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Chapter 11 Environment

Introduction

We recognise that the cleanliness and maintenance of our streets, parks and estates has a profound influence on how people feel about living and working in Lewisham, particularly their perception of the level of crime. We are creating a healthy, enjoyable environment by keeping our streets and housing estates clean, making parks attractive places to spend time and – in partnership with our citizens – promoting environmental awareness.

Strategic objectives

Environmental services link most directly to the achievement of the Regeneration Directorate's strategic aim to 'create a safe, attractive, healthy and sustainable environment for local people'. They also support the aims around 'enabling and supporting regeneration' and 'connecting people to economic, leisure and learning opportunities' and 'supporting the development of the local economy and community'.

Performance against 2005/06 top level commitments

Public satisfaction and involvement

Our overall aim is to ensure that each of our key services will exceed the average public satisfaction levels for London by at least 5% (as measured by the annual residents survey). We saw significant improvements again in 2005 in the satisfaction ratings for these key services:

- satisfaction with refuse collection rose by 5% to 80%, exceeding the London average by 7%
- satisfaction with recycling facilities rose by 8% to 63%, equalling the London average
- satisfaction with street cleaning rose by 4% to 60%, exceeding the London average by 6%.



We have worked with local communities to improve the quality of their local environment through the NEAT (Neighbourhood Environmental Action Team) initiative. We ran a number of activities for our Street Leaders, including a thank you event, two open door events and a Christmas event.

Twenty-three schools took part in the Clean and Green schools programme and 15 businesses registered for the Business Environmental Excellence Awards. We also supported the Lewisham Walking Festival, which took place in May.

Delivering the best for our streets

We have successfully undertaken a range of initiatives to drive up recycling and composting rates, including:

- introducing a weekly collection of five materials across the borough
- improving the bring site service provision, including the 'Moo Cross' feed the cows project in New Cross
- launching the Green Box Lottery and the Recycling Champions initiative
- touring the estates and distributing recycling sacks to residents
- distributing free compost bins with Lewisham's *Guide to Composting* book
- distributing the *Reduce, Reuse, Recycle* book at community events with the Waste Education Trailer.

We continued to publicise and encourage use of our innovative 'Love Lewisham' webpages, allowing residents, visitors and businesses to report environmental problems using mobile phone technology – and then track our progress in dealing with them. This initiative has been shortlisted for a *Local Government Chronicle Award*.

We have used the Local Environmental Quality Survey data to develop a programme to deliver the cleanest streets in London. The percentage of land that is of an acceptable level of cleanliness is currently 21% against a target of 25%, although we will not know our final figure, for the year, until early summer.

We also:

- continued to implement a strategic approach to graffiti removal, ensuring that key areas of the borough are graffiti free at all times by targeting town centres and known graffiti hot spots
- ensured graffiti was removed quickly and effectively following report –averaging just under one day for removal against our target of three days
- worked closely with local residents, tenants'/residents' groups, community groups and local businesses and raised awareness of how the Council is tackling graffiti. We trained 18 residents and 20 businesses as graffiti busters. We now inform businesses of their duty of care to keep their premises clear of graffiti, building a joint working relationship which will help ensure graffiti is removed as quickly as possible.

- collected 99.97% of our bins on time
- investigated and prosecuted where necessary all instances of enviro-crime, and expect to achieve our targets of at least 350 fixed penalty notices and 110 enviro-crime prosecutions
- continued proactive surveillance on known fly-tipping 'hot spots', and in some areas have been able to stop the fly tipping
- produced an enforcement policy setting out what the community can expect from our service and what is expected from the community, in line with the Government's *Enforcement Concordat*. The policy will be sent out with all relevant letters from the service, to ensure that people understand our approach.

