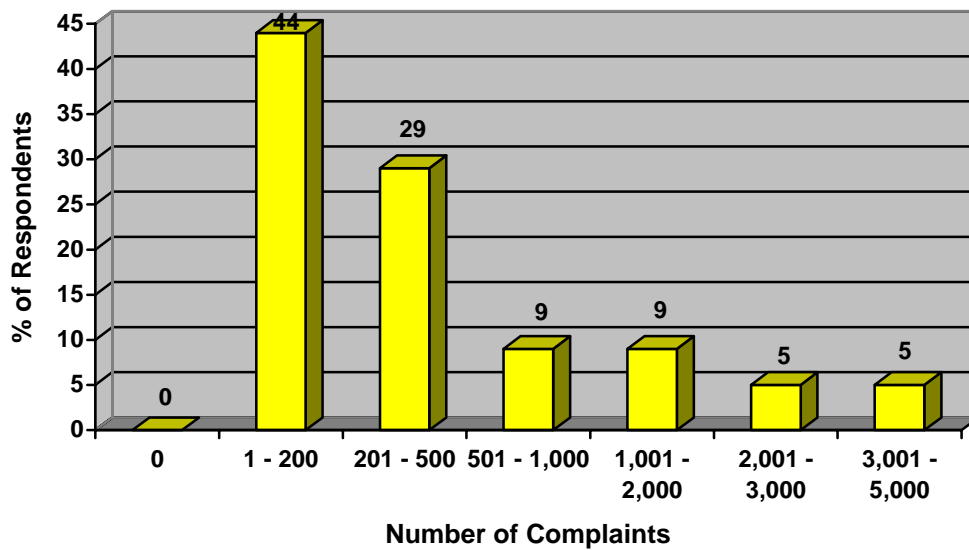
Base: 132

Nearly all local authorities (99%) had a problem with litter to some extent. Only 1% of local authorities stated that they had 'no problem' with litter, and for the majority of local authorities litter is a 'major problem' in their area.

10.4 Complaints

Local authorities were asked about the number of complaints they received in the past 12 months relating to litter. Figure 10.4 illustrates the findings.

Figure 10.4 Number of Complaints - Litter



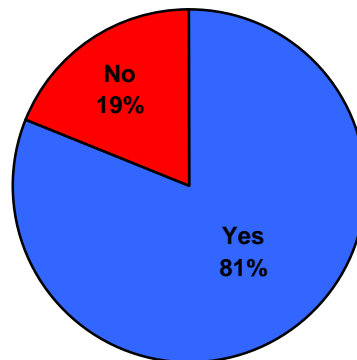
Base: 104

The majority of local authorities (73%) had between one and 500 complaints from the public on litter, in the past 12 months. The range of complaints was from one to 4,640. The average number of complaints per local authority, in the last 12 months, was 640.

10.5 Solutions

Local authorities were asked what action they had taken in the last two years to tackle the problem of litter. Figure 10.5 illustrates the findings.

Figure 10.5 Action Taken - Litter



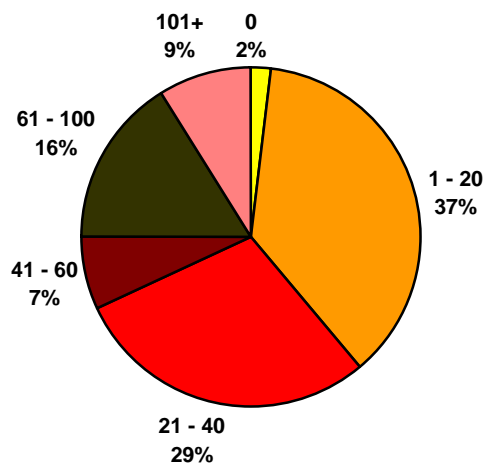
Base: 128

81% of the local authorities had taken some action (in the form of a campaign or education programme etc) to try to tackle their litter problem. Only 19% had not taken any action in this form to tackle litter. Typical responses included clean-ups, poster campaigns, issuing Fixed Penalty Notices and school visits.

10.6 Cleansing Operatives

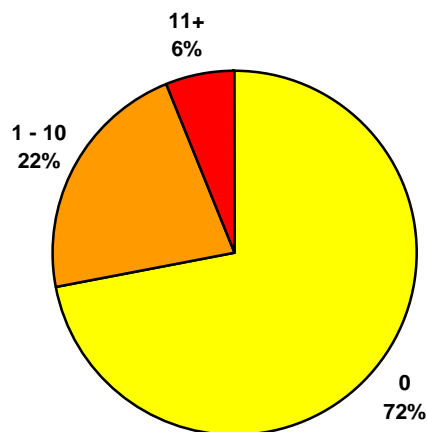
Local authorities were asked to state the number of cleansing operatives that they had in their local authority. They were asked to estimate if necessary and break it down by full time and part time employment. Figures 10.6.1 and 10.6.2 illustrate the findings.

Figure 10.6.1 Number of Cleansing Operatives – Full Time



Base: 117

Figure 10.6.2 Number of Cleansing Operatives – Part Time



Base: 117

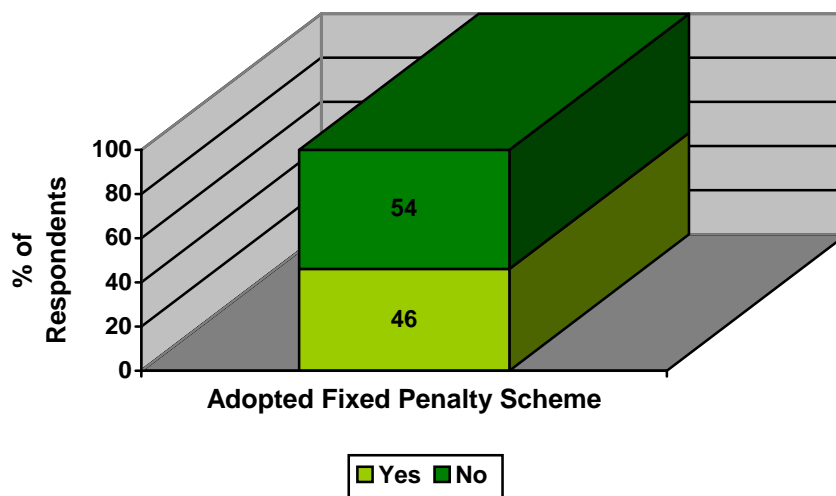
As shown in the graphs above, 37% of the local authorities had between 1 - 20 full time cleansing operatives. 72% of local authorities had no part time cleansing

operatives. The average number of full time operatives per authority was 42, and the average number of part time ones was two.

10.7 Fixed Penalty Notices

Local authorities were asked to state if they had adopted the Fixed Penalty Scheme for littering. Figure 10.7.1 illustrates the findings.

Figure 10.7.1 Adopted Fixed Penalty Scheme - Litter

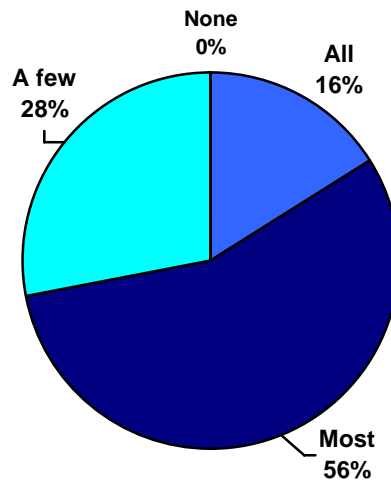


Base: 130

The majority of local authorities (54%) had not adopted the Fixed Penalty Scheme for littering. Of those that had adopted the scheme, the average number of notices served per authority (between April 2002 and March 2003) was 37. The range being from 0 – 362. 42% of local authorities that had adopted the scheme had not served any notices during this time period.

The local authorities that had adopted the Fixed Penalty Scheme for littering were asked about how many of them had been paid. Figure 10.7.2 illustrates the findings.

