

Foreword

This Government recognises that the quality of the local environment affects and reflects the well-being of the people living there. Whether it's the town centre, local park or street on which we live, we all want to feel that these are attractive and safe places to be. That is why we are working across Government to ensure our communities are cleaner, safer and greener.

This guide is about the spaces that are nearest and among the most critical in terms of our immediate quality of life – **residential areas**. If we step outside our front door into a safe, well cared for residential areas, with clean well maintained streets and open spaces, not dominated by traffic and street clutter, it has a positive impact on our daily life. We have made significant progress in improving our residential environments in recent years and levels of public satisfaction are rising. But we have to sustain the momentum of this improvement. This guide offers some practical suggestions on how this might be done. It is part of our **How to** programme of action which is supporting the delivery of cleaner safer greener public spaces.

Through the **How to** programme, we will work with practitioners in local authorities and other bodies at all levels, to ensure they have the information they need to make their local environment a better place to live and work.

The programme has been introduced to help capture and promote the excellent initiatives currently taking shape which are already making a difference in many areas, and to share that learning more widely. It will also provide a means by which Government can work with neighbourhoods and people to develop a better understanding of what is happening on the ground and to determine our priorities for action.

Whether you are from central or local government, a public body, community group or business, I invite you to participate in and benefit from the **How to** programme. By working together we can make sure all communities are better places to live.

Baroness Kay Andrews, OBE
Office of the Deputy Prime Minister





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Creating sustainable communities

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1.1 Overview

More than 90% of the existing built environment will still be with us in thirty years time. Our challenge is to improve and sustain its quality by managing and maintaining it better, especially the public spaces around housing and streets to improve residential areas.

Our vision is for a renaissance of England's residential areas, so that by 2008, fewer people experience problems with upkeep, management and misuse of their neighbourhood and people notice improving quality. To achieve our aim we need to all work together, across traditional boundaries, to ensure we focus on the issues which people most want improving where they live, on their doorstep.

This guide is for all those who want to improve our residential areas and streets, including housing services, highways services, planners, landscape architects, designers, estate managers, wardens, caretakers, street cleansing teams, community leaders, members of tenants groups – and many more. It offers practical recipes for achieving better places to live, showing how existing powers and money can be used to accomplish more.

- **Part 2** summarises the many responsibilities for looking after residential areas and streets, and the need to work together to spend better.
- **Part 3** highlights some key issues and the tools available to address them, illustrated by practical examples.
- **Part 4** summarises the main actions, responsibilities and powers.

This guide is part of our wider **How to** programme which provides free events, online support and on-going dissemination of good practice to those who strive to improve public space. There are also guides on *How to manage town centres* and *How to create quality parks and open spaces*.

For more information on the **How to** programme and the Cleaner Safer Greener Communities initiative of which this guide is a part, please visit our website: www.cleanersafergreener.gov.uk



1.2 The challenge

- The condition of the public spaces in residential areas has an enormous impact on the quality of residents' lives.
- Run-down public spaces sustain a cycle of disrespect that begins with littering and graffiti, and can end in vandalism, anti-social behaviour and crime.
- Concerted action by everyone is needed to both tackle problems and sustain improvements, especially in the worse areas.

People want the complete package: a decent home in a decent place. When asked what makes a good place to live, people give just as much importance to the wider neighbourhood as to their own house or flat. They consistently say that a good neighbourhood to live has low levels of crime, vandalism and anti-social behaviour, clean streets, good parks and open spaces, activities for teenagers and well-maintained roads and pavements.

One of the most important factors affecting the quality of life in any neighbourhood is how well its public spaces are managed and maintained. And by public spaces, we mean not only streets, pavements, car parks, play areas and green spaces but also house and shop frontages and private gardens.

More than two million households live in poor-quality local environments. The 2003/04 British Crime Survey (BCS) showed that 21% of the public perceived behaviour such as vandalism, graffiti, litter and "hanging around" to be a problem in their local area.

Where people live in homes that are surrounded by poor quality spaces, dirty streets, abandoned cars, and incidents of anti-social behaviour, they lose pride and respect for their neighbourhood. Those who are able to leave do, property prices fall,

and new residents are reluctant to move in, and many of those who remain in the area feel trapped in a vicious circle. As frustration grows, misuse of facilities increases, speeding degeneration and fuelling low-level crime, graffiti, vandalism and anti-social behaviour.

These problems can crop up anywhere – from urban areas where around 40% of housing is in public ownership (there are around 10,000 large council estates of over 500 dwellings across the country) to rural communities where homes are predominately privately owned.

People should not feel threatened in their homes and fearful of using public spaces.

Emerging trends

Over the last five years the Government has sustained action to tackle poor housing conditions, improve local roads and raise the quality of public spaces. Local government, public and other authorities, and voluntary and community organisations have also recognised the importance of the local environment to community well-being, and together are committed to delivering cleaner, safer, greener public spaces.

Things are getting better. The national Local Environmental Quality Survey (LEQS),

measures standards and records information about the things that enhance or diminish the quality of our daily lives across nine different land types. This shows that low density private housing tends to score better than low density social housing, which in turn has a higher rating for the quality of the local environment than high density housing areas. However, the results show that where Government has encouraged action, such as street cleaning, there have been sustained improvements in all areas.

The British Crime Survey also indicates that overall levels of crime and concern about anti-social behaviour have receded – in 2002/03, 21% of people thought that anti-social behaviour was a serious problem in their area; by 2003/04 that figure fell to 16%. More people also feel that the appearance and quality of their area have got better – 10% in 1999 compared with 31% in 2004. These trends are confirmed by data from MORI surveys of public opinion, which show that concern about key liveability issues – drug use, graffiti, teenagers hanging around, abandoned cars and litter – is falling.

Conclusions of the Prime Minister's Strategy Unit Report 2005

In January 2005, the ODPM and the Strategy Unit published their joint report on *Improving the prospects of people living in areas of multiple deprivation in England* which restated the Government's aim for the National Strategy for Neighbourhood Renewal to ensure that by 2021 no one is seriously disadvantaged by the place where they live.

The report identified three main problems which combine to create a cycle of decline in disadvantaged areas.

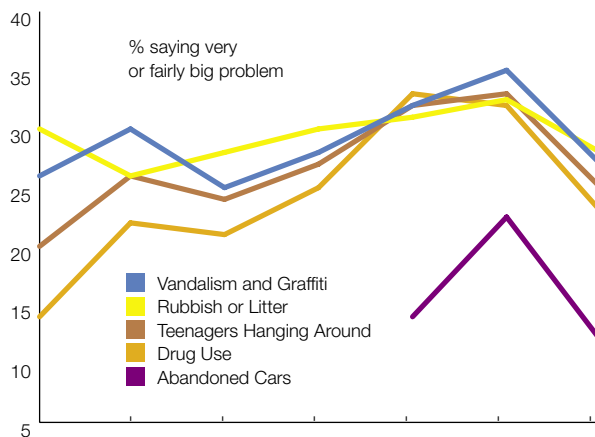
1. Low levels of economic activity.
2. Poor housing, poor local environments and unstable communities.
3. Poor public services and ineffective systems for delivering support to deprived areas.

The report proposed a three-pronged approach to combating deprivation.

1. Revitalising local economies by tackling unemployment and economic inactivity.
2. Stabilising communities and improving housing and the local environment.
3. Improving the performance of public services and delivering support more effectively to deprived areas.



Concern about liveability is now falling



Source: British Crime Survey and MORI, 2004

Priorities for action

To help neighbourhoods become cleaner, safer and greener, the Government is introducing new powers through the Clean Neighbourhoods and Environment Act 2005, building on those already in place. We are also developing proposals to enable people to get more involved and to influence key decisions in their neighbourhoods. We are committed to sustaining action to improve household perceptions about the quality of the residential environment by 2008. For example, we will:

- strengthen local government's role in leading communities, and in uniting those responsible to co-ordinate and integrate services and facilities
- introduce a neighbourhood policing team in every community
- engage communities and empower people to shape the services they receive

- make best use of available resources, and continue to focus on efficiency gains that can be reinvested to support greater improvements.

Many examples of good practice and innovative approaches exist, from which we can all learn. We will include more examples on www.cleanersafergreener.gov.uk



2.1 Who is responsible?

- No single organisation is responsible for the appearance of our neighbourhoods – many organisations are providing services that affect residential areas.
- By pooling objectives, actions and resources organisations can work together to achieve better outcomes – at local authority and neighbourhood level.
- People are concerned about the state of their local environment and want to get involved – the Government is encouraging debate on extending citizen engagement.

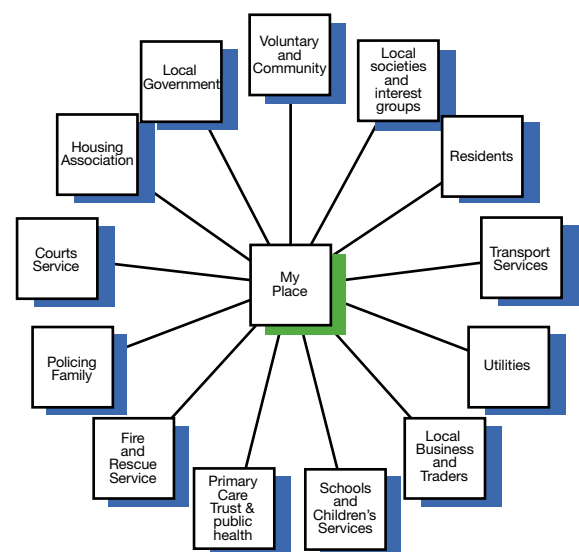
Many people assume that the local authority is responsible for everything to do with public spaces, but this is not the case. A large number of organisations have responsibility for different aspects of what the Audit Commission calls the 'street scene'.

- Environmental services, such as street cleaning, refuse collection, grounds maintenance and street lighting.
- Protective services, such as the police (including community support officers and special constables), wardens and caretakers.
- Housing management and maintenance services, can be provided by public or private organisations, with varying responsibilities and powers.
- Utilities, such as gas and electricity companies, which are mostly private-sector organisations.
- Highways and transport services, including engineering, maintenance and regulation of activities in the street.
- National agencies and advisory bodies including regulators or advisors on specific issues, such as waste disposal and heritage.

These responsibilities are listed in more detail in section 4.2.

The Audit Commission's report on the street scene explains the complex series of separate services and responsibilities involved. For example, the companies that provide utilities (such as water and electricity) and communications are licensed by the Government to install and maintain cables and pipes in the street. Local authorities have no direct control but can inspect works. The report is available at www.audit-commission.gov.uk

Groups involved in maintaining the neighbourhood



Co-ordinating all these responsibilities for the good of communities requires leadership and direction. The different organisations involved need to work together to get the best value from their funds, their materials and their people. This avoids duplicating work, speeds progress, brings a co-ordinated approach to solving problems and produces better outcomes.

Responsibility also lies with local people. It is people who drop litter, park poorly or fail to maintain their gardens. These issues affect other people too, as well as the overall quality of our neighbourhoods.

Tools for success

Partnerships and protocols

These are important for defining responsibilities, particularly between the tiers of two-tier authorities, but also in other partnerships – between a local authority and a Registered Social Landlord, for example.

- **Local Strategic partnerships** bring together local authorities, public services, private, voluntary and community organisations and local people to improve local areas and services. They will have a lead role in determining the development of the Sustainable Community Strategy from which other local strategies will develop. They will also help develop Local Area Agreements. www.odpm.gov.uk, www.neighbourhood.gov.uk
- **Crime and Disorder Reduction Partnerships** bring together a wide range of authorities and groups, including the local authority, police and fire

services, Primary Care Trusts, probation boards, parish councils, schools, social landlords, transport providers and retailers. Together they develop a Crime and Disorder Reduction Strategy, based on local priorities and an audit of local problems. www.crimereduction.gov

- **The Quality Parish Scheme** has enabled parishes to do more on behalf of their district and county council, thereby making services more responsive to local needs. District and county councils have been encouraged to enter into agreements with all parish councils and to consider negotiating additional roles and responsibilities for Quality Parish Councils. www.odpm.gov.uk
- **Design coding** sets requirements that guide the physical development of an area in terms of what constitutes acceptable design quality, which can also be extended into management codes. Further information is in *Design Coding: Testing its use in England* available at www.cabe.org.uk and www.odpm.gov.uk



Neighbourhood Management

The **Neighbourhood Management** process is increasingly seen as one of the best ways to deliver effective neighbourhood renewal. The Neighbourhood Renewal Unit supports this growth and helps bring all those involved together through a national neighbourhood management network.

Neighbourhood Management is a process that involves communities in the work of local agencies to improve services at neighbourhood level. It aims to tackle quality of life issues in communities through:

- better management of the local environment
- increasing community safety
- improving housing stock
- working with young people
- encouraging employment opportunities.

The key to neighbourhood management is that residents concerns should be more important in defining what is done than agencies' assumptions.

Neighbourhood management partnerships can also support the strategic level through the active involvement of the Local Strategic Partnership (LSP). Whoever takes the lead in delivering neighbourhood management will only be successful if all relevant stakeholders are effectively engaged.

Details of this and *Neighbourhood Management: Working Together to create Cleaner Safer Greener Communities* is available from www.neighbourhood.gov.uk

In practice

A multi-agency approach to neighbourhood services

In Wolverhampton there are seven neighbourhood management teams and managing agents, all delivering a variety of liveability and housing services. To help to streamline the services the council established a multi-agency steering group to clarify who is responsible for what, and to maximise the range of useful skills.

A neighbourhood management co-ordinator oversees the initiatives city-wide, and reports to the multi-agency steering group and the city's Neighbourhood Renewal Partnership. The council also has a service development programme, which finds new ways of working, changes the way services are delivered by all agencies and ensures local and national floor targets are met.

Each neighbourhood management team tells residents what it is responsible for, so residents know where to go for specific services. After consultation with residents, the teams develop local action plans which identify key needs, issues and aspirations. They address these plans by means of new projects and initiatives, using service providers and information identified by the multi-agency steering group.

The council says: “This has proved to be an effective way of joining up activities to gain efficiencies and ensure that work is not duplicated. The public are also aware of their neighbourhood management teams and know that these teams will assist them with their requests.”



2.2 Engaging and empowering local residents

- Residents should be engaged in the design, delivery and assessment of their neighbourhood, and empowered to secure services that are more responsive to their needs.
- Communities need the means to come together and get involved in day-to-day management and running of their neighbourhoods.
- Engage in the debate on how to respond to people's desire to do more and provide options for neighbourhood action.

Together we can is the Government's action plan for civic renewal drawing together a wide range of other government initiatives. The 'Together we can revitalise neighbourhoods' strand aims to build on existing measures to ensure citizens in urban and rural areas are able to play a successful part in guiding, directing and supporting the effective deployment of resources in their local communities.

Mechanisms and structures for getting local people involved and increasing neighbourhood engagement

- Long-established representative bodies, such as parish councils.
- Initiatives to devolve responsibility or decision-making, such as local authority area committees.
- Initiatives in neighbourhood renewal areas, such as neighbourhood management pathfinders.
- Initiatives by service deliverers to involve communities, such as Tenant Management Organisations.

- Initiatives by local voluntary or community groups, such as tenant associations.

A national survey¹ found that 86% of people agreed that, by getting people together in their community and taking action, they can make a difference to the quality of their neighbourhood. Furthermore, 57% of them expressed an interest in getting involved in decisions affecting their local community.

The ODPM report *Citizen Engagement and Public Services: Why Neighbourhoods Matter*, available from www.odpm.gov.uk, highlights the fact that people are interested in specific issues: often local and very practical. It also shows that they tend to focus on things close to home, such as the safety of their streets and the cleanliness of their environment.

This document includes a great deal of evidence that people are interested in the improvement of local public services and want to be directly involved. More than half of all people say that they would like to be more involved in the decisions their local council makes, and a third of these would like to help

1 The Home Office Omnibus Tracking Summary Report, February 2005

their council by getting involved in the detail of planning services.

Sometimes people are spurred to action when their community comes under threat, as happened in Coin Street, a formerly derelict five-hectare site near Waterloo on London's South Bank. Here, a successful community campaign evolved over twenty years into a not-for-profit development organisation – Coin Street Community Builders. It has created a riverside walkway, a park, a craft market, a major mixed-use redevelopment scheme and award winning co-operative housing schemes.

We want continuing variety and innovation, building on existing neighbourhood arrangements. Working through councils – not around them – we are offering more opportunities and powers to people so that they can get involved in their neighbourhoods. The idea is to devolve power to neighbourhood level.

