# Promoting Clean and Safe Public Space in Lambeth

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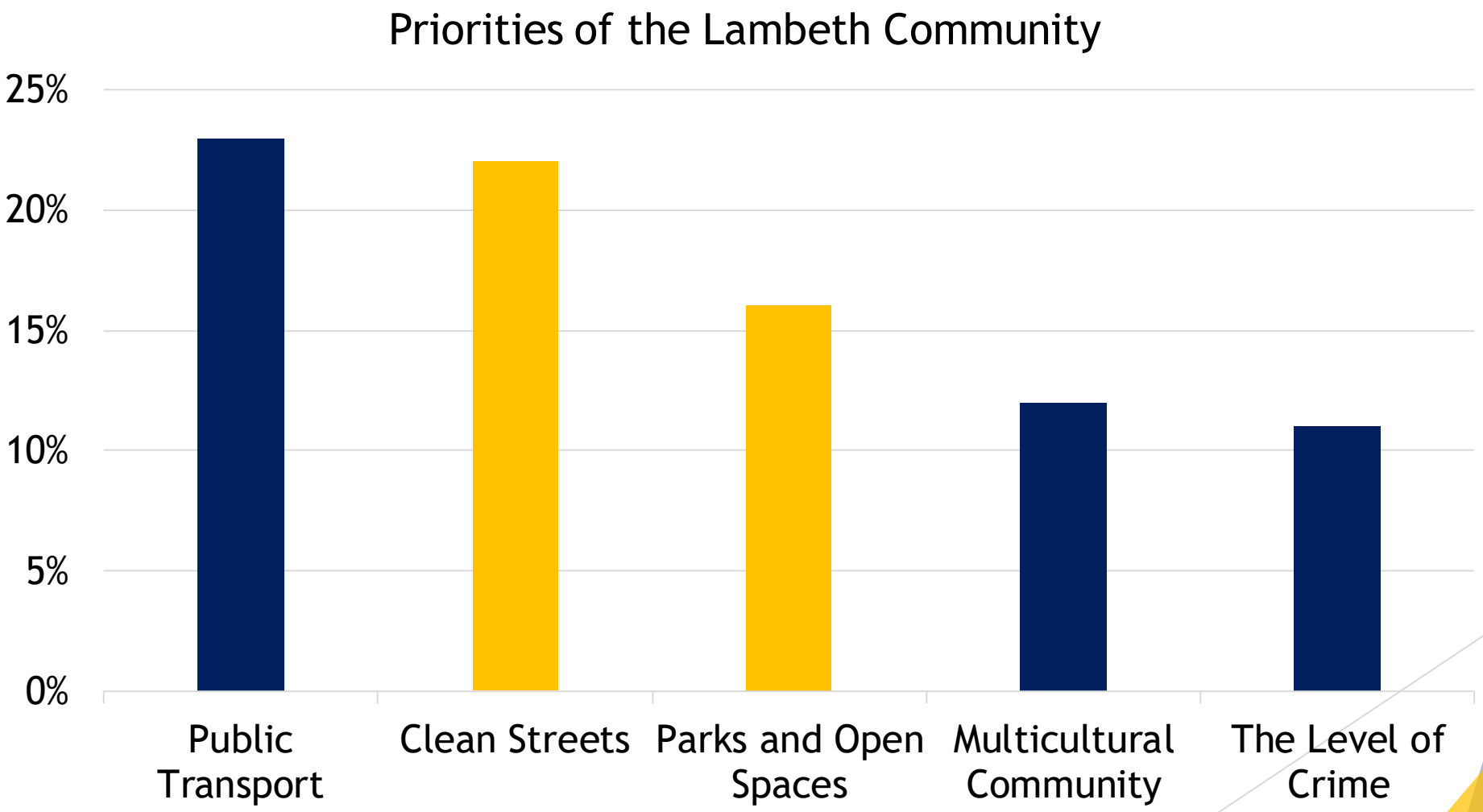
WPI