Figure 10.7.2 Notices Paid - Litter



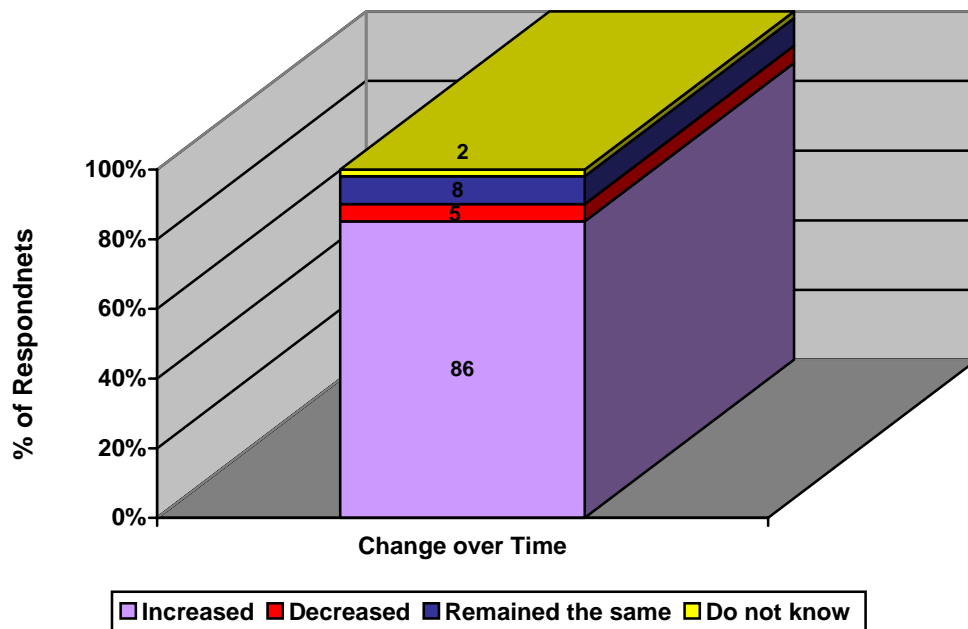
Base: 32

Of the 60 (46%) respondents that stated that they had adopted the Fixed Penalty Scheme, only 32 were able to answer this question about how many notices had been paid. As figure 10.7.2 illustrates, 'most' of the notices had been paid (56%), however 28% said that only 'a few' had.

10.8 Combined Spend on LEQ

Local authorities were asked if their combined spend on local environmental quality issues has changed over the last three years, and if so how has it changed. The issues covered by this spend included: litter, dog fouling, graffiti, fly-tipping, abandoned vehicles, drugs related litter, flyposting, and chewing gum. Figure 10.8 illustrates the findings.

Figure 10.8 Change to Combined Spend



Base: 131

86% of the local authorities stated that the combined spend in their local authority has increased over the last three years. 5% stated that their spend has decreased, and 8% stated that it has remained the same.

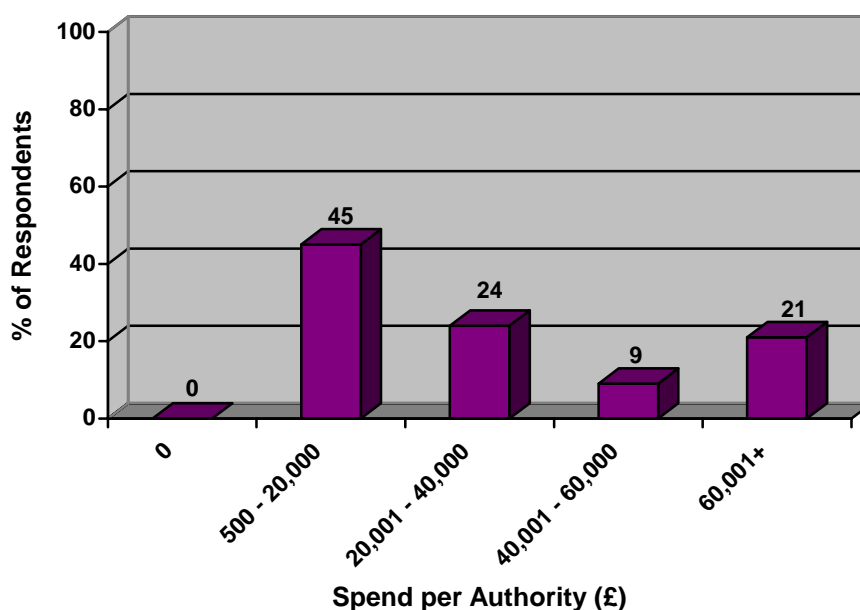
Dog Fouling

This section discusses the findings of the questionnaire related specifically with reference to dog fouling.

11.1 Spend

Local authorities were asked to provide details of the total amount of money they spent on dog fouling between April 2002 – March 2003. Figure 11.1 illustrates the findings.

Figure 11.1 Council Spend - Dog Fouling



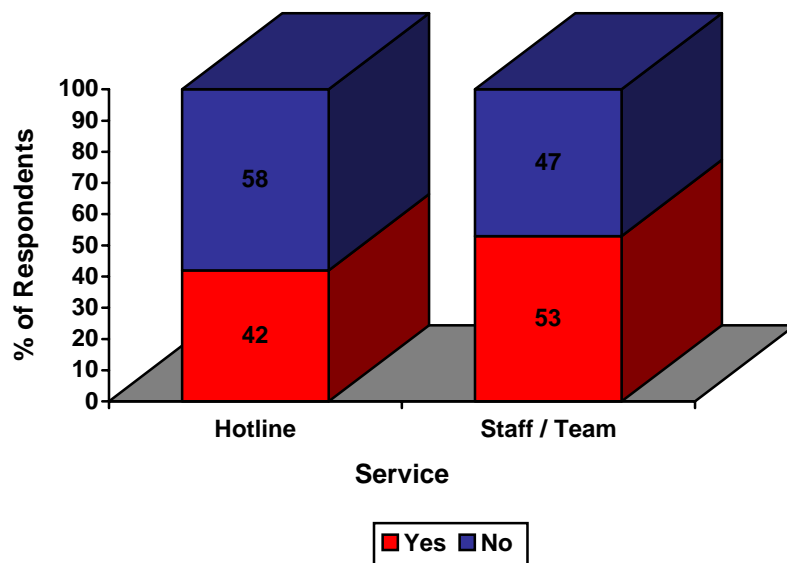
Base: 66

69 local authorities did not answer this question, as it required very specific information about the spend of their local authority. Out of those local authorities that responded to this question 70% had estimated their answers. A significant proportion of authorities (45%) spent between £500 and £20,000. No local authority had spent nothing on dog fouling. The range of spend was between £500 - £1,330,000, and the average spend per authority was £61,613.

11.2 Dedicated Services

In order to find out what services local authorities had to tackle dog fouling they were asked about whether they had a dedicated hotline or staff to deal with dog fouling. Figure 11.2 illustrates the findings to this question.

Figure 11.2 Dedicated Hotline and Staff - Dog Fouling



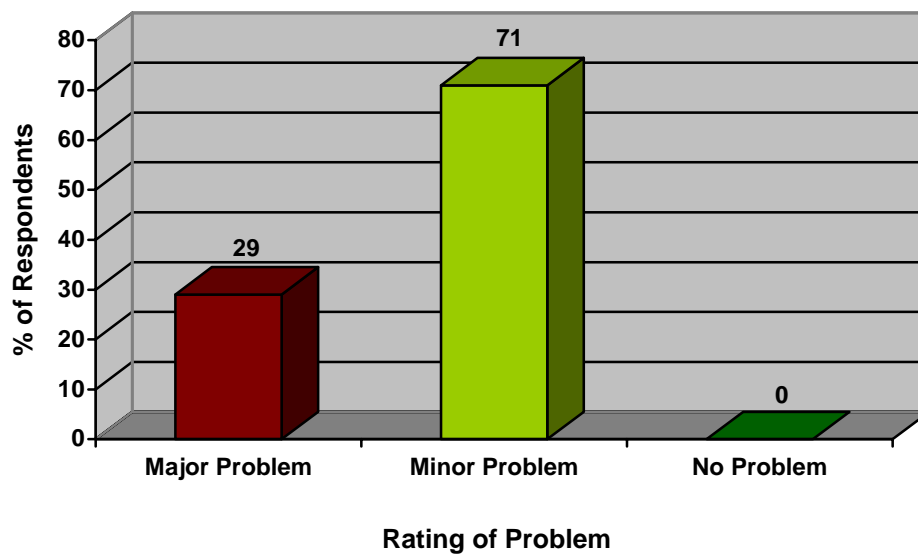
Base: 135

Most local authorities do not have a dedicated hotline to deal with issues relating to dog fouling. However, just over half of local authorities (53%) have dedicated staff / team to deal with dog fouling.