The Government's manifesto is committed to offering neighbourhoods a range of powers from which they can choose, including:

- new powers for parish councils to deal with anti-social behaviour
- powers for local people to trigger action in response to persistent local problems
- community funds for local neighbourhoods to spend on local priorities
- new opportunities for communities to assume greater responsibility for – or even ownership of – community assets like village halls, community centres, libraries and recreational facilities

Join the debate

The Government wants to empower people through a national neighbourhoods framework, local neighbourhood charters and a menu of options for neighbourhood action.

Options

- Extra powers for Quality Parishes on anti-social behaviour.
- Triggers for action in response to the failure or under-performance of local services.
- Neighbourhood Improvement Districts (NIDs).
- Delegation of budgets.
- Neighbourhood contracts with service providers.
- Parish arrangements.
- New rights for communities to assume ownership of community assets.

To have your say and get more information please contact:
neighbourhoods.localvision@odpm.gsi.gov.uk



- a commitment to give communities in London the right to establish parish councils, which have been successful elsewhere in the country.

Some effective ways of encouraging community involvement and neighbourhood activity have been developed by the “civic pioneer” local authorities. This network is adding to our understanding of how local government can involve people in decision-making. For more information on civic pioneers visit the Active Citizenship Centre’s website: www.active-citizen.org.uk. These civic pioneers demonstrate that progress can only be made if organisations work together: local government, the voluntary and community sectors and business.

Social housing provides a range of options for involving and engaging residents in determining the management of their neighbourhood and has a long tradition of tenant participation on which to build.

Arms-Length Management Organisations (ALMOs) are companies set up and owned by a local authority to manage and improve all or part of its housing stock and immediate surroundings, such as communal spaces. They are responsible for day-to-day management but operate at arms-length from the council. ALMOs allow tenants a direct say in the way their homes are managed. Tenants are consulted about the ALMO’s operation, including the way resources are used. Many ALMOs have local boards which decide individual estates’ priorities for investment. Communities often work with the local authority to monitor the ALMO’s performance.

Tenant Management Organisations (TMOs) are elected, accountable and

representative bodies that manage homes and their immediate surroundings. There are over 250 TMOs in England, covering more than 84,000 homes. They are well-run organisations and often perform better than local authorities in terms of repairs, re-lets, rent collection and tenant satisfaction. A number have gone considerably beyond their original housing management and become involved in developing community and social activities and facilities for their residents. By creating more cohesive and responsible communities, some feel they have reduced the opportunity for crime. TMOs show what can be achieved by local people in socially excluded communities when training and support is available.

Tenant participation compacts are agreements between local councils and their tenants that set out how tenants can get involved collectively in local housing decisions that affect them. They also detail what councils and tenants want the compact to achieve. This could include better ways of working together, improved local services or a better quality of life. The compact should also say how it will be implemented and checked to make sure it is working properly. A compact can cover a whole council area, or individual issues or neighbourhoods.

There are over 10,000 **community, parish and town councils** in England and Wales. This very local tier of elected government exists in urban as well as rural areas. These councils have a range of discretionary powers, and can contribute towards the costs of services provided by others. They have specific rights to receive information from other authorities, and to represent community interests. They can influence decisions that affect their areas by means of

public consultations with district and county councils.

The **Quality Parish Scheme** was set up in 2003 and has helped parishes to take on services that have a significant effect on local people but which are usually exercised at district and county level. These include street cleaning, maintaining verges and footpaths, and managing recycling. The scheme has allowed parishes to make services more responsive to local people's needs.

Tools for success

Social housing provides a range of options for involving and engaging residents in determining the management of their neighbourhood.

- **Arms-Length Management Organisations (ALMOs)** www.odpm.gov.uk/stellent/groups/odpm_housing
- **Tenant Management Organisations (TMOs)** www.odpm.gov.uk/stellent/groups/odpm_housing
- **Tenant participation compacts** are based on standards set out in the National Framework for Tenant Participation Compacts, which provides a toolkit to help local authorities develop them. It is available from: www.odpm.gov.uk/stellent/groups/odpm_housing. More general information is available from the Tenant Participation Advisory Service (TPAS). www.tpas.org.uk

Consultation can be undertaken in a variety of ways including using residents' groups, local community surveys, street audits focus groups, workshops and events.

- Walkabouts with service providers can be an informal means of soliciting views and experiences. **Placecheck**, developed by the Urban Design Alliance, can be useful in asking introductory questions about what people like, dislike and think most needs improving in a space. This can be useful in developing a process of engagement as it is cost effective process with which to start. www.ice.org.uk
- **Community street audits** provide a way of evaluating the quality of neighbourhoods from the perspective of those who use them rather than those who manage them. Facilitators take people out on foot to observe places and identify issues, challenges and options for improvement. www.livingstreets.org.uk
- **Planning for Real**, a process developed by the Neighbourhood Initiatives Foundation is useful for considering opportunities for development. www.nifonline.org.uk



- **CABE Space** is developing a community consultation tool that allows park users and managers to assess the quality of local spaces.
www.cabespace.org.uk
- **Statement of Community Involvement – Creating Local Development Frameworks: A Companion Guide to PPS12** includes advice on managing community involvement and explains the requirement for local planning authority’s ‘statement of community involvement’.
www.planningportal.gov.uk
- **Connecting with Communities.** The information and resources in this section of the IDEa Knowledge website are designed to help local authorities to improve their communication with residents and other key stakeholders.
www.idea-knowledge.gov.uk
- **Returning Roads to Residents** by the Institution of Civil Engineers is a practical guide to street improvement. It shows how residents can take action to improve the desirability of their street, achieve a more pleasant environment, increase the value of their homes and create a place that feels safe and comfortable. www.ice.org.uk
- **Neighbourhood Wardens** primarily provide a uniformed, semi-official presence in all kinds of residential areas, with the aim of improving the environment, quality of life and safety. They can also link with neighbourhood management.
www.neighbourhood.gov.uk
- **Junior wardens** are a way of engaging young people. The wardens are given fast access to the council to report problems such as litter, graffiti, fly-tipping and vandalism. They are given training in these issues and often pass on the messages about caring for the local environment to their friends. The wardens also get involved in activities such as supervised litter-picking. Southampton City Council’s scheme was so successful that its junior wardens were invited to parliament.
www.southampton.gov.uk/news

Local community, parish and town councils

- More on the **Quality Parish Scheme** can be found in the local government section at www.odpm.gov.uk and at: www.defra.gov.uk/rural/quality_parishes/default.htm

In practice

Using residents to spot problems

Islington Council launched the Eyes for Islington scheme in July 2002, aiming to engage with the local community so that they could help the council to provide cleaner, safer and greener streets.

Volunteers are recruited from the local community to “say what they see” and are encouraged to report a wide range of street scene problems, including fly-tipping, graffiti and abandoned vehicles. They receive a welcome pack when joining which provides a unique ID number, details all the areas on which they can report, and holds freepost cards to record problems on the spot.

In addition, Islington’s “eyes” are sent a quarterly newsletter which briefs them on upcoming events and current news. Regular seminars are held to empower members to identify and report issues and to allow the council to gain useful feedback, as well as valuable insight

Since their inception, the community has recognised that the ‘Eyes’ scheme has made a vital contribution to Islington. A representative from the council said: “Regardless of the service levels that we provide, there are always going to be incidents that occur on a one-off basis; the volunteers are our ‘eyes and ears on the ground’. They can help us combat issues as and when they occur, and are an excellent example of true citizenship and what the council and community working together can achieve.”



2.3 Spending better

- Making better use of existing resources is central to providing effective services and revitalising residential areas.
- Beyond local government the contribution of many agencies, businesses and voluntary groups could benefit from greater pooling and focussing of resources on shared outcomes.
- Understanding priorities and objectives can help align actions to deliver cleaner, safer, greener neighbourhoods.

The Gershon Review of efficiency in the public sector showed that local government could make efficiency savings of at least £6.45 billion over the next three years, and that this money could be reinvested in improving local public services. In order to realise these savings, local authorities will need to maximise funding that is available and to spend it better.

Local Area Agreements (LAAs) are already showing the potential of Local Strategic Partnerships (LSPs) in helping to deliver sustainable community strategies that align the objectives of public authorities, business and voluntary and community organisations. In the 20 pilots over £800m of Government grants has been pooled, reducing the average number of targets reported from hundreds to 60.

The new LAAs and the Safer and Stronger Communities Fund (SSCF) will allow local authorities and their partners to use other funding streams more flexibly to meet local priorities. LAAs are to be rolled out to all top-tier authorities by 2007 so it is important to consider their potential now. The SSCF in particular was set up to bring existing funding streams together to improve local environments and to get communities more involved in public services.

In trying to improve residential areas, practitioners will be helped by the extra resources that are already available for policing, health services, highway maintenance and the local environment.

Funding for local authorities in 2005/06 has increased by £3.5 billion or 3.7% in real terms since 1997. In the eight years since 1997, there has been an increase of 33% in real terms. At the same time, other sources of funding are available. Community groups and local improvement projects can apply for Lottery funding, and local authorities can raise money from new sources such as parking fees and retaining revenue from enforcement on littering, dog fouling, noise and nuisance. There are also major sources of funding for improving homes through the decent homes programmes. The Government has a target to ensure that, by 2010, all social homes meet minimum standards of decency, and, in the private sector, and 70% of vulnerable households live in decent homes.

Decent Homes

There are three flexible ways for local authorities to get additional funding to make their homes decent.

1. Setting up an Arms Length Management Organisation (ALMO) with the programme providing almost £3.4bn between 2000/01 and 2007/08.
2. Entering into a Private Finance Initiative (PFI) contract, with £2.1bn available over the same period.
3. Transferring stock to Registered Social Landlords, which since 1997, has brought in £6.5 billion of private investment in decent homes for all social tenants.

Local transport funding through the Local Transport Plan (LTP) can be spent on the local street environment by improving walking or cycling areas, street lighting, and road maintenance, for example.

Other sources include specific grants from central government, events revenue, s106 agreements, and the neighbourhood renewal fund. Other public bodies, the private sector, and the voluntary and community sector also contribute to the resources available to local areas.

An overview of public spending plans for 2005-2008 were set out in the *Spending Review 2004: Stability, security and opportunity for all: investing for Britain's long-term future*, which is available at www.hm-treasury.gov.uk/spending_review

By 2010, we anticipate that local authorities and Registered Social Landlords will together have spent £42 billion on improving their homes. This investment also needs to be sustaining and maintaining the environment around houses.

Housing Market Renewal funding will deliver £1.2 billion to tackle areas of low demand, between 2002/03 and 2007/08. This funding will also contribute to stabilising local housing markets through ensuring a cleaner, safer, greener neighbourhoods, and guidance like 'Start with the Park' from CABI Space champion the need for quality green spaces in renewal areas.



Tools for success

■ **Local Area Agreements (LAAs)**

– Further information on Local Area Agreements, which aim to provide local authorities and their partners the freedom and flexibility to find local solutions to local problems can be found at www.odpm.gov.uk under the local: vision documents.

■ **The Safer and Stronger Communities Fund (SSCF)**

forms part of the Safer and Stronger Communities block for each LAA. It combines ODPM and Home Office funding streams in a single fund worth over £660m over the next three years. The fund will be used to reduce crime and the fear of crime, improve public spaces and help local communities to influence decision-making and the delivery of services, all of which will improve the quality of life for people living in disadvantaged areas. This fund is being made available to local authorities in England. www.neighbourhood.gov.uk

Investment in housing tools

■ **Arms Length Management**

Organisations (ALMOs) – although primarily to make more homes ‘decent’ – in reasonable repair and with modern facilities – up to 5% of a bid for ALMO funds can be for works to support sustainability. This work might include environmental improvements, projects to improve the community’s safety and security, or other measures that help to create communities in which people

want to live. www.odpm.gsi.gov.uk, under Decent Homes in the Housing section.

■ **Private Finance Initiative (PFI)**

– The PFI is the means whereby central government offers financial support for partnerships between the public and private sectors. It will be used to fund the refurbishment and new building of social housing for rent, together with the provision of associated services, such as repairs and maintenance, estate security and rent collection. The Housing PFI programme can contribute to sustainable regeneration, estate remodeling, crime reduction, and training and work opportunities. www.odpm.gsi.gov.uk, under Decent Homes in the Housing section.

■ **Transferring housing stock to Registered Social Landlords**

– Councils needing additional funding to improve their housing stock can choose to transfer some or all of their housing to a Registered Social Landlord (RSL) who can borrow money to buy the houses, bring them up to a decent standard and maintain them. These organisations must be registered with, and regulated by, the Housing Corporation. Transferring housing stock can help housing renewal, improved service delivery, and greater tenant involvement. It also improves the community’s facilities and environment, and it can allow for training to enable local people to make the most of their potential. www.housing.org.uk

- **S16 Tenant Empowerment Programmes** such as the “Making Things Happen” small grants programme can fund a wide range of neighbourhood improvements, such as a community gardens and facilities. www.traffordhall.com

Local transport funding

- **Local Transport Plan (LTP) Funding** – Full guidance on Local Transport Plans (second edition) published December 2004. www.dft.gov.uk
- The **Department for Transport** also has a programme of PFI projects which are available for renewal of roads, footways and street lighting. New bidding rounds will be announced later in 2005. www.dft.gov.uk
- **The Big Lottery Fund** will distribute half the money for good causes from the National Lottery to fund charities, the voluntary sector and health, education and environment projects – as well as large-scale regeneration projects. A key theme is “promoting community safety and cohesion”, and it aims to encourage people to become actively involved in their local communities. Its other goals are to enhance the urban and rural environment, to make public places safer, and better designed and maintained. It also aims to enable communities to tackle local environmental problems. www.biglotteryfund.org.uk

- **The voluntary and community sector (VCS)** is able to access many sources of funding, particularly for capital works, which can help to match public sources of funding. The VCS can also provide skilled people to help manage and maintain residential areas, run events and activities, and raise funds. They should also be supported by the local authority. It can, for example, provide resources to support ‘friends of’ groups and match-funding for projects and maintenance activities. BTCV and GreenSpace hold directories of local community groups. Useful contacts

- www.btcv.org
- www.wildlifetrusts.org
- www.groundwork.org.uk
- www.green-space.org.uk
- www.livingstreets.org.uk
- www.encams.org
- www.crimeconcern.org.uk
- www.farmgarden.org.uk



In practice

PFI leads to estate redevelopment

Plymouth Grove in Manchester is an estate of around 1,100 local authority homes. No significant work had been done to the estate since it was built in the 1970s, so the housing quality had become poor. There were problems with crime – including guns, drugs and murders, which were exacerbated by poor design, concealed entrances and lack of natural surveillance, boarded up retail properties, and poor quality open spaces which were often avoided.

To reach the Government's decent homes target on the Plymouth Grove estate, Manchester City Council entered into a Private Finance Initiative (PFI) contract, gaining around £40 million in support from the Government. Working in partnership with the Grove Village Consortium, the council is achieving better results and ensuring that it has the expertise to redevelop the estate.

As part of the redevelopment, around 400 new affordable homes have been built on cleared sites, 600 properties are being refurbished using the same materials as in the newly built houses, and the estate is being remodelled to improve security and reduce crime.

By allocating PFI funding, the partnership has helped to put Manchester City Council on course to reach its decent homes target.





3.1 Creating successful neighbourhoods

This section on creating successful neighbourhoods focuses on making places attractive to live in ensuring they are well connected and accessible and provide for parking. Within these topics you will find an outline of principles and some tools to help manage these issues.





3.1.1 Making places attractive

- People should be able to open their front door and step out onto attractive and clean streets that make them feel good.
- The quality of streets, squares, parks and green spaces all contribute to a sense of ownership and care.
- Home Zones improve the quality of life in residential roads by making them places that people want to live in.

This Government is committed to driving up the quality of the built environment, improving the standard of places that are created so that we can create sustainable communities. Local authorities across the country are also appointing champions for design and forward thinking house builders are building inspiring new developments.

The Department for Transport has commissioned research to develop new guidance on the design of streets. The *Manual for Streets* will provide practitioners with guidance that aims to transform how they think about roads. The intention is to raise the quality of life through improved design of minor roads and, in particular, residential roads. A fundamental shift in the way people share and enjoy the street will be encouraged and the needs of pedestrians and cyclists will feature more prominently in the design. It is expected that the *Manual for Streets* will be published in late 2006. Further details can be found at www.manualforstreets.org.uk

“The quality of people’s homes is influenced by the spaces around them. There is increasing recognition that well-designed, well-managed green spaces next to housing developments contribute to people’s quality of life and make neighbourhoods better to live in.”²

Good urban design is vital in ensuring that places are properly configured, flexible and responsive to the needs of local communities. New developments, major renewal and refurbishment all offer opportunities to adopt principles of good design and sustainable management and maintenance.

