

# **Capital Standards**

**Annual Report**

**2005/06**

## **Copyright**

Greater London Authority on behalf of Capital Standards  
October 2006

Published by  
Capital Standards  
PO Box 252  
Dartford  
Kent  
DA1 9AG

Enquires 020 7831 4484  
Minicom 020 7983 4458 (GLA)  
Email: [kevin.williams@encams.org](mailto:kevin.williams@encams.org)

## Contents

<b>Section</b>	<b><u>Page Number</u></b>
Chair's Foreword	1
Capital Standards Enforcement Week 2005	3
Local Environmental Quality Surveys	4
Street Academy	4
Website Development	4
Strategy Seminars	5
Steering Group	5
Capital Standards Working Groups	5
The Future – Capital Standards 2006-2009	6
Business Planning	7
Membership Expansion	8
London 2012 Olympics	8
Capital Standards Accounts and Budget 2005/6	10



## **Foreword**

Dear Colleague,

I am pleased to introduce the 2006 Capital Standards Annual Report. You'll find that the report details another successful year of developing operational and strategic initiatives, targeted at improving the public realm. In this regard the programme builds on the objectives and successes of previous years.

Through the ongoing efforts of the steering group and network members, Capital Standards has strengthened what have become its brand initiatives. These include the Street Academy programme, the London Local Environmental Quality (LEQ) surveys and proactive support of the London Schools Environment Awards (LSEA) scheme. We are also continuing to introduce new and exciting developments to the programme.

For the first time, this year's report includes details of a revised Capital Standards business plan and a more focused delivery or action plan. The revised business plan is much more proactive in style and content, providing an overview of key planned activities and how these link to regional and national campaigns, over the next three years.

There is much evidence that the Capital Standards programme is in better shape than ever to meet its objective of "One Capital Standard". This is what Rt Hon David Miliband had to say of Capital Standards:

*'It is a credit to the [Capital Standards] partnership approach being taken in London that cleanliness standards have improved, hundreds of enforcement officers have been through the training academy and thousands of children are involved through the London Schools Environment Award'*

Rt Hon David Miliband (Minister of Communities and Local Government) February 2006

A new three-year contract between the Capital Standards Steering Group and ENCAMS has strengthened the continuation of the programme, until at least 2009. Membership of the programme is being widened to include major waste management businesses, Housing Associations, Registered Social Landlords (RSLs) and key government offices. Similarly, the steering group is constantly striving for new and innovative ways to serve its members' local, sub-regional and regional interests.

Capital Standards members receive quality-assured, independent LEQ survey information three times per year. These surveys meet, and in many respects exceed, the requirements of BV199. The exemplary surveying and reporting service is in addition to technical support provided by ENCAMS. This usually takes the form of tailored solutions to local environmental quality management, directed by the network member(s).

Our Street Academy continues to go from strength to strength. Members continue to receive and reap the benefits of attending the academy and learning about enforcement

best practice with officers from other London boroughs. 2006/07 also sees the introduction of an advanced course of enforcement training, as well as a move towards formal accreditation for enforcement officers.

Capital Standards Network Seminars facilitate the dissemination of good practice across the programme's membership. This affords the opportunity for specialist working groups to become engaged in tackling specific areas of local environmental quality management including enforcement, education, graffiti removal and transport interchanges. I am confident that membership of the Capital Standards programme represents very good value for money.

We cheered as loudly as anyone following the success of London winning the race to host the 2012 Olympic Games. The role of Capital Standards in delivering a Games that London can be proud of has already been acknowledged by the Prime Minister, Rt Hon Tony Blair, in the *London's Challenge for 2012 Building on Success Report*.

Capital Standards' response to the Prime Minister's observation has been to set a challenging BV199a improvement target for its London Authorities. Capital Standards aims to drive improvements in the average London score, taking performance from an anticipated 20% of sites with unacceptable levels of litter, to 12% in 2012. "2012" therefore represents the start and end points of stretching, targeted improvements in London's cleanliness standards. Capital Standards will direct, monitor and report progress as part of the ongoing business planning process. London – a world class city, planning to host a world class event – deserves no less.

I hope you will support us in delivering a cleaner London.

