

<b>Committee(s):</b>	<b>Date(s):</b>
Port Health and Environmental Services	2 July 2013
<b>Subject:</b> Time Banding Scheme update	<b>Public</b>
<b>Report of:</b> Director of the Built Environment	<b>For Information</b>

### **Summary**

On 1 April 2012 the City of London introduced a Time Banding Scheme (TBS) for bagged waste and recycling, a commitment was undertaken to report back to this committee twelve months on from that implementation date to update Members on the progress of the scheme and how it had been implemented and received by both residents and businesses.

Prior to the scheme being implemented, in May 2011, a sample survey was undertaken to gather the views of businesses and residents about the impending TBS, the views were generally positive and some expressed a need for more information and varying levels of support to be able to adapt to the proposed scheme.

A comprehensive communication strategy was adopted along with a dedicated team to support the implementation of the TBS. The graph in Appendix 1 shows the number of queries received by the team from March 12 to March 13. It can be seen that just prior to implementation in April 2012 businesses and residents wanted high volumes of information on the TBS (165 in March 2012), however once the scheme started and people became familiar with the it, queries and the need for information dropped significantly (16 in May 2012).

By adopting a supportive approach, the City has worked with, and advised businesses and residents on how to adapt to the scheme. This is evidenced by the number of visits resulting in warning notices, including information letters and formal notices issued (210) compared with the number of enforcement actions such as Fixed Penalty Notices (17) in the first three months. Appendix 2 shows a continued downward trend with a levelling off in the number of enquiries relating to the TBS.

A follow up survey was undertaken in April 2013 to find out if businesses and residents felt that the TBS had achieved its aims of improving the general appearance of the street scene, including cleanliness and levels of litter. The results of the survey have been very positive, and overall, the majority (80%+) of both businesses and residents believe that the general appearance of the street scene, including cleanliness and levels of litter has either stayed the

same or improved, with only a small number of respondents disagreeing with this. Where people have highlighted concerns the time banding team have logged them and will follow up due course depending on the complexity of each issue raised.

In addition to the survey, results from the independent survey of streets by the Keep Britain Tidy organisation also support the positive impact the TBS has had on the City's streets.

In summary the Time Banding Scheme has been successfully adopted by businesses and residents across the City. The on-going approach of support and education being the first options and only resorting to enforcement where all other forms of engagement have failed appears to be the right approach. The City Streets have fewer obstructions in the form of unsightly waste bags at times when they are most in demand, improving mobility and supporting the 'World Class City' image of the City of London.

### **Recommendation(s)**

This report recommends that your Committee :

- Receives this progress report and notes the actions taken to implement the Time Banding Scheme and the support given by the City of London Corporation to residents and businesses.
- Continues to support the Time banding Scheme.

## **Main Report**

### **Background**

#### Time Banding Scheme

1. The City of London Corporation introduced a Time Banding Scheme (TBS) for bagged waste and recycling in April 2012. The TBS requires that no bagged waste or bagged recycling is to be put out on the highway for collection between the hours of 8am and 6pm, 365 days a year and any bagged waste put outside from 6pm to midnight is to be collected within two hours of being placed on the highway.
2. The aims of the scheme were to ensure that the public highways and pavements are free of sacks and loose waste between 8am and 6pm when City streets are in most demand by the high volumes of residents, workers and tourists. Additional benefits of removing bagged waste from the pavements are; reduced litter from passers-by who leave litter on top of sacks, keeping pavements clear of obstruction during periods of high footfall and improving the appearance of the streets for the benefit of businesses, residents and visitors.