Managers of residential areas should ensure that the urban landscape is of a high quality, and that the quality of streets, squares, parks and green spaces all contribute to a sense of place. A network of green spaces and streets will be more comfortable to live, work and play in, directly benefiting people’s quality of life.

2 Decent Homes, Decent Spaces, published by Neighbourhoods Green

Local people can be involved in the planning and designing process. If designs are to be welcomed and the resulting facilities owned and respected by residents, those undertaking projects need to develop and adopt creative processes that reach out to all sections of the community, particularly children and young people.

The Commission for Architecture and the Built Environment have developed a programme of support and guidance to embed design quality into new development. www.cabe.org.uk

Groundwork is an environmental regeneration charity, supported by Government, to help engage local people in projects to improve their local environment. Much of the work of their local trusts is about involving residents in taking ownership of their scheme and helping design, build and create it. www.groundwork.org.uk

Streets are places in themselves and should be visually attractive and create a sense of place. There is much that can be achieved in existing streets through the use of trees and shrubs, lights and street art, for example. Community art processes can be useful for encouraging people to think about their neighbourhood and develop their own creative responses to some of the challenges faced by designers. The Arts Council has information and guidance on how to connect community art processes and local renewal initiatives. For more information, see www.artandregeneration.com

English Heritage's streetscape manuals, *Streets for All*, set out principles of good practice for street management – such as reducing clutter, co-ordinating design and reinforcing local character. The eight manuals, covering each of the English regions, provide inspiration and advice on street design which reflects the region's historic character.

Trees, shrubs and other plants can also make a significant contribution to the environmental quality of residential neighbourhoods and streets. Appropriate planting can add vibrancy and colour to where we live, and provide air conditioners for urban areas that absorb carbon dioxide and filter harmful pollutants from the air. Using trees in towns to lessen the risk of flooding and conserve ground water as part of sustainable urban drainage systems (SUDs) can be a cost-effective strategy for managing rainwater run-off.

Trees for Cities works to bring trees and people together by helping community based organisations to improve their local urban environment through tree planting. The Tree Council runs a network of volunteer tree wardens who look after local trees, acting as the eyes and ears of their local council.



Home Zones

A road in a Home Zone is a place where the whole of the space is available for a range of different uses. Vehicles have to travel slowly, and pedestrians share the space with them on equal terms, allowing children to play safely.

As set out in *Sustainable Communities: Building for the Future*, the Government is encouraging local authorities to develop Home Zones as a model for their residential streets both in existing communities and when planning new developments.

Home Zones have been successfully developed in existing residential areas, but their progress in new developments is sporadic and the results vary considerably. Where successfully implemented, Home Zones have led to a stronger, more vibrant and diverse community, with increased property prices, fewer empty properties and reduced crime.

However, the incorporation of properly designed Home Zones within new developments allows a totally new approach to be taken to the layout and use of residential areas, without the constraint of defined highways. It allows greater flexibility in the use of space, and can result in increased housing densities, with safer, greener and more useable spaces.

One of the drivers of dissatisfaction with local areas is scruffy gardens and buildings. Local authorities have powers to have land or buildings cleaned up when their condition has a detrimental effect on the area. Recent legislation also enables local authorities to

deal with disputes about unreasonably high hedges which can be an eyesore. Information on these and other powers available are in the tools section below.

Tools for success

Advice on planning policy and good practice, including PPS1, PPG3 and PPG17, is available through the planning portal at www.planningportal.gov.uk

CABE Enabling provides advice on ensuring quality through planning and design, particularly in growth, renewal and deprived areas where the focus is on transforming neighbourhoods. Enabling advice is increasingly linked to CABE Space assistance in developing a strategic approach to green spaces. www.cabespace.org.uk

Streets for All – A set of regional manuals that provide guidance on the way streets and open spaces are designed and managed. They are produced by English Heritage and the Department for Transport. www.english-heritage.org.uk

Home Zones – The Transport Act 2000 gives local traffic authorities in England and Wales the power to designate Home Zones. They will also be able to make orders about the use of the roads and about speed reduction measures, subject to regulations. The Department for Transport consulted on draft procedural regulations and statutory guidance for England in 2004. It is currently expected that regulations will be made and guidance published in autumn 2005. Detailed reference sources are provided in Section 4 and news on home zones can be found at www.homezonenews.org.uk and www.homezoneschallenge.com

Street trees – ODPM deals with all matters relating to amenity trees. You can contact ODPM about tree matters at trees@odpm.gsi.gov.uk

Tree Preservation Orders – Section 198 of the Town & Country Planning Act 1990 gives local planning authorities powers to make tree preservation orders where necessary to maintain the appearance of an area. www.odpm.gsi.gov.uk

Decent Homes Decent Spaces – This report concerns the design and maintenance of green spaces around social housing developments. It introduces an ODPM supported project, Neighbourhoods Green. The project aims to improve the spaces managed by housing associations, local authority housing departments and ALMOs. www.neighbourhoodsgreen.org.uk

Information and guidance on **practical methods** which can be used in creative landscaping and conservation projects including residential areas and roadside planting can be found at:

- Tree Helpline: the Arboricultural Advisory and Information Service: www.treehelp.info
- Arboricultural Association: www.trees.org.uk
- Landlife: www.landlife.org.uk
- National Urban Forestry Unit: www.nufu.org.uk

Section 215 best-practice guide – Section 215 of the Town & Country Planning Act 1990, provides Local Planning Authorities with the discretionary power to require land or buildings to be cleaned up when their

condition adversely affects an area. Section 219 gives them powers to undertake clean-up works themselves and to recover the costs from the landowner. www.odpm.gov.uk

High hedges legislation – Part 8 of the Anti-Social Behaviour Act 2003 and the High Hedges (Appeals) England Regulations 2005 give local authorities the power to deal with complaints about high hedges. www.odpm.gov.uk

In practice

Home Zone reduces crime and increases community pride

Plymouth City Council, working in partnership with local residents, introduced a Home Zone in Morice Town, an area of private, council and social housing adjacent to the Devonport naval base. The Home Zone is one of the Department for Transport pilot schemes and has also received funding through the Home Zones Challenge.

The completed scheme cost about £2.3 million and provided a very high quality treatment over a street length of around 2.3km, an investment that represents



excellent value for money in that it has significantly changed and improved the nature of the area and quality of life for the residents.

The success of the Home Zone has been seen through the increase in community activity involving barbeques, an annual fair, a carol service, history club and gardening club. The Home Zone assisted in reducing crime down from 92 recorded crimes in 2001/02 (before the Home Zone was built) to just 9 recorded crimes in 2003/04 (after scheme completion). It has also reduced traffic speed and altered traffic flows. In some streets, traffic has dropped by about 26%.

In an interview in the local newspaper a resident of Morice Town and participant in the scheme, said:

“The best thing is that I’ve lived in this house for 20 years and I used to walk to the shops and back along the streets where I didn’t know anybody. Now I go out for five minutes to the shop and I’m back two hours later because I’ve been chatting all the way.”

Bellenden Renewal Area

The Bellenden area in Peckham, South London, was launched as a renewal area in July 1997, qualifying because of a high level of deprivation and poor living standards in private housing (some properties had outside lavatories): 78% of dwellings are privately owned; over a third of residents are on means-tested benefits; and 28% are from minority ethnic groups.



One of the main aims of the project was to improve the private housing stock through high quality renovation of whole streets. Associated with this were improvements to social housing, public spaces and local business premises, particularly run-down shops, pubs and cafes. From the outset, Soutwark Council, in partnership with private sector developers, placed a strong emphasis on community consultation and participation in the process of deciding what changes would be made. A number of local artists (some internationally known) offered their services and worked with the council and residents to design environmental improvements that would help address the negative stereotypes about the area. Some of the projects include:

- street bollards and service covers designed by Antony Gormley, sculptor of Angel of the North
- pavements inscribed with poems chosen by the residents

- lamp posts, bus stops, service covers and bollards designed by fashion designer Zandra Rhodes
- lamp posts, gates, seating, children's play equipment and mosaic murals by visual artist Tom Philips
- Choumert Market, formerly a health hazard, redesigned by the sculptor Sokari Douglas Camp, to reflect the culture of the large and long established Caribbean population.

The renewal process has bolstered community spirit, and many residents, including ex-offenders and those in community care, are now actively involved in making their area a better place to live. Residents take pride in the highly distinctive public art and design – something they played a direct part in bringing about. Local businesses have been revived by significant investment from the council, and many local artists and designers have been recruited to work on a wide range of projects. People living in Bellenden not only have an improved quality of life, but are part of a highly distinctive and sustainable community. The area has received national and international recognition and acclaim, and was awarded VisitLondon's Local Tourism Initiative Award in 2003.



3.1.2 Promoting accessibility

- A balance needs to be struck between the use of roads as routes for people and traffic and their use by residents for healthy pursuits such as walking, cycling and children's play and as places in their own right.
- New powers encourage greater emphasis on network management and making better use of the whole network.

It is essential for people to be able to reach the services they need either by travelling to the service or by the service being available where they are.

Accessibility planning helps to promote a clear and systematic approach to finding out and tackling the physical barriers that make key services – such as healthcare, employment, education, food shops and even leisure – less accessible to people, particularly those most in need.

Accessibility planning has been introduced into the next round of Local Transport Plans (LTPs) which will run from 2005/6 to 2010/11. Local authorities have been asked to produce full accessibility strategies in their final LTPs to be submitted in March 2006.

Longer journeys to essential services have been a factor in the decline in levels of walking and cycling. The Government is keen to reverse this trend and encourage more people to walk and cycle, whether as part of an everyday journey or simply for recreation. Safe, well designed, well managed and maintained streets help to maximise these opportunities.

Actions to encourage and support people to walk and cycle

- Erect adequate street lighting.
If streets are not lit then people will feel unsafe and uncomfortable.
- Using vandal- and graffiti-proof materials and paints to protect street furniture and ensuring footways are well maintained by repairing uneven surfaces and damage caused by tree roots. Cutting back overhanging trees and hedges that may create hazards for visually impaired people.
- Footway-widening schemes by, for example, narrowing carriageways, as well as providing wider footways, will slow traffic down.
- Create children's play areas and streets that are safe enough for children to play in. The most popular play space for children up to 10 years old is the street near their home.

To support local authorities and further promote cycling, the Government has established Cycle England, an agency which will work to encourage more and safer cycling.

Network management

Road congestion can adversely affect residential areas, encouraging through traffic in normally residential streets. These effects disproportionately impact on socially excluded areas and individuals through pedestrian accidents, air pollution, noise and busy roads cutting through local communities.

Network management makes sure the local road network performs effectively. Taking a pro-active approach, including better co-ordination of works and events on the street, and working with other authorities and partners such as the Highway Agency, can ensure that roads are used more efficiently and that congestion and disruption are minimised. The new powers provided by the Traffic Management Act 2004 Act helps local authorities do this.

Part 2 of the Traffic Management Act 2004 requires all local traffic authorities to do all that is reasonably practical to manage the road network. The Act requires each authority to appoint a traffic manager.

Improving efficiency of the network

- Car park management – using electronic roadside signs to help drivers find vacant parking spaces quickly.
- Bus priority – creating and enforcing bus lanes.

- Travel information – providing the public with accurate information to help them plan their journeys.
- Access control – a means of restricting access to an area for some or all types of traffic by using rising bollards or automatic barriers.

Roadworks and utility companies

Streets not only provide for movement and a sense of place but also provide for essential utilities. However, the work utility companies do in the street can cause disruption, delay and inconvenience to road users and neighbourhoods. If the work is not done quickly and efficiently, it delays other works and damages roads.

The Traffic Management Act 2004 strengthens the existing regulatory framework within which utility companies are permitted to dig up local roads. It gives authorities more powers to co-ordinate, control and direct works effectively, with the aim of minimising disruption. When authorities give permission for works to occur in the street, they will ensure that road users can avoid inconvenience and obstruction, taking particular account of pedestrians



and cyclists. The Department for Transport (DfT) is pursuing secondary legislation, and has consulted on a first batch of proposed regulations. These comprise the following measures.

- Improve the information that utilities give local authorities about when works will start and end, including an improved classification of works and more controls over where new work is done and how frequently roads are dug up.
- Introduce fixed penalties that local authorities can use to penalise utilities that do not comply with the required procedures. At present authorities can only take offenders to court.
- Clarify when authorities can charge utilities for works that take too long, focusing on busier roads.
- Require utilities to seek a permit from local authorities before they can undertake works. This will give authorities the opportunity to be more proactive about controlling works, providing scope for better works co-ordination.

Working together, highway authorities and statutory undertakers (such as utility companies) can minimise the disruption that road works cause. The National Joint Utilities Group (NJUG), which represents the main utilities' interest in street works, can help utilities and highway authorities to work together. It has developed "Streetwise", a programme of practical steps for minimising disruption.

Streetwise steps³

1. **Communication** – identify Streetwise sites clearly, keep the public informed about the works and encourage them to inform the utility concerned if any site fails to meet the Streetwise Charter.
2. **Co-ordination** – discuss long-term plans with highway authorities and give them as much notice as possible so that they can fulfil their duty to co-ordinate works.
3. **Safety** – meet safety requirements, including signing, lighting and guarding, and keep sites as tidy as possible.
4. **Duration** – complete works within the agreed timescale.
5. **Environment** – conduct all work so as to minimise its environmental impact.
6. **Innovation** – continue to develop and use new techniques and working practices to reduce disruption.

Tools for success

Accessibility Planning – guidance on accessibility planning was issued to local authorities in December 2004.
www.dft.gov.uk

Cycling England – a new body to promote cycling and spread best practice, replacing the National Cycling Strategy Board.
www.dft.gov.uk

³ *Street Scene* paper, AC Knowledge, Learning from Audit Inspection and Research papers, www.audit-commission.gov.uk

Traffic management – Good practice techniques for network management can be found in the Network Management Duty Guidance. www.dft.gov.uk/stellent/groups/dft_roads/documents/divisionhomepage/032064.hcsp

Traffic technology such as Urban Traffic Management and Control (UTMC) and Intelligent Transport Systems (ITS) can significantly improve the network's operation. It can also be a very effective way of promoting pedestrians over vehicles. Guidance and information is available on the Urban Traffic Management Control's website. www.utmc.gov.uk

Street works impact can be minimised by following the **Streetwise guidance**. www.njug.org.uk

The **Department for Transport** provides a large range of guidance, toolkits and training packages to help local authorities facilitate walking and cycling, such as: walking map toolkit; walking training package; 10 professional cycle training modules; bibliographies (traffic leaflets 3/05 & 4/05); and best practice on pedestrian & transport infrastructure. www.dft.gov.uk

Application Guide AG26 (version 2)

– A guide to the design, construction and maintenance of footways and cycle routes, published by the UK Roads Board. It is available from TRL Limited.

In practice

Wheels to work – Warwickshire and North Yorkshire

Warwickshire's 'Wheels to Work' scheme was launched by Warwickshire County Council in 1999, with ten mopeds for a pilot in the Southam area of Stratford-upon-Avon and its surrounding villages. Concerns had been raised over young people missing out on jobs and training because of accessibility problems.

In May 2001, the scheme went countywide, operating a total of 52 mopeds. To June 2003 the scheme provided 196 young people aged 16-25 with the loan of a moped to assist them gaining access to employment, training and educational opportunities.

By March 2004 over 250 young people had benefited from participation with just five returning to unemployment. Meanwhile the County's fleet of mopeds has grown again to about 80.

North Yorkshire's successful 'Wheels 2 Work' scheme, established in the Hambleton and Richmond Districts in May 2001, has been expanded to take in the Ripon Hinterland



in the Harrogate District, an area of high unemployment. The scheme targets over 16 year-olds who live in rural areas with inadequate public transport services, to enable them to access employment, training and educational opportunities. Participants are referred to the schemes by agencies such as the Employment Services, Connexions, Parish Councils and schools. Training on the bike is given free as part of the scheme. Helmets, waterproofs, gloves, and third party insurance are also provided free.

Hire of the moped costs the users only £2.50 a week plus petrol for a moped costing around £1400. With a fleet of 40 mopeds, 12 bicycles and 2 electric bicycles the “Wheels 2 Work” scheme has in three years successfully helped nearly 200 people to find a job, apprenticeship or attend college.



3.1.3 Providing for parking

- Many of our residential areas were not designed for current and projected levels of car parking.
- Demand for on-street car parking should be managed in ways that minimise its impact on the wider functions of residential areas.

As the UK's population and prosperity continues to increase, the number of cars on our roads continues to grow. Two thirds of households now have access to a car, which has generated a great deal of demand for on-street parking in residential areas, particularly those built when car ownership was significantly lower. The overspill from inadequate parking in town centres, or facilities like hospitals, where the demand is high, places even more strain on surrounding residential areas.