11.3 The Problem

Local authorities were asked to rate the problem of dog fouling in their authority. The findings are shown in figure 11.3.

Figure 11.3 Rating of the Problem – Dog Fouling



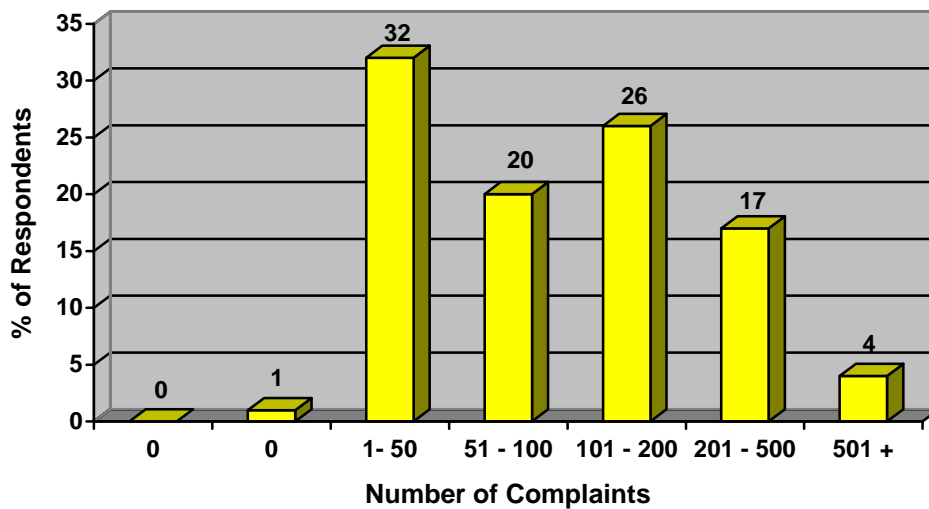
Base: 133

All of the respondents had a problem with dog fouling in their local authority, to some extent. 71% of those that responded rated dog fouling as being a 'minor problem' in their local authority, and 29% rated it as being a 'major problem'.

11.4 Complaints

Local authorities were asked about the number of complaints they had received in the past 12 months about dog fouling. Figure 11.4 illustrates the findings.

Figure 11.4 Number of Complaints - Dog Fouling



Base: 100

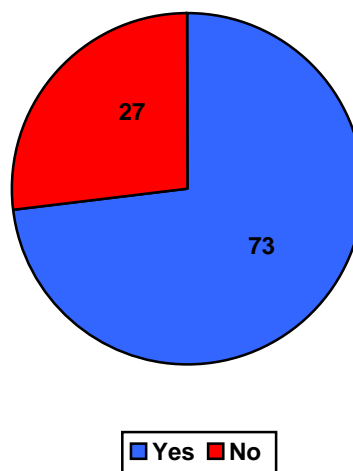
32% of local authorities had received between 1 - 50 complaints about dog fouling from the public, in the last year. The number of complaints received ranged from 0 - 1,200. The average number of complaints that a local authority received on dog fouling, in the past 12 months, was 150.

Out of the 100 local authorities that answered this question, 51 (51%) had estimated the number of complaints they received in the past 12 months.

11.5 Solutions

Local authorities were asked what action they had taken in the last two years relating to dog fouling, probing for things like campaigns, solutions and education programmes. Figure 11.5 illustrates the findings.

Figure 11.5 Action Taken – Dog Fouling



Base: 124

The majority of local authorities (73%) had taken action in the form of campaigns or education programmes to tackle dog fouling in the last two years. Only 27% had not taken any action in this form. The types of action taken were schools visits, ENCAMS' campaigns, enforcement teams, leaflets and free poop scoops.

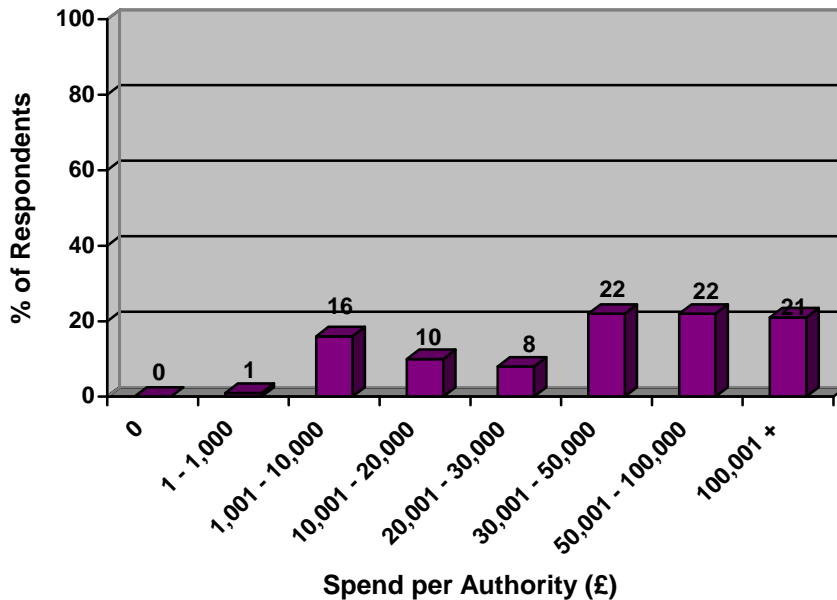
Fly-tipping

This section discusses the findings of the questionnaire with reference to fly-tipping.

12.1 Spend

Local authorities were asked to provide details of the total amount of money they spent on fly-tipping between April 2002 – March 2003. Figure 12.1 illustrates the findings.

Figure 12.1 Council Spend - Fly-tipping



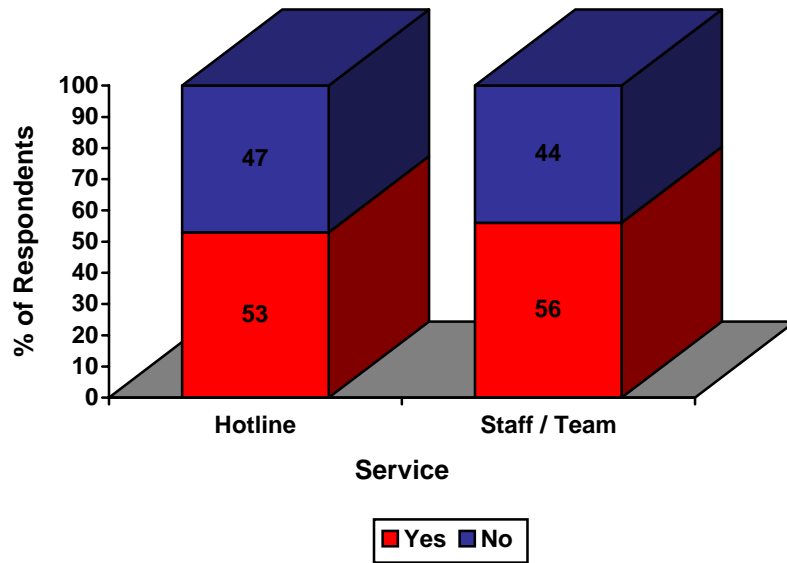
Base: 87

None of the local authorities had not spent anything on fly-tipping between April 2002 – March 2003. 44% of local authorities had spent between £30,001 and 100,000. The average amount of spend per authority on fly-tipping during this period of time was £75,275. The range of spend was from £100 to £500,000. 68% of the local authorities that answered this question had estimated their answers.

12.2 Dedicated Services

Local authorities were asked about whether they had a dedicated hotline or staff to deal with fly-tipping. Figure 12.2 illustrates the findings.

