

Clean Streets Partnership



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At a glance

The Clean Streets Partnership is about the City of London's Street Environment Officers working alongside your business to plan and implement ways to reduce litter around your premises and keep the City streets clean.

Who needs to read this?

Read on if your business is one of the following:

Pub, club, restaurant or 'food on the go' business with concerns about the impact on the area from excess litter during the day or street urination as a result of the night-time economy.

Building or construction site and want your employees to behave responsibly when they dispose of their food wrappers and smoking-related litter.

Office and retail outlet and need help or advice on combatting smoking related litter, coffee cups and food wrappers as well as managing waste generated by your business.

Bus or train station and affected by fly-posting, graffiti, littering, smoking related litter and pavement staining.

Complying with legislation

Officers from the City of London are authorised to issue Community Protection Notices (CPN's). These are intended to stop businesses from continuing with conduct which unacceptably affects the community. So by putting an agreement in place to successfully manage littering and related problems around your business, you are already making progress towards successfully complying with your statutory obligations.

Be in with a chance to win an award

When you sign up, not only will you receive a free box of 10 pocket pouches, but your business could also be shortlisted to win the Clean Street Partnership Award for being proactive in improving their local environment. The award will be presented at the prestigious Clean City Award Scheme (CCAS) Ceremony held annually at the Mansion House and hosted by the Lord Mayor. For more information on CCAS, go to www.cityoflondon.gov.uk/ccas

How to get involved

We ask you to complete a simple checklist and meet with one of our Street Environment Officers to put a litter management plan in place and discuss your requirements and any concerns.

Need more information?

Read on!



About the Clean Streets Partnership

Maintaining the local environment

The Square Mile is the world's leading centre for finance and business. Simply put, it is high profile. We all want to create the very best impression for our visitors, whether they are here on business or pleasure. The quality of cleansing is paramount in keeping the streets clean.

By working out the different type of littering problems businesses face, as well as where and when the littering is occurring, together we can manage them appropriately.

Working towards a litter-free City

One of the noticeable things about the City is that there are very few litter and recycling bins. They were removed from the streets following heightened security levels in the late 1980's. The City of London has recently started to introduce 'Big Belly Solar Bins' in selected locations. These bins are solar powered and have digital capability to automatically email us when they are ready to be emptied.

We've also installed over 900 cigarette butt and gum bins on signposts and walls and have campaigned widely in the City to encourage their use.

Partnering your business with the City of London

Through the partnership, the City's team of Street Environment Officers can assist your business in improving the efficiency and effectiveness of your cleaning operations to keep the surrounding area clean.

Why your business should sign up to the Clean Streets Partnership

Benefits to your business

By signing up to this voluntary Partnership, your business will benefit in a variety of ways:

- Clean public streets and spaces are more pleasant to be around so they attract more custom as well as give a positive first impression of your business.
- Demonstrating good cleaning practices makes you a role model to other local businesses, so they will soon want to follow your lead.
- By doing your bit for the local environment you'll also be meeting your Corporate Social Responsibilities.
- Ensuring compliance with legal obligations. Read more about this in the 'What the law says' section.
- Opportunity to win the prestigious Clean Streets Partnership Award to reward your commitment to cleaner streets.
- Receive 10 free pocket pouches designed for cigarette butts and gum.
- Advice on best practice in managing litter and waste from your local Street Environment Officer (SEO).

We hope you'll agree, local agreements are best – Your business working together with the City of London for a clean environment.

Although the Partnership is open to all businesses in the Square Mile, there are certain types of businesses that would most benefit from with the City of London. Each of these is discussed in more detail later:

Pubs, clubs and restaurants and 'food on the go' businesses

Building and construction sites

Offices and retail

Bus and train stations



The Clean Streets Partnership Award - recognising the efforts you make

We want to reward the efforts that businesses put into maintaining high standards of cleanliness around their premises.

By signing up to the free and voluntary Clean Streets Partnership, your business has the opportunity to be considered for an award which recognises and rewards the effort and commitment your business makes to maintaining a clean and safe local environment.

The Clean Streets Partnership Award will be judged by the Street Environment Team and the winner announced at the prestigious Clean City Awards Ceremony which is held annually in the grand setting of the Mansion House.

For more information on the Clean City Awards, please see the 'Other Initiatives' section.

