Promoting Clean and Safe Public Space in Lambeth

By Kyle Arnold, Evan Kelly, Andrew Nemeth, and John Ringuette
Project Goal
Importance of Clean and Safe Public Space

Priorities of the Lambeth Community

- Public Transport
- Clean Streets
- Parks and Open Spaces
- Multicultural Community
- The Level of Crime
Threats to Public Space

- **Litter:**
  - Lambeth spends 7.3 million pounds a year cleaning litter

- **Street Clutter:**
  - Unauthorized tables and chairs obstruct the public highway and limit accessibility
Lambeth’s Current Systems

- Enforcement for littering and license violations
  - NSL
  - Community Safety Officers (CSOs)
  - Fixed Penalty Notices (FPNs)

- Licensing for street clutter
  - Skip licenses
  - Tables and chairs licenses
Objectives

Lambeth employees

Lambeth community

Understand systems

Identify problems and recommendations

Other boroughs
Four Key Topic Areas

Skips
Tables and Chairs
Section 87
Software
Skips
Methods

- Interviewed employees and observed CSOs
- Benchmarked application process
- Reviewed Council data
- Surveyed skip companies
Skip Application Submission

**Problems:**
- Gov.uk website
- Unsecure Lambeth application payment

**Recommendations:**
- Do not allow Gov.uk submissions
- Bill after application is submitted
Lambeth License Application

- **Problems:**
  - Frequent no lights or marks violations
  - TfL controlled and traffic sensitive roads
  - Incorrect submission email address

- **Recommendations:**
  - Highlight lights and marks license regulation on the application
  - List TfL controlled and traffic sensitive roads on the application
  - Update submission email address
Policies

Problems:
- Infrequent skip inspections
- Obstructed skip spot

Recommendations:
- Create formal skip inspection policy
- Create policy regarding an obstructed skip spot
Tables and Chairs
Methods

- Interviewed:
  - Employees
  - Businesses holding tables and chairs licenses
  - Tower Hamlets Council employee
- Observed tables and chairs consultation process
License Application

Problems:

- Manual application fee calculation
- Over half of applicants pay incorrect amounts
- Banding system

Recommendations:

- Eliminate the banding system
- Use Excel sheet to auto-calculate fees

\[ \text{Total Cost} = (C - 2) \times B + \sum_{n=1}^{7} H_n \times B h + A \]
### Enter Details of the Application

<table>
<thead>
<tr>
<th>Banding</th>
<th>Application Type</th>
<th>Number of Chairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>Mail</td>
<td>12</td>
</tr>
</tbody>
</table>

### Enter Times that TAC will be present in 24hr i.e. 19 for 7pm

<table>
<thead>
<tr>
<th>Times</th>
<th>Enter Start Time</th>
<th>Enter End Time</th>
<th>Hours After 19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>19</td>
<td>23</td>
<td>4</td>
</tr>
<tr>
<td>Tuesday</td>
<td>19</td>
<td>23</td>
<td>4</td>
</tr>
<tr>
<td>Wednesday</td>
<td>19</td>
<td>23</td>
<td>4</td>
</tr>
<tr>
<td>Thursday</td>
<td>19</td>
<td>23</td>
<td>4</td>
</tr>
<tr>
<td>Friday</td>
<td>19</td>
<td>23</td>
<td>4</td>
</tr>
<tr>
<td>Saturday</td>
<td>19</td>
<td>23</td>
<td>4</td>
</tr>
<tr>
<td>Sunday</td>
<td>19</td>
<td>23</td>
<td>4</td>
</tr>
<tr>
<td>Total Hours After 19</td>
<td></td>
<td></td>
<td>28</td>
</tr>
</tbody>
</table>

### Program Generates Cost of License

<table>
<thead>
<tr>
<th>Breakdown of Fee</th>
<th>£</th>
</tr>
</thead>
<tbody>
<tr>
<td>License Fee</td>
<td>350.00</td>
</tr>
<tr>
<td>Hourly Charge</td>
<td>273.00</td>
</tr>
<tr>
<td>Application Fee</td>
<td>135.00</td>
</tr>
<tr>
<td>Total License Cost</td>
<td>758.00</td>
</tr>
</tbody>
</table>

![Breakdown of Fee Chart](chart.png)
Consultations

Problem:
- Tables and chairs are only consulted during initial application

Recommendation:
- Create a re-consultation policy to regularly check licenses
  - Communicate with highways
Quarterly Licenses

Problem:
- Negative feedback towards yearly licenses
- Businesses often only use tables and chairs for 6 to 8 weeks

Recommendation:
- Implement quarterly table and chairs licenses
- More feasible with better software
Section 87
Methods

- Reviewed data regarding issued FPNs
- Interviewed
  - NSL Administrator
  - Farthest Gate
- Observed NSL enforcement official
- Researched alternative enforcement agencies
  - Kingdom Services (Brent)
Redistribute Enforcement Officials throughout Lambeth

- **Problem:**
  - Excessive resources devoted to patrolling Tube stations

- **Recommendation:**
  - Redistribute enforcement officials across a larger span of the borough

![Percentage of Total FPNs for Top 10 Locations](chart.jpg)
Place Ashtrays Outside of Tube Stations

- **Problem:**
  - **Majority of offenses are for littering outside of Tube stations**

- **Recommendation:**
  - **Place ashtrays amongst the station entrances**
Software
Potential Features for Software System

- Database
- Data Visualization
- Online FPN Payment
- Data Access Control
- Remote Access
- Online Applications
Centralized Database

- **Problem:**
  - Licensing and enforcement data is spread across multiple systems
  - Data must be manually entered into these systems

- **Recommendations:**
  - All licensing and enforcement data held in one system
  - Remove manual data entry where possible
Data Visualization

- Problem:
  - Software systems have poorly formatted data

- Recommendations:
  - Search for businesses and streets
  - Identify repeat offenders
  - Prioritize tasks for CSOs
Data Access Control

- **Problem**
  - Licensing and enforcement data is viewable by all users

- **Recommendations:**
  - Improve confidentiality and security
  - Users should only see relevant information
  - Make sure contractors can view relevant information
Online Applications

- Problems:
  - Applicants have to frequently re-enter information
  - Downloading and editing PDF takes time
  - Manual calculation of license fees allows for potential error

- Recommendations:
  - Automatically enter into database
  - Account based system for license applicants
  - Auto calculate license fees
Remote Access

- Problem:
  - Enforcement officials must return to the office to view and update data
  - Officials cannot easily access data while on duty

- Recommendation:
  - Should be able to issue FPNs and view street licenses remotely
Online FPN Payment

- Problems:
  - If offenders lose their FPN, they have no way to pay

- Recommendations:
  - Email offenders a copy of the FPN
  - Ensure that online FPN payment system directly enters information into database
Identifying Suitable Software Application

- Software systems such as this one are being used on other boroughs
- Farthest Gate's Liberator software system is being used by Hackney
  - Incorporates many identified features
Next Steps

- Further Identify other council functions to be incorporated into software system
  - Other street clutter licensing
  - Parking violations
- Further benchmarking with other boroughs
  - Hackney for thoughts on Liberator
  - Tower Hamlets for insight on their new software system
Acknowledgements

Paul Fawcett
Ashley Brandon
Lambeth Council
Professor Joel J. Brattin
Professor Zoe Reidinger
Professor Dominic Golding