Lambeth

# Project Goal

# Importance of Clean and Safe Public Space



# 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

Current Software Systems

# Objectives

Lambeth community

Lambeth

Lambeth employees

TOWER HAMLETS

Other boroughs

Understand systems → Identify problems and recommendations

# Four Key Topic Areas

# Skips

# Methods

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

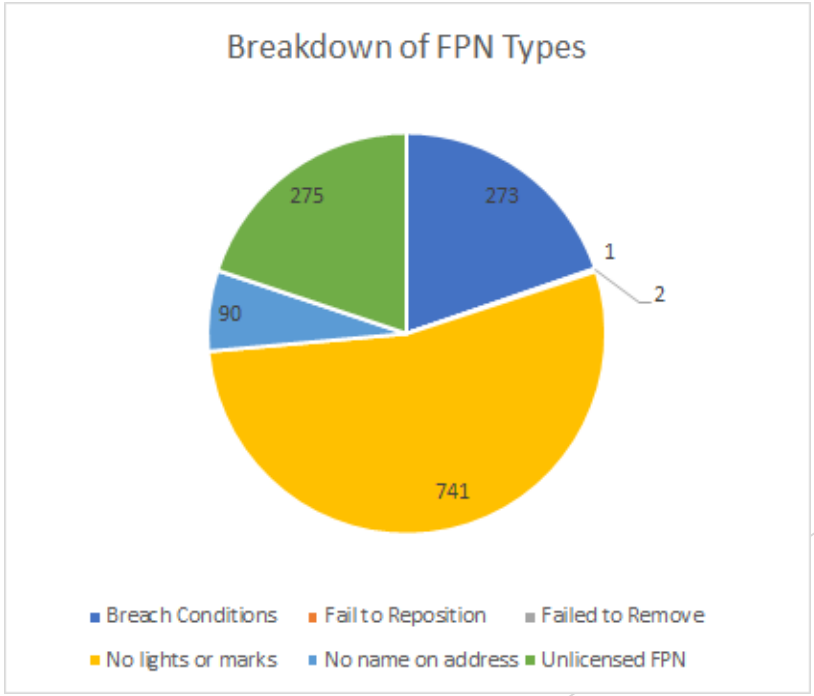
# Skip Application Submission

- 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

$$Total\ Cost = (C - 2) * B + \sum_{n=1}^{7} H_n * Bh + A$$

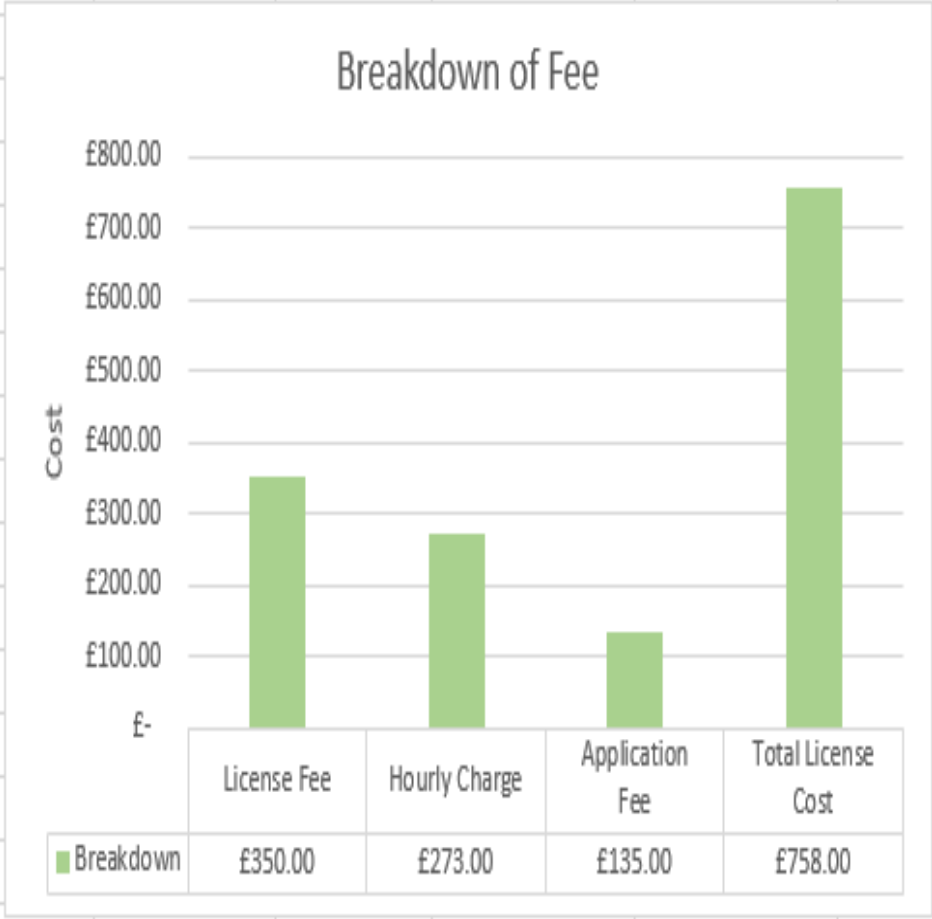
Enter Details of the Application

| Banding | Application Type | Number of Chairs |
|---|---|---|
| B | Mail | 12 |

| Enter Times that TAC will be present in 24hr i.e. 19 for 7pm | Enter Start Time | Enter End Time | |
|---|---|---|---|
| Times | Start Time | End Time | Hours after 19 |
| Monday | 19 | 23 | 4 |
| Tuesday | 19 | 23 | 4 |
| Wednesday | 19 | 23 | 4 |
| Thursday | 19 | 23 | 4 |
| Friday | 19 | 23 | 4 |
| Saturday | 19 | 23 | 4 |
| Sunday | 19 | 23 | 4 |
| Total Hours After 19 | | | 28 |

Program Generates Cost of License

| Breakdown of Fee | | |
|---|---|---|
| License Fee | £ | 350.00 |
| Hourly Charge | £ | 273.00 |
| Application Fee | £ | 135.00 |
| Total License Cost | £ | 758.00 |



