

ENVIRONMENT, CULTURE & COMMUNITIES OVERVIEW AND SCRUTINY PANEL
23 JUNE 2009

REPORT OF CLEANER BOROUGH GROUP
(Director of Environment, Culture and Communities)

1 INTRODUCTION

- 1.1 This report updates the Overview and Scrutiny Panel in relation to the work of the Cleaner Borough Group between April 2008 and 31 March 2009. The Group was set up partially in response to the Overview and Scrutiny Working Group on litter. The Group now forms a sub-group of the Anti-social Behaviour Safety Group which is accountable to the Crime and Disorder Reduction Partnership. The Cleaner Borough Group is a partnership between Bracknell Forest, Royal Berkshire Fire and Rescue Service and Thames Valley Police.
- 1.2 Although the remit of the Group covers environmental crime, the Group's initial task was to reduce the incidents of dumped rubbish/flytipping in the Borough. Through the coordinated action of the Group, reports of flytipping/dumped rubbish have fallen by 16.5% in 2008-2009.
- 1.3 The Overview and Scrutiny Panel in receiving the report of its Working Group asked for an update of the Action Plan to be reported one year on. Set out below and in the attached Appendix is a summary of the Group's work and achievements against the Action Plan.

2 RECOMMENDATION

- 2.1 That the Overview and Scrutiny Panel notes the progress of the Group as set out in Appendix 1.

3 SUPPORTING INFORMATION

Background to the Cleaner Borough Group

- 3.1 The Bracknell Forest Crime and Disorder Reduction Partnership has responsibility for planning and delivering strategic solutions that will continue to ensure Bracknell Forest remains one of the safest places to live and work in Berkshire. Priority 5 of the Partnership is to reduce the level of antisocial behaviour in the Borough. Flytipping/dumped rubbish is within the top 6 antisocial behaviours in the Borough. The Anti-social Behaviour Group has responsibility for monitoring the progress towards the most often recorded antisocial behaviour as recorded by CADIS. At April 2008 the level of dumped rubbish/flytipping incidents in the Borough stood at 1,586. To reduce the number of dumped rubbish/flytipping incidents in the Borough, the need for joint working was identified between all agencies involved in antisocial behaviour.
- 3.2 The first meeting of the Working Group took place on 22 April 2008. The Group has since met on a monthly basis and has a core membership of key representatives from Environmental Health, Parks and Countryside, Waste and Cleansing Services, Landscape Services and the Crime and Disorder Reduction Team. The Group can invite membership on an ad hoc or permanent basis, a current example being Bracknell Forest Homes.
- 3.3 The Group's current remit covers a range of environmental crime issues which include:

- a) flytipping
- b) littering
- c) flyposting
- d) graffiti
- e) abandoned vehicles

4 OBJECTIVES

- 4.1 The Cleaner Borough Group's initial focus of activity was to establish itself as an effective group to draw out and share information in order to develop better understanding of the problem. An early task was to set out an Environmental Amenity Action Plan which covers the current period of the Crime and Disorder Plan 2008-2011 (Appendix 1).
- 4.2 The objectives of the Environmental Amenity Action Plan 2008-2011 are to:
- (a) improve recording and reporting of dumped rubbish
 - (b) improve enforcement action
 - (c) effect a reduction in dumping levels
 - (d) improve service delivery

5 KEY HIGHLIGHTS 2008-2009

- 5.1 Reducing the level of dumped rubbish/flytipping was an agreed priority for the Group in its first year. This was achieved by a number of means.

Improved Recording of Information – Dumped Rubbish/Flytipping

- 5.2 Data is received from the following sources: Police, Town and Parish Councils, Waste and Street Cleansing Services, Environmental Health, and Parks and Countryside. Much of the data reported was found to be inaccurate and thereby misleading. Through the Council's CADIS analyst the data was sorted and checked to remove duplication and misinformation.