When people illegally use areas that the authority has designated as unsuitable for car parking – by means of yellow lines or other restrictions – there can be undesirable consequences for the movement of other traffic, including buses and cyclists. Illegally parked vehicles make streets less safe by blocking lines of sight for other users, and access for wheelchair users and parents with pushchairs. It also makes streets more difficult to clean by preventing machines getting right up to the kerbs and can also restrict access for the emergency services.

For all these reasons, parking needs to be an integral part of both an authority's general transport policy and its wider community strategy. The provision, management and enforcement of parking need to be formulated in the light of the economic, social and environmental needs of the wider area.

But people expect to be able to park close to their home, and should be engaged in decisions that affect parking on their streets. Possibilities include communal garages, controlled parking zones and resident bays. These and other methods are needed to help manage any reduction in parking space caused by street improvement measures.

Controlling parking

Local traffic authorities are empowered to control parking and traffic by legislation and by guidance and instructions from the Secretary of State for Transport.

Actions for traffic authorities

- Create parking places for particular types of vehicle and user. They can decide how to control these places and whether to charge for them.
- Use Traffic Regulation Orders to create parking places, ban waiting, create parking restrictions and enforce certain parking regulations.
- Create Controlled Parking Zones to restrict parking for residents to certain times of day, or to a certain length of time.
- Wheel-clamp or remove vehicles that are parked in contravention of parking controls.

There are certain constraints on authorities' powers. They must, for instance, allow certain exemptions for holders of blue parking badges for disabled people.

The Road Traffic Act 1991 enabled local traffic authorities to apply to the Secretary of State for Transport for orders decriminalising parking offences in certain areas. These areas are known as 'Permitted Parking Areas', which permit on-street parking so long as it is paid for at meters or pay-and-display machines and 'Special Parking Areas', which allow parking but restrict it by means of yellow lines and other enforcement measures.

All London Boroughs and approaching 100 authorities outside the capital have SPA measures with many more authorities considering or in the process of applying.

In these areas offences are no longer criminal so enforcement of the regulations ceases to be the responsibility of the police and transfers to the local traffic authority. They can employ parking attendants to place penalty charge notices on offending vehicles and, where appropriate, authorise the towing away or wheel-clamping of the vehicles. The penalty charges are civil debts, due to the local authority and enforceable through a streamlined version of the normal civil debt-recovery processes.

Local authorities can use the revenue they receive from penalty charges to fund the enforcement of parking restrictions. Any surpluses can be used to improve off-street parking facilities, or, where this is unnecessary or undesirable, for certain other transport-related purposes, including supporting public transport, providing cycle facilities and maintaining footways. The

Traffic Management Act 2004 enables local authorities to spend any surplus on local environmental schemes. Where the local authority has not asked for parking offences to be decriminalised, fines collected by the police and the courts and go to central government.

Tools for success

- General information on **parking management, controlled parking** and developing parking policies is available from the Department for Transport's website: www.dft.gov.uk. It also sets out the Traffic Orders (Procedure) Regulations 1996, which explain the procedure for creating parking places.
- Guidance on **decriminalised parking enforcement** outside London is available in Local Authority Circular 1/95, which is about to be updated: www.dft.gov.uk/stellent/groups/dft_roads/documents/divisionhomepage/032070.hcsp



- The **British Parking Association** promotes and influences the best interests of the parking and traffic management sectors through advancement of knowledge and standards of the management, planning, location, design, construction, improvement, regulation, enforcement and maintenance of all types of parking and traffic controls:
www.britishparking.co.uk
- **New development guidance** on parking standards is available in Annex D of Planning Policy Guidance Note 13: Transport:
www.planningportal.gov.uk

The intention is to reduce the number of vehicles parked along the busy main access route to the estate and in so doing, reduce traffic congestion.

On the Doles estate, the parking project is being run in conjunction with other road safety activities including improving the use of space and a pilot road safety scheme with a reduced voluntary speed limit.

Early indications are that residents are delighted with the scheme.

In practice

Change in design to alleviate parking shortage

Berneslai Homes, the arms length management organisation (ALMO) which runs Council owned housing in Barnsley, identified insufficient parking and poor traffic flow as having an impact on the environment in several of their estates including the Kendray and Doles Estate.

In the Kendray Estate, parking shortage and poor traffic flow were caused due to the design of the estate and having a high population living in a small area. To address the issue the management company have started work to increase the number of car parking spots available on the estate, particularly for those residents who do not have off road parking.



3.2 Sustaining quality spaces

Local neighbourhoods need to be managed and maintained to prevent slow decline. Day to day issues if left and ignored can quickly multiply and become symptoms of decline. Conversely, responsive and rapid action can build confidence and pride in the local area.





3.2.1 Managing the street scene

- Even well designed streets can quickly deteriorate if they are not well managed and maintained.
- Excessive and poorly co-ordinated street furniture quickly becomes distracting clutter.
- Asset management is introducing a more structured approach requiring an understanding of the condition and value of street assets.

Streets are living places. Once created the on-going management and maintenance affects the appearance and life of the street as much as the original design. Each street will have its own character and distinctiveness which should be considered when replacing, maintaining and renewing lost, damaged or obsolete stock. Local authorities should also consider whether procedures are in place to maintain the look of the street while stock is being replaced. “Paving the Way” published by CABI was a research project funded by the Government to review priorities for putting into place more successful streets.

Incremental changes can improve or degrade the street environment. Implementation of new schemes or even routine maintenance should therefore be used as an opportunity for improvement.

Street clutter can be a significant problem, whether it is in the form of excessive signs and road markings, unnecessary street furniture, or intrusive advertising. As well as being visually unattractive, excessive use of road signs can affect road safety, because drivers may become overwhelmed by too many messages and be unable to take in the important ones, although this is less likely to be an issue in residential areas.

Asset management plans for transport, including highways, are strongly recommended in the Local Transport Plan 2 guidance. The instigation of Whole Government Accounting for local authorities in 2006/07 will require authorities to value both the state and the depreciation – on an annual cost basis – of their highways.

In managing the street scene there are a number of actions that local authorities can take.

- Undertake **community street audits** or heritage audits in order to identify items of historic, social or cultural value and remove unnecessary items, such as temporary signs and signs no longer required by regulation.
- Develop **streetscape manuals** to provide a strategic vision for an area. These manuals can specify street furniture, materials and design layouts, and can also be used to ensure consistent levels of provision for disabled users.
- Implement measures to **reduce vehicle speeds** and improve traffic flow, and so reduce the need for street furniture such as guardrails, signs, and road markings.

- Use **high-quality items** that add to rather than detract from the street environment.
- Move **signs** onto buildings, street furniture or to the back of the footpath to provide a clear path for pedestrian movement. Use supplementary poles for traffic signs only where essential and they should be a dark or receding colour.
- Remove **redundant items**, for example, salt bins could be removed in the summer to prevent them being used as rubbish bins.
- Develop an **advertising strategy** to control the amount and location of advertising. Where it is allowed it should not obstruct the footway, but rather be incorporated into existing street furniture. Advertising companies may offer local authorities new street furniture in exchange for pavement advertising panels. These panels are unlikely to be tailored to local requirements and can add to street clutter.

Tools for success

Asset management – In July 2004 the County Surveyors' Society/Transport Advisory Group (CSS/TAG) published a guide called *An Asset Management Framework for Highways*, and this year it will publish a valuation guide for highways. Asset management plans state the required service levels for highways. www.cssnet.org.uk

Traffic Signs Regulations and General Directions 2002 and the Traffic Signs Manual – Department for Transport guidance on erection of traffic signs. www.dft.gov.uk

Designing Streets for People – This publication suggests several tools such as public realm strategies, street management codes and the Street Excellence Framework, which provides a toolkit for delivery quality and excellence in the public realm. www.ice.org.uk

Living Places: Caring for Quality – This good practice guide includes a questioning tool for the management of streets and public spaces. www.odpm.gsi.gov.uk or email sales@ribabooks.com

Codes of Practice – The UK Roads Board has published the new code of practice for roads and footways – *Well Maintained Highways*. www.dft.gov.uk



In practice

Think Customer!

Salford City Council introduced the Think Customer initiative in 2004 to assist with improving services, public participation and the image of the city.

Think Customer involves the delivery of seven broad pilot projects each with a specific theme and a long term vision, focusing on delivering collaborative working models. Theme 6 of the Think Customer programme relates to better management of Street Scene Services.

The street scene theme aims to establish collaborative working, both internally and with external partners, in order to deliver more efficient and effective resolution of street scene issues and provide multi-agency shared enforcement. The project brings together street scene services provided by the Environment Directorate, the Housing and Planning Directorate and its joint venture partner 'Urban Vision'.

Steps the group are taking to manage the street scene include agreeing to report any issue, regardless of whether it falls within their remit, to the relevant service provider. This type of 'reciprocal reporting' will allow issues to be identified and resolved more efficiently and effectively.

Service standards and promises to the community have also been made and Service Level Agreements have been established with partners. Through increased and more joined up activities from staff involved the team will ensure there is the ability and capacity to enhance the current and future street scene



and associated enforcement requirements and activities.

A specific telephone number has also been created for customers to report faults, chase enquiries, and complete transactions for any issue relating to the streetscene.

The Council is providing training to staff so that they understand the processes involved, and the benefits of adopting new ways of working, particularly in relation to developing cross thematic partnerships. Quality checks are also being established so that progress can be monitored and assessed.

The Think Customer programme is still in its pilot phase of development so evaluation is not available. However indications that the programme is having an impact are positive.



3.2.2 Keeping it clean

- Clean streets are a key factor in making somewhere a good place to live. For many people improvement to street cleaning is a priority where they live.
- Litter, detritus and other waste can signal a lack of care and love for the area, encouraging additional offences like fly-tipping and other environmental crimes. Where these issues are well managed people are generally more satisfied with their local authority overall.
- Understanding your grot spots enables prioritisation and effective action – standard services tend to ignore the areas where problems are worst.
- New powers and tool are strengthening the ability to act – it is important we understand and use these powers effectively.

People want clean streets. Over a quarter of people consider this one of the top five factors in making somewhere a good place to live. Around the same proportion think that the cleanliness of streets needs improving where they live.

MORI have been recording satisfaction with street cleaning for many years. Their analysis shows that after recent falls people are now noticing improvements in cleanliness and that performance on street cleaning is influential in people's perception of their local authority overall. This is mirrored by the national Local Environmental Quality Survey of England, which shows there has been a steady improvement in cleansing performance over the last three years, particularly since the introduction of Best Value Performance Indicator BV199. This indicator has now been expanded to include graffiti, fly-posting and fly-tipping which residents often view as a priority.

Proportion of unsatisfactory sites for litter and detritus (combined)

LEQSE Year	%
1 2001/02	28
2 2002/03	26
3 2003/04	22

In residential areas the main issues identified in the LEQSE as in need of improvement are around litter and detritus.

Litter is most commonly assumed to include mainly synthetic materials, often associated with smoking, eating and drinking, that are *improperly* discarded and left by members of the public; or are spilt during waste management operations.

Cigarette-related litter was found in 77% of locations, litter such as sweet wrappers was found in 52% of all locations and drinks-related litter such as cans and bottles was found in 31% of all locations in the LEQSE.

Detritus, which comprises small, broken down particles of synthetic and natural materials, arrive at the site through the same displacement effects associated with

mechanical, human and animal actions, most of which also determine the distribution of litter. Detritus includes dust, mud, soil, grit, gravel, stones, rotted leaf and vegetable residues, and fragments of twigs, glass, plastic and other finely divided materials. If left, detritus can encourage weed growth and more expensive and longer term damage to the fabric of streets.

Refuse has an ordinary meaning of 'waste or rubbish', including household and commercial waste. Local authorities have a legal duty to clear refuse and litter from land for which they are responsible, such as streets, parks, playgrounds and pedestrianised areas. They spend around £342 million per year on street cleaning and litter clearance.

Some authorities have succeeded in tackling litter by a combination of coordination, education and enforcement.

- Coordination – Better coordinated street cleaning and maintenance services, including neighbourhood-based rapid response teams.
- Education – Anti-litter publicity campaigns in the local press and media, engaging the interest and commitment of local residents and, through schools, local schoolchildren.
- Enforcement – Greater use of fixed penalty notices, litter abatement notices and publicising these through the local media to reinforce the anti-litter message.

Other successful approaches include neighbourhood warden schemes, working with the community to combine community

safety and environmental work, and super-caretakers.

The Clean Neighbourhoods and Environment Act 2005 gives new powers to local authorities to deal with fly-tippers and litter droppers, including the greater use of fixed penalties. It will help to clean up neighbourhoods, and tackle both environmental crime and anti-social behaviour.

The Code of Practice on Litter and Refuse (1999) sets out standards for the clearance of litter and refuse from relevant land and highways in accordance with the requirements set out in the Environmental Protection Act of 1990. It is currently being revised and will be republished in 2006.

Fly-tipping

Illegal waste disposal or 'fly-tipping' is a huge problem for local authorities, the Environment Agency, landowners and other organisations. The majority of fly-tipping is small items – such as fridges and mattresses – which can be carried to the site on foot (69%) and are domestic in origin.



The Clean Neighbourhood and Environment Act 2005

Enabling action on litter

- It makes it an offence to drop litter anywhere, including private land.
- It gives local authorities new powers to require businesses and individuals to clear litter from their land.
- It confirms that cigarette butts and discarded chewing gum are litter.

Enabling action on fly-tipping

- It amends the provisions for dealing with fly-tipping, by removing the defence of ‘acting under an employer’s instructions’; by increasing the penalties; by enabling local authorities and the Environment Agency to recover their investigation and clear-up costs; and by putting greater responsibility for “clear up” onto a landowner who knowingly causes or permits fly-tipping, in the absence of the occupier.
- It introduces a more effective system for stop, search and seizure of vehicles used in illegal waste disposal, and enables courts to require forfeiture of such vehicles.

Enabling action through greater use of fixed penalty notices

- It will enable the Environment Agency and local authorities to impose fixed penalty notices of £300 for failure to produce evidence of registration as a waste carrier, and for failure to produce waste transfer notes (as required by the duty of care regime). More immediate penalties will help to enforce the duty of care and waste carrier registration systems and to ensure better compliance with the requirements.
- It gives parish councils the power to issue fixed penalties for litter, graffiti, fly-posting and dog offences.
- Local authorities will have the flexibility to set the level of fixed penalties themselves in response to local circumstances, and will be able to authorise officers other than their own employees to issue fixed penalty notices (FPNs).

Data from the Flycapture database collated in 2004 shows that a fly-tipping incident happens in England and Wales every 35 seconds. This means that local authorities have to cope with 75,000 fly-tipping incidents a month, and they have to spend £48 million a year dealing with the problem. More information about fly-tipping can be found

on Defra’s website, www.defra.gov.uk/environment/localenv/flytipping

The Environment Agency is responsible for dealing with large and hazardous fly-tipping incidents and the organised criminal involvement in waste crime and has recently signed a revised protocol with the Local

Government Association clarifying its responsibilities. This is a voluntary fly-tipping agreement, which specifies whether it is the responsibility of the local authority or the environment agency to clear fly-tipping. More information can be found at www.nature.net/law/flytip.pdf

Tools for success

Local Environmental Quality Survey – The Local Environmental Quality Survey (LEQS) provides a useful indicator to assess the quality of the public realm, with particular reference to problems of litter and graffiti. Individual local surveys can be undertaken by ENCAMS, in addition to the national annual survey. www.encams.org

Coordination of service – coordination can improve services, whether for large or small operations. More information is available from *Living Places – Caring for Quality*, a good practice guide on managing public space. www.odpm.gov.uk or email sales@ribabooks.com.

Rapid response teams – Dealing with problems quickly prevents them escalating, which is at the heart of broken windows theory. In Coventry's New Deal for Communities area a team has been set up for rapid and effective street cleaning and rubbish removal. The project has drawn praise from residents for the way it deals quickly with environmental problems, including overgrown gardens and hedges. www.neighbourhood.gov.uk/publications

Visible presence and responsibility – Neighbourhood wardens and **Super caretakers** can provide a highly visible presence which can work as a deterrent in keeping residential areas clean and free

from litter. www.neighbourhood.gov.uk and www.renewal.net. Super-caretakers are very visible staff in managed areas such as social housing developments who have the power to deal quickly with basic management and maintenance issues. Their presence has done a lot to prevent minor disturbances spilling over into more serious incidents. The value of super-caretakers is explained in *On the Spot Housing Management – A Development Guide*. www.odpm.gov.uk

ENCAMs knowledge banks give practical information on tackling graffiti, school litter, chewing gum, and, from July 2005 onwards, fly-posting, food on the go and night-time local environment quality. www.encams.org

Flycapture is a new fly-tipping database for England and Wales, which will help local authorities and the Environment Agency to tackle fly-tipping. It is one of a number of measures introduced to meet the requirements of the Anti-Social Behaviour Act 2003. Managed on behalf of Defra by the Environment Agency, Flycapture will help the enforcement authorities to improve intelligence on fly-tipping, focus resources on fly-tip “hot spots” and advise



on enforcement. www.defra.gov.uk/environment/localenv/flytipping

The Environment Agency offers map-based environment information to keep people informed of their area.

www.environment-agency.gov.uk/maps

For more comprehensive information on legislative measures see the IDEA knowledge website. www.idea.gov.uk

In practice

Love the streets

The Royal Borough of Kensington and Chelsea undertook a communications campaign to support their efforts to keep the streets clean and reduce the amount of waste dumped on the streets at the wrong times.