# 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

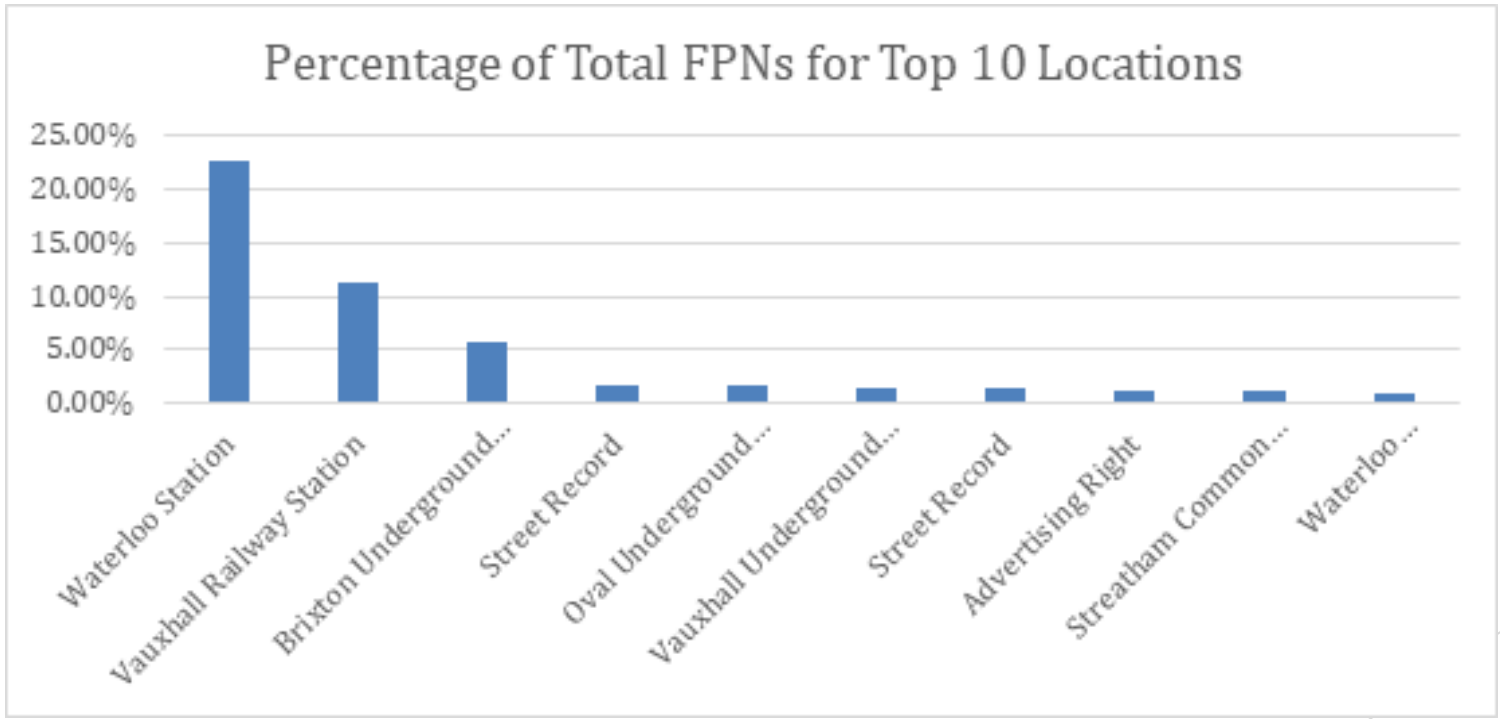
# Section 87

# 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

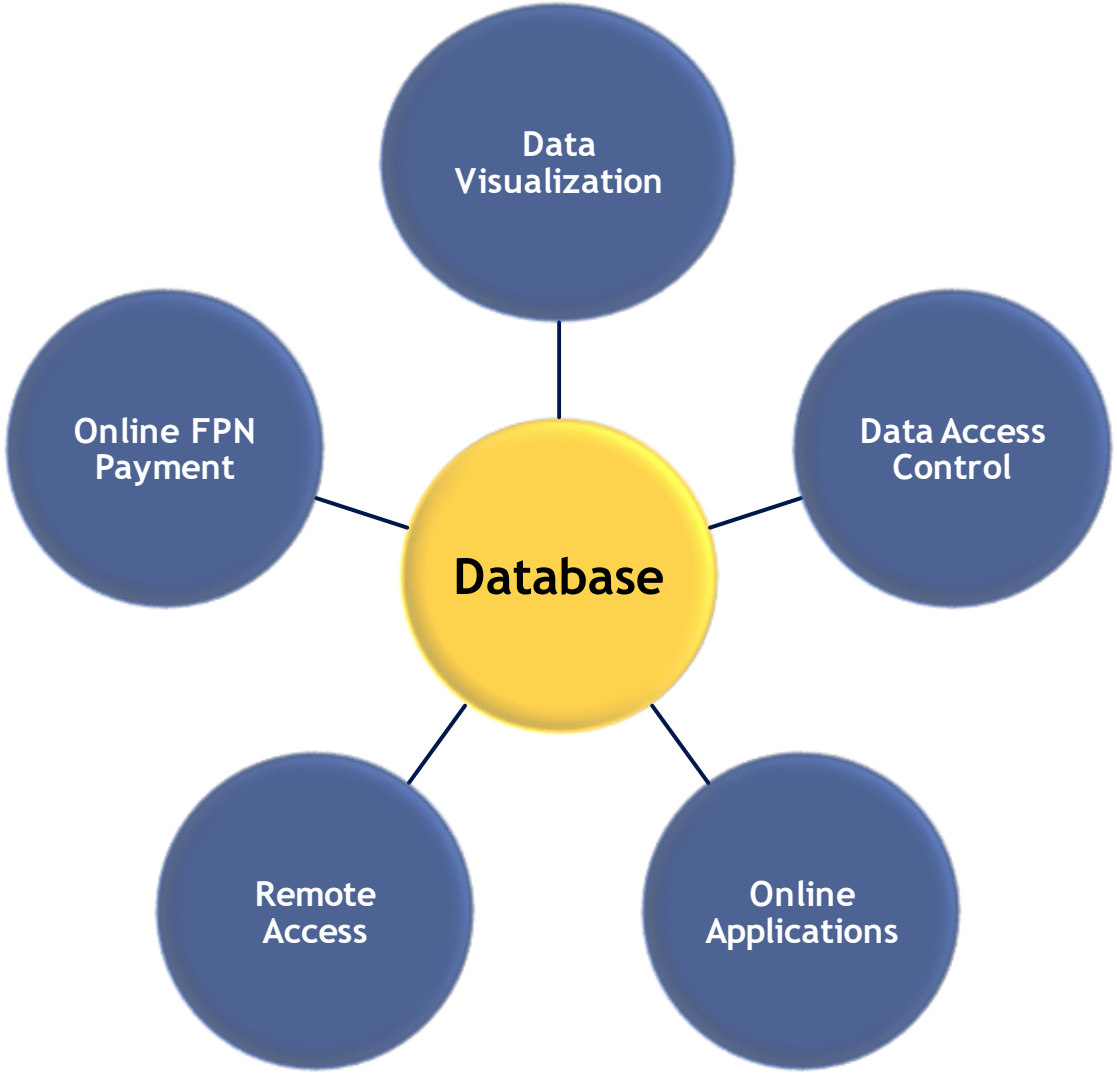


# Place Ashtrays Outside of Tube Stations

- Problem:
  - Majority of offenses are for littering outside of Tube stations
- Recommendation:
  - Place ashtrays amongst the station entrances