Improve Enforcement Activity

- 5.3 It was decided to focus activity on known areas in the Borough where there was flytipping. The Waste and Street Cleansing Manager commenced a programme of improving the site layout of the recycling sites to reduce opportunity for flytipping and littering of the sites, and warning signs were put up at all sites. A mobile CCTV camera was also purchased and deployed at several sites during the year. Initial progress was been slow, but the following has been achieved since April 2008:
- (a) 150 hours of surveillance from the Council's mobile CCTV camera.
 - (b) 2 formal cautions have been issued to members of the public who were caught on CCTV flytipping at the Council's recycling sites.
 - (c) Fixed Penalty Notices have been issued for litter at the recycling sites, having been seen on CCTV cameras.
 - (d) A flytipping incident at the recycling site that relies on personal observation of a site operative is set for trial on 2 September 2009 following a Not Guilty plea.
 - (e) Details of enforcement activity have been made public at every opportunity.

Waste Enforcement Training

- 5.4 Waste enforcement training was set up for officers in Environmental Health and Cleansing Services. The course covered a full range of tips which include the law of flytipping, containment and duty of care and the responsibilities of businesses and householders.

Recycling Site Project

- 5.5 This project was a joint exercise by Waste and Cleansing Services and Environmental Health. It involved sifting through rubbish at a range of recycling sites in the Borough and identifying the source of rubbish and waste that had been dumped illegally at the Borough's recycling sites. The source of waste was in the main from householders who have a duty of care to dispose of the waste properly. Each case was actively investigated and received written warnings following admission.

Duty of Care Inspections

- 5.6 Commercial businesses have a duty to ensure that their waste is disposed of responsibly. Business must make arrangements for proper containment of waste. They must provide proof of disposal and transfer from their premises. During 2008-09 the Environmental Health Commercial Team, responsible for the enforcement of the food hygiene regulations, carried out over 400 duty of care inspections during the year to check compliance with the law as part of their normal inspection work.

Flyposting – "Cash for Cars"

- 5.7 Cash for Cars involved several episodes of flyposting in the Borough by a single perpetrator. Flyposting is the erection of illegal posters, placards and banners and contravenes the Highways Act 1990 and the Town and Country Planning Act 1990.
- 5.8 Complaints had been received during 2008-09 about the amount of flyposting in the Borough. The perception was that flyposting had been rising on the Borough's highways and furniture. In bringing? signs advertising Cash for Cars with a mobile phone number were fixed to the highway furniture. A sting operation was set up with the Police and a single perpetrator was confronted and under caution admitted to:
- (a) putting up the posters
 - (b) using the phone number relevant to the investigation
 - (c) being in possession of the relevant phone at the time and was ordered to pay a fine of £365, including costs and surcharges. As the fine was small a message was sent out that this sort of behaviour will not be tolerated. The large scale flyposting has since been stopped.

6 THE YEAR AHEAD

- 6.1 In the year ahead, the Group will:
- (a) continue to use CADIS to inform work areas and target overall performance
 - (b) seek to achieve a further 2% reduction in flytipping/dumped rubbish in 2009/2010
 - (c) focus on graffiti
 - (d) improve publicity and education relation to environmental crime
 - (e) continue to develop and refresh the Environmental Amenity Action Plan
 - (f) carry out a joint operation in relation to the carriage of waste

Background Papers

None supplied

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Bracknell Forest Borough Council

**EXTRACTED FROM
ENVIRONMENTAL AMENITY ACTION PLAN 2008-2011
(Update 23 June 2009)**

Introduction

The Council is committed to **‘Protecting and enhancing our environment’** and to **‘Creating a Borough where people are, and feel safe’** (MTO – Priorities 2 and 4).

Waste (including litter) left in the wrong place intentionally or otherwise is contrary to these aims as is flyposting and graffiti. In some instances it is also unlawful.

This operational Action Plan has been produced in response to an initiative of the Anti-Social Behaviour Sub-Group which reports to the Community Safety Partnership. The views of the Council's Overview and Scrutiny Litter Working Group have been sought and taken into account in the Plan. The Plan recognises the roles and responsibility of the Council, the associated agencies and the public. Where there are problems these are community generated. The Council can only seek to influence behaviour by good leadership, use of enforcement powers, raising awareness through campaigns and education.