The Council has invested heavily in its waste management programme, with twice weekly kerbside recycling and waste collection, and a high occurrence of street cleansing and infrastructure for residents and businesses to manage their waste responsibly. Unfortunately the Council was still experiencing problems with residents and businesses dumping rubbish on the wrong days/times and keeping the streets free from waste. To tackle the problem they decided to embark on a promotional and education campaign to assist in keeping the streets clean.

The “Love the Streets” communications strategy focuses on combining education and enforcement. As part of the campaign *Wrong Time Wrong Place* stickers were developed. Enforcement officers attach the stickers to dumped bags of rubbish following examination for identification as to



the source. The stickers indicate the correct days/time the waste should be put out for collection and that persons who put bags out on inappropriate days could face a fine.

Craig Tidy from the Council says “I have used these stickers myself and it is clear that they have an impact. People often stop as they walk by to read the stickers – we hope that the Love the Streets message sinks in and residents and businesses recognise the importance of putting their waste and recycling out for collection on the right days and time”.

Thrash the trash

Public consultation and the 2002 comprehensive performance assessment (CPA) highlighted a deficiency in Blackburn’s environmental quality services. Following the poor results Blackburn Council instigated the development of the ‘Thrash the Trash’ initiative. The umbrella campaign aims to improve the cleanliness of the borough by increasing the involvement of the community and other partners in Council led activity. Thrash the trash particularly addressed

the real and perceived local environmental quality (LEQ) and related anti-social behaviour (ASB).

The real needs: Through the campaign extra money was invested in clearing grot spots and keeping the borough clean, tidy and safe. The Council looked at its infrastructure and provided more litter bins, street cleaners and better street lighting. They introduced the household waste recycling scheme which helped citizens reduce the waste they send to landfill by separating out waste for recycling.

To tackle LEQ and ASB issues the Council adopted various good practice models, including Bin the Banger which saw the reduction in abandoned vehicles and their associated crime. Staff were also employed to educate the community and secure prosecutions on people for littering, fly-tipping, graffiti and dog fouling.

The perceived needs: A public awareness campaign using outdoor advertising and a variety of other media illustrated the pitfalls of environmental crime as well as promoting free council services such as bulky item collection service. Effective 'branding' of the campaign materials and all related projects helped maintain citizen focus on the key issues relating to LEQ and ASB. The Council has also gathered support from over 12,000 citizens who have signed a pledge which outlines action they will take to improve their local environment.

By joining up and tackling LEQ and ASB issues concurrently via this two pronged approach efficiency has been improved and also led to additional funding opportunities. Over the 2 years of the programme (begun in 2003) the Council has been able to improve public satisfaction with the cleanliness of the borough (increased by 10%, 2003-2004 MORI) and reduce in complaints relating to neighbourhoods, reduced graffiti and litter.



3.2.3 Managing waste

- Around 280 million tonnes of waste are produced in England each year – 9% of which is from households – at a cost for local authorities of £2 billion a year.
- The aim in managing waste should be to reuse, reduce and recycle as much as possible to limit the environmental and economic impact of waste.
- Achieving less waste requires joint action from service providers and residents.

Approximately 25 million tonnes of household waste are produced in England and Wales each year, with the most common types being paper and card, kitchen and garden waste. In 2003/4 nearly 18% of household waste was recycled or composted.

The quality of residential areas can be undermined if waste-management services are not co-ordinated. Street cleaning should follow shortly behind any collection of material to clean any ensuing litter quickly.

Local authorities are required to arrange for household waste in their area to be collected at no charge.

Exceptions

- Places that the authority believes are so isolated or inaccessible that the cost of collecting waste from them would be unreasonably high.
- Waste which the authority has made adequate arrangements to dispose of.

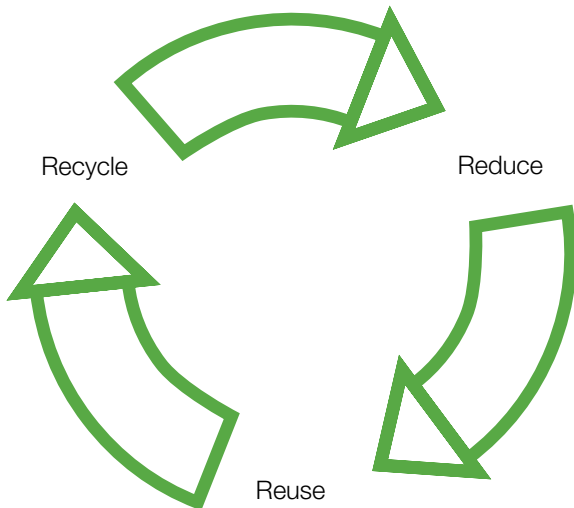
Where waste-collection practices and re-cycling provision are poor, there is more litter. To manage household waste in the long-term, it is crucial that householders get involved in waste reduction, re-use, recycling and composting.

Statutory responsibility

Under section 45(1) of the Environmental Protection Act 1990, local authorities have a statutory responsibility to collect household waste. Under section 46 of the Act the public must place their domestic waste in the type of receptacle specified by the local authority. Local authorities may specify which material should go into a particular receptacle and the arrangements that householders should follow for the receptacles to be emptied. To do this, they should send a section 46 notice to all householders.

Anyone who fails to comply with a section 46 notice without a good reason risks conviction in a magistrates' court, where the maximum fine is £1,000. The Clean Neighbourhoods and Environment Act 2005 gives local authorities the power, from the summer of 2006, to issue fixed penalty notices to householders for breaching a section 46 notice.

Waste cycle



To encourage this, local authorities must provide appropriate recycling facilities for householders, at “bring” recycling centres at civic amenity sites and at the kerbside. The Household Waste Recycling Act 2003 requires all waste collection authorities to provide kerbside collection of at least two recyclable materials by 2010.

Local authorities have challenging statutory recycling targets for 2005/06 which will contribute to achievement of the national target to recycle or compost 25% of household waste in 2005/06. Further national targets have been set for 2010 (30%) and 2015 (33%).

The UK has legally binding obligations under the EU Landfill Directive to radically reduce the amount of biodegradable municipal waste sent to landfill.

Waste and Resources Action Programme (WRAP)

The Waste and Resources Action Programme is running a major national awareness campaign, “Recycle Now”, to encourage people to recycle more. WRAP is also researching front-of-store recycling facilities at supermarkets, examining how effective a range of approaches are for encouraging people to recycle. This will inform a new Defra initiative encouraging retailers and local authorities to work together to increase the amount of recycling.

As recycling takes place locally the campaign enables local authorities to use national messages to support their own residents. More information can be found on the WRAP website at www.wrap.org.uk

Coordination of waste management with other services

Many authorities are now restructuring their waste-management services to integrate their street-cleaning and waste services more directly. To support this, area-based



teams can be set up to deal with individual areas more directly and responsively. The local authority's waste management systems should be suitable for the housing and street layout. They should be practical, but without causing footways to become obstructed or bins, bags and boxes to be left out on the street.

Tools for success

The following tools can help local authorities to encourage residents to recycle and reduce waste.

ROTATE – ROTATE (Recycling and Organics Technical Advisory Service) is a technical advisory service run by WRAP to provide hands-on support and advice to local authorities on the separate kerbside collection of dry recyclables and organic waste. www.wrap.org.uk

The **Landfill Allowance Trading Scheme**, launched in April 2005, enables waste disposal authorities to flexibly trade, bank or borrow landfill allowances, ensuring that they – and therefore England – can fulfil their obligations under the Directive in the most cost-effective way. Further information on the Scheme is available on Defra's website at: www.defra.gov.uk/environment/waste

“Planning for Resource Sustainable Communities: Waste Infrastructure and Management” – This guide includes background information on the drivers of sustainable waste management (such as planning and policy), the mechanisms for developing sustainable waste-management infrastructure, and a description of the planning and design considerations required. It is published by Envirocentre, and can be downloaded from: www.ice.org.uk

Further guidance for local authorities on improving their waste management services, with a focus on minimising waste, and re-using, recycling and composting as much as possible of what remains, is available through <http://lasupport.defra.gov.uk> and www.idea.gov.uk

In practice

Tackling waste in-house

Hackney Council has taken significant measures to improve previously poor performance in its waste and street cleaning services. The first step, taken in August 2002, brought the service back in-house. This helped reduce costs by about £3million last year alone. Following long, hard negotiations Hackney has been able to implement single status terms and conditions for all staff – the only Council in London with an in-house waste service to have done so.

Jessica Crowe, Deputy Mayor and Cabinet Member for Environment, said:

‘It wasn't just about terms and conditions, the change came about by modernising the whole service. This involved a top to bottom review of operational management, working practices and investment in staff development and infrastructure to help them do a better job. Councillors know that waste and street cleanliness are what matters most to residents. We had to completely overhaul the whole way this service operated to make a sustained improvement to Hackney's environment.’

As part of its drive to improve customer focus, the Council has a waste hotline number. Residents can report a wide-range of waste management issues including

abandoned vehicles, recycling queries, graffiti, free bulky waste collections and street cleaning using a widely advertised phone number. The Council continues to add more features to this service. Wasteline works in conjunction with the Street Leader scheme which encourages local residents to work in partnership with the Council to tackle environmental problems.

Hackney is now seeing the benefits of this work. The Council are hitting national average for BV199, their recycling rates have doubled year on year overtaking some neighbouring boroughs and their CPA rating has improved from poor two years ago to fair last year.



3.2.4 Removing abandoned vehicles

- Around 10% of vehicles reaching the end of their life are abandoned each year – causing nuisance to local residents and expense to local authorities responsible for removing them.
- If not tackled quickly, costs escalate and there is a risk of deliberate vehicle fires.
- The Government's national strategy has led to new powers in the Clean Neighbourhoods and Environment Act so that abandoned vehicles can be removed from the street as soon as they are identified.

People abandon vehicles for a variety of reasons, including the increased cost of vehicle ownership, low scrap-metal prices (meaning that people are charged by scrap dealers to take vehicles), and the desire to avoid the penalty for keeping a vehicle on the road illegally.

Vehicles abandoned on streets degrade local areas, cause health hazards and become a magnet for anti-social behaviour. Each year more than two million vehicles reach the end of their useful life, the majority of which are disposed of legally in authorised facilities. In 2002/3, nearly 300,000 vehicles were abandoned illegally – roughly one car every two minutes.

This illegal practice has increased dramatically in the last ten years as a result of more complex car maintenance procedures, periodic falls in the price of scrap metal, environmental disposal standards and societal attitudes. The consequence has been a rising number of abandoned vehicles attracting crime, anti-social behaviour and arson.

The Government's target is to reduce the number of abandoned vehicles by 25%. If we don't take action, it was predicted that the

number of abandoned vehicles would double by 2008.

Arrangements for dealing with this type of waste were created in the late 1960s but have been added to. Recent changes include reducing notice periods and enabling local authorities to act on untaxed vehicles. These changes are designed to remove barriers to action and speed up the process of removal.

To reflect the increasing importance of this issue and need to act quickly, the Government introduced a new BVPI (Best Value Performance Indicator) relating to abandoned vehicles in April 2005. Receiving information about when and where vehicles are abandoned will help local authorities monitor the problem and improve service delivery. The BVPI (BV218) is split into two parts. It measures the percentage of:

- new reports of abandoned vehicles investigated within 24 hours of notification
- abandoned vehicles removed within 24 hours of the authority becoming legally entitled to do so.

Summary of changes under the Clean Neighbourhoods and Environment Act (CNEA) 2005

- Enables all abandoned vehicles to be removed from any road as soon as they are identified, including roads on private housing estates.
- There is no longer any requirement for local authorities to wait until the licence on an abandoned vehicle has expired.
- Abandoned vehicles that are only fit for destruction will be destroyed immediately, with no obligation to trace the vehicle's keeper.
- Those that do not display a licence and number plate will also be disposed of immediately, with no obligation to trace the keeper.
- In all other cases, the local authority will have to try to find the owner. If they fail, or if the owner does not collect the vehicle within seven days of being contacted, the vehicle can be disposed of without having to wait for the licence to expire.
- Local authorities will be able to impose fixed penalties of £200 in lieu of prosecution if the owner of an abandoned vehicle can be identified.
- Two new offences have been created to help local authorities deal with nuisance parking: firstly, offering for sale two or more vehicles; and secondly, repairing a vehicle on the road as part of a business.

The Government's National Nuisance Vehicles Strategy, launched in 2004, encourages a range of action to help reduce abandoned vehicles – recognising it is vital to stop more vehicles becoming abandoned and support faster removal. It has led to new powers through the Clean Neighbourhoods and Environment Act 2005 and further encouragement to using the DVLA powers to act on untaxed vehicles.

The End of Life Vehicle Directive (ELVD)

This sets out measures that aim to recycle and reuse end-of-life vehicles and their components so as to reduce the disposal of waste. The End of Life Vehicles Regulations 2003 transposed most of the requirements of the ELVD, including the new standards for authorised treatment facilities (ATFs), the Certificate of Destruction (COD) and reduction in heavy metals in new vehicles. The producer responsibility obligations mean that from 2007, vehicle manufacturers or importers must make available an “adequate” network of facilities so that the final owners can have their vehicles “taken back” at no charge.



Crime and Disorder Reduction Partnerships are well placed to tackle nuisance vehicles since they bring together key community safety agencies. As well as local authorities, other partners include the police and fire authorities. Under the Home Office's Together programme for tackling anti-social behaviour, increased funding has been given to CDRPs to strengthen their capability.

Tools for success

The **Clean Neighbourhoods and Environment Act 2005** – This Act includes measures to tackle a wide range of environmental blight, including litter, fly-tipping, graffiti, and abandoned and nuisance vehicles. The majority of measures within the Act will commence in April 2006. However, some, including those on nuisance parking, commenced on 7 June 2005. Defra is rolling out a programme of detailed guidance for the majority of measures. www.defra.gov.uk

Adopting DVLA powers on untaxed vehicles – nearly 90% of abandoned vehicles are also untaxed. Since 2001 local authorities have been able to adopt the powers of the DVLA to act on untaxed as well as abandoned vehicles. The original pilot in Newham saw abandoned vehicles fall by 10%. www.dvla.gov.uk

Arson Control Forum – through the New Initiatives scheme the Arson Control Forum has supported many projects aimed at car clearance. Evaluation of the programme shows that these projects are cost-effective – and for £1 invested £16 of savings are identified. www.odpm.gov.uk



In Practice

Removing nuisance vehicles

Operation Scrap-it, developed to remove all nuisance vehicles within 72 hours of reporting, is the largest of the Anti-Social Behaviour Unit's (ASBU) trailblazer schemes. The project, co-ordinated by the Association of London Government (ALG) in partnership with all London Boroughs, tackles the environmental and criminal problems caused by nuisance vehicles and aims to reduce their impact on the liveability of an area.

To ensure the success of the project London boroughs adopted several new measures to deal with nuisance vehicles, including **DVLA powers** to enforce against untaxed vehicles. The proactive use of both new and existing powers helps to achieve faster removal times, with over 57,000 nuisance vehicles removed/clamped to date.

“The Boroughs have shown real enthusiasm and ingenuity to develop existing services to provide the additional functions needed for Operation Scrap-it. This provided the bedrock to achieve the success that this has brought.” Nick Lester, Director, Transport, Environment and Planning, ALG.

The scheme also offers a **Free Take Back** service for owners of unwanted vehicles to surrender them. This gives a positive alternative to vehicle abandonment and has raised the profile of the project very successfully, with approximately 34,000 vehicles properly disposed.

Prosecutions are being undertaken to provide an effective deterrent against nuisance vehicle owners and help the scheme become more than just a clean up operation. A prosecutions policy has been integrated with the scheme and successful cases publicised under name and shame campaigns.

Other factors contributing to the success of Operation Scrap-it include high quality training to all staff involved, two publicity campaigns and excellent support from public, partner organisations and politicians.