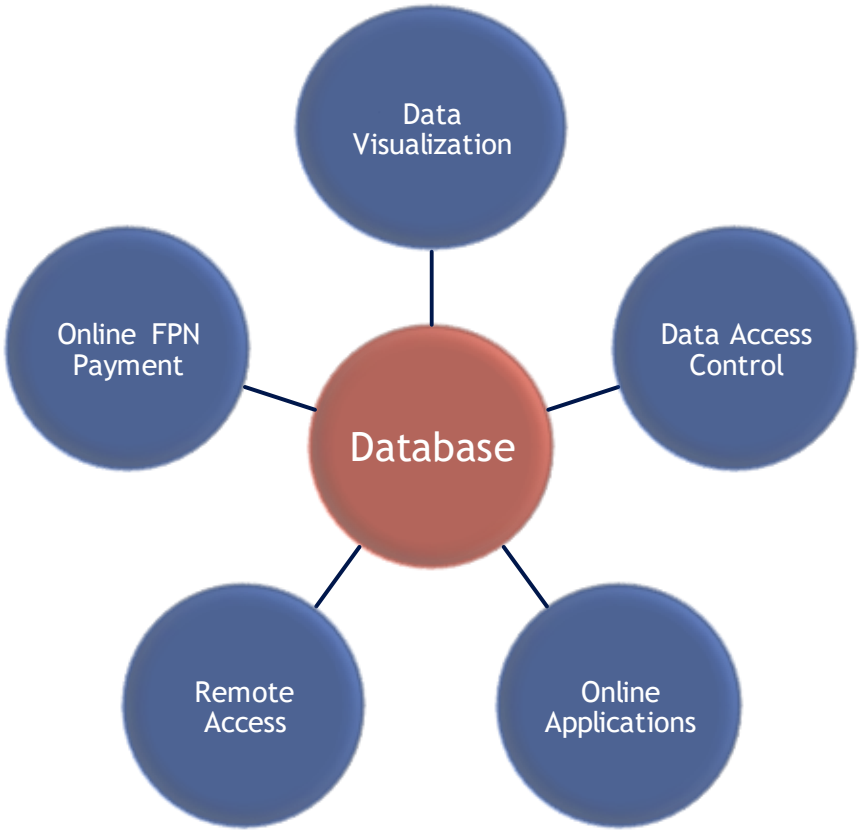
# Software

# Potential Features for Software System



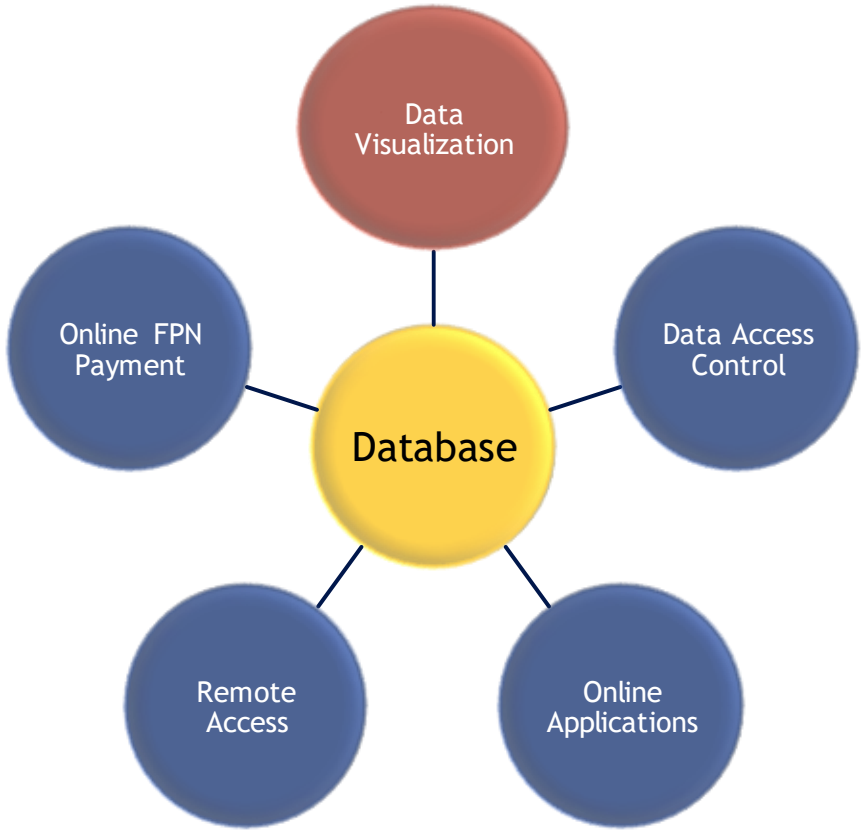
# Centralized Database

- 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



