

**SWYDDFA CYMORTH Y CABINET
CABINET SUPPORT OFFICE**



County Hall
Cardiff,
CF10 4UW
Tel: (029) 2087 2087
www.cardiff.gov.uk

Neuadd y Sir
Caerdydd,
CF10 4UW
Ffôn: (029) 2087 2088
www.caerdydd.gov.uk

Fy Nghyf / My Ref : CM38405

Eich Cyf / Your Ref :

Dyddiad / Date: 17th October 2017

Councillor Ramesh Patel
Chairperson
Environmental Scrutiny Committee
County Hall
CARDIFF

Annwyl / Dear Councillor Patel

Environmental Scrutiny Committee - 5 September 2017 - Various

Thank you for your letter dated 13th September 2017 regarding comments received from Environmental Scrutiny Committee. I have now had an opportunity to consider your questions and am able to advise as follows:

Managing Street Cleanliness & Total Street Scene in Cardiff

Ward Action Plans – All of the Members agreed that creation of the ward based action plans to help improve cleanliness and street scene was a good idea; several of the newly elected Members were a little concerned as to why this approach didn't already exist! They agreed that trialling the new plans across a few wards was a good idea and that the trial sample should include wards with differing characteristics. The Committee liked the initial 'Ward Action Plan' template produced at the meeting and felt that it included the correct information, for example, the inclusion of a detailed 'Ward Action Plan Map' that illustrated the type and location of activities that needed to take place. They believe that local councillors have to be key stakeholders in the development of the plans as they are best placed to provide the required local knowledge. In addition to this local residents and community groups should be consulted on the structure and content of the plans. Members suggested that the views of local residents could be collected alongside the 'Ask Cardiff Survey'.

It has been agreed that Officers will undertake a pilot of 4 Ward Action Plans across the City to support their final development and engage Local Members on the information they contain. The Wards have been selected based on location in the City and the differing types of concerns or issues each ward may need addressing.

ATEBWCH I / PLEASE REPLY TO :

Swyddfa Cymorth Y Cabinet / Cabinet Support Office, Ystafell / Room 312, County Hall, Cardiff, CF10 4UW

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The Council welcomes correspondence in English and Welsh and we will ensure that we communicate with you in the language of your choice, whether that's English, Welsh or bilingual as long as you let us know which you prefer. Corresponding in Welsh will not lead to any delay.

make the difference | gwnewch wahaniaeth

Cyflawni ein gwledigaeth o ddod y brifddinas orau i fyw ynddi yn Ewrop

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg o Saesneg a byddwn yn sicrhau ein bod yn cyfathrebu o chi yn eich dewis iaith boed yn Gymraeg, yn Saesneg neu'n ddwyieithog dim ond i chi roi gwybod i ni pa un sydd well genrych. Ni fydd gohebu yn Gymraeg yn creu unrhyw oedi.

Grangetown – Central West Ward.
Adamsdown – Central East Ward.
Trowbridge – Southern Arc Ward.
Whitchurch and Tongwynlais – Outer Ward.

Officers will now be meeting with Local Members in October / November to initiate the Ward action Plans in these areas and work with them as key stakeholders.

Consideration will be made, following the initial work, to engage with residents and community groups and how Officers capture information from all the work undertaken by the Council.

Waste Enforcement Fines – The topic of issuing fines for littering and other waste enforcement matters was discussed extensively during the meeting. Members were concerned that some areas received a disproportionately high number of fines (Cathays accounted for just over 45% of fines issued during 2016/17), while other areas received none (Caerau, St Mellons and Ely only received one fine between them in 2016/17). This resulted in the Committee questioning the equity of resource allocation and wider approach taken to waste enforcement. As a consequence, Members would like you to answer or provide information on the following:

Why 815 fines were issued in Cathays during 2016/17 when eighteen wards received a zero or single figure number of waste enforcement fines;

Provide information on the total number of waste enforcement actions, fines issued and fines actually paid on a ward by ward basis for 2016/17 and 2017/18 to date. This should include the financial value of fines issued and paid;

A ward by ward summary of the complaint data for waste enforcement issues for 2016/17 and 2017/18 to date;

An explanation as to why 922 fines were issued for waste enforcement in the Cathays ward compared to 135 for the same period (2016/17 & 2017/18) in the Plasnewydd ward. Members were a little puzzled at this since they feel that both areas are similar in terms of population and housing stock characteristics.

Cathays Ward

The Waste Education & Enforcement Team help the authority deliver effective and efficient waste management measures to tackle waste related issues that detrimentally affect the local environmental quality of our communities.

