

The Annual Local Environmental Quality Survey of England 2002/2003

Brian Johnson

This publication is a report of an annual survey that sets reliable national and regional benchmarks for elements that help to determine local environmental quality. Researched, written and produced by ENCAMS.

This book was first published in 2003 by Environmental Campaigns

Copyright 2003 Environmental Campaigns Limited (ENCAMS)

No part of this book may be reproduced in any form whatsoever without prior permission in writing from the publisher. Permission will normally be given free of charge to charitable and other non-profit making organisations.

ENCAMS is a registered charity.

ENCAMS, Elizabeth House, The Pier, Wigan WN3 4EX

Printed by Lake Design (UK) Limited

Copyright

The survey protocols and presentational formats used in connection with the Local Environmental Quality Survey of England are the property of ENCAMS.

© **ENCAMS. September 2003**

ISBN 1-904860-01-X

CONTENTS

Ministerial Foreword

Foreword

Synopsis of Findings

Definitions of Terms Used in the Report

1.0 Introduction

- 1.1 Background to the Survey
- 1.2 Aim of the Survey
- 1.3 Survey Objectives
- 1.4 Development and Use of LEQS Methodology
- 1.5 Survey Content
- 1.6 Survey Methodology
- 1.7 Survey Design
- 1.8 Presentation of Survey Results
- 1.9 BV199 Benchmarks

2.0 LEQ Issues Across Land Use Classes

- 2.1 Introduction
- 2.2 Overall Quality Standards and Changes in Standards
- 2.3 Primary Retail and Commercial Areas
- 2.4 Secondary Retail and Commercial Areas
- 2.5 Public Transport Facilities
- 2.6 Higher Density Housing
- 2.7 Lower Density Social Housing
- 2.8 Lower Density Private Housing
- 2.9 Industry, Warehousing and Retail Sheds Areas
- 2.10 Main Roads
- 2.11 Rural Roads
- 2.12 Other Highways
- 2.13 Recreation Areas
- 2.14 Other Sites

3.0 Local Environmental Quality Issues

- 3.1 Introduction
- 3.2 Litter
- 3.3 Detritus
- 3.4 BV199 Threshold for 2002 / 03 Derived from LEQSE
- 3.5 Dog Fouling

- 3.6 Chewing Gum Staining
- 3.7 Crime and Fear of Crime
- 3.8 Design, Maintenance and Use of Public Spaces

4.0 Regional Local Environmental Quality Standards

- 4.1 Introduction
- 4.2 Overall Quality Standards and Changes in Standards
- 4.3 London Region
- 4.4 South-east Region
- 4.5 South-west Region
- 4.6 West Midland Region
- 4.7 East Midlands Region
- 4.8 East of England Region
- 4.9 Yorkshire and the Humber Region
- 4.10 North-west Region
- 4.11 North-east Region

5.0 Conclusions and Priorities for Action

- 5.1 Introduction
- 5.2 Improved Standards
- 5.3 Further Improvements Possible Within Existing Resources
- 5.4 Targets for Action
- 5.5 A Strategic Approach to Local Environmental Management

MINISTERIAL FOREWORD

The condition of the place where they live – their town or village, or street – matters to most people. They want their home area to be cleaner, safer and more pleasant to live in and this survey is now widely recognised as providing the definitive view about the visible aspects the environment that affect people's quality of life, whether they are residents, workers, visitors or investors.

This is the second edition of the annual Local Environmental Quality Survey of England (LEQSE), which Defra has commissioned ENCAMS to develop and undertake on its behalf. And I am pleased to note that the survey is not limited to the superficial. First impressions are important to all of us but this report goes further, into measuring and understanding the social and economic as well as the physical dimensions of 'environment'. This information is helping us to target our campaigning and legislative work at tackling the causes of environmental problems in the precise locations where they most often occur.

This is demonstrated to good effect in relation to the emotive problem of dog fouling. The first LEQSE report identified the extent of this unacceptable problem and the places where it was worst. ENCAMS with funding from Defra was given widespread partnership support from local authorities to construct a hard-hitting campaign that was targeted at the minority of thoughtless dog owners. This year's report demonstrates the success of this innovative approach with an overall reduction of 27% in those worst locations.