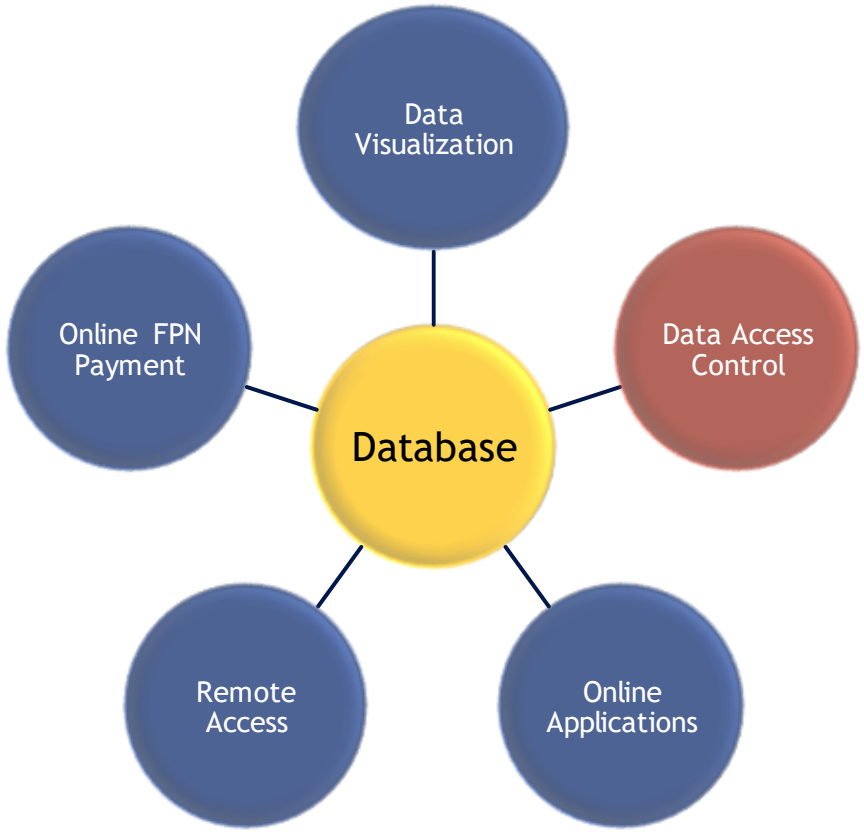
# Data Visualization

- Problem:
  - Software systems have poorly formatted data
- Recommendations:
  - Search for businesses and streets
  - Identify repeat offenders
  - Prioritize tasks for CSOs