3. Prior to implementation, in May 2011, a small sample survey was undertaken to test the views of residents and businesses about the introduction of a TBS. The outcome of the survey indicated that generally both residents and businesses supported the time banding proposal and agreed that the scheme would have a positive impact on the City. Respondents commented that any proposed TBS would need to be well communicated if it was to be a success. From this information a consultation and communication strategy was developed which would engage and support all businesses and residents throughout the development and implementation of the TBS.
4. The first stage of the process was that over 13,000 consultation letters were sent to all businesses and residents across the City of London in October 2011 to seek the city wide views on the introduction of a TBS. Following this consultation it was found that 89% of respondents were in favour of the scheme being implemented. This was reported to PHES Committee in January 2012, who approved the implementation of the TBS to start in April 2012.
5. During February 2012, notification of this decision to implement the TBS was sent to the 13,000 residents and businesses. This was to confirm the changes to collections of bagged waste through the introduction of the Time Banding Scheme which was to commence on 1st April 2012.

Time Banding Scheme - Information, advice and additional support throughout the development and Implementation.

6. To ensure adequate support was available through the development and implementation stages, a dedicated time banding team was put together to help both businesses and residents with any advice and information required to adapt to the scheme. A dedicated email account was set up and a log to record all concerns was created, the log recorded a breakdown of all queries coming into the time banding team these included; collection times, clarification on time banding restrictions and missed collections by waste contractors. Appendix 1 shows a table which gives a breakdown of all queries received by the time banding team from March 2012 to March 2013.
7. The graph in Appendix 1 shows that only 165 queries were received by the time banding team in March 2012 as a result of the 13,000 letters sent out. There was then a sharp decline in queries after the TBS started on 1 April 2012 as businesses and residents became familiar with the scheme. Every query was responded to individually in an attempt to make sure the right solution was found to each issue. For respondents who felt they had major issues adapting to the scheme, additional support from the time banding team was provided in the form of site visits to see what solutions were available. Two examples of this are; having waste containers stored in Castle Baynard Car Park for those residents living in the St Andrew's Hill area, and having bespoke containers with designs to make them look more attractive and blend in with the surroundings of a churchyard (St Bartholomew the Great).

8. The decline in numbers of queries suggests that the scheme has been communicated reasonably well from an early stage with an emphasis on education, advice and support tailored to individual circumstances.
9. Members have played a key role in the success of the TBS, identifying some individual locations where there have been on-going issues. The areas highlighted have been visited on several occasions until all occupants were in compliance. Those who have repeatedly failed to comply with the TBS have been issued with fixed Penalty Notices as a last resort by the Street Enforcement Team. The time banding team continue to offer their support as and when queries are received.

#### Street Monitoring and Enforcement

10. The Street Environment Officers (SEO) within Cleansing Services is the team responsible for monitoring and enforcement of the time banding scheme. From 1st April 2012, the team have been very active in policing the streets of the City. The approach adopted has been that of education and support in the first instance and only resorting to formal warnings and enforcement for persistent offenders. A table detailing these actions is shown in Appendix 2.
11. The information in Appendix 2 shows that the initial emphasis was on education with only 17 Fixed Penalty Notices (FPN) issued in the first three months of the scheme's implementation, compared with 210 visits resulting in information leaflets and warning notices being issued. The FPNs were issued to occupants who were persistent offenders, they were visited and advised on how they could comply, but have continued to breach the scheme's requirements resulting in enforcement action being taken.
12. Throughout the Olympic period with the world's cameras focusing on London, there was a strong emphasis placed on the cleanliness of the City's streets, this is reflected with the increase in FPNs issued around this time (July/ August). Through constant monitoring from the Street Environment team the number of FPNs issued each month has declined and then plateaued into what could be called a 'steady state'. This suggests that the TBS has generally become accepted as a normal part of operating in the City. From the 13,000 businesses and residents engaged in the process there have been 244 FPNs issued in the twelve months the TBS has been in place, from April 2012 to March 2013. (Appendix 2 graph).