Delivering the best for our parks

We:

- have the highest number of green flag award parks in London, retaining green flags for Manor House Gardens, Chinbrook Meadows and Sydenham Wells Park and gaining two additional green flags for Telegraph Hill Park and Brookmill Park
- won the Urban Green Space category of the *Local Government News* Street Design Awards 2005 for Ferranti Park and Sue Godfrey Nature Park
- were awarded Silver Gilt in the city category of London in Bloom (the highest award given in this category)
- actively supported the work of the Friends and Users of Staplehurst Road Shops (FUSS), who were judged as outstanding in the neighbourhoods category of London in Bloom
- were awarded £875,000 from the EU LIFE Environment fund for the QUERCUS project to deliver environmental improvements.



Key commitments for 2006/07

Environmental health

The Food Service now inspects all relevant businesses fully in accordance with Food Standards Agency requirements. The local authority partnerships with the Health and Safety Executive continue to flourish and a number of collaborative projects have been carried out with local businesses to reduce accidents and injuries at work.

Pollution Control fulfilled all GLA requirements relating to noise mapping and air quality monitoring.

Dealing with noise nuisance

We fell just short of achieving our 98% target for noise nuisance complaints having an initial response within 30 minutes. We exceeded our 93% target for complainants receiving a visit within 45 minutes (if needed), achieving just over 98%. Although we do not expect to secure 40 prosecutions, this is offset by the significant results we have achieved in resolving complaints with a positive informal outcome – just over 89% against a target of 55%.

Public satisfaction and involvement

Lewisham's residents are the judge and jury of our success. Our aim is to increase public satisfaction with Lewisham's environment and our target remains that each of our key services should exceed the London-wide average by at least 5%.

We will continue to work in partnership to develop and improve community engagement education programmes and initiatives, including:

- Neighbourhood Environmental Action Teams
- Street Leaders, including an annual event
- Clean and Green Schools
- Business Environmental Excellence
- Recycling and Composting Champions
- Lewisham Walking Forum.

Delivering the best for our streets

We will continue to provide an efficient, high-quality and sustainable approach in the management of waste, through commitment to the principles of the waste hierarchy, sustainable development and best value.

We will continue our programme of education and information to increase recycling and composting participation rates.

We will continue to improve the quality of the local environment, using the Local Environmental Quality data to achieve the cleanest streets in London through a number of programmes and initiatives.

We will also:

- continue to implement a strategic approach to graffiti removal, working with businesses to raise their awareness of their obligations to remove high-level graffiti
- continue to provide a highly efficient and more proactive graffiti removal service
- collect 99.98% of our bins on time
- investigate and prosecute where necessary all instances of enviro-crime, aiming for 130 prosecutions and 400 fixed penalty notices, covering illegal practices such as abandoned vehicles, noise nuisance, fly tipping and littering
- continue to efficiently remove abandoned vehicles, untaxed vehicles and vehicles for sale on the public highway.

Delivering the best for our parks

We will for 2005/06:

- retain the five green flags already awarded to our parks
- go for an additional green flag for Eckington Gardens
- enter again for the London in Bloom competition and aim to win the city category
- successfully deliver the QUERCUS (Quality Urban Environment for River Corridor Users and Stakeholders) project to include partners in Chester and Hertogenbosch, Netherlands; the project will deliver environmental improvements along the Ravensbourne corridor between Lewisham and Catford, taking in Ladywell Fields
- bid for Heritage Lottery funding to regenerate Mountsfield Park.

Environmental health

The Pollution group will put in place the first phase of the Contaminated Land Strategy. This should assist in 'cleaning up' some derelict sites and bringing them back into use.

The Health and Safety Service will be heavily involved in partnership with the Health and Safety Executive on a new initiative. The intention is to focus on an area of concern (this year – trips and falls) which is a particularly troublesome problem.

The Food Standards Agency is keen to make information available on the food hygiene status of local food businesses. We are involved in a collaborative project which will enable people to access this information via the web. People will then be able to see whether their local restaurant or shop is properly looking after health matters.

Dealing with noise nuisance

We will set challenging targets both for our initial response to noise nuisance complaints and for visits, where they are necessary. Our overall target of 110 enviro-crime prosecutions will include a target of 20 prosecutions for noise nuisance.