Prior to enforcement action, the Waste Education and Enforcement Team aim to deliver targeted campaigns by providing information and advice to residents, businesses, and visitors to Cardiff about regulations, responsibilities and duties. Education is not required to secure successful prosecutions for most littering and waste offences. However, educational campaigns play an important role to raise awareness about issues and changing people's behaviour about how to manage their waste. Enforcement ensures that individuals and businesses are accountable for their actions.

Objective: to change the behaviour of residents on how they store and present their waste through engagement and enforcement activities.

The Waste Education and Enforcement team have been tackling waste storage and presentation issues in the Cathays area for many years, there is a dedicated team currently supported by the university and an additional team supported by Cardiff Council.

| | 2015 - 2016 | 2016- 2017 |
|---|--------------|---------------|
| Education and engagement | 1,545 | 5,500 |
| Incorrect Waste presentation investigation and engagement (including s46) | 1,420 | 5,059 |
| Incorrect Waste Storage investigation and engagement (frontages) | 91 | 229 |
| Waste Enforcement Action (FPNS) | 283 | 781 |
| Total Actions | 3,339 | 11,569 |

There has been a significant improvement in Cathays with regards to the transient students that live in the area and this behavioural change has evolved due to the engagement and enforcement activities undertaken delivering the 'Love Where You Live' initiative. The positive taken from this is that people are adhering to education provided. Both education and enforcement will reduce the number of ongoing offences through 'word of mouth' and a culture of having improved behaviours.

There has been a noted significant reduction in complaints from residents, visitors and local members and an increase in public and councillor compliments on the service being provided.

Fines

The statistics requested for activities ward by ward for 2016-17 and 2017-18 to date is attached.

2016/17

| | | Offence | FPN Amount | Total issued | Income Total | Activity less Waived /Legal | Income less waived /legal | Avr Activity Per Month |
|------------|------------|----------------------------------|------------|--------------|--------------|-----------------------------|---------------------------|------------------------|
| | | section 46 Notice £100 | £100.00 | 854 | £85,400.00 | 714 | £ 71,400 | 59.50 |
| | Waste FPNS | section 47 notice £100 | £100.00 | 153 | £15,300.00 | 113 | £ 11,300 | 9.42 |
| | | waste transfer note request £300 | £300.00 | 292 | £87,600.00 | 144 | £ 43,200 | 12.00 |
| | | WTN & WCR request £300 | £300.00 | 1 | £300.00 | 1 | £ 300 | 0.08 |
| WASTE TEAM | | Litter - Commercial DOC £80 | £80.00 | 19 | £1,520.00 | 18 | £ 1,440 | 1.50 |
| | | Litter - Domestic DOC £80 | £80.00 | 255 | £20,400.00 | 219 | £ 17,520 | 18.25 |

2017/18

| Offence | | Month | April | May | June | QTR 1 | July | August |
|------------|------------|----------------------------------|-------|-----|------|-------|------|--------|
| WASTE TEAM | Waste FPNS | section 46 Notice £100 | 78 | 19 | 31 | 128 | 23 | 25 |
| | | section 47 notice £100 | 9 | 5 | 5 | 19 | 6 | 0 |
| | | waste transfer note request £300 | 12 | 20 | 31 | 63 | 0 | 61 |
| | | WTN & WCR request £300 | 0 | 1 | 1 | 2 | 17 | 0 |
| | | Litter - Commercial DCC £50 | 2 | 0 | 1 | 3 | 0 | 1 |
| | | Litter - Domestic DCC £50 | 20 | 24 | 14 | 58 | 25 | 13 |

As the fines are still in process in 2017/18 it is not possible to indicate payment levels at this time but a review will be carried out at year end.

Complaint Data

April- June 2017

| Request details | quick find data | Apr-17 | May-17 | Jun-17 |
|--|-----------------|--------|--------|--------|
| Collection date query | WBQ01 | 364 | 193 | 182 |
| Storage / Access | WBQ10 | 7 | 5 | 3 |
| Active recycler | WBQ11 | 3 | 4 | 7 |
| Thanks | WBQ13 | 35 | 32 | 48 |
| Bag stockists/outlets | WBQ15 | 20 | 7 | 10 |
| Multiple bag request | WBQ36 | 0 | 0 | 0 |
| Enforcement Issue - Information Given | WBQ42 | 33 | 64 | 82 |
| Enforcement Issue - transferred) | WBQ43 | 137 | 154 | 120 |
| Assisted Lift query | WBQ44 | 19 | 10 | 9 |
| Query about changing schemes | WBQ47 | 0 | 0 | 0 |
| Information given on Bin Sizes | WBQ48 | 34 | 43 | 46 |
| Information given on additional Bin Requirements | WBQ49 | 0 | 0 | 0 |
| No Bin Required Customer on Tri Bag | WBQ50 | 1 | 1 | 1 |
| Fixed Penalty Notice Payment - transferred | WBQ51 | 26 | 35 | 25 |
| Content query) | WBQ52 | 159 | 168 | 175 |
| Response to Enforcement Letter | WBQ53 | 2 | 0 | 0 |
| Future Startaegy query | WBQ54 | 6 | 12 | 2 |
| Waste and Recycling Enq - Information Given | WBQ55 | 20 | 12 | 17 |
| Seasonal Waste Collections | WBQ60 | 300 | 10 | 1 |
| Asbestos query | WBQ61 | 12 | 15 | 17 |
| Flytipping | WBQ62 | 72 | 56 | 67 |
| Flytipping - Asbestos Query | WBQ63 | 3 | 2 | 0 |
| | Total | 1253 | 823 | 812 |