#### **Current Position**

##### Twelve months on - Post Time Banding Survey

13. To gain an understanding of how the TBS is now viewed by resident and businesses twelve months after implementation, another sample survey was undertaken. The survey was intended to gather information on;
  - Levels of litter and cleanliness

- The visual appearance of the streets scene after the TBS has been in place.
  - How easy it was for service users to adapt to the scheme, any problems they faced at the start, any on-going issues
  - Level of satisfaction from dealing with the City of London Corporation.
14. To maintain consistency LRS Consultancy undertook the survey as they had carried out the original survey and had an understanding of the background and previous issues encountered whilst engaging with businesses and residents.
15. A total of 317 properties were visited in April 2013, 165 residents and 152 businesses. Of the 165 residential properties visited across the City, many of the residents were unavailable throughout the day and so the surveying team returned in the evenings. From this they were able to engage with only 25 residents. This was an improvement on the seven surveyed during the baseline survey of May 2011. As with the previous survey, there was more success with businesses, 152 attempted and 83 business surveys completed compared with 73 in May 2011.

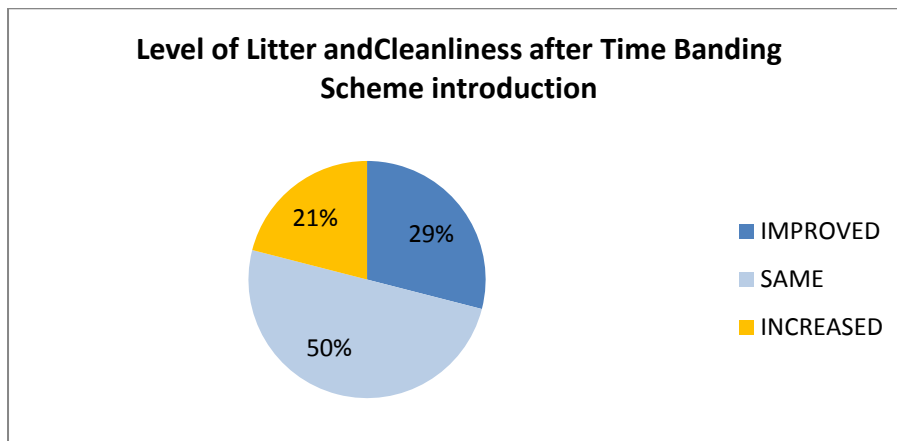
Comments received from same respondents who took part in the original survey of May 2011

16. Of the 25 residents who participated in the 2013 survey, only three took part in the original survey of May 2011, their original thoughts of the TBS were that all three felt that the TBS would be a good initiative and would have a positive impact and did not foresee any difficulties in complying. When asked how they felt now, twelve months after implementation of the TBS, all three felt that since the TBS had been introduced, the environment had improved (2) or stayed the same (1) whilst experiencing only minor issues when adapting to the scheme.
17. Of the 83 businesses who participated in the 2013 survey, 15 businesses took part in the original survey of May 2011, 13 businesses responded positively saying they felt that since the TBS was introduced the environment had improved (9) or stayed the same (4). Two businesses commented that in some instances bags on the streets have remained high or increased. The Time Banding team and Street Environment team are investigating these locations in line with the adopted approach to assist with compliance.