As with all plans, priorities have to be set that reflect resources. Where there is an established need for resources that cannot be addressed then funding bids will be made as appropriate through the appropriate channels. The general expectation is that resources will be deployed across services in an attempt to get the agreed outcome. Opportunities will be sought and taken to apply for external funding such as grant and sponsorship.

The Plan spans a period of time. The success of the Plan will be monitored at a strategic level by reference to the new national performance indicator NI 195 and 196. The detail of the Plan will be incorporated into individual work plans where appropriate and the Plan will be kept under review and developed according to needs. The responsibility for the Plan rests with the Chief Officer: Environment and Public Protection and the Cleaner Borough Sub-Group has been set up to ensure its delivery.

SECTION A: TO IMPROVE RECORDING AND REPORTING ON THE DUMPING OF WASTE (including litter)

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
A.1	To identify all PIs that have to be reported in respect of litter and dumped waste both internally and externally	01/06/08	SB	Met within existing resources	Comprehensive list available, circulated	COMPLETE
A.1.b	To review all data sources feeding into any other national reporting regimes to ensure that they are able to collate appropriate data	01/06/08	SB	Met within existing resources	Comprehensive list available, circulated	COMPLETE
A.1.c	To review local departmental indicators and amend/add as necessary	01/06/08	DS	Met within existing resources	Indicators built into PMR and service plans	COMPLETE
A.1.d	To ensure all recording systems reflect the PIs and that the reporting mechanisms are in place to extract and report upon	01/06/08	DS/JD/DS SB/SM	Met within existing resources	All service areas reporting according to PIs	COMPLETE Established systems
A.1.e	To look to better use the statistical data to support promotional work – ideally at Parish level	01/08/08	DS/JD/DS SB/SM	Met within existing resources	Availability and <u>use</u> of data	COMPLETE

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
A.2	<p>To consider the forms of activity that take place locally and produce clear definitions and guidance to reflect acts of an anti-social nature eg:</p> <ul style="list-style-type: none"> • Flytipping – PM/SN • Dumped rubbish - PN/SN • Litter - PM/SN • Abandoned cars - SN (see FG Practice Note draft PC17) 	31/09/08 Revised target 30/9/09	FG	Met within existing resources	Guidance available and promoted to all service areas that ensure clarity of the form of activity to be recorded as being of an anti-social nature	<p>COMPLETE Practice Notes in place NEW ACTION: Production of leaflet in progress</p>
A.2.b	To review all data sources feeding into CADIS to ensure that they are able to collate appropriate data to the Community Safety Partnership in relation to acts of an anti-social nature	01/06/08	DS/JD/DS SB/SM	Met within existing resources	Production of relevant data to the Partnership via CADIS	COMPLETE
A.2.c	To use CADIS to help inform areas to target and overall performance	01/06/08	DS	Met within existing resources	Downward trend in number of incidents due to intelligent use of data and the appropriate targeting of resource. Reported via the PMR	<p>IMPROVING A fall of 16.5% was achieved in 2008-2009</p> <p>A further reduction target of 2% has been proposed for 2009-10 based on this performance</p>

SECTION B: TO IMPROVE ENFORCEMENT ACTIVITY

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
B.1	To review organisational structure and clarify roles and responsibilities of existing staff within the Environment, Culture and Communities Department	01/06/08	SL	Met within existing resources	New structure in place; roles and responsibilities clear across all department service areas	COMPLETE
B.1.b	To review training needs of staff engaged in enforcement activities and ensure that work undertaken by contractors can ensure continuity of evidence	01/06/08	Service heads	Met within existing resources	Training needs identified as part of staff appraisal – an annual process. Needs of new staff identified at induction.	COMPLETE
B.1.c	To effect training	01/06/08	Service heads	Met within existing resources	Staff needs are addressed within 2 months of being identified.	COMPLETE
B.1.d	To review the specific roles of the Parking Attendants and the Dog Warden in relation to how they may assist in related enforcement work	31/03/09	DS	Met within existing resources	Review completed as part of structure changes	MIXED PROGRESS Dog Warden now authorised to issue fixed penalty notices for litter
B.2	To ensure that all Council staff are appropriately authorised for the purpose of enforcement	01/06/08	SL	Met within existing resources	Review completed and staff authorised. Thereafter an ongoing need to keep under review.	COMPLETE
B.3	To ensure that there is a common approach to enforcement led by Environmental Health	30/09/08	FG	Met within existing resources	Practice Notes in place as necessary	COMPLETE