| Request details | quick find data | Apr-17 | May-17 | Jun-17 |
|--|-----------------|--------|--------|--------|
| Council to call member of public | WBR06 | 25 | 33 | 23 |
| Home visit required | WBR09 | 5 | 4 | 9 |
| Literature required | WBR10 | 57 | 40 | 61 |
| Literature required - Language | WBR11 | 0 | 1 | 0 |
| Education Request: Communal Bin Issue | WBR33 | 6 | 2 | 2 |
| Education Request: Kerbside Issue) | WBR34 | 3 | 4 | 2 |
| Kerbside Caddy - Caddy to be returned | WBR40 | 0 | 0 | 0 |
| Call Back Required - Flats | WBR43 | 0 | 1 | 1 |
| Accumulation Request | WBR45 | 60 | 63 | 79 |
| Early or Late bags | WBR48 | 62 | 59 | 82 |
| Enforcement Issue | WBR49 | 141 | 158 | 116 |
| Fixed Penalty Notice Issue | WBR50 | 1 | 3 | 2 |
| Littering Witness report | WBR51 | 6 | 8 | 7 |
| Dog Fouling Sticker Request | WBR54 | 6 | 6 | 8 |
| Dog fouling details of an offender | WBR55 | 8 | 8 | 3 |
| Additional Black Bin Request | WBR56 | 40 | 51 | 37 |
| Fixed Penalty Notice Payment - call-back req | WBR57 | 12 | 12 | 11 |
| Abandoned Shopping Trolley | WBR58 | 0 | 3 | 3 |
| Assisted Lift Stickers | WBR59 | 19 | 21 | 22 |
| Council to call Member of Public - Enforcement | WBR60 | 36 | 17 | 48 |
| Assisted Lift Query | WBR61 | 7 | 6 | 7 |
| Flytipping | WBR62 | 407 | 406 | 592 |
| Flytipping Asbestos | WBR63 | 2 | 5 | 10 |
| Flytipping- Dumped Fridge/freeze | WBR64 | 35 | 23 | 50 |
| | Total | 938 | 934 | 1175 |

January – March 2017

| Request details | quick find data | Jan-17 | Feb-17 | Mar-17 |
|--|-----------------|-------------|------------|-------------|
| Collection date query | WBQ01 | 290 | 131 | 244 |
| Storage / Access | WBQ10 | 3 | 4 | 7 |
| Active recycler | WBQ11 | 4 | 7 | 5 |
| Thanks | WBQ13 | 30 | 16 | 41 |
| Bag stockists/outlets | WBQ15 | 27 | 18 | 14 |
| Multiple bag request | WBQ36 | 1 | 4 | 2 |
| Enforcement Issue - Information Given | WBQ42 | 40 | 46 | 67 |
| Enforcement Issue - transferred) | WBQ43 | 101 | 129 | 147 |
| Assisted Lift query | WBQ44 | 12 | 10 | 8 |
| Query about changing schemes | WBQ47 | 0 | 0 | 0 |
| Information given on Bin Sizes | WBQ48 | 28 | 21 | 39 |
| Information given on additional Bin Requirements | WBQ49 | 0 | 0 | 0 |
| No Bin Required Customer on Tri Bag | WBQ50 | 1 | 1 | 0 |
| Fixed Penalty Notice Payment - transferred | WBQ51 | 42 | 42 | 43 |
| Content query) | WBQ52 | 212 | 133 | 162 |
| Response to Enforcement Letter | WBQ53 | 2 | 2 | 2 |
| Future Startaegy query | WBQ54 | 3 | 2 | 8 |
| Waste and Recycling Enq - Information Given | WBQ55 | 14 | 9 | 14 |
| Seasonal Waste Collections | WBQ60 | 279 | 130 | 392 |
| Asbestos query | WBQ61 | 9 | 12 | 21 |
| Flytipping | WBQ62 | 84 | 65 | 104 |
| Flytipping - Asbestos Query | WBQ63 | 0 | 0 | 3 |
| | Total | 1182 | 782 | 1323 |