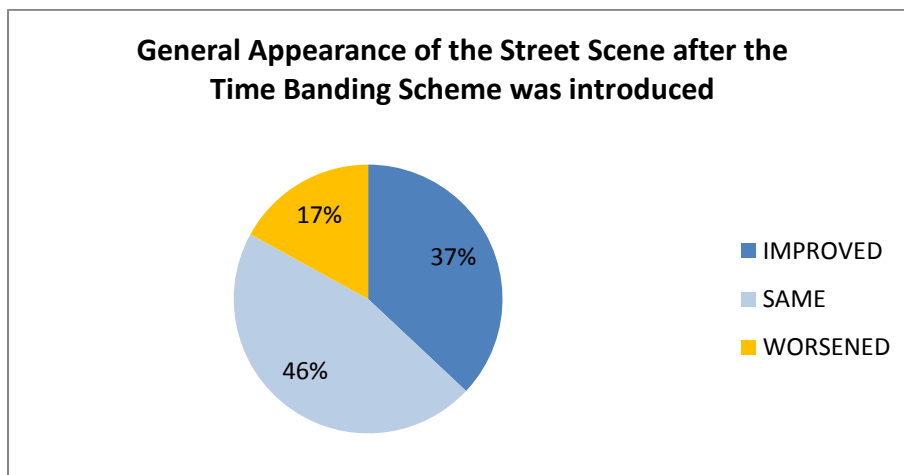
2013 Resident Survey

18. From the 25 completed residents surveys 21 were aware of the TBS; only four were unaware of Time Banding Scheme, three of these having moved into their properties after the TBS started on 1 April 2012 with the other stating they knew of the TBS and just put out bags in line with neighbours. A process whereby an information leaflet detailing the Time Banding Scheme will go out with all new council tax bills is being explored with the Chamberlains department.

19. The 25 residents were asked to rate the level of litter and cleanliness, since the TBS was introduced. 79% of respondents felt the level of litter had improved (7) or stayed the same (13). 21% of respondent (5) felt the level of litter has increased over the last twelve months, when questioned as to why they thought this; responses were that they felt that there was an absence of litter bins in the city. Two residents claimed it was particularly problematic around the 6.30-7.30pm time slot. This coincides with times when bags can be put out for collection and are likely to attract other loose litter from passers-by and people leaving from work.



20. 83% of residents surveyed felt the general appearance of the street scene has improved (9) or stayed the same (12), with the remainder 4 commenting they still see some bags on the streets following the introduction of the TBS.

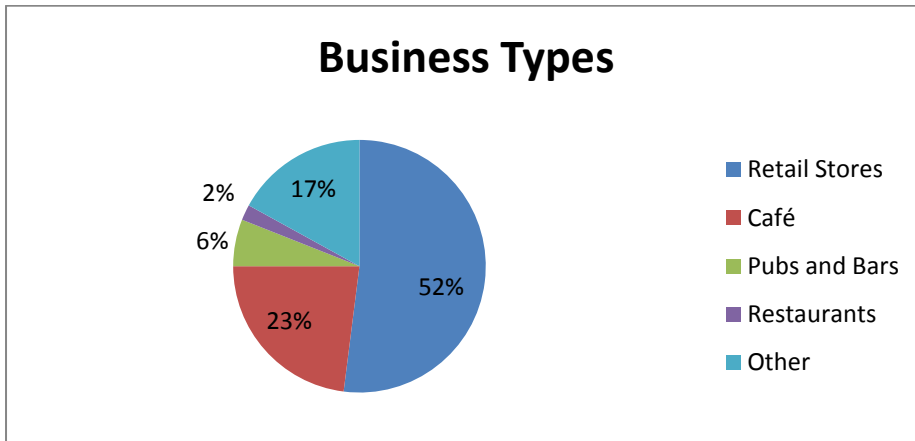


21. When questioned about the 6.30pm – 7.30pm collection times for residents 19 of the 25 respondents said that it suited them or found the times relatively easy to adapt to. 6 found the allocated collection times inconvenient due to not being home from work at that time. The time banding team are looking at these individual instances to see what can be done for them to comply.
22. 19 of the 25 respondents have been living in the City during the development and implementation of the TBS, 17 of the 19 felt the City of London were helpful and supportive. Three of these residents had direct contact with the time banding team and were happy with the advice and support given. The

