

# Cleanscene

Summer 2003 Issue No. 1

StreetScene Bulletin for Voluntary Litter Watchers



## The Borough is getting Cleaner. Have you noticed?



With your help reporting flytipping and littering to our Environmental Health helpline, Great Yarmouth Borough Council has improved its response to environmental problems on our streets.

As a result, our streets are gradually getting cleaner and problems are being dealt with more rapidly. A large part of what we have achieved with our streets since the Litter Reduction Plan was launched in October 2002 can be attributed to you: the growing number of litter watchers in our Borough who regularly phone in to tell us about streetscene problems.

Our promise to you as a Community Litter Watcher was to keep you informed of events and progress, and this Newsletter is part of that process. It includes progress statistics, and information about upcoming services which will further enable us to work with you to ensure our streetscene remains pleasant and uncluttered with rubbish.

Remember, it is only through your prompt reporting of flytipping, littering and dog fouling as soon as they occur that the Council is able to respond more quickly than before. Our streets are not perfect yet and progress is slow in some areas, but we are seeing a constant improvement in street cleanliness due to our partnership with you.

*Thankyou!*



Great Yarmouth  
Borough Council

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#### Litter Reduction Progress

- Improved response times
- Increased enforcement
- Progress Statistics

#### New Activities

- New Mobile CCTV surveillance
- Free Bulky Waste Collection Returns
- How the Rangers are tackling dog fouling

# Litter Reduction Achieved:

Performance data since Plan launch demonstrates improvement



An analysis of Great Yarmouth Borough Council's performance data since the Litter Reduction Plan was launched on 9th October 2002, indicates that Council services are becoming more responsive and effective in response to an excellent effort from Voluntary Litter Watchers; letting us know about problems and allowing us to deal with them more quickly.



A wealth of new information from Litter Watchers has allowed the Council to plan its response more effectively.

## no of complaints

2001-2	2002-3
650	610

The Community Litter Reduction Plan was launched in October 2002. Despite only being in place for 6 months of 2002-2003, Community Litter Watchers, through prompt and accurate reporting of streetscene issues, were able to help reduce complaints to the Borough Council.

## reported flytips

2001-2	2002-3
2722	3074

A large increase in reporting of flytipping demonstrates that the Litter Reduction Plan is working. 100% of all these complaints were dealt with; 99% of which were within target. Despite this increase in reporting, the percentage responded to has increased to 99 since October 2002.

## Days to respond to complaints

2001-2	2002-3
1.004	1.291

The increase from 1.004 to 1.291 reflects leaving some fly tips for the Environmental Ranger team to investigate. This usually occurs in areas where the flytipping problem is persistent. Delaying removal of persistent problems enables Rangers to acquire evidence which may lead to prosecution.

## % of complaints responded to within target

2001-2	2002-3
97%	99%

Under the Community Litter Reduction Plan, specific time targets for response to complaints are clearly identified. Since October 2002, Litter Watchers have helped effect a reduction in response time to incidents of fly-tipping, littering and dog-fouling.

## % dealt with within target

2001-2	2002-3
96.5%	96.6%

The number of complaints to the Borough Council has increased since the Community Litter Reduction Plan was launched. Despite this, the same percentage of complaints are resolved within their target times.

## Environmental Rangers

Since October 2002, the Environmental Ranger Team has been expanded, with the appointment of two new staff. A pro-active presence in the Community has resulted in an increase in enforcement where problems of flytipping are persistent. The team issue £50 Fixed Penalty Notices to flytippers, litterers and dog foulers. They require your help to acquire evidence which could lead to a prosecution. Call 846478 if you can help.

## since October 2002:

Cautions issued:	572
Fixed Penalty Notices issued:	130

The **environmental rangers** 

**TARGETING ENVIRO-CRIME.**


**ON THE C.A.S.E.**  
for a Cleaner, more Attractive, Safer Environment




Seen fly tipping or dog fouling?  
Call the Grime-Busters Hotline on **01493 846478**



**Tired of Flytipping?**





Environmental Health  
**HotLine**  
**01493 846478**

# Tackling a **FOUL** Problem

Great Yarmouth Borough Council is urging residents to help combat our growing problem of dog fouling.



Senior Ranger Paul Shucksmith would like to hear from communities who would benefit from 'dogwatch' schemes like the one around Peterhouse 1st School

A recent survey reported that Great Yarmouth has a dog fouling problem 'significantly higher than the national average.'