Complimentary pocket pouches for cigarette butts and gum

We'll give you a box of 10 pocket pouches completely free – just for signing up.



Pocket pouches are really popular. They are reusable and the contents can be conveniently stored until they can be disposed of properly.

Why not place them at reception so they are handy for smokers to pick up on their way out?

We also sell pocket pouches so whenever you need more, just talk to your Street Environment Officer. The minimum order is 100 pouches for £49 (costs are subject to change).

Getting Started

How to sign up

Signing up is easy. In this pack you will find a checklist to complete. Return it together with your contact details and one of our Street Environment Officers will review it.

The checklist can also be downloaded from

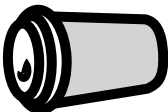
www.cityoflondon.gov.uk/csp

What happens next?

You will be partnered with a Street Environment Officer who will be in touch to arrange an informal site visit and talk to you in more depth about particular littering and waste issues experienced by your business. Your Street Environment Officer will be able to offer practical advice and help you put in place an improvement plan.

Any recommendations made as a result of the Clean Streets Partnership are suggestions only. This is a voluntary agreement, and as a business you will only ever be expected to do what is reasonable and achievable.

The Street Environment Officer will then arrange a subsequent follow-up visit to assess the progress made and to offer further support and advice if required.



Practical advice for managing the local environment

Start by using the **Clean Streets Checklist** to identify the littering hotspots and the times it is at its worst. This way you can anticipate problems and plan ahead to manage them.

- Review the checklist annually.
- Carry out regular daily litter-picks – as many as needed to ensure the premises are kept clean. Record when these take place.
- Establish if there is a designated smoking area.
- Discuss the need for any butt/gum bins with the Street Environment Officer.
- Be clear about when and where you leave your business waste and take care about how it is presented for collection. If you are unsure, speak to a Street Environment Officer and read about the 'What the law says' at the end of this booklet.
- Educate your employees. Help us get the message over that disposing of their litter responsibly is safer and more pleasant for everyone.

How the City of London can help you

The City's Street Environment Officers (SEOs) have a wealth of experience and knowledge so can provide free help and advice including:

- Discuss with you any issues raised by the checklist and help you in finding solutions to litter around your premises.
- Providing information and advice on positioning butt/gum bins around your premises to reduce gum and smoking related litter.
- Provide additional supplies of pocket pouches, for a fee, as an alternative to dropping cigarette butts or gum.
- Planned and ad hoc education and enforcement activities.

From time to time you may come across problems with the local environment near your premises that are our responsibility if they are on public land. You might spot such issues as blocked gullies, fly tips, graffiti, flyposting and so on. We want to know so that we can get it fixed as quickly as possible. To report problems like this, call our Contact Centre on 020 7606 3110.

In the City of London alone, it is estimated that

123,000 cigarette butts

are dropped on the streets every day



Spotlight on smoking related litter

It's no small problem - cigarette butts are the most littered item in England.

Not only do they degrade the appearance of the area, they are detrimental to the environment because they contaminate water courses by releasing toxins into it which poses a threat to wildlife.

In the City of London, Street Environment Officers, Police Officers, Police Community Support Officers (PCSOs) and Market Constables in Smithfield Market are authorised to enforce the law by issuing Fixed Penalty Notices, discussed further in the section 'What the law says'.



What businesses can do

Educate your employees, building occupants and visitors on litter courtesy.

Maintain a clean property to discourage littering.

Provide butt bins at entry or transition points, such as business entrances and loading bays.

Talk to the Street Environment Officers about the possibility of having a City of London butt/gum bin fitted near your premises.

Help improve the health of your employees.

Stop smoking drop-in clinics are listed at

www.cityoflondon.gov.uk/noifsnobutts

We work in close partnership with City and Hackney's local Stop Smoking Service. Their advisors are available to talk confidentially and for free to individuals or groups about smoking cessation if required.

Visit **www.smokefreehackney.org** for more information or call the advisors on 020 3316 1085 or 0800 046 99 46.

What smokers can do

Remind staff that dropping cigarette butts and packaging on the ground is littering and as such, may be issued with a fixed penalty notice.

Before lighting up, smokers should look for a butt/gum bin to dispose of their cigarette butt. And use it!

Alternatively, use a pocket pouch.