“Operation Scrap-it has been enormously successful; nuisance vehicles were plaguing Londoners lives and the ALG have led the way with a scheme that has tackled anti-social behaviour at its roots.” Home Office Anti-social Behaviour Unit.

The DVLA has reported that tax evasion in London has dropped to 2.2% from over 4% since the start of the project and equates to an additional £22 million in revenue, vehicle fires have reduced by 54% and vehicle abandonment is down by 65%.



3.3 Safer Places to Live

Well designed and managed streets can help avoid anti-social behaviour. However, individuals' behaviour can adversely affect the quality of residential areas and should not be tolerated. Respectful behaviour can help to encourage more residents to use their streets in a positive way, which in turn can help to discourage anti-social behaviour and crime and reduce speeding.





3.3.1 Safer neighbourhoods

- People crowd out crime by their presence – the more people use the street and meet their neighbours the safer people feel.
- Nuisance neighbours can have a disproportionate impact on people's quality of life and the wider neighbourhood.
- Anti-social behaviour should no longer be tolerated. Taking a stand against anti-social behaviour and crime makes a positive difference.

Safe and secure places are essential for sustainable communities. More than any other factor people believe that low levels of crime makes somewhere a good place to live.

Public spaces should be presented in a way that encourages people to use them for legitimate purposes, and to discourage criminal or anti-social behaviour. Good urban design can create places which are used by people and can increase natural surveillance. Pedestrians deter crime by

their very presence: they act as guardians for vulnerable people by helping them to feel safer, and they act as witnesses if crime does take place.

Residents can protect their own environment and take responsibility for reporting incidents. "Street watcher" volunteer schemes can be an effective way of supplementing the work of local authorities and of involving the local community in looking after their environment. Volunteers can work as the "eyes and

Seven ways to plan-out crime

1. **Access and movement** – places with well defined routes, spaces and entrances that provide for convenient movement without compromising security.
2. **Structure** – places that are structured so that different uses do not cause conflict.
3. **Surveillance** – places where all publicly accessible spaces are overlooked.
4. **Ownership** – places that promote a sense of ownership, respect, territorial responsibility and community.
5. **Physical protection** – places that include necessary, well-designed security features.
6. **Activity** – places where the level of human activity is appropriate to the location and creates a reduced risk of crime and a sense of safety at all times.
7. **Management and maintenance** – places that are designed with management and maintenance in mind, to discourage crime.

"Safer Places – the Planning System and Crime Prevention", ODPM/Home Office publication

ears” of the council and police, picking up problems and reporting them early.

Some neighbourhood watch groups have set up youth groups and other activities for youngsters as a way of providing activities and preventing them from offending. Providing activities for teenagers is the biggest priority for improvement locally. Youth Works (a partnership between Groundwork, Crime Concern and Marks & Spencer) is working with a range of local authorities, housing bodies and the police locally to provide activities for children and young people in high crime areas. This approach has led to behaviour change in young people and improved adults perceptions of them. www.youth-works.com

Reassurance

People want a reassuring presence on the street and in their local neighbourhood. The Government is committed to delivering a neighbourhood policing team in every community by 2008.

The National Neighbourhood Policing Programme Team is now working in all police forces in England and Wales to develop strategies which enable the police to work more closely with their partners and the community.

Four key themes of Neighbourhood Policing

- Access – to local policing services through a named point of contact.
- Influence – over local community safety priorities.

- Interventions – against the priorities in partnership with other agencies and the public.
- Answers – feedback on action taken and results.

The role of Community Support Officers resulted from provisions in the Police Reform Act of 2002. The officers are civilians and may be designated with one or more of a number of powers by the commissioner or chief constable. These powers include the ability to issue fixed penalty notices, confiscate alcohol, take names and addresses and, in certain circumstances, detain someone for up to 30 minutes awaiting the arrival of a constable.

Nuisance neighbours

Nuisance neighbours and anti-social behaviour have a big impact on quality of life of the community around them. One or two families can destroy the quality of life in whole streets and neighbourhoods through:

- intimidation and harassment
- rowdy and nuisance behaviour



- noise
- hoax calls
- vehicle-related nuisance
- animal-related problems.

A range of measures are available to tackle nuisance neighbours and anti-social behaviour problems in residential areas.

- **Acceptable Behaviour Contracts (or Agreements)** – a written agreement made between a person who has been involved in anti-social behaviour and their local authority, Youth Inclusion Support Panel (YISP), landlord or the police. Any agency is able to use and adapt the model.
- **Anti-Social Behaviour Orders** – an Order which contains conditions prohibiting the offender from specific anti-social acts or from entering defined areas, and is effective for a minimum of two years.
- **Demotion of Tenancy** – an Order, available from the County Court, replacing a tenancy with a less secure form of agreement, giving a serious warning that if a tenant continues to misbehave, swift action can be taken to end their tenancy completely.
- **Housing Injunctions** – which allow all social landlords, including housing associations, to apply for injunctions to prohibit any anti-social behaviour which affects the management of their stock.

Crack Houses

Crack houses are those residential premises where the production, supply and use of Class A drugs take place – they are a menace and serious cause of distress to many local communities. They are often the focus of drug dealing and other crime and disorder and can undermine residents' sense of safety and wellbeing.

The Anti-Social Behaviour Act 2003 introduced closure notices and orders to enable quick action to be taken to tackle crack houses. These new powers allow for a property to be closed down where there is production or dealing of any Class A drug – not just crack cocaine – which is causing a serious nuisance to the local community. Action can be taken more quickly because there is no longer any need for lengthy possession proceedings which could often delay action by up to six months. Premises can now be closed down within 48 hours and remain closed for three months and up to six months.

The following outlines how authorities can tackle crack houses.

- Making it harder for the dealers to get properties in the first place. Get agreements amongst all landlords (social and private) about securing at risk void properties. Also ensure that where housing is allocated to vulnerable tenants they are supported appropriately. This will require effective information sharing.
- Consulting local residents and community groups; often they will know a lot about the location of different problems or sites.

- Building up sufficient evidence to enable action to be taken. Get statements and/or signed petitions from local residents and businesses about the nuisance that a crack house causes to them.
- Making sure you have treatment options available at the time of raids/closures for those who need it.
- Monitoring and tackling promptly any displacement caused by enforcement actions.
- Communicating what is being done. Make sure the public in the area know that action has been taken – use leaflets or public meetings where necessary, or invite the local media to attend closures so that they report the action being taken.

Prostitution

Communities are often seriously concerned about the existence of local street-based prostitution. It can cause anti-social behaviour such as verbal abuse among those involved in prostitution and from local residents – and kerb crawling. Sexual activity can take place in public, in car parks, playgrounds and private gardens. Drug dealing and litter are often also present – used condoms, dirty needles and other drug paraphernalia. Street-based prostitution can create an intimidating atmosphere that makes places undesirable, unpleasant and unsafe.

In terms of identifying specific problems and finding solutions, it is vital to consult local communities. Proposals for tackling prostitution and kerb crawling should include the relevant agencies and representatives

from local communities. They should also address both the safety of residents and the safety of those involved in prostitution.

The Home Office offers the following advice.

- Publicise the fact that local people want action taken against the problem and that a particular area will receive targeted work and extra attention.
- Use warnings and acceptable behaviour agreements with both prostitutes and kerb crawlers to stop behaviour, but proceed to tougher enforcement action if necessary.
- Encourage the court to consider the removal of driving licences for kerb crawlers – a very powerful tool for this offence.
- Good multi-agency work is important to enable enforcement to be backed up with support, and to ensure that problems are not simply displaced elsewhere.

- Provide the court with a picture of how the activities of prostitutes and kerb crawlers impact on the everyday lives of people in the community, on local services and businesses.
- Use leaflets, advertising and local media to publicise your actions – enforcing standards of behaviour and reassuring the general public that action is being taken.

Measures to tackle prostitution and kerb crawling

- Anti-Social Behaviour Orders (ASBOs) and injunctions.
- Street Offences Act 1959 (section 1) makes loitering or soliciting an offence (extended to include men by the Sex Offenders Act 2003 section 56).
- Sexual Offences Act 1985 (section 1) makes kerb crawling an offence, and the Criminal Justice and Police Act 2001 (section 71) makes kerb crawling an arrestable offence.
- Criminal Justice and Police Act 2001 (section 46) makes advertising the services of a prostitute with cards in, or in the vicinity of public telephone boxes, an arrestable offence.
- Powers of Criminal Courts (Sentencing) Act 2000 (Section 146) gives courts the power to remove driving licences. Home Office Circular HOC 59/2003 suggests that courts might consider using this power to disqualify kerb crawlers.

Tools for success

Safer Places – The Planning System and Crime Prevention

– This guidance document was published by the ODPM and Home Office. www.odpm.gov.uk

Neighbourhood Policing – Details of the government report can be found on www.policereform.gov.uk/policypaper04.html and further details of Neighbourhood Policing Programme can be obtained from nick.keane@centrex.pnn.police.uk

Neighbourhood Watch – The Neighbourhood Watch Association has produced a range of information and advice on a variety of issues about crime prevention and personal safety. www.neighbourhoodwatch.net

Together: tackling anti-social behaviour – Approaches for dealing with the problem of nuisance neighbours are available on the Home Office's Together website, www.together.gov.uk. There is also a source of direct advice through the Together actionline: 0870 220 2000.

In practice

Wardens take the lead on redevelopment

Wardens in Leeds transformed an eyesore area of land outside the local community centre used for fly-tipping and dumping burned out vehicles.

The wardens began by conducting a survey of local residents, and also worked hard to involve other local agencies such as the housing department and Groundwork. This generated a lot of interest and support which culminated in the decision to redevelop the site as a children's play area with a community garden, planted and maintained by local people. A central element of the plan was the agreement of local residents to act as custodians and key-holders of the site.

Their success in obtaining local support proved decisive and the wardens went on to secure promises of funding for the project from Sure Start, the Community Involvement Team, the Local Regeneration Fund and the Highways Department.

Their commitment and vision have kindled a community spirit which has united a neighbourhood in taking responsibility for its own environment.

Cancelled: This poster is cancelled, fly posting is an offence

An increase in the occurrence of flyposting on amenities within the Luton area led the Council to trail a 6 week project to eradicate posters. The project was so successful it was reviewed and tweaked and has now been running for 6 months.

Flyposters advertising events at local nightclubs were being affixed to amenities and street furniture in the area. Rather than continuously removing the posters and incurring the clean up costs Luton Borough Council decided they needed to take stronger action to deal with the problem on a more permanent basis.

The council designed a fluorescent yellow 'cancelled' sticker that could be pasted over the flyposter advertisement. To the general public it appeared the event had been cancelled, thus affecting attendance levels at the event. It also gave a negative impression of the promoter's ability to host an event.

In actuality, the sticker was cleverly worded to cancel itself, it being illegal for the Council to appear to cancel the event! After the cancelled stickers have remained in situ for a



number of days the posters are removed through the usual cleaning methods.

In each instance event organisers are written to explaining that further fly posting will result in legal action against them. In several instances the offenders have also been asked to reimburse the Council's clean up costs. The next step will be to enforce the law and prosecute reoffenders using the new cleaner neighbourhoods' legislation.

However Luton says that the campaign subsequently reduced the levels of fly posting seen during late 2004 and they are now having little trouble with fly posting. The campaign also received local publicity which supported the approach and therefore reinforced the message to the general public that the Council won't accept this type of behaviour.





3.3.2 Dealing with dogs

- Irresponsible dog ownership is a consistent cause for complaint by the public, and dog fouling contributes to the spread of harmful infections.
- Local byelaws can be used to promote more responsible behaviour among dog owners.
- Dog control orders will simplify action from 2006 on four key concerns.

Dog fouling is dangerous, unpleasant and avoidable. Irresponsible owners and badly behaved dogs can also intimidate other people and prevent children from playing freely for example. Responsible dog owners have become accustomed to cleaning up after their dog and helped contribute to a reduction in dog fouling since 2002/3.

At present local authorities and parish, town and community councils can make byelaws to control dog fouling, to ban dogs from certain places and to insist that dogs be kept on leads. Any of these restrictions can be applied to certain types of public land. Anyone who commits an offence under a dog byelaw risks a fine of up to £500 in court.

Section 6 of the Clean Neighbourhoods and Environment Act 2005 provides a new way of controlling dogs, allowing local authorities and parish councils to introduce controls on dogs in certain areas without confirmation by the Secretary of State.

There are a number of enabling powers for local authorities and parish councils to make dog byelaws, depending upon the type of land affected, as detailed in the powers matrix. Existing byelaws will remain valid until they are replaced by a dog control order covering the same activity and the same land. Similarly, we expect that after the Dogs (Fouling of Land) Act 1996 is repealed, existing dog fouling orders will remain valid.

Dog control orders

Local authorities and parish councils (defined as primary and secondary authorities respectively) will be able to introduce dog control orders from 2006, although councils will still be able to make byelaws to control dogs. This might be useful if they want to introduce restrictions other than the four that can be taken using dog control orders.

Four restrictions

1. Banning dogs from land.
2. Requiring that dogs be kept on leads.
3. Restricting the number of dogs a person may take onto land.
4. Requiring owners to clear up after their dog has fouled.

Because the new Act repeals the provisions of the Dogs (Fouling of Land) Act 1996, a consistent approach can be taken to enforcing all dog restrictions.

The process of making dog control orders will include a requirement to consult before making an order and to publicise it after one has been made. The process will be set out in regulations that will be consulted upon in October 2005.

Fixed penalty notices

Fixed penalty notices can be issued by representatives of primary and secondary authorities or community support officers. Secondary authorities can only authorise people to issue fixed penalties if they satisfy conditions that are set out in regulations. The default penalty is £75, but the authority can set the amount within a range specified by the regulations. The Clean Neighbourhoods and Environment Act 2005 makes it an offence for anyone to withhold or falsify their details when they are given a fixed penalty notice.

Prosecution

Authorities can seek prosecution for people who commit dog control order offences, but the fine cannot be higher than level three on the standard scale.

Awareness campaigns

Enforcement can be complemented by awareness campaigns to encourage dog owners to be more responsible. ENCAMS ran a campaign in 2002 to highlight the problems of dog fouling and the health risks it creates. ENCAMS put up posters at bus stops and along routes often used by dog walkers. At all the chosen sites, dog fouling was reduced – in some cases by as much as 71%.

Tools for success

Dog byelaws – Dog byelaws are local laws which apply to land designated by local authorities, parish, and town & community councils. There are two guidance documents: one for Local Authorities, and one for Parish, Town & Community Councils. Both contain model dog byelaws and set out the whole dog byelaw proposal process. *Making Dog Byelaws: a Guide for Local Authorities* and *Making Dog Byelaws: a Guide for Parish, Town & Community Councils* can be found at www.defra.gov.uk/environment

Fixed penalty notices – Guidance on Section 119 of the Local Government Act 2003, which gives local authorities further incentives to take proactive management through new procedures for fixed penalty notices for litter and dog fouling offences. www.defra.gov.uk/locaenv/dogs

ENCAMS **awareness campaign** on dog fouling in 2003 helped support a reduction in the problem which has been sustained. www.encams.org



In practice

Bag it and bin it: one way to reduce dog mess

Back in 2002 Lewisham City Council introduced an education and promotion campaign in an effort to reduce its dog fouling problem. The Council started running Dog Days, where local residents and enforcement officers would letter box drop leaflets on the impacts of dog fouling on the local environment and the best ways that owners could deposit their dog's mess.

To support this, the Council also started dog stencilling, where an image of a dog is stencilled on the pavement or road with a statement of 'Bag it and bin it'. The stencilling was used to encourage residents to dispose of dog fouling responsibly. Residents in the area immediately recognise the dog stencilling image which has been used on Lewisham cleaning vans and within other promotional activities.

Over the years the Council has developed new ways to engage and educate the community to ensure their ongoing success in keeping the occurrences of dog mess low. In 2003 they started providing dog owners with small canisters which held bags to be used to dispose of dog mess.

Lewisham are continuing to take the issue of dog fouling seriously. In conjunction with education and promotional activities the animal enforcement officers will issue fixed penalty notices when they see dog owners who do not remove and dispose of dog fouling properly.



The combined campaign of education, promotion and enforcement has contributed to a fall in reported cases of dog fouling within the borough.



3.3.3 Making streets safer

- New targets aim to reduce the number of deaths and serious injuries on our roads by 40% by the year 2010.
- Reducing speed is the most effective way of limiting road deaths – even small reductions can make a big difference in residential areas.
- Traffic-calming measures and 20mph zones are the most effective way of getting people to drive more slowly.