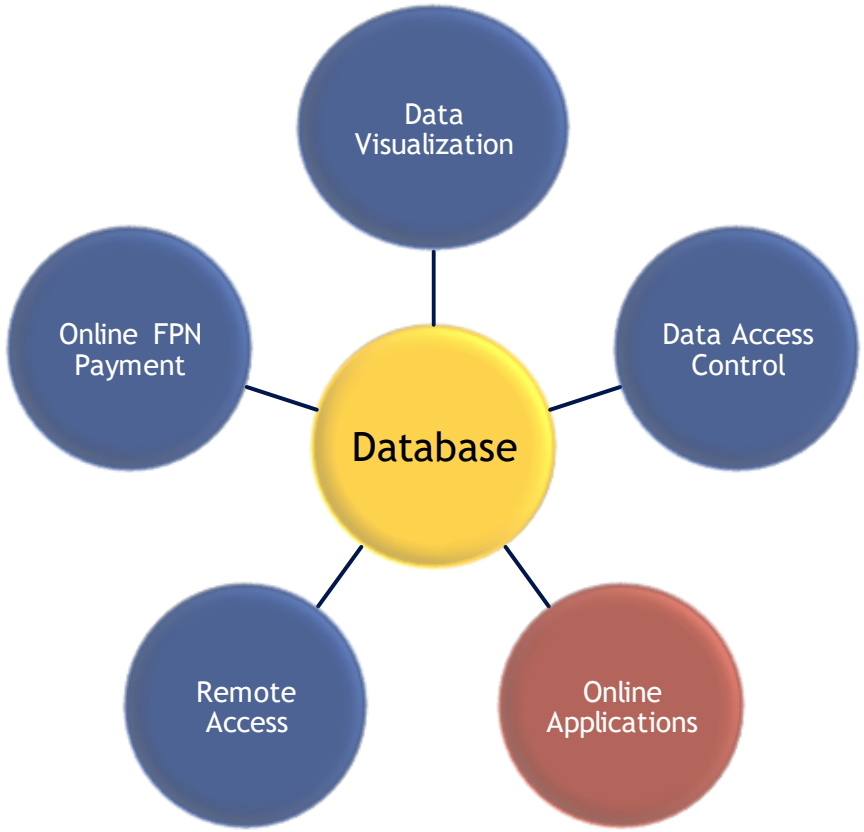
# Data Access Control

- 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



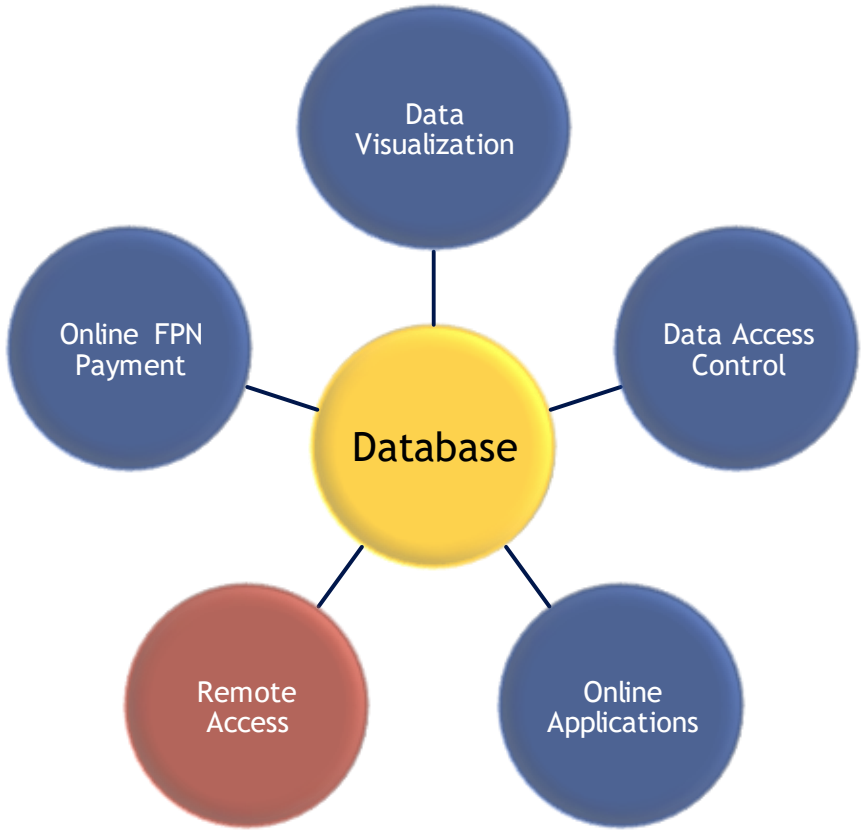
# Online Applications

- 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