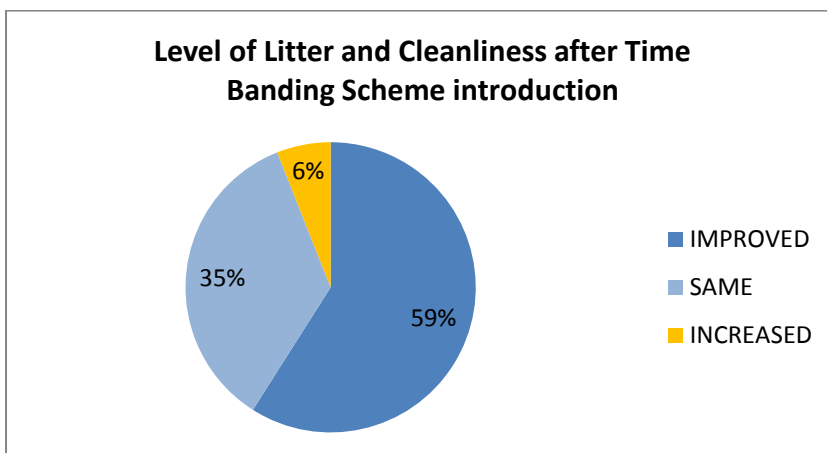
remaining 2 said that they had no direct assistance from the City but had been able to adapt.

### 2013 Business Survey

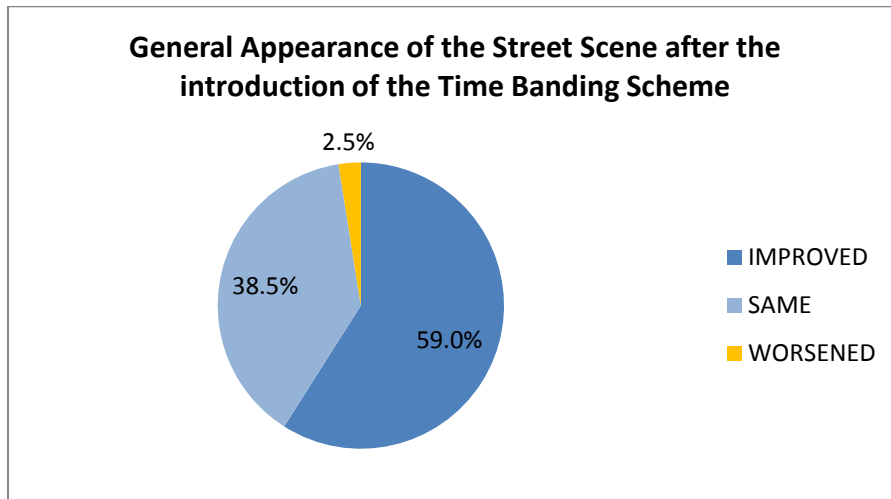
23. There were 83 complete business surveys, the business types taking part were; retail stores (52%), cafes (23%) pubs and bars (6%), restaurants (2%) and others (17%) which included a church, hair dressers and butchers.



24. Out of the 83 respondents 94% felt the level of litter on the streets had improved or stayed the same, with only 6% saying that it had worsened.
- 49 felt the level of litter on the streets had improved with
  - 29 saying it was acceptable, and only
  - 5 stating it had worsened. Out of these five, two claimed it had worsened while one said bags being left out all day attracted a lot of litter. Insufficient litter bins were also cited as a reason. These are being investigated by the Time Banding team and the SEO team.



25. 97.5% of the 83 businesses felt the general appearance of the street scene has improved (49) or stayed the same (32) since the TBS was introduced. A small number implied that enforcement could be stronger as some may feel others are 'getting away with it'.



26. When asked, in broad terms about how they felt the impact of the TBS had been, 73 of the 83 businesses felt the TBS did have a positive impact on the street scene and environment with 10 respondents feeling that it had not made any difference.
27. 74 businesses (89%) found the TBS easy to adapt to with only 9 having some issues. These included lack of storage space, businesses closing before 6pm and private contractors collecting at the wrong times. The TB team continue to work with these businesses to find suitable solutions. Of these respondents, none had previously contacted the time banding team for any direct support or advice.
28. 62 of businesses (75%) felt the City of London Corporation had been helpful and supportive during transition with the remaining numbers stating that they had adapted themselves.