Figure 12.2 Dedicated Hotline and Staff - Fly-tipping



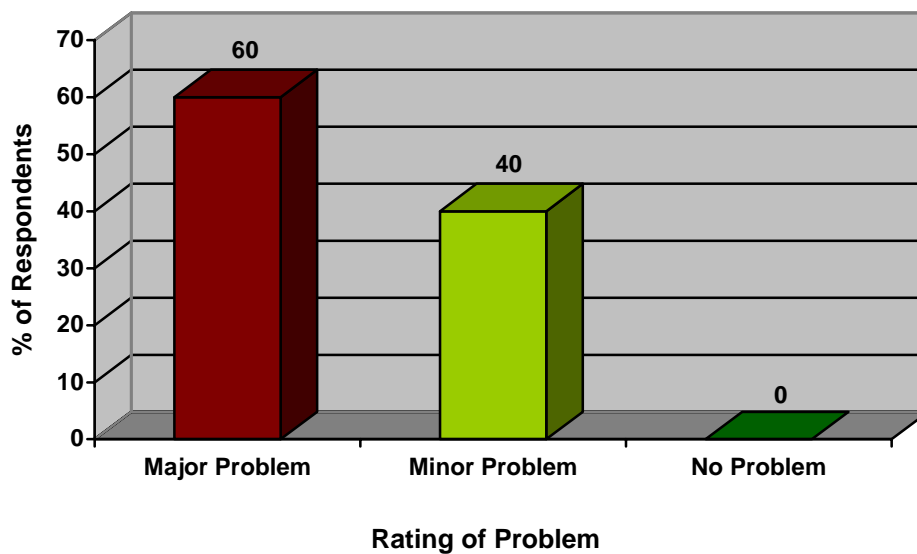
Base: 135

The majority of local authorities had a dedicated hotline and / or dedicated staff / team to deal with fly-tipping.

12.3 The Problem

Local authorities were asked to rate the problem of fly-tipping in their authority. The findings are shown in figure 12.3.

Figure 12.3 Rating of the Problem – Fly-tipping



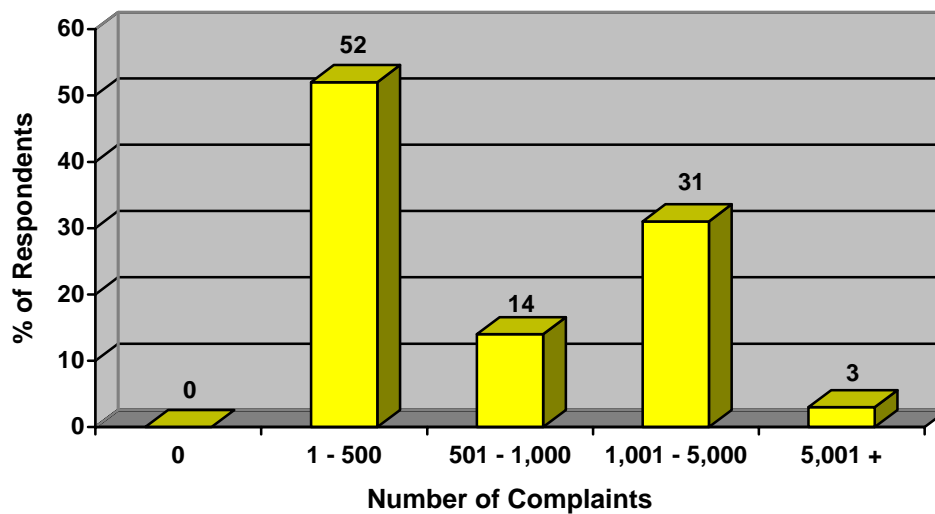
Base: 132

All of the local authorities that responded to this question had a problem with fly-tipping. The majority of local authorities (60%) had a 'major problem' with fly-tipping, the remaining 40% had a 'minor problem' with it.

12.4 Complaints

In order to gauge how problematic the public regard fly-tipping, local authorities were asked about the number of complaints they had received in the past 12 months. Figure 12.4 illustrates the findings.

Figure 12.4 Number of Complaints - Fly-tipping



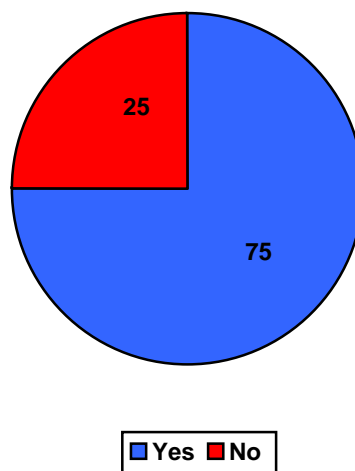
Base: 103

The majority of local authorities (52%) received between 1 and 500 complaints about fly-tipping in the past 12 months. 31% had received between 1,001 and 5,000. The average number of complaints received by a local authority was 1,105, and the range of complaints was from two to 7,688. 48% of the authorities that answered this question had estimated their answer.

12.5 Solutions

Local authorities were asked what action they had taken in the last two years to tackle fly-tipping, probing for things like campaigns, solutions and education programmes. Figure 12.5 illustrates the findings.

Figure 12.5 Action Taken – Fly-tipping



Base: 125

The majority of local authorities (75%) had taken some action to tackle fly-tipping. The types of action taken included ENCAMS' campaigns, surveillance / covert cameras, poster campaigns, hotline and blitzing areas.

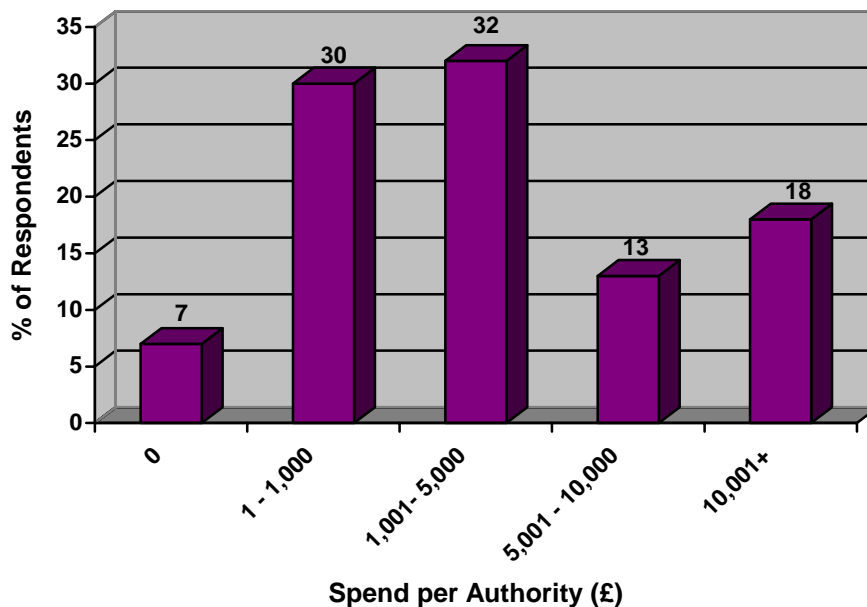
Drugs Related Litter

This section discusses the findings of the questionnaire with reference to drugs related litter.

13.1 Spend

Local authorities were asked to provide details of the total amount of money they spent on drugs related litter between April 2002 – March 2003. Figure 13.1 illustrates the findings.