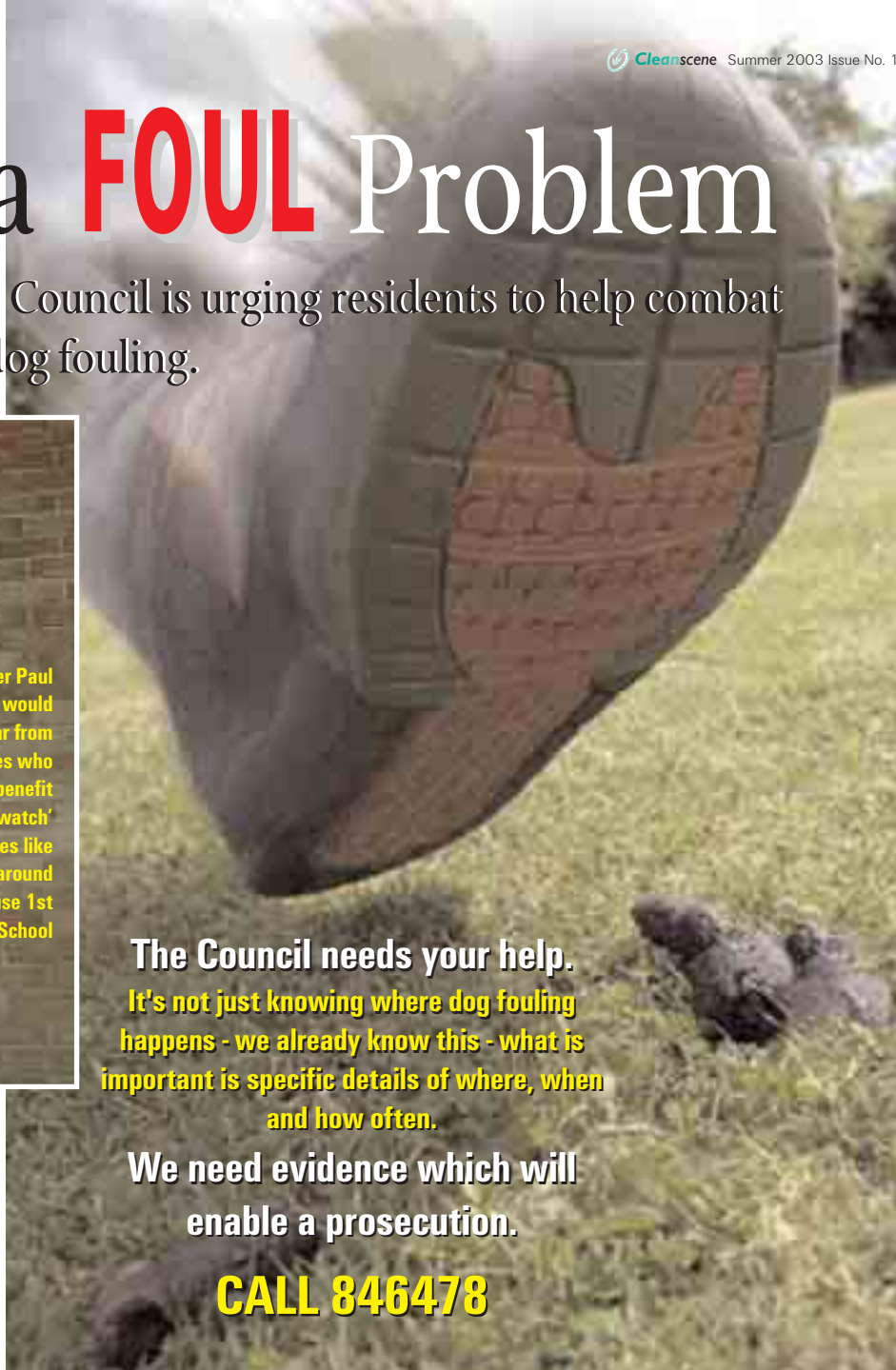
Conducted by the Keep Britain Tidy Group, the survey measured levels of dog fouling throughout the Borough, and found 29.3% of streets surveyed to have dog fouling, compared with a national average of only 8.2% This is a large increase on the 16.9% figure of Yarmouth's survey last winter, and indicates a fast growing problem.