Keep Britain Tidy (KBT) independent feedback

29. KBT undertake independent inspections of the City streets as part of their national inspections for street cleansing/ local environmental quality assessments. They were inspecting the City recently as a separate piece of work but did report on their findings of waste bags present on the street. Their findings in March 2013 were, of 302 streets inspected only 5 bags were found. These results support comments and views gathered in the survey which suggests the TBS has been very successful.

Period	Bags	Inspections	%
Jul-12	10	300	3.33%
Oct-12	9	305	2.95%
Mar-13	5	302	1.66%



## Conclusion and Next Steps

30. The general feedback from businesses and residents is that the time banding scheme has reduced litter and improved the cleanliness of the City's streets, by restricting waste bags from being placed on the highway, obstructions have been removed, leaving the streets clearer at times when they are in greatest demand by pedestrian users. The feedback suggests that the scheme has had a positive impact upon the environment and street scene.
31. Our approach continues to be supportive and all those who have indicated on-going issues will be receiving a visit from the time banding team to see what solutions are available for them to help with compliance.
32. Our on-going policing of the TBS will continue to ensure that compliance is maintained throughout the restricted times, taking particular attention to the 'fringes of the time restrictions and stopping any 'creep'.
33. We will also be developing the following processes to ensure occupants are; aware of the TBS, can adapt to the regulations and can contact the City of London Corporation if any they need support or advice.

- New Occupants

Council Tax and Business Rates teams now send Time Banding information to all new occupants when they register. This ensures anyone new to the City will be made aware of their requirements relating to Time Banding Scheme.

- Storage Space

Where businesses highlight storage space as an issue we will assist and undertake site visits as we have done in the past. This will help to identify what solutions can be found, we have the support of colleagues in the Environmental Health team and Food Safety team who can also provide advice to find solutions to assist with the compliance of the TBS. An important point which has been highlighted to businesses is that they are responsible for ensuring that their premises have appropriate waste storage facilities for their own business purpose without the need to use the public highway as a storage area.

- Residential Collection Times

The recycling team have been working with residents to ensure waste is put out at the allocated times. For those who have had some difficulties and have contacted the time banding team, our contractor, Enterprise have been flexible and collected any remaining residential bags after 7.30pm as they have resources still operating across the City. The City and Enterprise have been working together in refining their operations to ensure all waste is collected within two hours of it being placed out by residents.

- Business collections

Collection arrangements from businesses are the responsibility of the businesses themselves; however the Time Banding team are always available to provide advice and assistance. Prior to implementation all of the private waste collection companies were invited to a briefing on the implementation of the TBS. Of the 26 waste collection companies in attendance, many indicated that they already operated in areas where a time banding scheme was in place; they said they would adjust their operations to comply. This has happened in the majority of cases, with only isolated incidents of non-collection which are dealt with accordingly by the Street Environment Officers.

### 34. **Strategic Implications**

- SA1. To support and promote 'The City' as the world leader in international finance and business services.
- SA2. To provide modern, efficient and high quality local services and policing within the Square Mile for workers, residents and visitors with a view to delivering sustainable outcomes.
- SA3. To provide valued services to London and the nation.
- In addition this approach also supports the corporate move to deal with the built environment in a more holistic way, viewing things as a whole (waste, street scene and built environment) and not in isolation (waste issue alone).

### **Background Papers**

- Report to Port Health and Environmental Services Committee - Introduction of Time Banding for Bagged Waste - 24 January 2012
- Report to Port Health and Environmental Services Committee, 20 September 2011– Introduction of Time Banding for Bagged Waste
- Report to Port Health and Environmental Services Committee, 17 May 2011 – Refuse Collection, Street Cleansing, Vehicle Maintenance and Ancillary Services Contract Tender.
- LRS Residents and Businesses Survey report.