| Request details | quick find data | Jan-17 | Feb-17 | Mar-17 |
|--|-----------------|-------------|-------------|-------------|
| Council to call member of public | WBR06 | 21 | 22 | 26 |
| Home visit required | WBR09 | 2 | 6 | 6 |
| Literature required | WBR10 | 50 | 58 | 74 |
| Literature required - Language | WBR11 | 0 | 0 | 0 |
| Education Request:Communal Bin Issue | WBR33 | 7 | 2 | 2 |
| Education Request:Kerbside Issue) | WBR34 | 5 | 4 | 4 |
| Kerbside Caddy - Caddy to be returned | WBR40 | 0 | 0 | 0 |
| Call Back Required - Flats | WBR43 | 0 | 0 | 1 |
| Accumulation Request | WBR45 | 86 | 86 | 97 |
| Early or Late bags | WBR48 | 43 | 53 | 83 |
| Enforcement Issue | WBR49 | 133 | 133 | 153 |
| Fixed Penalty Notice Issue | WBR50 | 8 | 9 | 1 |
| Littering Witness report | WBR51 | 8 | 4 | 10 |
| Dog Fouling Sticker Request | WBR54 | 20 | 14 | 20 |
| Dog fouling details of an offender | WBR55 | 14 | 13 | 8 |
| Additional Black Bin Request | WBR56 | 77 | 66 | 64 |
| Fixed Penalty Notice Payment - call-back req | WBR57 | 23 | 10 | 14 |
| Abandoned Shopping Trolley | WBR58 | 0 | 4 | 6 |
| Assisted Lift Stickers | WBR59 | 16 | 13 | 19 |
| Council to call Member of Public - Enforcement | WBR60 | 28 | 54 | 60 |
| Assisted Lift Query | WBR61 | 19 | 9 | 4 |
| Flytipping | WBR62 | 518 | 451 | 598 |
| Flytipping Asbestos | WBR63 | 2 | 5 | 8 |
| Flytipping- Dumped Fridge/freeze | WBR64 | 17 | 33 | 33 |
| | Total | 1097 | 1049 | 1291 |

Note: The above data is held by C2C and relates to requests made for service.

Cathays compared to Plasnewydd

Plasnewydd ward has a dedicated team like that of Cathays but there has been additional educational action in Cathays. This is where Officers visit every property in an area and ensure that residents / tenants are aware of their duties. This process allows enforcement to follow promptly for non-compliance. The reason for this approach was that the Enforcement Team were struggling with all of the issues in student dominant areas and that education was delaying any meaningful action which meant that Cathays was not able to be sustainably managed in terms of waste issues.

This education activity will extend to 10 streets in Plasnewydd in 2017/18.

Waste Enforcement – Landlord v Tenant Responsibility – At the meeting I asked a question about what our options were in terms of targeting landlords or tenants for dealing with waste enforcement issues at rental properties. You explained that it would be difficult to hold landlords accountable for waste issues created by the tenants; my view was that landlords are in fact running a commercial operation and so should at least in part be held accountable for the actions of their tenants. I understand that some local authorities have had success in dealing with waste enforcement issues at rental properties by involving landlords at the earliest possible opportunity. I would be grateful if you could arrange for the matter to be investigated so that the Council is able to identify best practice by other local authorities. Feedback on the results of this work would be appreciated by the Committee.

Tenants are responsible for the waste they present. However, Neighbourhood Services Enforcement has been working with both Rent Smart Wales and housing enforcement to implement a procedure ensuring land lords / property owners take responsibility for tenant waste. A training programme for landlords registering for a licence with Rent Smart Wales has been created which includes providing information explaining what responsibilities landlords, letting agents and tenants have in safely storing and disposing of waste from rental properties.

Cathays – As has already been mentioned the topic of waste enforcement activity in Cathays was discussed during the meeting. Members were concerned that over 45% of the fines issued were within that ward which seemed disproportionately high when compared to all other wards. A Member asked if in fact too much waste enforcement was being carried out in Cathays to the annoyance of permanent residents. She felt were being targeted in the same way as temporary residents, for example, students. She felt that a review of the current waste enforcement approach was required and that this should include detailed consultation with permanent local residents. I would be grateful if you could look into this and provide the committee with feedback.

Noted. Targeted consultation is a timely and costly exercise and therefore it would be beneficial to work with the Local Members in Cathays and Plasnewydd to agree an approach to ensure that residents are content with the approach by Neighbourhood Services Enforcement Officers. There is currently no indication from correspondence from residents or Local Members, on behalf of residents, to support any indication that the enforcement activity is over zealous.