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
B.3.b	To review the enforcement protocol to ensure its fit for purpose	30/09/08	FG	Met within existing resources	Enforcement Protocol updated	IMPROVING Draft copy circulated to group. One comment received. Regard now being given to Encams and DEFRA guidance re duty of care. The target for completion is now December 2009.
B.4	Set up a monthly monitoring group to use all relevant data to <ul style="list-style-type: none"> • identify 'hot spots' • agree appropriate action for each site • implement a programme to resolve and monitor effectiveness 	01/06/08	DS	Met within existing resources	Number of sites being targeted Downturn in trend reported via CADIS	COMPLETED
B.4B	Set up working group to report to Cleaner Borough Group	01/06/08	FG	Met within existing resources	Monitoring of activities and report progress on activities including formal actions to Cleaner Borough Group	COMPLETE
B.5	To identify from existing budgets money for the monitoring group to use fund specific enforcement work	01/06/08	Service Heads	Met within existing resources	Sources of funding clear and budgets used to best effect in order to effect best deployment	COMPLETE

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
B.6	To acquire surveillance equipment appropriate to need including appropriate signage	01/06/08	DS	£20K made available from within existing funds Bid for revenue support to Strategic partnership for signage and specific operations	Equipment purchased – suitable for needs Number of times used and effectiveness	COMPLETE The following have been achieved: (a) Programme of CCTV monitoring under way (b) Signage in place at recycling sites NEW ACTIONS: (a) To set up a programme of monitoring using covert cameras (b) To maintain the programme of CCTV monitoring
B.6.b	Establish Practice Notes, effect training and ensure the deployment of <u>equipment</u> to enable effective enforcement	30/09/08 Revised target 30/9/09	DS/FG	Met within existing resources	Number of sites the equipment is used to monitor and the effectiveness of the activity	IMPROVING The following have been achieved: (a) Practice Note produced (b) Programme of CCTV surveillance now in place NEW TARGET: (a) To deploy covert cameras according to needs in the Borough

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
B.7	Ensure protocols are in place between all agencies/partners to share intelligence and co-ordinate enforcement activity	31/03/09 Revised target 31/3/10	DS/PM	Met within existing resources	Protocols in place and communication effective and sustained	NO PROGRESS NEW ACTIONS: The following is planned for 2009/10: Graffiti (a) To form partnerships with statutory undertakers in relation to graffiti removal from street furniture in association with Virgin Media and Open Reach (BT) (b) To initiate a partnership with Environment Agency in relation to tackle flytipping in the Borough (c) To restart partnership between EH and Planning to tackle sites of interest (land/buildings) that are detrimental to the amenity and/or affected by environmental crime
B.8	Review with the Police the role of them and their PCSOs in assisting in enforcement activity	31/03/09	FG/PM	Met within existing resources	Review completed and new arrangements effected	COMPLETE No support for a scheme involving PCSOs
B.9	To consider and if appropriate effect a programme to check the carriage of waste	01/06/08 Revised target 31.3.10	DS/JD	Met within existing resources and provided there is support from the Police	Operation undertaken and results evaluated with a view to need to repeat if necessary	NO PROGRESS NEW ACTION: (a) To carry out one joint operation with Thames Valley Police

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
B.10	To consider the performance of street traders in relation to their obligations relative to litter and to take action as appropriate	All sites audited by June 08 and thereafter ongoing monitoring	RS	Met within existing resources	Feedback from inspection reports linked to street cleansing reports	COMPLETE
B.11	To gather intelligence from other avenues such as Take Pride, Neighbourhood Action Groups etc to help inform enforcement priorities	Ongoing Revised target 31/3/10	SN/KT	Met within existing resources	Data captured and how used and feedback to source	NO PROGRESS Target to be renegotiated