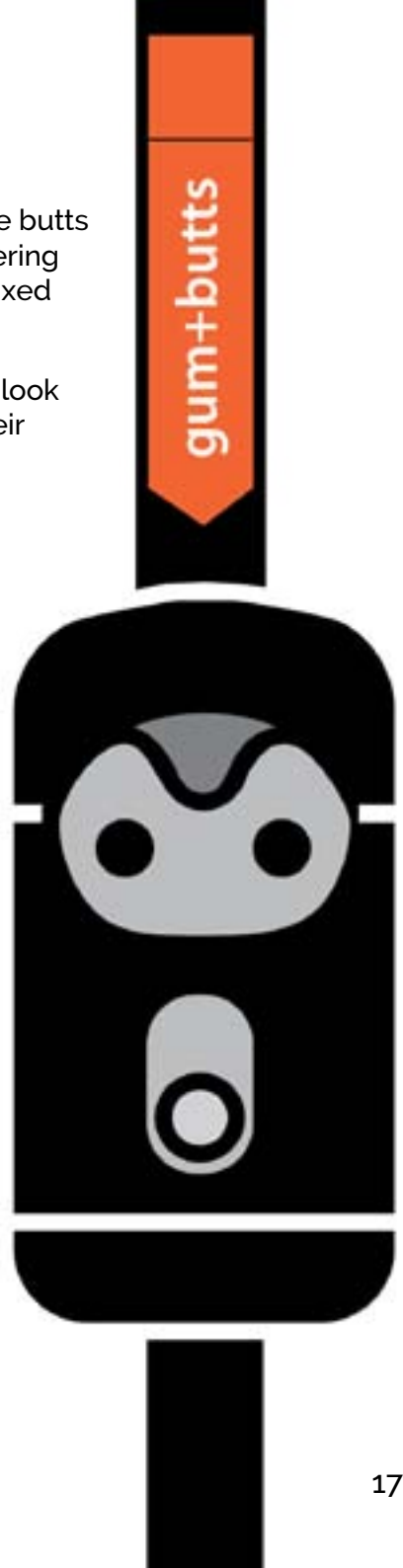
Smokers should not throw butts down the drain. While it may seem to be a convenient way to extinguish the cigarette, it is an environmental problem because they can release toxins if they enter our waterways.

Smokers could still receive a Fixed Penalty Notice for depositing their cigarette butt down the drain.

There are over

900 butt bins

in the City of London



Littering issues specific to your type of business

Pubs, clubs and restaurants

The City of London is a great place for socialising. It now boasts an increasing number of pubs, clubs and restaurants and other places of entertainment. While this is an important boost to the night-time economy, it can have a negative impact on the local environment. For example, excess litter and debris left on the streets together with other forms of anti-social behaviour can degrade the appearance of the area.

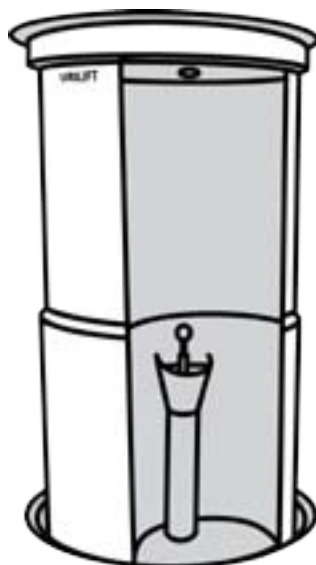
- **Regular clean ups** during open hours to remove build-up of litter.
- Note where people congregate to smoke. Consider the need for more **butt bins** or **stand-alone temporary ashtrays** for your customers who prefer to congregate outside your establishment at busy times of the year.
- Check patrons use **Plastic or polycarbonate glasses** when drinking outdoors and do regular glass collections.
- Street urination is anti-social and unnecessary. City of London Police and Street Environment Officers have the power to issue a Fixed Penalty Notice to anyone they observe urinating in the street to help prevent the historic buildings and streets being used as a toilet. Encourage patrons to visit **www.cityoflondon.gov.uk/toilets** where they can:

- Download our free **City Toilet Finder App** for Android and i-phone.
- Find out where the eight **Automatic Public Conveniences** (APCs) are located.
- Locate one of four **pop-up urilift toilets** around the Square Mile (hint: They can be found at Bishopsgate, Watling Street, Cornhill and West Smithfield).
- Make use of our **Community Toilet Scheme*** or if you are a business consider joining the scheme and we'll pay you to let non-patrons to use your toilets. (*subject to availability).