Joe Tavernier  
Chair, Capital Standards  
(Director of Street Environment, Ealing Council)

## **Capital Standards Enforcement Week 2005**

The first Ever pan-London Enforcement Week took place during October 2005. The week was the result of numerous discussions by the Capital Standards network and complimented the long standing work around the Capital Standards Street Academy. The Academy has trained in excess of three hundred Local Authority enforcement personnel throughout London within a structured training programme in environmental legislation to improve local environmental quality and combat Anti Social Behaviour.

The objectives of the week were threefold. To promote the successes of Capital Standards, and in particular the Street Enforcement Academy accumulating in a week of targeted action throughout London. Highlight the issues and solutions of and to Envirocrimes and anti social behaviour and finally to target specific issues including littering, dog fouling, fly tipping, breach of Duty of Care, graffiti and fly tipping, nuisance vehicles, obstructions on the highway, and other forms of Anti Social Behaviour etc.

Twenty six agencies and local authorities participated during the week and undertook almost four thousand confirmed enforcement activities including targeted awareness raising days and sessions informing people, distributing literature and advice; daily enforcement actions and checks and seizures including roadside checks and blocks.

Capital Standards members also undertook joint enforcement operations with other local authorities, relevant bodies, departments and organisations including Metropolitan Police and Safer Neighbourhood Teams, Environment Agency, The Vehicle and Operator Services Agency (VOSA) and Local Authority departments such as Environmental Health, Public Protection, and Community Safety.

The week received the equivalent of a quarter of a million pounds media coverage in both the local and regional media including BBC London and the Evening Standard. Quantifiable reductions were also recorded in the level of staining from dropped litter and a reduction in the number of A boards which is a cause of paved area obstruction.

The week was followed up with a seminar to discuss the outcomes of the week. Future work will include targeting a single Enviro-crime for each enforcement week, London-wide co-ordinated road blocks; additional analysis of Capital Standards survey data to inform future enforcement weeks and an increased focus on the 2012 Olympics.

## **Local Environmental Quality Surveys**

The Capital Standards Programme delivers independently verified information on local environmental quality on a wide range of parameters. This information allows members to monitor and manage the local environment in a comprehensive manner.

The 2004/5 survey year revealed that 92% of the Capital Standards membership had less litter and detritus compared to the previous year. The Best Value 199 Indicator for Litter and Detritus indicated that the level of litter



had decreased by 5% on the previous year whilst detritus had decreased by 13% from 2003/4.

The 2005/6 survey year indicated an increase in the BV199 Indicator for Litter by 1% and detritus by 5%. One potential cause of the increase in detritus levels is the slow degradation of highway infrastructure across London which impedes the ability of authorities to cleanse to a high standard.

Top scoring indicators for both the 2005/6 and 2004/5 survey years were fly-tipping, flyposting. The cleanliness of litter bins has also improved and such bins are being emptied on a more regular basis.

### **Street Academy**

The Street Academy remains one of the major successes of the Capital Standards programme to date with in excess of 300 local authority officers attending the academy. The Academy provides enforcement personnel, throughout London, with a structured training programme in environmental legislation to improve environmental quality and to tackle anti social behavioural issues. As a result of its continuing success Street Academy is being expanded in 2006 to incorporate a new 'advanced course' in addition to the basic enforcement course.

### **Web Site Development**

The Capital Standards Programme has developed a website to help the programme meet its objective of improving Local Environmental Quality (LEQ) in London. www.capitalstandards.com is a one stop shop for users seeking information on LEQ, be they street cleansing managers, enforcement managers or interested members of the public.

An events area keeps browsers updated on forthcoming events whilst the news section provides all of the latest news from the various areas of local environmental management in London. Users can also obtain the latest information on the work of the programme in a projects section which provides detailed information on all aspects of the programme including specific campaigns and issues such as smoking related litter, enforcement activities and graffiti. A member's only area has also been created to enable Capital Standards members to access Capital Standards documents, e-bulletins, reports and other material. Capital Standards members also continue to receive the E-Bulletin which keeps members updated on the work of the programme and local environmental quality issues in London.



## **Strategy Seminars**

A number of seminars took place during 2005/6 to develop the programme and provide Capital Standards members an opportunity to develop the future direction of Capital Standards.

These seminars also allowed members to network and facilitated the exchange of good practice between the wide range of members. The first Strategy seminar in 2005 identified the main areas of development for the programme and the strategic areas of importance for the membership in working with ENCAMS to produce a new contract. The second strategy seminar in 2006 focussed on developing a strategic document regarding education, enforcement and communications across the network and the outputs were subsequently incorporated in the Capital Standards Business Plan (2006-9) and Delivery Schedule for 2006/7.