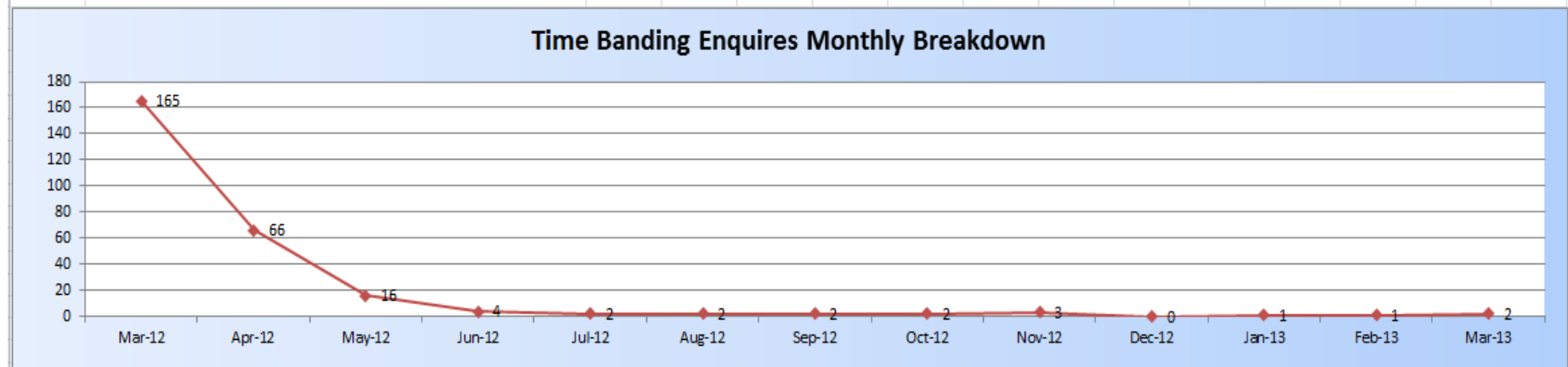
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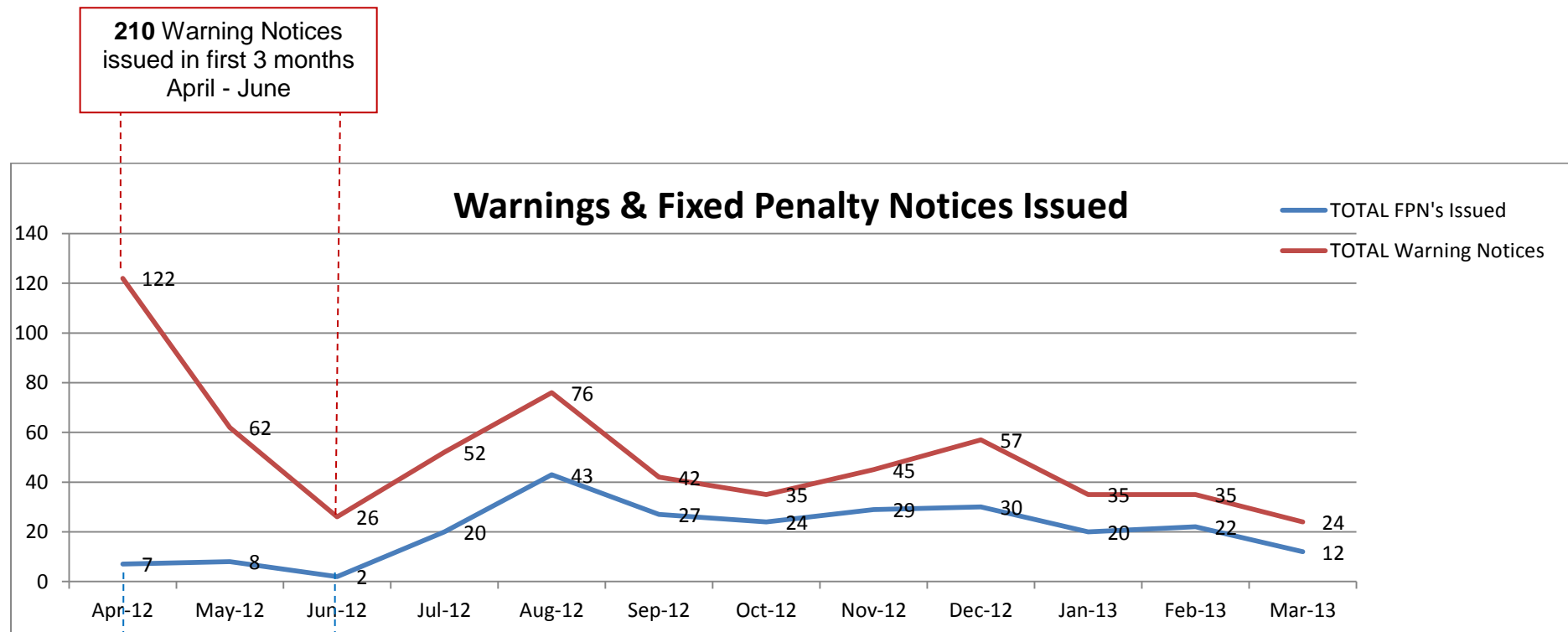