SECTION C: TO EFFECT A REDUCTION IN DUMPING LEVELS

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
C.1	To review current programme of promotional activity and update to ensure it is effectively targeted	01/06/08 Revised target 30/9/09	CG	Met within existing resources	Programme of activity published for 2008	COMPLETE Promotional activity linked to Take Pride and Big Tidy Up campaigns
C.1b	To review service specific publicity materials to ensure that needs are covered including leaflets and web sites	01/10/08	DS	Met within existing resources	Review complete and needs addressed	COMPLETE
C.2	To ensure the adequate promotion of the availability of the existing recycling sites in and around the Borough	01/06/08	JD	Met within existing resources	To ensure that publicity reflects the sites within neighbouring authorities that our residents may use due to proximity	COMPLETE
C.3	To promote the legal duties: <ul style="list-style-type: none"> householders businesses 	Ongoing	JD/DS	Met within existing resources	Regular promotion of activity etc in papers, on the web and in Town and Country newspaper	COMPLETE
C.4	Encourage the reporting of dumping to the Council and/ or Crime Stoppers	Ongoing	JD/DS	Met within existing resources and linked to C.3	Regular promotion of message in papers, on the web and in Town and Country newspaper	COMPLETE
C.5	Seek opportunities to design out opportunities at the planning stage	Ongoing	DS	Met within existing resources through planning consultations	Input into the planning policy and development control process of the need for proper refuse facilities	COMPLETE EH and Waste & Recycling Team are planning consultees as a matter of routine

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
C.6	To review condition and information available at existing BFBC-owned or managed recycling sites and effect any necessary improvements	Ongoing Revised target 31/3/10	JD	Limited budget available each year so work has to be prioritised. Also need to work with landowners as appropriate, eg: supermarkets.	Condition reports of sites	IMPROVING 6 recycling sites were improved in 2008/09 to reduce opportunities to flytip. NEW ACTION: 4 sites have been targeted for improvement in 2009/10.
C.7	Promote land-owner responsibilities to look after their recycling sites	Ongoing	JD/DS/CG	Met within existing resources	Initial work will be dependent on informal approach. Use of legal powers will indicate failure to effect through joint working.	ONGOING (a) Work in progress with Sainsbury's to reduce flytipping (b) EH working with Tesco at Warfield to reduce flytipping at their recycling site
C.11	Facilitate more joint initiatives to tackle local waste related issues with local groups	Ongoing	CG	Met within existing resources	Number of litter picks assisted in the year	IMPROVING Linked with C1 & C16
C.12	Encourage all schools to adopt Eco School status	01/06/11	CG	Met within existing resources	The number of schools taking up the initiative – 15 as at 01/02/08	ONGOING As at April 2009 30 schools registered as ECO schools
C.13	To better promote the Councils bulky waste collection service	Ongoing	JD	Met within existing resources	Take up levels	COMPLETE Website updated Increase in tonnage of bulky waste by 9.6% reported in 2008/09
C.14	To better promote the availability of Longshot Lane CA site	Ongoing	JD	Met within existing resources including re3	Possible link to flytipping levels	IMPROVING Longshot Lane redevelopment to be opened on 13 July 09.

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
C.15	To better promote ways that people can lawfully deal with their waste problems	Ongoing Revised target 31/3/10	JD/DS	Met within existing resources including re3	Possible link to flytipping levels	ONGOING Website updated NEW ACTION: New information to be added during 2009/10
C.16	To review the relationship with the Take Pride initiative in relation to litter etc and ensure its fully effective	01/08/08	CG	Met within existing resources	Number of initiatives/groups given support	IMPROVING (a) The Community and Environmental Development Team responsible to the Take Pride Initiative has been moved into Planning and Transport within the Spatial Planning Team (b) 33 Take Pride initiatives were facilitated through the ECC Environmental Development Officer in 2008-09
C.17	To effect a reduction in the quantity of signage etc left behind by contractors working in, on or near highways or other public places	31/08/09 Revised target 31/3/10	SM/ Wayne Scott	Met within existing resources	Reduction in signage abandoned	NO PROGRESS NEW ACTION: Target to be renegotiated