In response to the problem, Great Yarmouth Borough Council has launched a community dog watch initiative which aims to encourage dog owners to be more responsible by clearing up after their pets. Under the scheme, local residents and schools are receiving information and advice urging them to help the Council identify persistent dog fouling offenders by ringing in with details which will assist a prosecution. The scheme has been trialed in the locality of Peterhouse First School, Gorleston, where dog fouling around the Peterhouse Avenue / St. Catherine's Way area has become an unacceptable problem. One angry parent in the area, who has three children at Peterhouse First School, said: "It's disgusting. It's been going on for two years and we've had enough. It's a real health hazard." Head teacher Pat Warr said the problem extends onto school property:

"We used to have a problem with dog mess on the playground, but since we installed new fencing the problem has move to the alleyway next door. It is unsafe for children to be near so much dog's mess."

The Borough Council wants to extend the Dog Watch scheme to other problem areas in Yarmouth, and is encouraging residents and community groups across the Borough to help tackle the burgeoning problem. Environmental Ranger Paul Shucksmith, said: "In the Great Yarmouth Borough we have a minority of irresponsible dog owners who continue to let their dogs foul and not clear up after them. Unfortunately, the general public is very reluctant to come forward with information which may then lead to a prosecution."

Mark Smith, Environmental Policy Officer, added: "In light of disappointing results for dog fouling in the recent EnCams survey, it is obvious that we have a problem in Great



**The Council needs your help.**

**It's not just knowing where dog fouling happens - we already know this - what is important is specific details of where, when and how often.**

**We need evidence which will enable a prosecution.**

**CALL 846478**

Yarmouth. Dog fouling is an offence committed by the dog walker, not the dog. Everyone hates to see it, but cleaning up after your dog is easy. There might not be dog bins where you walk, but is it really too much to ask to carry your dog's mess home? The Environmental Rangers spend a lot of time trying to identify offending dog walkers, but they can't be everywhere all the time. If we are going to tackle this problem, the Council needs your help. It's not just knowing where dog fouling happens - we already know this - what is important is specific details of where, when and how often. We need evidence which will enable a prosecution. The maximum penalty if we catch an offender is £1000.

**If you have information and want to help combat this problem, dial the Environmental Health Helpline on**

**01493 846478.**

# Free Weekend Collections to Return

Owing to the overwhelming success of the Borough Council's free weekend removal service earlier this year, the scheme will be recommencing in the next few weeks.

Under the scheme, clearly marked refuse trucks will be on hand at designated points throughout Great Yarmouth for residents to bring their excess rubbish for free removal.

*The scheme is intended to help reduce flytipping problems in areas where they are most persistent.*

The return of the scheme is in conjunction with the Borough Council's rubbish 'blitzes', where emergency crews have been clearing problem areas in the town. The weight removed legitimately under the free weekend scheme will be compared with the weight of flytipped rubbish collected in the same areas under the blitz scheme.

The service will remove domestic waste, furniture and general rubbish, but will not accept trade wastes including brick rubble, soil, gas bottles, tyres and metals. If you have a problem bringing your rubbish to the vehicle, then the driver will be able to provide assistance.



**Dates and locations for free bulky item collections will be published in the local press soon.**

## Fly-tippers:

Once we know WHO they are..

.. It's going to **COST THEM.**

**£50**  
Minimum Fine

**The Environmental Rangers issue fixed penalty tickets to offenders caught flytipping.**

**Report Offenders on 846478**

## Mobile CCTV: Catching Flytippers

In an effort to increase environmental enforcement activity throughout the Borough, Great Yarmouth Borough Council has recently purchased Mobile CCTV Units to catch flytippers and provide evidence which will enable them to be prosecuted.



The Camera units, costing approx £6,000 each will be placed in covert locations throughout the Borough to cover regular flytipping spots. Two teams of environmental rangers will be scouring the Borough for persistent problem areas where the cameras should be located. The cameras will operate 24/7 to help combat flytipping in problem areas. Movement sensors in the cameras will trigger recording, meaning that they can be placed unattended for long periods, therefore increasing the possibility of catching irresponsible residents in the act of dumping waste. Environmental Ranger Pauline McConnachie said, "Time after time we make sure flytipped areas are cleaned up, and time after time they are again made filthy by irresponsible residents. It only takes one or two dumpers to ruin the look of a whole neighbourhood. The new facility for covertly monitoring your streets for flytippers will help us

gain evidence for a prosecution. Unlike the camera in the picture, you won't be able to see ours or where they are filming from. Make no mistake - if you flytip we are out to catch you. I hope to see some flytippers in court soon."

Assistant Head of Environmental Health Peter Astle added "We hope the use of these new CCTV cameras will provide another effective weapon in the battle against envirocrime."

**If you have persistent flytipping on your street, and could benefit from the CCTV Scheme, let us know.**  
**CCTV Scheme - phone 846478**  
**ask for Paul Shucksmith**