Fly Tipping – The item highlighted that fly tipping had increased by 28% between 2015/16 and 2016/17; the Committee was concerned by this large rise in a relatively short period. You explained that managing fly tipping levels was a challenge, and that the increase was partly due to changing definitions and reporting standards. I would be grateful if you could provide the Committee with the following:

The fly tipping definition that the Council is currently working against;

The fly tipping definitions are from Fly Tipping Action Wales “*Waste DataFlow Fly-tipping Module - Best Practice Guidance for Wales*” Version 1.1. Last amended August 2017

Categories for fly tipping

When mixed loads are identified, USE the DOMINANT WASTE TYPE to determine which of the following categories to use.

Animal carcasses means any agricultural, working or pet animals or parts of animals.

Green means any vegetation/prunings and clean soil including tree trunks and branches.

Vehicle parts means any mechanical parts, components and panels of vehicles except tyres and batteries (see below).

White goods means fridges, freezers, washing machines and other kitchen appliances.

Other electrical means TVs, computer equipment, vacuum cleaners, radios, fluorescent tubes, circuit boards and car batteries etc.

Tyres means vehicle tyres regardless of whether they are on the wheel rim or off the rim.

Asbestos means all forms of asbestos including cement or other bonded asbestos.

Clinical means hospital or healthcare waste such as blood, tissue, needles, soiled dressings, drugs etc that is infectious or could cause harm in some way. It may be produced from hospitals, medical, nursing, dental, veterinary, pharmaceutical or similar practices or from home treatment e.g. home based dialysis machines.

Construction/demolition/excavation means waste from the construction, repair, maintenance and demolition of buildings and structures including roads. It means brick, concrete, hardcore, soil, timber, plastics and occasionally hazardous waste. It also includes cement, sand and other surplus building materials from builders or tradesmen. It includes large-scale DIY waste e.g. complete kitchen units or household fittings.

Black bags – commercial means waste from businesses particularly shops or traders which are not to be picked up by a trade waste collector. It may be difficult to differentiate between this and the next category without opening the bags. If necessary use your judgement based on proximity.

Black bags – household means waste from householders bagged and dumped on the street. You will obviously need to exclude those bags where waste has been put out for collection by the refuse service.

Chemical drums means containers each with a capacity of 205 litres (45 gallons) or greater that appears to contain chemicals including oils and fuels.

Other household waste means any household waste not covered above and could include the results of house or shed clearances, old furniture, carpets and the waste from small scale DIY works.

Other commercial waste means any commercial or industrial waste not covered above and could include pallets, cardboard boxes, plastics, foam and any other waste not contained in bags or containers and not due to be collected.

Other (unidentified) is to be used if none of the above applies. Do not use this for mixed loads, try to identify the dominant waste type and use one of the above categories.

A summary of the way that fly tipping incidents are currently reported and logged;

Please see attached report 'Impact Summary for Fly Tipping'.

Information on the changing fly tipping definitions and reporting approaches for the last five years;

Please see attached report 'Impact Summary for Fly Tipping'.

A breakdown of the fly tipping incidents by type on a ward by ward basis for 2015/16, 2016/17 and 2017/18 to date.

Fly capture has not supported ward by ward allocation of fly tipping activity. However, as we move into the delivery of a digital system this aspect will be recorded as each site will be GIS based and therefore area specific histories can be provided.

Fly Capture Stats 2016 - 17

1. Total number of flytipping incidents recorded by Cardiff Council during 2016-17 by month

| | Q1 | | | Q2 | | | Q3 | | | Q4 | | | TOTAL |
|-----------|-------|-----|------|------|-----|------|------|-----|-----|------|-----|-----|-------|
| | APRIL | MAY | JUNE | JULY | AUG | SEPT | OCT | NOV | DEC | JAN | FEB | MAR | |
| | 668 | 608 | 638 | 762 | 761 | 649 | 682 | 577 | 485 | 747 | 651 | 730 | 7958 |
| Quarterly | 1914 | | | 2172 | | | 1744 | | | 2128 | | | |