SECTION D: SERVICE DELIVERY

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
D.1	To review street cleansing contract and means of monitoring performance to ensure best value for money	30/06/08	JD/SB	Met within existing resources	Review completed and changes effected where necessary	COMPLETE
D.1.2	Promote service standards via the web	30/06/08	SB	Met within existing resources	Review completed and changes effected where necessary	COMPLETE
D.2	To consider and implement appropriate ways to increase street cleansing contractor profile when working in an area	30/06/08	SB	Met within existing resources	Review completed and scheme adopted if necessary	IMPROVING Boards have been trialled but effectiveness not proven. Advanced notification prior to work sent to parishes.
D.3	To consider and implement appropriate ways to increase landscape street cleansing profile when working in an area	30/06/08	SMc/SB	Met within existing resources	Review completed and scheme adopted if necessary	IMPROVING As above Co-ordination meetings take place between Landscape / Waste and Street Cleansing
D.4	To review arrangements in relation to the management of planters in relation to their cleansing needs to ensure that they are cleansed and maintained to an appropriate standard for the location	30/06/08	SB/SM	Met within existing resources	Review completed and standards known and being met	IMPROVING As above
D.5	To consider the implications of the Your Homes transfer in relation to dealing with matters relating to this initiative	01/02/08 Revised target 31/3/10	SMC	Met within existing resources	Protocol in place for ensuring clarity of responsibility for dealing with matters.	NO PROGRESS Target to be renegotiated

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
D.6	Work with the Town and Parish Councils to help them develop thereafter sustain any local pride initiatives	01/10//08	CG	Met within existing resources	Local initiatives in place in all 6 authorities	ONGOING Equipment and event support available
D.7	To consider and accommodate as appropriate within this plan any relevant recommendations coming out of the Overview and Scrutiny reviews of Waste and Litter	01/06/08	SL	Review met within existing resources, any new initiatives would be costed and an appropriate target given	Review concluded	OUTSTANDING Awaiting report of the group
D.8	To review the operational interface arrangements between cleansing, refuse and landscape to ensure maximum effectiveness in relation to litter	01/06/08	JD/SB/ SM	Met within available resources	Review concluded	COMPLETE
D.9	To increase the frequency of litter picking of the high speed roads	From 1/06/08	JD	Met within available resources – but bid to be made for more (SL)	Number of cleansing operations and audit	COMPLETE
D.10	To recommence the service to remove chewing gum	From 1/06/08 Revised target 31/3/10	SB	Met within available resources – additional funds have been made available	The ability to visit all 18 neighbourhood centres throughout the Borough at least once a year	COMPLETE NEW ACTION: To be renegotiated
D.11	To trial the use of waste recycling litter bins	From 1/06/08 Revised target 31/3/10	JD	Met within available resources – but bid to be made for more (SL)	Number of new bins in use and take up	IMPROVING (a) Waiting for total litter bin survey to assess need for recycling bins in and around the town centre NEW ACTION: (a) To commence installation of recycling bins based on survey outcome

No	ACTIONS	BY WHEN	LED BY	BFBC RESOURCE/ COST IMPLICATIONS	HOW MEASURED/ TARGET	PERFORMANCE
D.12	To trial bins that include for smoking	From 1/06/08 Revised target 31/3/10	JD	Met within available resources – but bid to be made for more (SL)	Number of new bins in use and take up	IMPROVING See D11 Survey to include bins for smoking
D.13	To consider the use of new technology in the delivery of service	Ongoing	All	To be considered as part of any proposal for change	Number of options considered	COMPLETE

NI 195 – improved street and environmental cleanliness (levels of graffiti, detritus and flyposting)

NI 196 – improved street and environmental cleanliness – flytipping