In 2004, 3,221 people died in road accidents in the UK – a reduction on the 3,578 baseline figure in the Road Safety Strategy published in 2000. Although we have one of the best road safety records in the world, this figure is still unacceptably high. The Road Safety Strategy set a new target: to reduce the number of people killed or seriously injured on our roads by 40% by the year 2010 – with an even tougher target of 50% for children. Local authorities, in conjunction with the Department for Transport (DfT), are committed to achieving casualty reduction targets as part of their local transport plans.

Speed

Achieving safe, appropriate vehicle speeds significantly reduces the risk of accidents. Where drivers will not voluntarily curb their speed traffic-calming measures should be used.

One of the most effective of these measures is the 20mph zone. This usually covers several roads, often including a school, and uses traffic-calming features such as road humps to enforce the speed limit. Research shows that the risk of an accident involving a child can be reduced by around two-thirds by introducing a 20mph zone.

Setting a 20mph speed limit (rather than a 20mph zone) is recommended only where

vehicle speeds are slightly above 20mph. This is because research shows that reducing a speed limit without introducing additional measures has a minimal effect on how fast vehicles actually travel. The local highway authorities can confine these 20mph speed limits to certain times of the day – such as the beginning and end of the school day.

Speed limits below 20mph should be avoided because speedometers are not required to be accurate at less than 20mph, which would make it difficult to win a prosecution.

Traffic-calming

Road safety can be greatly improved by introducing road features to slow traffic down. The DfT recommends that local authorities use road humps wherever significant reductions in vehicle speeds are considered necessary.

Accident numbers on residential roads are often relatively low, and usually scattered over a wide area. Traffic-calming enables speeds to be controlled over the whole of a residential area.

Research shows that road humps are one of the most effective traffic-calming measures available to local authorities. The highest permissible humps (100mm high) have been shown to reduce vehicle speeds by up to

10mph. However we recommend the use of 75mm high road humps to ensure that lower vehicles do not become grounded. Slower speeds have been shown to reduce the severity and number of accidents in which people are injured: a 1 mph reduction in average speed tends to reduce the number of injury accidents by about 5%. In some traffic-calmed areas, reducing the average speed by 9mph led to a fall of 60% – 70% in personal injury accidents.

By reducing the speed of vehicles traffic-calming measures can improve the local travel environment for pedestrians and cyclists. In areas such as Home Zones, they can also create conditions where a variety of social uses can take place safely, including children's play.

Limitations of traffic-calming measures

- **Emergency services** – physical measures to reduce speed can affect the response times of emergency service vehicles. All services should plan routes in traffic-calmed areas with the local highway authority, so that the fastest routes are used, rather than the shortest.
- **Disabled people** – disabled people can find measures, including vertical deflections, rather uncomfortable and difficult to negotiate.
- **Cyclists** – can find some traffic-calming measures uncomfortable to cycle over, particularly the larger humps. The design of traffic-calming should include measures for allowing them to bypass humps.

A variety of alternative designs have been developed, including speed cushions that allow larger vehicles such as buses and emergency service vehicles to straddle them, and traffic-calming using local materials or plants that enhance the local environment, pedestrian refuges, and measures that affect drivers' perception of their environment in such a way that they reduce their speed.

The use of 20mph zones, which are made self-enforcing by regular traffic-calming features, allows local authorities to reduce the signs and markings associated with traffic-calming schemes.

Tools

Traffic-calming – Further information including traffic advisory leaflets, the *Road Safety Good Practice Guide* and the *Urban Safety Management Guidelines* is available on the Department for Transport's website www.dft.gov.uk. You can also find out more from the Highways Agency, www.highways.gov.uk and the Institution of Civil Engineers, www.ice.org.uk



Neighbourhood Road Safety Initiative

– This initiative is designed to tackle the increased incidence of casualties in deprived areas. It gives examples of different ways in which local authorities have addressed the problem, by improving local parks and play areas, for example. www.nrsi.org.uk

In practice

20mph Zones

Hull has more 20mph zones than any other local authority in the country. The city is recognised as pioneering this type of measure and has been extremely successful implementing the zones.

Hull City Council started introducing the zones, in the mid 1990's, to address road safety issues that were of concern to residents, particularly parents living in highly populated areas that had a high number of accidents involving children. There are now over 100 zones covering more than 25% of the city.

These zones play a fundamental part in their efforts to cut the number of road casualties. On average, each zone has reduced overall injuries by around 60% and child pedestrian injuries by 75%. Since their implementation it is believed that the 20mph zones have prevented over 300 accidents.

To be effective, each zone has to have special features to make sure vehicle speeds are reduced. These can include standard road humps, narrower humps known as 'cushions', road narrowings, pedestrian crossings or highway markings.



Hull City Council is continually looking for ways to improve their road safety programme. The Council employs Road Safety Officers to liaise with the community and they also regularly review traffic statistics so they are prepared to take immediate action if they see a problem arising.

They also consult with their emergency services, Highways team and residents to ensure the traffic-claiming measures taken will be favourable to the majority of people affected. Hull also tailors their measures, for example due to the effect on emergency vehicles and buses 20mph zones are often unsuitable for main roads. In these situations the Police may consider using safety cameras.

The continuing success of the 20mph zones is evident by the reduction in speed and traffic accidents and the constant requests for 20 mph zones or traffic-claiming measures from local residents.



4.1 Actions

To improve residential areas requires commitment from many local and public authorities, voluntary and community groups and residents themselves to work towards a common goal – creating places where people want to live, now and in the future. The following key steps, drawn from the guide, provide a starting point.

1. **Have a shared vision for the neighbourhood** – engage, listen and provide leadership to respond to what people want.
2. **Identify who is responsible for what** to provide a means to come together to develop common solutions and approaches that contribute to create the place where people want to live.
3. **Adopt a whinge wish rule** – for every problem identify a possible solution.
4. **Empower and enable residents** to help shape the services, facilities and type of spaces they want and need to create a successful neighbourhood.
5. **Pool resources** – both financial and human to focus on outcomes people want such as clean and green neighbourhoods, with low levels of crime and activities for teenagers.
6. **Measure and monitor** success. Involve residents in determining what success looks like.
7. Use every opportunity to create a better place, through **new development, renewal and refurbishment** of all elements, for a cleaner, safer, greener neighbourhood.
8. **Tailor services** to maintain universal quality – standard solutions will not respond to local circumstances or deal with hot and grot spots which can drag down a wider neighbourhood.
9. **Agree acceptable standards** of behaviour and be clear about what is expected of residents, service providers and others. Don't tolerate anti-social behaviour.
10. **Apply the tools** – guidance, powers, programmes and good practice and encourage innovative management.



4.2 Responsibilities

Because responsibility for services varies from area to area, it is impossible to provide a definitive list. However, the tables below show the different stakeholders' usual responsibilities.

Local authorities

Stakeholder	Key Responsibilities
County Councils	<ul style="list-style-type: none"> ■ Community leadership, including developing a Sustainable Community Strategy and a Local Development Framework ■ Keeping land clear of litter and refuse ■ Keeping its own space in good condition ■ Preventing crime and disorder ■ Tackling statutory nuisances ■ Maintaining trees and vegetation ■ Disposing of abandoned vehicles ■ Providing youth and children's services including out-reach youth work and ensuring 'Outcomes for Children' in the Children Act are achieved
Local highway and traffic authorities (these can be County Councils, Unitary Councils, Metropolitan Councils or London Borough Councils)	<ul style="list-style-type: none"> ■ Managing the road network and footways, including crossings ■ Traffic calming and traffic management ■ Soft landscaping within the highway boundaries ■ Running parking schemes ■ Co-ordinating street works ■ Maintaining roads and footways ■ Lighting highways ■ Accessibility planning ■ Enabling the quick, convenient and safe movement of traffic – including pedestrians

Stakeholder	Key Responsibilities
Local Traffic Authorities	<ul style="list-style-type: none"> ■ Enforcing penalties for illegal parking (where this has been decriminalised)
District Councils	<ul style="list-style-type: none"> ■ Community leadership, including developing a Sustainable Community Strategy and a Local Development Framework ■ Providing for play and leisure services, including play areas; also duty to cooperate with County Councils in implementing the Children Act 2004 section 10 ■ Collecting household and commercial waste (if the occupier has requested it) ■ Keeping land clear of litter and refuse ■ Maintaining trees and vegetation ■ Investigating and removing abandoned vehicles ■ Tackling statutory nuisances ■ Granting planning permission and controlling development ■ Getting involved in designing new traffic-management schemes if invited by the highway authority
Unitary Councils	<ul style="list-style-type: none"> ■ Unitary councils combine the powers of district and county councils
Parish and Town Councils	<ul style="list-style-type: none"> ■ Issuing fixed-penalty notices under the Clean Neighbourhoods and Environment Act ■ Providing leisure areas and facilities for children and young people ■ Getting involved in designing new traffic-management schemes if invited by the highway authority
Local Housing Authorities	<ul style="list-style-type: none"> ■ Monitoring of housing stock condition ■ Management and maintenance of LA-owned housing stock ■ Provision of assistance to vulnerable homeowners

Public bodies

Stakeholder	Key Responsibilities
The Highways Agency	<ul style="list-style-type: none"> Managing the trunk road network (2% of the network), including removing abandoned vehicles and keeping special roads and certain other trunk roads clean Integrating trunk roads with local road networks, including issues of route continuation and community severance
Driver and Vehicle Licensing Agency	<ul style="list-style-type: none"> Licensing vehicles Dealing with untaxed vehicles, by clamping them or towing them away
Environment Agency	<ul style="list-style-type: none"> Dealing with large-scale and hazardous fly-tipping Investigating environmental offences and enforcing the law. These offences include polluting watercourses, as well as waste disposal, wildlife and fisheries offences Providing information on the state of the environment
English Heritage	<ul style="list-style-type: none"> Identifying features of national historic importance Providing guidance on the management of historic features
The Housing Corporation	<ul style="list-style-type: none"> Funding and regulating housing associations (registered social landlords) in England Specifying housing quality standards including the external environment
CABE – Commission for Architecture and the Built Environment	<ul style="list-style-type: none"> Aims to bring excellence to the design, management and maintenance of parks and public space
English Nature	<ul style="list-style-type: none"> Providing guidance on wildlife issue including advice on protected species likely to be found in residential areas

Housing bodies

Stakeholder	Key Responsibilities
Registered social landlords	<ul style="list-style-type: none"> ■ Providing and managing rented housing ■ Keeping the structure and exterior of their properties in good repair ■ Having a strategy on anti-social behaviour, according to the Housing Corporation's regulatory code ■ Managing abandoned vehicles
Arms-length management organisations (ALMOs)	<ul style="list-style-type: none"> ■ Managing all or part of a their housing and its immediate surroundings as agreed with their local authority, including managing abandoned vehicles, tackling ASB etc
Tenants Management Organisations (TMOs)	<ul style="list-style-type: none"> ■ Managing homes and their immediate surroundings ■ Playing a wider role, including social activities and community development
Residents Associations	<ul style="list-style-type: none"> ■ Getting involved in local action to improve street cleanliness; scrutiny of local services ■ Getting involved in provision of play areas and recreational facilities for children and young people ■ Getting involved in designing new traffic-management, traffic-calming and parking schemes if invited by the highway authority

Policing bodies

Stakeholder	Key Responsibilities
Police authorities	<ul style="list-style-type: none"> ■ Reducing crime and fear of crime ■ Reducing anti-social behaviour ■ Prosecuting drivers who do not obey the speed limit or who drive without due care and attention ■ Prosecuting drivers who park illegally (unless this has been decriminalised) ■ Removing obstructive vehicles
Crime and Disorder Reduction Partnerships	<ul style="list-style-type: none"> ■ Developing and auditing a strategy for tackling crime, disorder and anti-social behaviour. In future, this will include environmental offences
Neighbourhood Watch schemes	<ul style="list-style-type: none"> ■ Looking out for and reporting opportunistic crime ■ Receiving advice from the police

Others

Stakeholder	Key Responsibilities
Utilities	<ul style="list-style-type: none"> ■ Providing household services including water, sewerage, electricity, gas and telecommunications ■ Having certain permitted development rights ■ Ability to act without warning in emergencies
Developers	<ul style="list-style-type: none"> ■ Designing new spaces in residential developments ■ Designing new roads in accordance with Home Zone principles, taking into account road safety and the needs of all road users
Intermediary bodies eg Groundwork Trusts, British Trust for Conservation Volunteers	<ul style="list-style-type: none"> ■ Building capacity of local residents to get more involved in decision making ■ Providing opportunities for practical volunteering ■ Funding and delivering neighbourhood improvement projects
Local civic societies	<ul style="list-style-type: none"> ■ Identifying street elements of local historic, natural or cultural value
Individuals	<ul style="list-style-type: none"> ■ Minimising waste and disposing of litter responsibly and also being proactive e.g. getting involved in litter picking, clean up campaigns etc. ■ Driving and parking responsibly ■ Minimising noise and nuisance ■ Reporting anti-social behaviour ■ Maintaining private property, including gardens and frontages ■ Getting involved in designing new traffic-management, traffic-calming and parking schemes if invited by the highway authority



4.3 Powers

Section	Legislation (Recent Acts and regulations available at www.legislation.hmso.gov.uk)	Advice and Guidance See www.cleanersafergreener.gov.uk and
1.2 The challenge	<ul style="list-style-type: none"> ■ Clean Neighbourhoods and Environment Act 2005 	
2.1 Who is responsible?	<ul style="list-style-type: none"> ■ London Local Authorities Acts 1990 & 2004: Provides additional powers for London local authorities. 	<ul style="list-style-type: none"> ■ Audit Commission Street Scene Report: www.audit-commission.gov.uk ■ Citizen Engagement and Public Services, Why Neighbourhoods Matter: www.odpm.gov.uk ■ Local Strategic Partnerships: www.neighbourhoods.gov.uk ■ Crime and Disorder Reduction Partnerships: www.crimereduction.gov.uk ■ Design Coding: Testing its use in England: www.odpm.gov.uk ■ Living Places: Caring for Quality: www.odpm.gov.uk ■ Partnership Development Guide “A Fruitful Partnership”: www.audit-commission.gov.uk
2.2 Engaging and empowering residents		<ul style="list-style-type: none"> ■ Citizen Engagement and Public Services, Why Neighbourhoods Matter: www.odpm.gov.uk ■ Active Citizens: www.active-citizen.org.uk ■ Arms Length Management Organisations: www.odpm.gov.uk/stellent/groups/odpm_housing ■ Tenant Management Organisations: www.odpm.gov.uk/stellent/groups/odpm_housing ■ Tenant Participation Compacts: www.odpm.gov.uk/stellent/groups/odpm_housing

Section	Legislation (Recent Acts and regulations available at www.legislation.hmso.gov.uk)	Advice and Guidance See www.cleanersafergreener.gov.uk and
<p>2.2 Engaging and empowering residents – continued</p>		<ul style="list-style-type: none"> ■ Community Street Audits: www.livingstreets.org.uk ■ Returning Roads to Residents: www.ice.org.uk ■ Quality Parish Scheme: www.defra.gov.uk/rural/quality_parishes/default.htm ■ Neighbourhood Wardens: www.neighbourhood.gov.uk ■ Innovation in Resident Involvement, Chartered Institute of Housing: www.cih.org/gpu/briefings.htm ■ Guidance for tenants, National Tenants Resource Centre: www.traffordhall.com ■ National Federation of Tenant Management Organisations: www.nftmo.com
<p>2.3 Making best use of resources</p>	<ul style="list-style-type: none"> ■ s106 agreements: Provide a means for local authorities to ensure that developers contribute towards facilities and infrastructure, associated with new development. ■ Road Traffic Act 1991: Enables decriminalised parking enforcement in certain areas. Local authorities can establish Permitted Parking Areas or Special Parking Areas and charge fees for their use. ■ Traffic Management Act 2004: Enables local authorities also to spend surplus revenue from the above on local environmental schemes. 	<ul style="list-style-type: none"> ■ Local Area Agreements: www.neighbourhood.gov.uk ■ Safer and Stronger Communities Fund: www.neighbourhood.gov.uk ■ Local Transport Plans: www.dft.gov.uk ■ Arms Length Management Organisations: www.odpm.gov.uk ■ Transferring Housing Stock – National Federation of Housing: www.housing.org.uk ■ Big Lottery Fund: www.biglotteryfund.org.uk ■ www.btcv.org ■ www.wildlifetrusts.org ■ www.groundwork.org.uk ■ www.green-space.org.uk ■ Streets for All: www.english-heritage.org.uk