4. Total Number of flytipping incidents by waste type

| | Q1 | | | Q2 | | | Q3 | | | Q4 | | | Total |
|-------------------------------------|-------|-----|------|------|-----|------|-----|-----|-----|-----|-----|-----|-------|
| | APRIL | MAY | JUNE | JULY | AUG | SEPT | OCT | NOV | DEC | JAN | FEB | MAR | |
| animal carcass | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| construction/demolition/ excavation | 76 | 47 | 70 | 65 | 79 | 67 | 73 | 59 | 53 | 72 | 79 | 43 | 783 |
| Green | 40 | 34 | 36 | 37 | 28 | 14 | 24 | 19 | 12 | 23 | 32 | 51 | 350 |
| Bagged - Commercial | 1 | 0 | 2 | 10 | 0 | 0 | 0 | 2 | 27 | 40 | 14 | 9 | 105 |
| Bagged - Domestic | 154 | 154 | 159 | 176 | 161 | 160 | 134 | 178 | 75 | 121 | 27 | 57 | 1566 |
| other commercial waste | 2 | 12 | 9 | 10 | 10 | 8 | 15 | 5 | 10 | 14 | 36 | 41 | 172 |
| other household waste | 294 | 278 | 268 | 364 | 394 | 281 | 325 | 230 | 226 | 342 | 360 | 456 | 3818 |
| tyres | 5 | 22 | 8 | 9 | 4 | 11 | 14 | 14 | 7 | 26 | 24 | 6 | 150 |
| asbestos | 8 | 3 | 1 | 3 | 0 | 4 | 6 | 5 | 5 | 3 | 1 | 4 | 43 |
| vehicle parts | 12 | 3 | 4 | 8 | 9 | 8 | 16 | 10 | 3 | 12 | 5 | 6 | 96 |
| other electrical | 29 | 20 | 22 | 33 | 24 | 23 | 24 | 23 | 19 | 16 | 21 | 16 | 270 |
| white goods | 45 | 30 | 53 | 41 | 48 | 66 | 51 | 32 | 42 | 69 | 41 | 31 | 551 |
| chemical drums, oil or fuel | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| other (unidentified) | 2 | 5 | 1 | 0 | 1 | 3 | 0 | 0 | 6 | 6 | 8 | 10 | 42 |
| clinical | 0 | 0 | 5 | 6 | 3 | 2 | 0 | 0 | 0 | 3 | 3 | 0 | 22 |
| Total | 668 | 608 | 638 | 762 | 761 | 649 | 682 | 577 | 485 | 747 | 651 | 730 | 7958 |

5. Total Number of flytipping incidents by waste size

| | Q1 | | | Q2 | | | Q3 | | | Q4 | | | Total |
|-----------------------|-------|-----|------|------|-----|------|-----|-----|-----|-----|-----|-----|-------|
| | APRIL | MAY | JUNE | JULY | AUG | SEPT | OCT | NOV | DEC | JAN | FEB | MAR | |
| Single item | 206 | 194 | 187 | 211 | 254 | 265 | 208 | 190 | 105 | 100 | 74 | 67 | 2059 |
| Car boot load or less | 178 | 142 | 140 | 170 | 135 | 122 | 119 | 132 | 75 | 99 | 94 | 108 | 1514 |
| Small van load | 99 | 125 | 170 | 189 | 162 | 133 | 139 | 113 | 96 | 190 | 235 | 270 | 1921 |
| Transit van load | 145 | 127 | 131 | 160 | 182 | 108 | 203 | 124 | 186 | 321 | 238 | 283 | 2208 |
| Tipper lorry load | 40 | 20 | 10 | 32 | 28 | 21 | 15 | 18 | 23 | 37 | 10 | 2 | 256 |
| Significant multiple | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 668 | 608 | 638 | 762 | 761 | 649 | 682 | 577 | 485 | 747 | 651 | 730 | 7958 |

Sickness Rates - During the meeting, I asked about how the recent increases in sickness rates had affected work being delivered by Neighbourhood Services. The Director for City Operations explained that there had been a recent increase in sickness rates in City Operations and across the Council as a whole; he also explained that work was ongoing across the City Operations Directorate to reduce sickness rates. Members feel that it is important to monitor sickness levels going forward and have asked for a

breakdown of City Operations sickness rates for 2016/17 and 2017/18; this should include analysis of long and short term sickness absence.

Please see attached a breakdown of City Operations sickness rates for 2016/17 and 2017/18. This data includes an analysis of long and short term sickness absence presented as both percentages and FTEs.

Funding from the Financial Resilience Mechanism – A Member asked why the Financial Resilience Mechanism had been used to allocate a one off payment of £150,000 to Neighbourhood Services to assist with enforcement activities. As you will be aware the financial contribution is being used to support seven FTE posts within enforcement to enable city centre / city wide waste enforcement teams to work three afternoons and weekends to deliver a high quality 'Total Street Scene' service to the residents of Cardiff. He and other Members were concerned that the funding was only for one year and wanted to know how this important additional enforcement work would be delivered once the current financial year ends. I would be grateful if you could provide an explanation on why this funding will only last for one year and assurance around how this additional enforcement work will be delivered in future years.