Figure 13.1 Council Spend - Drugs Related Litter



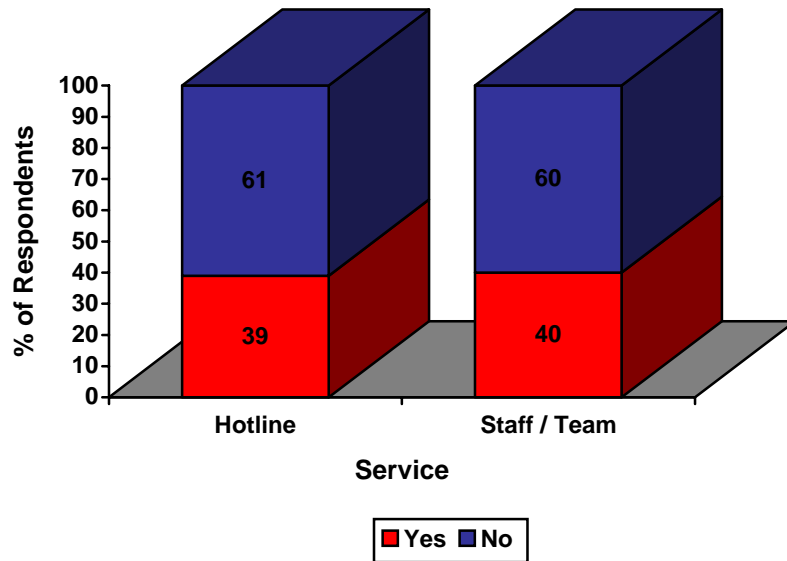
Base: 56

7% of local authorities had not spend anything on drugs related litter from April 2002 – March 2003. 32% of local authorities had spent between £1,001 and £5,000 on drugs related litter. The average spend on drugs related litter per authority was £10,752. The range of spend was from £0 to £100,000. Of the local authorities that responded to this question, 66% had estimated their answers.

13.2 Dedicated Services

Local authorities were asked whether they had a dedicated hotline or staff to deal with drugs related litter issues. Figure 13.2 illustrates the findings to this question.

Figure 13.2 Dedicated Hotline and Staff - Drugs Related Litter



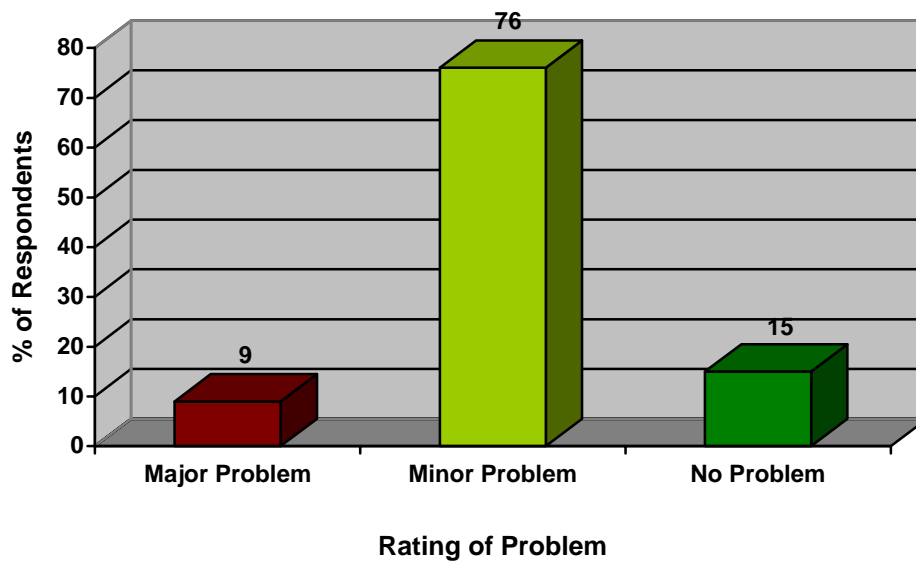
Base: 135

Local authorities are almost just as likely to have a hotline (39%) , dedicated to dealing with drugs related litter, as a team / staff dedicated (40%) to this issue.

13.3 The Problem

Local authorities were asked to rate the problem of drugs related litter in their authority. The findings are shown in figure 13.3.

Figure 13.3 Rating of the Problem – Drugs Related Litter



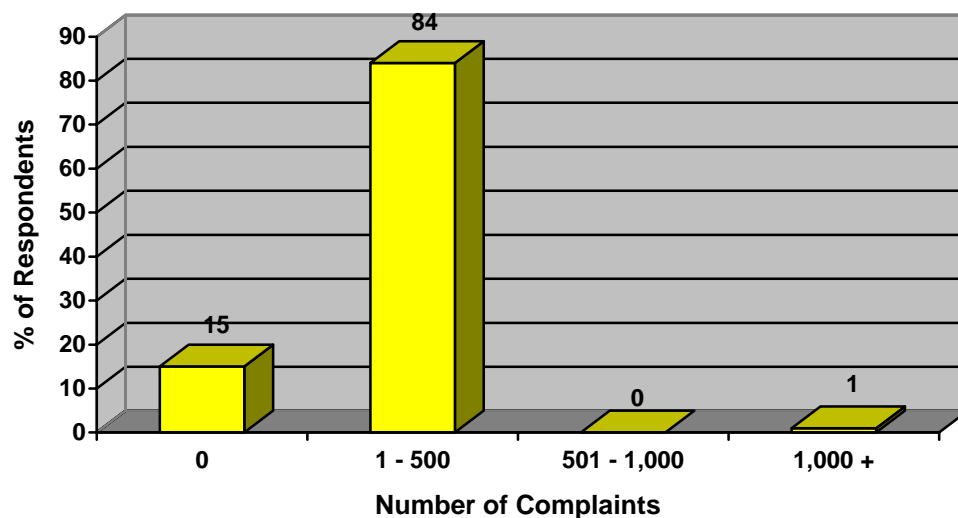
Base: 130

The vast majority of local authorities (85%) had some problem with drugs related litter, whether that be a 'major' or 'minor' problem, meaning that only 15% of local authorities do not have any problem with drugs related litter in their area.

13.4 Complaints

In order to gauge how problematic the public regard drugs related litter, local authorities were asked about the number of complaints they had received in the past 12 months. Figure 13.4 illustrates the findings.

Figure 13.4 Number of Complaints - Drugs Related Litter



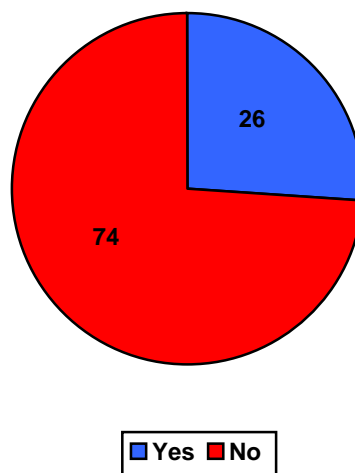
Base: 91

The number of complaints that local authorities received on drugs related litter ranged from 0 to 19,445. The average number of complaints per authority was 261. The vast majority of local authorities received between one and 500 complaints about drugs related litter over the last 12 months. Only 15% had not received any complaints on this issue. Out of the local authorities that responded to this question, 55% estimated their answers.

13.5 Solutions

Local authorities were asked what action they had taken in the last two years to tackle drugs related litter, probing for things like campaigns, solutions and education programmes. Figure 13.5 illustrates the findings.

Figure 13.5 Action Taken – Drugs Related Litter



Base: 121

Around a quarter of local authorities had taken some action to tackle drugs related litter in the last two years, but around three quarters had not. The type of action taken included: training, awareness campaigns, information leaflets, work with schools, and needle bins.

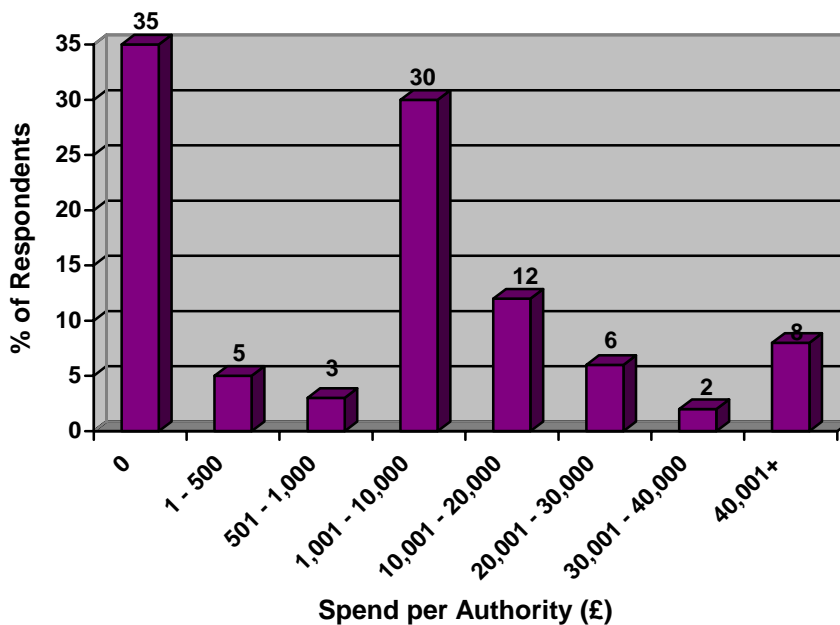
Chewing Gum

This section discusses the findings of the questionnaire with reference to gum.