## **Steering Group**

The Capital Standards Steering Group saw a new Chair elected in 2005 following the retirement of Alan Cook (former Head of Waste, Westminster City Council). Joe Tavernier (Director Universal Service, London Borough of Ealing) was elected Chair following three years as Deputy Chair. The Steering Group also increased in size and incorporated five new members during the 2005/6 period including Rebecca Behrendt (Head of Community Safety, London Borough of Hounslow); Kenny Wilks (Head of Street Environment Services, London Borough of Islington); Mark Pinnock (Head of Streetscene, London Borough of Croydon) ,Richard Bradbury (Senior Policy and Projects Officer, Street Environment Services, London Borough of Camden) and Andrew Chandler (Street Scene Officer, London Borough of Southwark).

The Steering Group is also made up of representatives from Greater London Authority, London Councils, Government Office for London and ENCAMS. The Steering Group provides the strategic direction of the programme and ensures objectives and targets are met within set timescales and budgets.

## **Capital Standards Working Groups**

The Capital Standards Programme has established four Working Groups to focus on specific issues raised by the wider membership. There are currently four Working Groups covering: Young Persons Education; Graffiti; Transport for London/Local Authority and Enforcement.

The Young Persons Education Working Group continues to oversee the highly successful London Schools Environment Awards in partnership with the Greater London Authority.

Over 240000 children from 701 primary schools registered for the 2005/6 competition which is the highest number yet. The London Schools Environment Awards were established in 2003 and is funded by a number of organisations including the principal sponsor Thames Water in addition to Cleanaway and EDF Energy. The awards aim to develop children's sense of responsibility for their environment and the awards involve

schools focussing on issues including litter, waste and recycling, energy, transport and biodiversity.

The Young Persons Education Working Group has also been developing a new award for secondary schools. With a working title of the Capital Standards London Environment Awards it focuses primarily on local environmental quality. The purpose of the awards is that students engage with the issues surrounding local environmental quality to generate an 'output' which will be used to raise awareness of these issues to a specified audience (e.g. school children, local community etc.). At the same time this will encourage and promote skills in public speaking and presentation. Two teacher packs have been produced in conjunction with an educational consultant and the scheme is currently being piloted in six member boroughs prior to full roll out across the Capital Standards membership during the 2006/7 academic year.

The Graffiti Working Group has been re-established following a period of abeyance. The group has been quick to develop four regional groupings within London based on the successful South West Action Against Graffiti model to ensure the group receives a breadth of information from across the Capital Standards Network. The group have been working on a number of issues regarding the new powers under the Clean Neighbourhoods and Environment Act and are currently in the process of planning a Graffiti Awareness Week in autumn 2006.

The Transport Network Working Group is a new working group which aims to develop a closer working relationship between Capital Standards Authorities and transport operators on areas of mutual interest to create a cleaner London. The group is currently working on the production of a protocol for use between Transport for London and Local Authority members which explains the relevant responsibilities and duties for both organisations in addition to contact information for both organisations to use at the local level.



Finally, the Enforcement Working Group has been primarily involved with the first ever pan-London Enforcement Week during October 2005 (see page three for more information). This is in addition to setting out the structure for the revised Street Academy Training ahead of the revised course and new 'advanced course' commencing in early autumn 2006.

### **The Future – Capital Standards 2006-2009**

Following the end of the original four year programme in April 2006 the programme is in better shape than ever to meet its objective of 'one capital standard' in London following the agreement between the Steering Group and ENCAMS to continue the programme until at least 2009. Three years before the world's biggest sporting event arrives in London, the Olympics of 2012.

The key elements of the initial four year programme will remain and includes:

- Independent Local Environmental Quality (LEQ) Survey of member boroughs three times per year.
- Annual Report of LEQ at a borough and regional level.
- Provision of BV199 A-C information that can be used for Central Government returns.
- Quality Assurance of surveying methodology.
- Street Academy training opportunities.
- Network meetings to disseminate good practice generated through the Programme and the opportunity to share experiences.
- Continued support for the London Schools Environment Awards and expansion to include secondary schools.
- Specialist working groups to enhance the development of improved action. Current groups include enforcement, education, graffiti and transport.