Markets

We will undertake a search of the borough for possible future market sites and, if successful, we will attempt to develop a new market. We also plan to acquire new computer software to improve the market licensing procedures.



Environment

Best value ref no.	Indicator	Lewisham performance			Comparative performance in other areas					Lewisham targets				Performance against target
		Actual 2003/04	Actual 2004/05	Actual 2005/06	Best England quartile 04/05	Best London quartile 04/05	Greenwich 04/05	Southwark 04/05	Bromley 04/05	Target 2005/06	Target 2006/07	Target 2007/08	Target 2008/09	
Tackling environmental crime														
local	number of environmental crime prosecutions	106	107	156						110	110 (115)	120	130	well exceeds target
local	number of environmental crime fixed penalty notices issued	446	342	392						350	440 (360)	450 (370)	460	well exceeds targets
local	average time to remove graffiti from property facing the public highway (days)		amended for 2005/06	0.82						3				well exceeds targets
local	average time to remove graffiti (days)			new for 2006/07							2	1.75	1.50	
Cleaning up the environment														
BV218a	percentage of new reports of abandoned vehicles investigated within 24 hours of notification		new for 2005/06	95.05%						100%	98% (100%)	98.5% (100%)	99%	on target
BV218b	percentage of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle		new for 2005/06	89.27%						100%	91%	92%	94%	way off target
local	percentage of land and streets that are at acceptable standard of cleanliness	new for 2004/05	83.75%	78.83%						80%	78% (85%)	79% (90%)	79%	on target
BV199a	proportion of land and highways assessed as having combined deposits of litter and detritus	amended for 2004/05	21%	28%	11%	20%	27%	20%	10%	25%	22%	21.5%	21%	way off target
BV199b	proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible		new for 2005/06	14%						baseline year	12%	11%	10%	

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BV199c	proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible		new for 2005/06	3%										baseline year	2.8%	2.6%	2.4%		
local	average time taken to remove fly-tips (days)	1.9	1.81	1.38										2	1.75	1.65	1.5	well exceeds target	
BV216a	number of 'sites of potential' concern, within the local authority area, with respect to land contamination		new for 2005/06	1,460										baseline year	1460	1460	1460		
BV216b	number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'		new for 2005/06	3%												3%	3%	3%	
BV217	percentage of pollution control improvements to existing installations completed on time		new for 2005/06	98%												90%	90%	90%	
local	percentage of noise nuisance complaints having an initial (telephone) response within target time	98.28%	97.19%	97.85%										98%	98% (99%)	98.5% (100%)	99%	on target	
														within 30 minutes					
local	percentage of noise nuisance complaints receiving a visit if necessary	98.74%	95.55%	98.78%										93%	98.9% (94%)	99% (95%)	99.1%	exceeds target	
														within 45 minutes					
Rubbish collection																			
BV84a	kg of household waste collected per head	439.69	460.38	470	397.7	396.2	465.7	408.2	500.7	454	455 (440)	452.5 (430)	450	on target					