14.1 Spend

Local authorities were asked to provide details of the total amount of money they spent on chewing gum between April 2002 – March 2003. Figure 14.1 illustrates the findings.

Figure 14.1 Council Spend - Chewing Gum



Base: 66

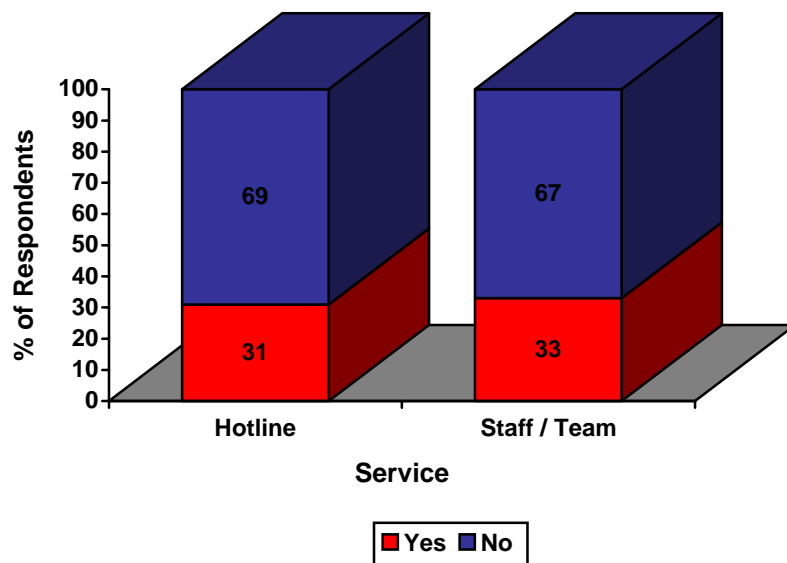
69 local authorities did not answer this question, as it required very specific information about the spend of their local authority.

Out of those local authorities that responded to this question 53% had estimated their answers. A significant proportion of authorities (30%) spent between £1,001 and £10,000. The range of spend was between £0 - £200,000. The average spend per authority was £12,792.

14.2 Dedicated Services

In order to find out what services local authorities had to tackle chewing gum they were asked about whether they had a dedicated hotline or staff to deal with chewing gum issues. Figure 14.2 illustrates the findings to this question.

Figure 14.2 Dedicated Hotline and Staff - Chewing Gum



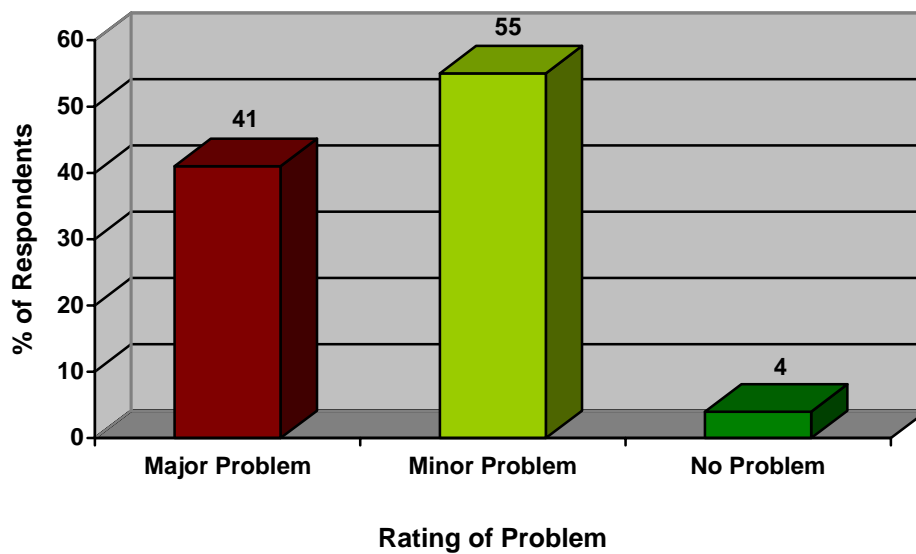
Base: 135

Most local authorities do not have a dedicated hotline or staff / team to deal with chewing gum. Slightly more local authorities had dedicated staff than had a dedicated hotline for gum.

14.3 The Problem

Local authorities were asked to rate the problem of chewing gum in their authority. The findings are shown in figure 14.3.

Figure 14.3 Rating of the Problem – Chewing Gum



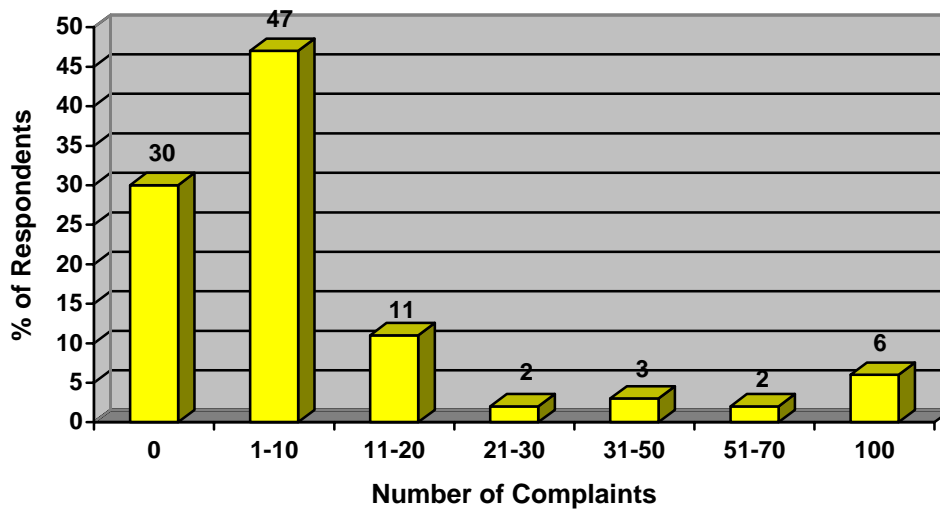
Base: 130

41% of those that responded to this question rated chewing gum as being a 'major problem' in their local authority. The majority of local authorities rated chewing gum as being a 'minor problem' (55%). Very few (4%) rated chewing gum as being 'no problem' in their local authority.

14.4 Complaints

In order to gauge how problematic the public regard chewing gum, local authorities were asked about the number of complaints they had received in the past 12 months. Figure 14.4 illustrates the findings.

Figure 14.4 Number of Complaints - Chewing Gum



Base: 64

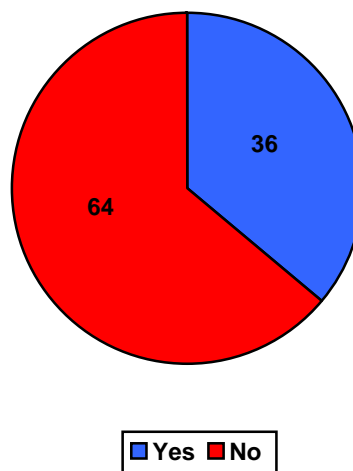
Most local authorities had received between 1 - 10 complaints about chewing gum from the public, in the last year. The number of complaints received ranged from 0 - 100, 30% had received no complaints and 6% had received 100. The average number of complaints that a local authority received on chewing gum was 14.

Out of the 64 local authorities that answered this question, 41 (64%) had estimated the number of complaints they received in the past 12 months.

14.5 Solutions

Local authorities were asked what action they had taken in the last two years to tackle chewing gum, probing for things like campaigns, solutions and education programmes. Figure 14.5 illustrates the findings.