Appendix 1 - Breakdown of all queries received by the time banding team from March 2012 to March 2013.

RESPONSES FROM TB LETTERS SENT 22/02/12		Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
<b>Type</b>	Businesses	124	48	5	2	1	1	0	1	2	0	1	1	1
	Residents	19	8	8	1	1	1	2	1	1	0	0	0	1
	Volunteer Groups, Charities & Churches	20	8	3	1	0	0	0	0	0	0	0	0	0
	Councilman	2	0	0	0	0	0	0	0	0	0	0	0	0
	Waste Contractor	0	1	0	0	0	0	0	0	0	0	0	0	0
	Managing Agent	0	1	0	0	0	0	0	0	0	0	0	0	0
	Unknown	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Format</b>	Emailed	21	12	5	1	1	1	0	2	1	0	0	0	1
	Phone Call	143	53	11	3	1	1	2	0	2	0	1	1	1
	Letter	1	1	0	0	0	0	0	0	0	0	0	0	0
<b>Query</b>	Respondent who queried what time to put their bags out in the Evening	86	38	0	0	0	0	0	0	0	0	0	0	0
	Respondent querying about putting bags on Private Land	15	0	1	3	0	0	0	0	0	0	0	0	0
	Respondents requiring Internal Collections during 8am - 6pm	21	5	0	0	0	0	0	0	0	0	0	0	0
	Respondent querying on Short Period for implementation	1	0	0	0	0	0	0	0	0	0	0	0	0
	Respondent wanting waste contractor list	1	0	0	0	0	0	0	0	1	0	0	0	0
	Residents querying collection times (Domestic)	18	4	7	1	0	0	1	1	0	0	0	0	1
	Respondents querying collection times (Commercial)	2	0	0	1	0	0	0	0	0	0	0	0	1
	Waste contractor querying time banding	0	1	0	0	0	0	0	0	0	0	0	0	0
	Missed collection notification	2	9	7	0	0	2	0	1	2	0	0	0	0
	Visits required at premise	13	7	1	0	0	0	1	0	0	0	1	1	0
	Unknown (CoL called and left message with no further response)	5	1	0	0	0	0	0	0	0	0	0	0	0
	Respondents querying exemption from the scheme due to bin storage	1	1	0	0	0	0	0	0	0	0	0	0	0
	<b>Totals</b>		<b>165</b>	<b>66</b>	<b>16</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>1</b>



## Appendix 2 – Street Environment Officer Team monitoring and enforcement



17 FPN's Issued in the first 3 months April - June

	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Total
TOTAL FPN's Issued	7	8	2	20	43	27	24	29	30	20	22	12	<b>244</b>
TOTAL Warning Notices	122	62	26	52	76	42	35	45	57	35	35	24	<b>611</b>