Section	Legislation (Recent Acts and regulations available at www.legislation.hmso.gov.uk)	Advice and Guidance See www.cleanersaferegreener.gov.uk and
2.3 Making best use of resources – continued	<ul style="list-style-type: none"> ■ Fixed Penalty Notices: Local authorities can retain revenue from these to fund enforcement and action. Provisions for doing this can be found under: <ul style="list-style-type: none"> – Local Government Act 2003 – Anti-social Behaviour Act 2003 – Clean Neighbourhoods and Environment Act 2005 	<ul style="list-style-type: none"> ■ Private Finance Initiative: www.odpm.gov.uk ■ In Business for Neighbourhoods, National Housing Federation: www.inbiz.org
3.1.1 Making attractive places	<ul style="list-style-type: none"> ■ Town and Country Planning Act 1990 (s198): Gives local planning authorities powers to make tree preservation orders where necessary. ■ Town and Country Planning Act 1990 (s215): Provides local planning authorities the power to require proper maintenance of land. ■ Town and Country Planning Act 1990 (s219): Gives local planning authorities powers to undertake clean up work themselves and recover costs from the landowner. ■ Anti-social Behaviour Act 2003 (part 8) and High Hedges (Appeals) England Regulations (2005): Gives local authorities the power to deal with complaints about high hedges. If all else fails, local authorities can step in to decide if the height of the hedge is unreasonable and spell out exactly what action must be taken. 	<ul style="list-style-type: none"> ■ Art and Regeneration: www.artandregeneration.com ■ Returning Roads to Residents: www.ice.org.uk ■ CABE Space Advisory Service: www.cabespace.org.uk ■ Start with the Park: www.cabespace.org.uk ■ Involving Young People in Design and Care of Urban Space: www.cabespace.org.uk ■ CABE's Client Guide and Successful Master planning Publications: www.cabespace.org.uk ■ Planning Policy Guidance Note 17; Planning for Open Spaces, Recreation and Sport (PPG 17): www.odpm.gov.uk ■ Decent Homes, Decent Spaces Report: www.neighbourhoodsgreen.org.uk ■ Arboricultural Association: www.trees.org.uk ■ Construction Industry Research and Information Association (CIRIA): www.ciria.org.uk/suds ■ Landlife: www.landlife.org.uk ■ National Urban Forestry Unit: www.nufu.org.uk

<p>Section</p>	<p>Legislation (Recent Acts and regulations available at www.legislation.hmso.gov.uk)</p>	<p>Advice and Guidance See www.cleanersafergreener.gov.uk and</p>
<p>3.1.1 Making attractive places – continued</p>	<ul style="list-style-type: none"> ■ Town and Country Development Order (GPDO): Permitted development rights to allow certain types of development to proceed without the need for planning applications, since planning permission for them is deemed to be granted. ■ Landlord & Tenant Act 1985 (s11): Duty on landlord to maintain structure and exterior of property. 	<ul style="list-style-type: none"> ■ Bio-diversity by Design: TCPA and English Nature www.tcpa.org.uk ■ Design for Bio-diversity: London Development Agency: www.lda.gov.uk ■ www.livingproofs.org ■ Tree Preservation Orders: A Guide to the law and good practice: www.odpm.gov.uk ■ Designing Streets for People: www.ice.org.uk ■ Toolkit on improving derelict land: www.ecoregen.co.uk ■ Sustainable Drainage Systems: www.environment-agency.gov.uk ■ Trees Council: www.treecouncil.org.uk ■ Trees for Cities: www.treesforcities.org ■ Tree Helpline: the Arboricultural Advisory and Information Service: www.treehelp.info
<p>3.1.2 Promoting accessibility</p>	<ul style="list-style-type: none"> ■ Traffic Management Act 2004: Provides a range of powers intended to minimise disruption caused by utility companies. ■ Traffic Management Act 2004: Network management duty under Part 2 requires all local traffic authorities to do all that is reasonably practicable to manage the road network. ■ Transport Management Act 2004: Gives local authorities more powers to co-ordinate, control and direct works effectively with the aim of minimising disruption. 	<ul style="list-style-type: none"> ■ Making the Connections, Social Exclusion Unit Report 2003: www.socialexclusion.gov.uk ■ Network Management Duty Guidance: www.dft.gov.uk ■ Home Zones: www.homezonenews.org.uk ■ New Joint Utilities Group: www.njug.org.uk ■ Urban Traffic Management Controls: www.utmc.gov.uk ■ Department for Transport Training Package: www.dft.gov.uk ■ Department For Transport Toolkit: www.dft.gov.uk ■ Walking and Cycling Action Plan: www.dft.gov.uk ■ Traffic Advisory Leaflets on Home Zones: www.dft.gov.uk ■ Home Zones: A Planning and Design Handbook (published by The Policy Press, Dec 2001)

Section	Legislation (Recent Acts and regulations available at www.legislation.hmso.gov.uk)	Advice and Guidance See www.cleanersafergreener.gov.uk and
3.1.2 Promoting accessibility – continued	<ul style="list-style-type: none"> ■ Transport Act 2000: Makes provisions for Home Zones in England and Wales giving local traffic authorities powers to designate roads in their area. They will also be able to make orders about the use of roads and about speed reduction measures, subject to regulations. ■ The Children's Act 2004 (s10): Duty on local authorities to co-operate with statutory & voluntary agencies to promote well being of children ■ The Children's Act 2004 (s11): Includes a duty on local authorities and statutory agencies to safeguard and promote the welfare of children. 	<ul style="list-style-type: none"> ■ Home Zone Design Guidelines (published by Institute of Highway Incorporated Engineers, June 2002) ■ Inclusive Mobility – A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure (published by DfT, Nov 2002) ■ Attitude to Streetscape and Street Uses: www.dft.gov.uk ■ Accessibility Planning Guidance: www.dft.gov.uk ■ Children's Play Council: www.ncb.org.uk/cpc ■ Advice on needs of disabled people: www.scope.org.uk ■ www.transport2000.org.uk
3.1.3 Providing for parking	<ul style="list-style-type: none"> ■ Road Traffic Act 1991: Decriminalisation of most non-endorseable on-street parking offences. ■ Traffic Management Act 2004: Enables local authorities to spend any surplus from penalty charges on local environmental schemes. ■ Road Traffic Regulation Act 1984 ■ Road Traffic Act 1988 ■ Road Traffic Act 1991 ■ Traffic Management Act 2004 	<ul style="list-style-type: none"> ■ www.dft.gov.uk ■ Decriminalising parking offences: www.dft.gov.uk ■ Guidance on decriminalised parking enforcement outside London: www.dft.gov.uk/roads/circular95 ■ Information on parking management and developing parking policies: www.dft.gov.uk ■ LA Traffic Orders – Procedure (1996): www.dft.gov.uk ■ Exemptions for Disabled People (1980): www.dft.gov.uk

Section	Legislation (Recent Acts and regulations available at www.legislation.hmso.gov.uk)	Advice and Guidance See www.cleanersafergreener.gov.uk and
3.2.1 Managing the street scene		<ul style="list-style-type: none"> ■ Living Places, Caring for Quality: www.odpm.gov.uk ■ Traffic Signs Manual: www.dft.gov.uk ■ Designing Streets for People: www.ice.org.uk ■ Paving The Way: www.cabespace.org.uk ■ Streets for All (English Heritage and DFT): www.english-heritage.org.uk ■ Well Maintained Highways – Code of Practice for Roads and Footways (UK Roads Board): www.dft.gov.uk ■ Code of Practice for Bridges and Other Structures (to be launched 6th September 2005): www.dft.gov.uk
3.2.2 Keeping it clean	<ul style="list-style-type: none"> ■ Clean Neighbourhoods and Environment Act 2005: Gives new powers to local authorities to deal with fly-tippers and litter droppers, including the greater use of fixed-penalty notices. ■ Environmental Protection Act (part 4): Covers litter. This sets out the duty for local authorities and other bodies such as statutory undertakers to keep their ‘relevant’ land clear of litter and refuse. Also provides an offence of dropping litter, fixed penalties, powers for local authorities to require the clean up of certain areas of degraded land and powers for members of the public to take action. ■ Anti-social Behaviour Act 2003 (s43-47): Enables local authorities to issue fixed penalty notices for graffiti and fly posting. 	<ul style="list-style-type: none"> ■ Information on fly-tipping: www.defra.gov.uk/environment/localenv/flytipping ■ Living Places, Caring for Quality: www.odpm.gov.uk ■ Neighbourhood Wardens: www.neighbourhood.gov.uk; www.renewal.net ■ On the Spot Housing Management – A Development Guide: www.odpm.gov.uk ■ Local Environmental Quality Survey: www.encams.org ■ ENCAMS Knowledge Banks: www.encams.org ■ Liveability Fund: www.idea.gov.uk ■ Fly-tipping: www.idea.gov.uk ■ www.environment-agency.gov.uk

Section	Legislation (Recent Acts and regulations available at www.legislation.hmso.gov.uk)	Advice and Guidance See www.cleanersafergreener.gov.uk and
3.2.2 Keeping it clean – continued	<ul style="list-style-type: none"> ■ Anti-social Behaviour Act 2003 (s48-52): Introduced powers for local authorities to require the removal of graffiti for certain surfaces – currently available in only 12 pilot areas, with the view to roll this out nationally. ■ Anti-social Behaviour Act 2003 (s55): Gives local authorities the powers to stop, search and seize vehicles suspected of being used to fly tip waste. ■ Local Government Act 2003 (s119): Allows local authorities to retain any sums they receive from fixed penalties for leaving litter and dog crime. ■ Police Reform Act 2002 (s41): Contains power for Chief Officers of police to grant accreditation to staff working on behalf of local authorities to allow them to issue fixed penalty notices. 	
3.2.3 Managing waste	<ul style="list-style-type: none"> ■ Environmental Protection Act 1990: The local authority has a legal responsibility to collect household waste. Under the same regulations the public has a legal duty to place their domestic waste in any receptacle specified by the local authority. 	<ul style="list-style-type: none"> ■ Waste and Resource Action Programme: www.wrap.org.uk ■ ROTATE: www.wrap.org.uk/local_authorities/rotate/index/html ■ Planning for Resource Sustainable Communities, Waste Infrastructure and Management (ICE): www.ice.org.uk ■ http://lasupport.defra.gov.uk ■ www.idea.gov.uk

Section	Legislation (Recent Acts and regulations available at www.legislation.hmso.gov.uk)	Advice and Guidance See www.cleanersafergreener.gov.uk and
3.2.3 Managing waste – continued	<ul style="list-style-type: none"> ■ Environmental Protection Act 1990 (s45): States that waste authorities (i.e. local authorities) must arrange for the collection of household waste in their area at no extra charge. ■ Environmental Protection Act 1990 (s46): States that waste collection authorities shall specify collection arrangements for household waste and types of receptacle to be used. ■ Environmental Protection Act 1990 (s46): States that members of the public must put their waste ready for collection in any receptacle and location specified by the local authority. ■ Clean Neighbourhoods and Environment Act 2005: Gives powers to local authorities, from the summer of 2006, to issue fixed penalty notices to householders for breaches of a s46 notice. 	
3.2.4 Removing abandoned vehicles	<ul style="list-style-type: none"> ■ Clean Neighbourhoods and Environment Act 2005: Enables all abandoned vehicles to be removed from the street as soon as they are identified. Measures on nuisance parking commenced on 7th June 2005. 	<ul style="list-style-type: none"> ■ Cleaner, Safer, Greener Communities, Removing Nuisance Vehicles: www.odpm.gov.uk/cleanersafergreener ■ End of Life Vehicle Directive: www.dti.gov.uk ■ Crime and Disorder Reduction Partnerships: www.crimereduction.gov.uk

Section	Legislation (Recent Acts and regulations available at www.legislation.hmso.gov.uk)	Advice and Guidance See www.cleanersaferegreener.gov.uk and
3.3.1 Safer neighbourhoods	<ul style="list-style-type: none"> ■ Anti-social Behaviour Act 2003 (section 12): All social landlords must now have published statements and summaries of their policies and procedures in relation to anti-social behaviour. ■ Serious Organised Crime and Police Act 2005: Includes provision to enable local authorities to contract out all or some of their ASBO functions to bodies or types of bodies defined by Order of the Secretary of State. ■ Anti-social Behaviour Act 2003 (part 2): Focuses on providing social landlords with the means to deal with nuisance tenants, their associates and others who prevent the majority of responsible tenants and the wider community from getting on with their lives. ■ Crime and Disorder Act 1998: Introduced Anti-social Behaviour Orders (ASBOs). ■ Housing Act 2004: Powers from this Act will be available shortly, including extended introductory tenancies, suspension of the right to buy and mutual exchange on the grounds of anti-social behaviour. ■ Housing Act 1996 (s153): Powers to serve housing injunctions. ■ Anti-social Behaviour Act 2003: Introduced closure notices and orders to enable quick action to be taken to tackle crack houses. 	<ul style="list-style-type: none"> ■ Safer Places – The Planning System and Crime Prevention: www.odpnm.gov.uk ■ Tackling Nuisance Neighbours: www.together.gov.uk ■ Neighbourhood Wardens: www.neighbourhood.gov.uk/publications ■ Building Communities, Beating Crime: www.policereform.gov.uk/policypaper04.html ■ Neighbourhood Watch: www.neighbourhoodwatch.net ■ Street Warden Schemes: www.neighbourhood.gov.uk ■ Together: www.together.gov.uk ■ Moving Towards Excellence in Planning, Public Places and Open Spaces: www.idea.gov.uk ■ CABE Space, Better Parks, Better Behaviour: www.cabespace.org.uk ■ www.youth-works.com ■ Operation Gate-it: www.gate-it.org.uk ■ Community Policing: www.communityengagement.police.uk ■ Vehicle crime support packs for resident action groups: info@tpas.org.uk

Section	Legislation (Recent Acts and regulations available at www.legislation.hmso.gov.uk)	Advice and Guidance See www.cleanersafergreener.gov.uk and
3.3.1 Safer neighbourhoods – continued	<ul style="list-style-type: none"> ■ Street Offences Act 1959 (s1): Makes loitering or soliciting an offence (extended to include men by the Sex Offenders Act 2003, s56) ■ Sexual Offences Act 1985 (s1): Makes kerb crawling an offence. ■ Criminal Justice and Police Act 2001 (s71): Makes kerb crawling an arrestable offence. ■ Criminal Justice and Police Act 2001 (s46): Makes advertising the services of a prostitute with cards in, or in the vicinity of public telephone boxes, an arrestable offence. ■ Powers of Criminal Courts (Sentencing) Act 2000 (s146): Gives courts the power to remove driving licences. 	
3.3.2 Dealing with dogs	<ul style="list-style-type: none"> ■ Clean Neighbourhoods and Environment Act 2005 (s6): Provides a new way of controlling dogs, allowing local authorities and parish councils to introduce controls on dogs in certain areas without confirmation by the Secretary of State. ■ Clean Neighbourhoods and Environment Act 2005: Makes it an offence for anyone to withhold or falsify their details when they are given a fixed penalty notice. ■ Local Government Act 1972 (s236): Sets out the process of making byelaws. 	<ul style="list-style-type: none"> ■ www.encams.org

Section	Legislation (Recent Acts and regulations available at www.legislation.hmso.gov.uk)	Advice and Guidance See www.cleanersafergreener.gov.uk and
<p>3.3.2 Dealing with dogs – continued</p>	<ul style="list-style-type: none"> ■ The enabling powers for local authorities to make byelaws, depending on the type of land affected are: <ul style="list-style-type: none"> ■ Public Health Act 1875 (s164) ■ Open Spaces Act 1906 (s12 and s15) ■ Commons Act 1899 (s1) ■ National Parks & Access to the Countryside Act 1949 (s21 and s90) ■ Countryside Act 1968 (s41) ■ Local Government Act 1972 (s214 and Schedule 26) ■ Housing Act 1985 (s23(2)) ■ Public Health Acts Amendment Act 1907 (s82-83) ■ Local Government Act 1972 (s235) ■ Road Traffic Act 1988 ■ The enabling powers for Parish Councils to make byelaws, depending on the type of land affected are: <ul style="list-style-type: none"> ■ Open Spaces Act 1906 (s12 and s15) ■ Public Health Act 1875 (s164) 	
<p>3.3.3 Making streets safer</p>	<ul style="list-style-type: none"> ■ Traffic Management Act 2004: Enables local authorities to spend any surplus from penalty charges on local environmental schemes. 	<ul style="list-style-type: none"> ■ Traffic Advisory Leaflets on Road Safety: www.dft.gov.uk ■ Road Safety Good Practice Guide: www.dft.gov.uk ■ Urban Safety Management Guidelines: www.dft.gov.uk ■ Highways Agency: www.highways.gov.uk ■ Institute of Civil Engineers: www.ice.org.uk ■ Neighbourhood Road Safety Initiative: www.nrsi.org.uk ■ Safer Routes to Schools: www.saferoutestoschools.org.uk