Figure 14.5 Action Taken – Chewing Gum



Base: 122

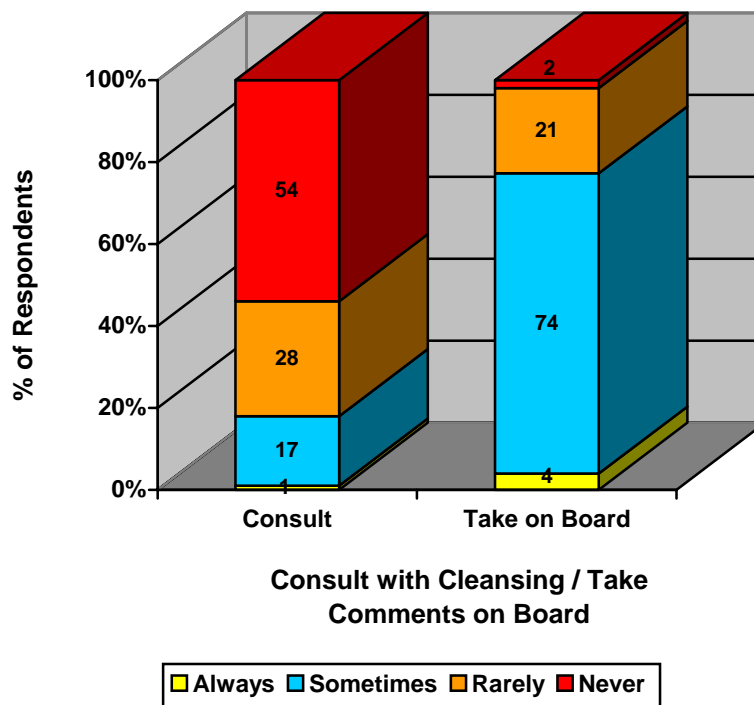
The majority of local authorities (64%) had not taken any action in the form of campaigns or education programmes to tackle chewing gum. Of the 36% that had taken action, the types of action taken included: regular cleansing of town / city centres to remove gum, target broads, questionnaires, marking each blob with a flag to make people more aware of the problem, school competitions and education.

Planning Department

15.1 Relationship with Planning Department

In order to get a feel for the type of relationship that local authorities had with their planning departments, they were asked whether the planning department consult with them on the best types of surfaces to use for cleansing in different areas. The results are illustrated in figure 15.1.

Figure 15.1. Planning Consult with Cleansing



Base: 132 consult, 57 take on board

The majority of local authorities (54%) stated that their planning department 'never' consults with them on the best types of surfaces to use in different areas to aid cleansing. Of those that consult on occasions (excluding the 'never'), 74% of the local authorities stated that the planning department 'sometimes' take their comments on board.

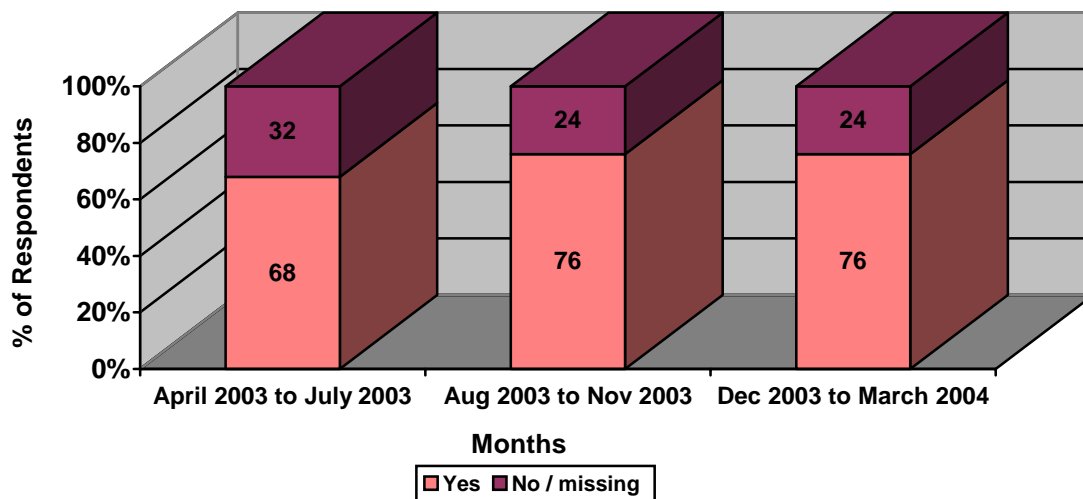
Best Value Performance Indicator 199 (BV199)

In order to get some evaluation of BV199, local authorities were asked about the number of surveys they had completed and were asked to give their level of agreement to some key statements.

16.1 Surveys Completed

BV199 requires local authorities to complete three surveys per year, divided into four-monthly periods (April to July, August to November, December to March). Local authorities were asked to state how many of the three surveys they had completed and how many transects were monitored for each.

Figure 16.1 Surveys Complete



Base: 135

The majority of local authorities had completed all of the surveys. However, more had carried out the latter ones than the first one.

The number of transects monitored by local authorities for each survey ranged from 60 – 4,100. The average number of transects monitored by each local authority, for each of the surveys, was 386.

Conclusions

The aim of this survey was to establish the current activity within local authorities on a number of issues, including their adherence to COPL&R and BV199. This information will be used to feed into the review of COPL&R, as well as to provide ENCAMS, and other interested bodies, with valuable information about current activity and areas for improvement.

This survey has also provided invaluable information which will be used in future campaigns and to help ENCAMS prioritise the LEQ issues that need to be addressed. It has also been highlighted, through this research, that local authorities need more help with campaigning and using legislation effectively, as these are weak areas. However, campaigning and legislation are areas that ENCAMS have expertise in and already use to help local authorities improve the quality of their local environment.

With direct reference to COPL&R, this report suggests that the importance of this piece of legislation needs to be emphasised both to local authorities and to the general public. Although 84% of local authorities agreed to some extent that the services they deliver are based fully on the COPL&R guidelines, all local authorities should be doing this as common practice. Currently most local authorities do not provide information on COPL&R to the public, and the vast majority of those that do only tend to do so following a complaint.

Another area for improvement for local authorities would be to work with their planning departments more closely and for them to consult each other on the best types of surfaces to use in certain areas, for cleansing. This would help the local authorities' cleansing teams enormously and would result in more time and money being invested into other areas of LEQ.

In terms of BV199, the majority of local authorities had completed all of the surveys, however *all* of them should have completed them, and the importance of this needs to be stressed. Another issue is that some local authorities are surveying either far too few transects or more than recommended (60 – 4,100), suggesting that they may need further training. Nevertheless the average number of transects monitored (for one of the three surveys) was 386, which is an encouraging sign.

Clearly the increasing night time economy is having an impact on LEQ throughout England. This impact, although at its greatest in city centres, is apparent across towns and even villages throughout the country. ENCAMS is committed to helping local authorities and other agencies to tackle the issues resulting from this through seminars and toolkits in the coming years.

The detailed information on specific LEQ issues such as graffiti, flyposting, litter, dog fouling, fly-tipping and chewing gum provides a picture of the range and scale of the problems within varying local authorities. It also provides an indication of the variety of initiatives that have been implemented to tackle the issues.

ENCAMS is committed to disseminating the results of this survey, along with case study examples, to assist in improving the local environment for all throughout the country.

Appendices

General Details

Contact name	
Job title	
Authority name	
Address	
Telephone number	
Email address	
What is the total annual budget for your local authority?	Please tick if this is an estimated figure <input type="checkbox"/>

Costs and Infrastructure

1. Please provide details of the total amount spent on each of the following street scene issues, for the financial year April 2002 to March 2003. (Please estimate if unsure).

Issue	Amount spent	Please tick if this is an estimate
Litter (exc. gum)	£	<input type="checkbox"/>
Dog fouling	£	<input type="checkbox"/>
Graffiti	£	<input type="checkbox"/>
Fly-tipping (exc. abandoned/nuisance vehicles)	£	<input type="checkbox"/>
Abandoned/nuisance vehicles	£	<input type="checkbox"/>
Drugs related litter	£	<input type="checkbox"/>
Fly posting	£	<input type="checkbox"/>
Chewing gum	£	<input type="checkbox"/>

2. How has your overall combined spend on these issues changed in the last 3 years? (Please tick the relevant box): -

- Increased Decreased
 Remained the same Do not know

3. How many cleansing operatives do you had in your authority? (Please estimate if unsure).

Full time _____ Part time _____

4. Do you had a dedicated hotline or dedicated staff to deal with the following issues? (Please tick as many as appropriate).