However, the benefits of membership has significantly expanded to encourage members to take a more rounded approach to local environmental quality management from issue identification from the survey data to tailored solutions through technical support from ENCAMS. Other additional benefits include:

- Technical support to develop an understanding and action plan on the wider use of LEQ management information, e.g. links to asset management, CPA, Best Value Reviews, efficiency gains.
- Enhanced Londonwide campaigning on improving local environmental quality.
- Opportunity to develop regional market research on public perceptions.
- Involvement in a pan-London enforcement campaign.
- Co-ordination of a 100-day clean up of London.
- London wide anti litter campaign

### **Business Planning**

It has been a busy year for Capital Standards in terms of business planning following the decision to extend Capital Standards for at least another three years. A number of strategy seminars were held to consult the wider membership on the future direction of the programme and the Steering Group developed on the results of the consultation to draw up the Capital Standards Business Plan for 2006-2009.

The Capital Standards Mission Statement embodies the new strategic direction of Capital Standards by stating

“Working towards a cleaner London – One Capital Standard”

This mission statement will be delivered through eight key objectives which will deliver a cleaner, greener, safer London before and long after the 2012 Olympics. These are :

1. To establish a single network for the engagement of and communication to stakeholders in local environmental quality (LEQ).
2. To encourage and share good practice on improving LEQ.

3. To undertake surveys of LEQ standards and issues as required by the membership.
4. To raise the profile of London's LEQ issues and influence positive changes in behaviour.
5. To provide a structured educational programme to increase understanding of local environmental quality issues.
6. To produce a training and skills development programme that ensures a consistent approach across London.
7. To represent a single Capital Standard's view on issues of LEQ.
8. To ensure any finances administered through Capital Standards are structured and follow budget planning processes.

The delivery of these eight key objectives will be through a 12 monthly project led Delivery Schedule detailing the how each objective is translated into SMART activities, milestones and outcome.

### **Membership Expansion**

The world of local environmental quality has changed significantly over the last few years with the development of the cleaner, safer, greener concept and as such Capital Standards will engage with other major land managers in London to work towards a cleaner London. During 2005 the programme saw the London Boroughs of Richmond and Wandsworth join the programme taking the number of local authority members to twenty eight. This was followed in 2006 by the six main waste cleansing contractors join the programme (Cleanaway Ltd, ECT Group, ICSL Accord, MRS Environmental Services Limited, and Onyx Environmental Group Limited).

### **London 2012 Olympics**

The news that London will be holding the Olympic Games in 2012 provides those working within local environmental quality with a new impetus in ensuring that Capital Standards members work even close to deliver a cleaner London not only during the event itself and the subsequent Paralympics but also in the years before and after.

The role of Capital Standards in delivering a games that London can be proud of has been acknowledged by the Prime Minister - Rt Hon Tony Blair.. The *London's Challenge for 2012 Building on Success Report* refers to the improvements which took place across the Capital Standards membership during 2004/5 and underlines the challenge to maintain and improve this trend so that London can become a showcase for the country by 2012. Central government support has pledged its support joint working to tackle environmental crime and keeping London clean through Capital Standards. The report makes specific references to the work of the Young Persons Education Working Group through the London Schools Environment Awards. It also refers to the Capital Standards Transport Working Group, in developing a protocol agreement between Transport for London and the



London boroughs. The highly regarded Enforcement Academy is also cited.

London is a world city and Capital Standards remains the largest environmental quality improvement partnership programme of any other city in the world and as such the programme will deliver the cleanest Olympics through its mission statement of working towards a cleaner London and providing One Capital Standard.

### Capital Standards Accounts and Budget 2005/06

2005/2006 Income	SOURCE/DESTINATION
£157,121.00	Carry forward from 2004-2005
£329,000.00	Capital Standards Member contributions

2005/2006 Expenditure	SOURCE/DESTINATION
£316,681.00	Contract Payment to ENCAMS
£28,000.00	Contribution to the London Schools Environment Awards
£3,000.00	Contribution to London Councils Liveability
£60,280.40	Ring fenced for Street Academy - Enforcement training contract
£10,000.00	Development of secondary school environment award
£5,196.90	Administration and publications

<b>Balance carried forward to 2006/2007</b>
<b>£62,962.70</b>