The Financial Resilience Mechanism was used to provide a one off payment of £150,000 to help enable the creation of afternoon and weekend enforcement teams. The payment was a one-time only payment, as it is intended that the team be funded through income generation moving forwards. It is important to note that whilst it is not a statutory obligation to educate first, our priority as a service is visibility and behaviour change, not to generate income. Neighbourhood Services Enforcement are now empowered to undertake Highway Enforcement relating to a number of licenses. This work has supported increasing annual income relating to licensing and allowed additional enforcement activity to improve the street scene. A review is currently taking place looking at resource levels across the team. Furthermore, we are also generating income through working in partnership with a variety of organisations to tackle environmental crime –working with Cardiff University, the University Hospital Wales and enforcing on private land such as McDonalds on Newport Road.

Vodafone Partnership – An officer explained that the Council will be entering into a public / private partnership with Vodafone so that it can access the Vodafone Smart Camera System. It is hoped that using this system will improve the Council's ability to target fly tipping in Cardiff. Members would like more information on the system, how it will work, anticipated benefits and a timeline for implementation.

Vodafone has partnered with visual verification solution experts iDefigo to jointly create the Vodafone Smart Camera.

These cameras can be deployed in any location indoors or outdoors, quickly and effectively as there is no need for an external power source as the camera has an integrated low profile solar panel and rechargeable lithium batteries. All officers who deal with these cameras will have on site training in effective installation. The cameras have a remote trigger to activate the surveillance and a remote night vision spotlight for night infrared illumination.

When the cameras are activated by movement, the 4G IoT connectivity immediately transmits the footage to the iDefigo secure cloud service. Alerts will be sent to officers via their allocated email or mobile phone. The officers will be able to view the footage online or via their iphone or ipad application using their own secure log in details. All

camera locations can be viewed and managed 24/7 via the cloud based application. These cameras can also read vehicle registrations.

The benefits are:

- Being able to identify the persons responsible as we will be able to identify which vehicles have been involved resulting in court prosecutions.
- The cameras can be quickly removed and installed in any location where there is a need.
- No External power source needed.
- Solar panels to keep the camera in location recording for a longer period of time - this cuts out the need for officers to change batteries every day, possibly showing people where the cameras are located.
- Infra red giving clear night vision.
- Clear footage sent to cloud based management platform. Alert sent to officer identifying time of incident cutting out officer viewing hours of footage.
- Secure email to view footage.
- A possible reduction in fly tipping.

The procurement process is complete and it is envisage that a few cameras will become operational in November 2017.

LEAMS Performance – Towards the end of the meeting I asked a question as to why LEAMS performance fell sharply during the period September 2016 to March 2017 and then rapidly improved in the period March 2017 to May 2017. An officer suggested some reasons for this sudden rise and fall, however, was unable pinpoint the exact reasons for the deviation. I would be grateful if you could investigate the reason(s) for the sudden fall and rise in LEAMS performance and report your findings back to the Committee.

Concerning variations in LEAMS performance, it is difficult to pin point one specific reason. However, there are a couple of factors that may help to explain the variation. For example, in 2016 we changed the way in which we monitor LEAMS performance, as the responsibility for this activity was passed to highways teams to monitor as part of their daily duties. This change in how the data was recorded partially coincides with a change in performance, and therefore might go some way to explain it. In addition, Autumn is a challenging time for street cleansing due to leaf-fall and the need to prioritise resources. Whilst there is a plan in place to tackle leaf-fall, the timing and duration of the leaf-fall period can vary from year to year dependant on the weather, and can mean that it takes slightly longer to address littering issues if resources have been diverted elsewhere. Notwithstanding, despite the slight dip in performance between September 2016 and March 2017, the percentage of highways of an acceptable standard of cleanliness remains on target and performance with regards to the cleanliness index continues to steadily increase. Furthermore, the introduction of a Blitzing team and additional cleansing teams on the afternoons have delivered significant improvements to cleansing services.

Improving Litter Management & Street Cleanliness – Task & Finish

Exercise – The Environmental Scrutiny Committee approved its work programme for 2017/18 at the meeting on the 5 September. Members of the Committee identified improving litter management and street cleanliness as their top priority and so have agreed to run a task & finish exercise on this subject in early 2018. I will ensure that you and officers from City Operations are kept up to speed on the work being undertaken to scope and develop this piece of work.

Noted

Managing Recycling in Cardiff

Waste Facilities Visit – I would like to thank Pat McGrath, Andrew Williamson and the other staff from Commercial & Collaborative Services for arranging the Waste Facilities Visit for the Environmental Scrutiny Committee on the 24th August. The Members who took part in the visit found it very worthwhile as it substantially increased their understanding of the vast waste processing infrastructure required to deal with the waste collected in Cardiff. They feel that the visits to Lamby Way, the Materials Reclamation Facility, Cardiff's composting facility, the Kelda Organic Waste Treatment Facility and Viridor Energy from Waste Facility will put them in a much better position to scrutinise waste management items in the next 12 months.