Urilifts

magically appear at twilight

and disappear again in the morning!



Food on the go businesses

The number of outlets selling food 'on the go' is increasing and with it, the level of food and drink litter. Food businesses have a duty of care to ensure the area around their business is maintained to an acceptable standard of cleanliness.

Small things make a big difference. Your business could:

- Review product packaging. Can it be reduced? Is it recyclable?
- Ask customers if they need a bag.
- Comply with your licencing conditions if you have tables and chairs.
- Sweep the frontage regularly and keep a record of the rota.
- Educate take-away customers to do their bit by taking their lunch-time litter back to the office and recycling or disposing of it properly.



Building and construction sites

- A clean, tidy and organised site is a safe site.
- Make it easy for your employees to be responsible about the litter they produce when they take rest breaks by providing recycling and litter bins within the curtilage of the site.
- Remind employees to use one of the City's many butt/gum bins to dispose of cigarette stubs and gum. We've installed plenty of butt bins around the City, so there is likely to be at least one near your site.
- Become a member of the City's Considerate Contractors Scheme. This uses a Code of Practice which exceeds the legal minimum requirements to ensure that general standards of work are raised and the condition and safety of City streets and pavements are improved for the benefit of everyone living, working or travelling through the Square Mile. The scheme is open to all contractors undertaking building and civil engineering in the City of London. There is no membership fee. Find out more at www.cityoflondon.gov.uk/CCS

Offices and retail outlets

- Display anti-litter posters on staff notice boards and at exits as a reminder to dispose of litter responsibly. Everyone can do their bit by bringing their waste back to the office to be recycled or disposed of properly.
- Reduce. Reuse. Recycle. Can any waste generated by your business be used for longer, minimised, reused or recycled?
- Consider joining the Clean City Award Scheme at **www.cityoflondon.gov.uk/ccas**
- Educate staff. Leaving coffee cups and other food-related waste on ledges and sills around the City streets is still littering even though it is not on the ground!

Waste generated by your business must be managed responsibly from the moment that waste is produced to when it is passed to a licenced waste carrier to handle and transport. This is known as your duty of care. Visit **www.gov.uk** for more details. Among your responsibilities, you must ensure that you:

- Store your waste safely and securely to prevent it escaping (tie up bags, flatten boxes, close bin lids).
- Check that the business you use to handle and transport your waste is licensed by the Environment Agency to do so. Take a copy of their waste carrier license as proof.

- Ensure a Waste Transfer Note (WTN) is completed for every transfer of waste OR for a specified period.
- The WTN must be kept on record for at least two years.
- Time-banding controls are in place across the City. Restricting the periods when bagged and loose waste is on the street reduces the opportunity for loose rubbish and litter to be added to it. In turn, this lessens the amount of waste on the street, and the likelihood of attracting vermin.
- For more information including the times that bagged waste can be left out visit **www.cityoflondon.gov.uk/cleansing** and follow the links to Time Banding.



Bus and train stations

Train and bus operators have a statutory duty to clear any litter on their land. These are busy locations that tend to have varying levels of litter throughout the day so require both frequent monitoring and clearing to keep them up to standard.

Food packaging, coffee cups and smoking related litter

- Put in place regular, scheduled clean-ups around the station. Beyond the station boundary, litter clearing should be undertaken as and when a problem is identified.
- Coffee shops and food business spring up around transport hubs. Work with them to share litter clearing responsibilities.

Discarded newspapers

- Encourage newspaper distributors to remove all remaining magazine and newspapers regularly throughout the day and to lock away newsstands when not in use.



Pavement staining

- Chewing gum is the most common type of staining. This is a particularly difficult problem to tackle because it takes time to remove and involves the use of expensive specialist equipment. The staining is rarely completely eradicated, often leaving a visible residue.

Fly-posting and graffiti

- These kinds of problems are often associated with the night-time economy. Maintain good security to prevent people illegally accessing railway sites.
- Work closely with the British Transport Police to investigate and, where appropriate, prosecute people who commit these types of offences.

Spitting or throwing

gum on the ground is a littering offence

and you may be issued with a Fixed Penalty Notice



What the law says

About litter

Fixed Penalty Notice

Section 87 Environmental Protection Act 1990

Your business and staff could be subject to a fixed penalty notice (FPN) if witnessed leaving or dropping litter in the street or down the drains. The FPN for littering is currently £80 and attracts a maximum penalty of £2,500 and a criminal record for non-payment if found guilty of the offence in a magistrates court.