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BV84b	percentage change from the previous financial year in the number of kilograms of household waste collected per head of population		new for 2005/06	2.09%						-1.39%	-3.19%	-0.55%	-0.55%	way off target
BV86	cost of waste collection per household	£43	£39.96		n/a	£38.60	£36.32	£39.28	£38.12	£45.10	£46.45	£47.84		
local	percentage of bins collected on time	99.78%	99.95%	99.98%						99.97%	99.98%	99.99%	99.99%	on target
Rubbish disposal														
BV82a (i)	percentage of household waste recycled	8.20%	9.78%	11.96%	18%	17%	16%	9%	21%	17%	17% (22%)	18% (25%)	18%	way off target
BV82a (ii)	total tonnage of household waste which has been sent by the authority for recycling		new for 2005/06	13,888.96						19,435	19,105.45 (25,152)	20,118.15 (28,582)	20,007	way off target
BV82b (i)	percentage of household waste composted	0.20%	0.20%	0.20%	10%	5%	3%	2%	3%	1%	1%	2% (1%)	2%	way off target
BV82b (ii)	total tonnage of household waste which has been composted		new for 2005/06	282.02						1,143	2,235.35 (1,143)	2,223 (1,143)	2,223.80	way off target
BV82c (i)	percentage of household waste used to recover heat, power and other energy sources	79.81%	79.53%	77.75%	7%	37%	79%	37%	22%	75%	75% (70%)	73% (70%)	73%	on target
BV82c (ii)	total tonnage of household waste which has been used to recover heat, power and other energy sources		new for 2005/06	90,262.14						85,744	84,288.75 (80,028)	81,590.27 (78,884)	81,139.50	exceeds target
BV82d (i)	percentage of household waste landfilled	11.79%	10.46%	10.04%			2%	52%	54%	7%	7%	7% (5%)	7%	way off target
BV82d (ii)	total tonnage of household waste which have been landfilled		new for 2005/06	11,653.69						8,003	7,866.95 (8,003)	7,823.72 (5,716)	7,780.50	way off target
BV87	net cost of waste disposal per tonne for municipal waste	£36.11	£40.07		£34.40	£43.09	£45.97	£34.35	£45.33	£37.87	£39.00	£40.17		

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BV91a	percentage of households in the authority's area served by a kerbside collection of one material		amended for 2005/06	100%										100%	100%	100%	100%	on target
BV91b	percentage of households in the authority's area served by a kerbside collection of at least two recyclables		amended for 2005/06	100%										100%	100%	100%	100%	on target
Environmental health and consumer protection																		
BV166a	score against a checklist of enforcement best practice for environmental health	67%	53%	70%	97%	100%	86%	100%	90%	70%	100% (75%)	100% (80%)	100%	100%	100%	100%	100%	on target
	percentage of visits to high risk premises that are made within timescales		new for 2005/06	100%											100%	100%	100%	
BV166b	score against a checklist of enforcement best practice for trading standards	86%	63%	73%	100%	100%	80%	100%	95%	70%	100% (75%)	100% (80%)	100%	100%	100%	100%	100%	on target
	percentage of consumers satisfied with trading standards		new for 2005/06	78.8%											93%	94%	95%	
	percentage of businesses satisfied with trading standards		new for 2005/06	88.4%											93%	94%	95%	
	percentage of high risk businesses visited by trading standards that were compliant		new for 2005/06	100%											100%	100%	100%	
	percentage of medium risk businesses visited by trading standards that were compliant		new for 2005/06	98.1%											100%	100%	100%	
	percentage of low risk businesses visited by trading standards that were compliant		new for 2005/06	99.3%											100%	100%	100%	

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Resident satisfaction. The best value user satisfaction survey takes place every three years.														
BV03	The percentage of residents satisfied with environmental services (based on 936 respondents, confidence interval +/-3%)	44%									46%			
BV089	percentage of people satisfied with cleanliness standards (based on 1,201 respondents, confidence interval +/-3%)	52%			66%	57%	50%	51%	57%		60%			
B090a	percentage of people satisfied with household waste collection (based on 1,185 respondents, confidence interval +/-3%)	67%			89%	76%	78%	65%	75%		75%			
BV090b	percentage of people satisfied with recycling facilities (based on 804 respondents, confidence interval +/-3%)	51%			75%	60%	42%	36%	63%		65%			
BV090c	percentage of people satisfied with civic amenity sites (based on 377 respondents, confidence interval +/-5%)	54%			84%	70%	60%	47%	60%		60%			
BV119	percentage of users satisfied with parks and open spaces (based on 916 respondents, confidence interval +/-3%)	70%			77%	73%	73%	66%	72%		72%			
local	percentage of people satisfied with estate cleaning	84%	83%	69%						85%				way off target

note: figures in brackets denote previous targets