Noted

Recycling Facilities Trips for Schools – As explained above the Members felt that they benefited educationally from the waste facilities visit on the 24 August. Following on from the visit they feel that local schools could benefit from similar trips, which could help reinforce the Council's recycling message to future generations. Therefore, I would be grateful if you could pass on contact details for each of the facilities so that Committee members are able to share the information with schools in their wards. I would also appreciate it if you could provide details on the number of schools that have undertaken such visits (to include the name of the schools).

Waste Management work closely with the schools across Cardiff. Whilst we do facilitate tours for adults and recognise the benefits of people seeing the facility in action, the risks are too high to permit children into an operational area such as the MRF. We do however provide videos and information to schools to help them understand the facility. Plus we will be organising more weekend open days that can accommodate children with support of an adult to walk round the plant whilst it is not running.

Recycling App – Members were pleased to hear that a Council wide app is currently being developed to include functions capable of reporting on a range of waste management issues. The Committee feel that the creation such an app is very worthwhile, particularly if it functionally easy to use. They would appreciate it if you could provide the Committee of an example of how it will work.

Once the Corporate app is operational, officers will be more than happy to provide a demonstration to the committee. The app is being developed to provide up to date collections information and additional information on what can be recycled.

Household Waste Recycling Centre – The current use of and future development of Household Waste Recycling Centres was discussed in some detail at the meeting. Following on from this discussion, I would be grateful if you could provide the Committee with the following information:

Members would like to know when the Wedal Road Household Waste Recycling Centre will be closing and have confirmation as to whether the site will be redeveloped into reuse facility;

The position on Wedal road will be confirmed once all elements of the Cabinets approved decision have been delivered. This was the recycling bulky collections which are now in place; the opening of the new Lamby way site and then finally the reuse

partnership. Once the final aspect is in place the Cabinet will be in a position to consider the future use of the Wedal Road site.

During the earlier item titled 'Managing Street Cleanliness & Total Street Scene in Cardiff', the Committee noted that there had been a 28% increase in fly tipping between 2015/16 and 2016/17. I would be grateful if you could provide an analysis of fly tipping in the east of the city for the period 2015/16 to 2017/18.

As previously stated, Fly capture has not supported ward by ward allocation of fly tipping activity. However, as we move into the delivery of a digital system this aspect will be recorded as each site will be GIS based and therefore area specific histories can be provided.

Bespoke Approach to Recycling – Members acknowledge that the Council has done exceptionally well in the last decade to push recycling rates up to the current Welsh Government statutory recycling target of 58%, however, increasing performance to 64% by 2019/20 and 70% by 2024/25 presents a major challenge to the Council. The Committee are aware that recycling rates vary significantly between wards and that more support is required by some communities to maximise their recycling potential. Concentrations of blocks of flats, houses of multiple occupation, cultural differences and other factors can present recycling challenges to the Council so it is clear that taking a 'one size fits all' approach isn't going to be practical in helping meet the outstanding 6% and 12% statutory target increases. With this in mind Members encourage you to look to develop niche or bespoke approaches to recycling in certain wards or even streets. This might include taking a slightly different approach to communicating with and listening to certain groups, delivering more education in particular areas or even taking a different approach to localised waste containerisation. The Committee feels that the best way to identify such improvement measures is to pilot trials in small areas to find out what works well and then to replicate successful practice.

The Committees' comments are very valid and will be consider in the next waste strategy that will be brought forwards later in the year.

Co-mingling v Kerbside Sort Approach – It is fair to say that Member opinion on whether to stick rigidly to the current co-mingling approach or to start phasing in new elements of kerbside sort were mixed. Some of the Committee were firmly against making the current co-mingling approach any more complicated, whilst others felt that introducing new elements of the kerbside sort approach should be considered as long as implementation is evidence based. With this in mind, should you propose implementing any such future changes to the waste collection system then we would be keen to scrutinise the proposals and continue our co-mingling verses kerbside sort debate

The last strategy determined that kerbside sort was not the best option for Cardiff at this time. This evidence base is still valid. However, the Council must consider the risks to recycling, funding and legislation. Future proposals on separate glass collections will be presented to the Committee as part of the strategy development and all scrutiny will be welcome in shaping the future proposals of recycling services.

I trust the above is of assistance to you.

Yn gywir / Yours sincerely

A handwritten signature in black ink, appearing to read 'Michael Michael', written in a cursive style.

Cynghorydd / Councillor Michael Michael
Cabinet Member for Clean Streets, Recycling & Environment /
Aelod Cabinet dros Strydoedd Glân, Ailgylchu a'r Amgylchedd