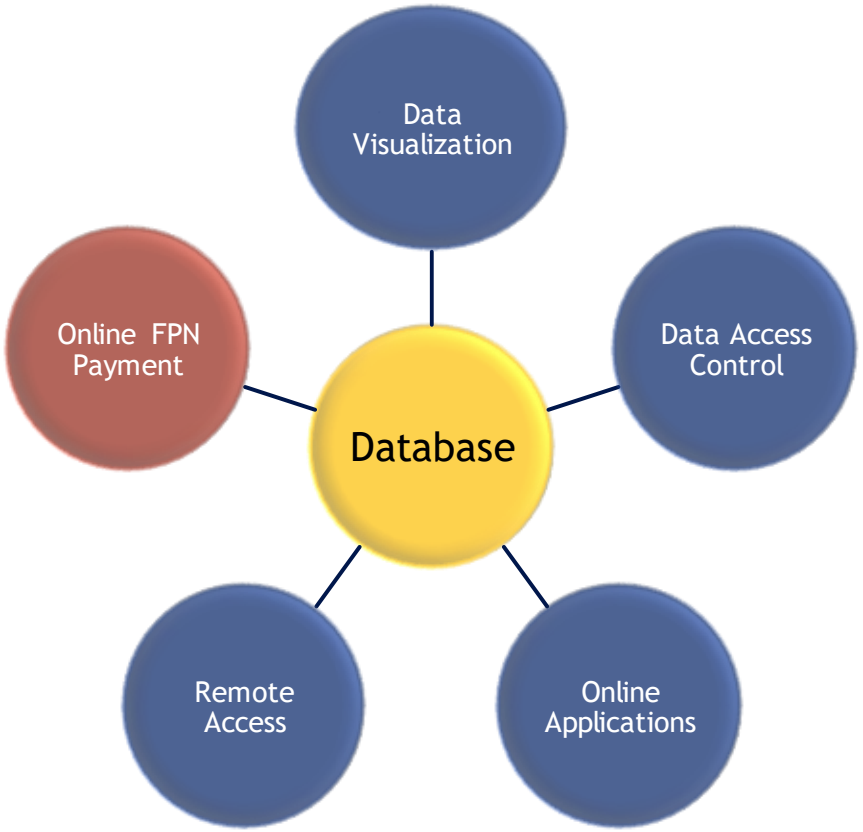
# Remote Access

- 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

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# Image Citations


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