Community Protection Notice

Under Part 4 of the Anti-social Behaviour, Crime and Policing Act 2014

Community Protection Notices (CPN) are issued to businesses where there are reasonable grounds to believe that the business' conduct is having a detrimental effect on the quality of life of those in the locality.

Written warning is always given prior to a CPN being issued to allow sufficient time to stop the unreasonable behaviour.

Failure to comply with a CPN without reason is a summary offence and carries a maximum penalty on conviction of up to £20,000.

Smoking in a Smoke Free Place

Section 7 Health Act 2006

All significantly enclosed public places and workplaces are smoke free. In the City of London, this includes the historic Leadenhall Market and Smithfield Market. The FPN for smoking in a smoke free place is currently £30 and carries a maximum penalty of £200 on conviction.

Litter includes

gum, cigarette stubs and other smoking related litter



About waste

Failure to comply with a Waste Receptacle Notice

Section 47 Environmental Protection Act 1990

All businesses are required to ensure their waste is contained appropriately according to the type and quantity of the waste produced. Failure to provide adequate storage and containment currently attracts a fine of £60 and a maximum penalty on conviction of £1,000 for non-payment.

Avoid your business being served a Section 47 notice by ensuring you use a licensed waste carrier. Go to **www.gov.uk** and search for 'business and commercial waste' for more information.

Failure to produce waste documents

Section 34 Environmental Protection Act 1990

Section 34 imposes a Duty of Care on all businesses to ensure their waste is stored safely and securely and to only dispose of it through a licensed waste carrier. If you have been issued with a Section 34 notice, you would need to provide evidence of an official waste contract. Failure to do so can lead to a fine of currently £300 and a maximum penalty on conviction of £5,000 for non-payment.

Go to **www.gov.uk** and search for 'business and commercial waste' for more information.

Flytipping

Section 33 of the Environmental Protection Act 1990

Section 33 makes it an offence to deposit 'controlled waste' on land where you have not been granted authority to deposit such waste. If successfully prosecuted and found guilty, the penalty on conviction is a fine of up to a maximum of £50,000 or a term of imprisonment or both.

More initiatives in the City of London

Clean City Awards Scheme

The Clean City Awards Scheme (CCAS) aims to raise the profile of responsible waste management within the City's businesses. Launched in 1994, the scheme recognises and rewards good waste management practices by encouraging and supporting businesses to reduce, reuse and recycle. Learn more about the Clean City Award Scheme on the City of London website at www.cityoflondon.gov.uk/ccas

Sustainable City Awards

Most responsible organisations now understand that sustainability lies at the heart of long-term business success. The Sustainable City Awards aim to recognise and reward best practice in this rapidly developing arena. Find out more about the award scheme at www.cityoflondon.gov.uk/sca

Useful sources of information

City of London departments

Street Cleansing

www.cityoflondon.gov.uk/cleansing

Roads, Highways and Pavements

www.cityoflondon.gov.uk/highways

Waste and Recycling

www.cityoflondon.gov.uk/recycling

Considerate Contractors Scheme

www.cityoflondon.gov.uk/CCS

Environmental Enhancement Team

www.cityoflondon.gov.uk/services

(follow the links from Environment and Planning). This team is responsible for, among other things, promoting sustainable environmental enhancement schemes and improving the quality and function of City streets.

Safer City Partnership

www.cityoflondon.gov.uk/services

(follow the links from community and living). This team works closely with the City of London Police to reduce crime and anti-social behaviour and reduce the number of repeat victims of crime.

Other organisations

Keep Britain Tidy

Development House
56-64 Leonard Street
London, EC2A 4LT

020 7549 0300

www.keepbritaintidy.org

Environment Agency

National Customer Contact Centre
PO Box 544
Rotherham, S60 1BY

03708 506 506

www.gov.uk

Chartered Institution of Waste Management

9 Saxon Court, St Peter's Gardens
Marefair
Northampton, NN1 1SX

01604 620 426

www.ciw.co.uk

Disclaimer

The information contained in this booklet is intended only as a guide. It should not be relied upon as a full explanation of the law. It is your responsibility to ensure you understand the law and you should always seek legal or expert advice if you are at all unsure about how it applies to you and your business.