Issue	Dedicated Hotline	Dedicated Staff/Team
General litter	<input type="checkbox"/>	<input type="checkbox"/>
Dog fouling	<input type="checkbox"/>	<input type="checkbox"/>
Graffiti	<input type="checkbox"/>	<input type="checkbox"/>
Fly-tipping	<input type="checkbox"/>	<input type="checkbox"/>
Abandoned/nuisance vehicles	<input type="checkbox"/>	<input type="checkbox"/>
Drugs related litter	<input type="checkbox"/>	<input type="checkbox"/>
Fly posting	<input type="checkbox"/>	<input type="checkbox"/>
Chewing gum	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

5. Have you adopted the Fixed Penalty Scheme for littering?

Yes No

If 'no' go to question 6

5 (a). How many notices did you issue between April 2002 and March 2003?

5 (b). How many of these notices have been paid?

All Most
 A few None

Code of Practice on Litter and Refuse (COPL&R)

6. Do you provide information to the public on the COPL&R? (Please tick all applicable boxes).

Yes, sent to all residents Yes, following a complaint/query
 Yes, available in the public domain No, not at all

7. Please state your level of agreement for each of the following statements:

Statements	Strongly agree	Slightly agree	Slightly disagree	Strongly disagree
The current COPL&R is easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The services we deliver are based fully on the COPL&R guidelines.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The services we deliver are based on the COPL&R but it is sometimes difficult to achieve.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The services we deliver are based loosely around the COPL&R, if at all.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please comment if necessary

General LEQ Issues

8. How much of a problem are each of the following issues in your local authority?

LEQ Issue	Rating of problem in your authority		
	Major problem	Minor problem	No problem
General litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dog fouling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fly-tipping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abandoned/nuisance vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drugs related litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fly posting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chewing gum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. How many complaints have you received from the general public on the following LEQ issues, in the past 12 months? (Please estimate if unsure).

LEQ Issue	Number of Complaints	Please tick if this is an estimate
General litter		<input type="checkbox"/>
Dog fouling		<input type="checkbox"/>
Graffiti		<input type="checkbox"/>
Fly-tipping		<input type="checkbox"/>
Abandoned/nuisance vehicles		<input type="checkbox"/>
Drugs related litter		<input type="checkbox"/>
Fly posting		<input type="checkbox"/>
Chewing gum		<input type="checkbox"/>
Other (please specify)		<input type="checkbox"/>

10. Does the planning department consult you on the best types of surfaces to use in different areas to aid cleansing?

- Always
- Sometimes
- Rarely
- Never

If 'never' go to question 11

10 (a). Does the planning department take your comments on board?

- Always
- Sometimes
- Rarely
- Never

11. Have you, in the last 2 years, introduced anything (campaigns, solutions, education programmes etc) to tackle the following issues? (Please provide brief details).

Issue	Yes	No	Provide brief details
General litter	<input type="checkbox"/>	<input type="checkbox"/>	
Dog fouling	<input type="checkbox"/>	<input type="checkbox"/>	
Racist graffiti	<input type="checkbox"/>	<input type="checkbox"/>	
Non-racist graffiti	<input type="checkbox"/>	<input type="checkbox"/>	
Fly-tipping	<input type="checkbox"/>	<input type="checkbox"/>	
Abandoned/nuisance vehicles	<input type="checkbox"/>	<input type="checkbox"/>	
Drugs related litter	<input type="checkbox"/>	<input type="checkbox"/>	
Fly posting	<input type="checkbox"/>	<input type="checkbox"/>	
Chewing gum	<input type="checkbox"/>	<input type="checkbox"/>	
Alcohol related litter	<input type="checkbox"/>	<input type="checkbox"/>	
Detritus	<input type="checkbox"/>	<input type="checkbox"/>	
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	

Night Time LEQ

12. Has the local environment in your local authority been affected by an expansion in the night time economy?

Yes No

If 'no' go to question 13

12 (a). In what ways has it been affected?

13. Which of the following have affected the cleansing schedule for your borough outside of 8am-6pm? (Please tick all that are appropriate): -

- Extended licensing hours
- Increased numbers of licenced premises
- Increased number of fast food outlets
- Fast food outlets extending trading hours
- Expansion of tourism
- Other, please specify _____
- We don't cleanse outside these hours

14. Do you have a problem with litter and refuse outside the hours of 8am-6pm, in any of these areas, and on which particular days? (Please tick as many as applicable).

	Monday -Thursday				Friday - Saturday				Sunday			
	6pm-9pm	9pm-12am	12am-3am	3am-8am	6pm-9pm	9pm-12am	12am-3am	3am-8am	6pm-9pm	9pm-12am	12am-3am	3am-8am
City Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large Town Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Town Centres/Villages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. How would you rate the following problems in each area from 6pm-8am?

Type of litter	City Centres			Large Town Centres			Small Town Centres/Villages		
	Major problem	Minor problem	No problem	Major problem	Minor problem	No problem	Major problem	Minor problem	No problem
Fast food litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alcohol related litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human fluid (vomit, urine, blood etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Abandoned/Nuisance Vehicles

16. How many notices, if any, did you serve on abandoned/nuisance vehicles in the period April 2002 to March 2003?

17. On average, how long does it take your local authority to remove vehicles?

- 1-5 days 6-10 days
 11-28 days 29 days +

18. What agencies, if any, do you work with to tackle abandoned/nuisance vehicles?

- Police DVLA
 Fire brigade None
 Other (please specify) _____

19. Do you provide a vehicle collection/surrender service in your local authority?

- Yes No

If 'no' go to question 20

19 (a). How much do you charge per vehicle? £ _____ per vehicle.

Alleygating

20. Have you installed gates to block alleys within your authority?

- Yes
 No

If 'no' go to question 21

20 (a). What was the reason for these being introduced?

- Litter reduction
Crime reduction
Other _____

20 (b). Approximately how many alleys have you blocked off?

20 (c). How successful would you rate this scheme?

- Very successful
 Quite successful
 Not very successful
 Not at all successful

Please comment

Go to question 22

21. Would you consider it?

- Yes
 No

Graffiti

22. Do you have a specific response time for dealing with graffiti: -

	Yes	No	If yes, please specify
Racist/offensive graffiti	<input type="checkbox"/>	<input type="checkbox"/>	
Other graffiti	<input type="checkbox"/>	<input type="checkbox"/>	

23. Do you remove graffiti from private land?

- Yes
- No
- Occasionally (please specify under what circumstances)

If 'no' got to question 24

23 (a). Is this service provided: -

- Free of charge
- Charged to land owner
- Other (please specify) _____

Fly Posting

24. Do you have a specified response time for dealing with fly posting?

- Yes (please specify) _____
- No

25. Do you remove fly posting from private land?

- Yes
- No
- Occasionally (please specify under what circumstances)

If 'no' got to question 26

25 (a). Is this service provided?

- Free of charge
- Charged to land owner
- Other (please specify) _____

Best Value Performance Indicator 199

26. BV199 requires local authorities to complete three surveys per year, divided into four-monthly periods (April to July, August to November, December to March). Please indicate below how many BV199 surveys your authority has completed to date and state how many transects were monitored for each:-

Four-monthly periods	Please tick if complete	Number of transects monitored
April 2003 to July 2003	<input type="checkbox"/>	
August 2003 to November 2003	<input type="checkbox"/>	
December 2003 to March 2004	<input type="checkbox"/>	

27. Please state your level of agreement with the following statements:

Statements	Strongly agree	Slightly agree	Slightly disagree	Strongly disagree
BV199 is a helpful management tool for this authority.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It was difficult at first, but now we have introduced BV199, we would prefer to keep it in place.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BV199 is too resource intensive for the benefit it provides.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE

Please return it by **Friday 26th March 2004** to:

**Market Research Department
ENCAMS
Elizabeth House
The Pier
Wigan
WN3 4EX
Tel: 01942 612610**