This year's report gives us grounds for optimism because of the improvements recorded for town and city centres and recreation areas. It shows that we can make a difference. But there's a long way to go, not least in relation to the 'basics' of litter and detritus - everyday street sweeping to you and me. That is why, acting on the findings of last year's LEQSE Report, the government has introduced BV199 - a best value performance indicator for local authorities related to street cleaning. This groundbreaking indicator is underpinned by this survey's findings and is designed to reflect customers' view of the problem.

This is not a case of central government burdening local authorities with more work and many local authority officers have told us that BV199 gives them the kind of management information they need to improve service standards. It is my experience that local authority officers – like councillors and MPs are very keen to see "their patch" cleaned up, but need hard facts and performance indicators if they are able to manage change. BV199 gives them the tool they need to do the job. I therefore look forward to next year's LEQSE report in which I expect the first fruits of this new indicator will begin to show in an improved standard of cleansing.

In the meantime, I have taken action to improve another problem highlighted by the LEQSE, by launching a *Voluntary Code of Practice on Fast Food Litter*, which we

have developed with partners from the fast food industry. This year's survey findings make alarming reading, with large increases in fast food litter occurring almost everywhere, in rural areas as well towns and cities. But while the general increase in fast food litter was 12% in the areas surveyed in this report, the pilot projects demonstrated a drop of 20% in fast food litter as a result of the local partnership approach. Given the scale of problem, I urge fast food retailers to implement the Code with vigour in partnership with the local authority and the public. The pilots show that this is popular locally and next year's report will show whether enough is being done to lead to a recorded reduction in the scale of this problem.

With so much work still to be done, I am delighted to confirm Defra's continued support of ENCAMS in developing the LEQSE methodology to better monitor and understand the issues. It is important for everyone to tackle the anti-social behaviours that lead to fear of crime and to influence the local environmental factors that help create sustainable communities. Consistent action by everyone, good design and maintenance of our surroundings does make a difference. This report shows the extent of the problem and will help focus attention on making improvements everywhere.

Rt Hon Alun Michael MP
Minister for Rural Affairs and Local Environmental Quality

FOREWORD

Since ENCAMS published the first Local Environmental Quality Survey of England report in Autumn 2002, much has changed in relation to local environmental management - much of it for the better!

The Government's *Living Places* review of public space reported its broad-ranging findings and recommendations to the *Urban Summit* in November 2002.

A champion of public open space, in the form of *Cabe Space*, has been established to co-ordinate and take forward the Living Places agenda.

Government departments have worked individually – and, more importantly, together - to implement the review's findings. In this process, *Defra has been especially active:*

introducing an innovative new *Best Value Performance Indicator (BV199) for Street Cleanliness* (complete with free-to-access website, downloadable handbook and email technical support service);

accepting and actively pursuing its new *Service Delivery Agreement for Street Cleanliness*, which, uniquely, is intimately linked to local authorities' delivery of BV199;

developing a *Voluntary Code of Practice for the Fast Food Industry* in partnership with representatives of that industry - an important step forward in view of this year's survey findings;

commissioning a wide-ranging *review of the existing Code of Practice on Litter & Refuse*, which is to take into account the widening interest in local environmental quality and the 'Liveability Agenda'.

All the more reason, therefore, for the existence of *The Annual Local Environmental Quality Survey of England (LEQSE)*. Because, without definitive and easily understood statements about the standards relating to those aspects of the environment that matter most to residents, workers, visitors and investors, consensus, partnerships and improvements are harder to achieve. But LEQSE not only measures and records standards, it also diagnoses the sources and causes of existing and new, emerging problems - thereby helping to set the agenda for action and improvement.

No other survey methodology like this exists, a fact that has been recognised by the Living Places review; by the recent House of Commons Parliamentary Committee that scrutinises the Office of the Deputy Prime Minister's work in this field; and by leading city councils in the UK and Europe (including London, Madrid and Barcelona), which use the methodology to help them achieve class-leading local environmental standards.

This year's LEQSE report contains evidence of improvement to encourage us all, but also many statements about aspects where standards are still inadequate. But in doing so, the report clearly maps an agenda for action to which all stakeholders whose activities impact on the local environment can contribute.

Alan Woods
Chief Executive

SYNOPSIS OF FINDINGS THE SECOND ANNUAL 'LOCAL ENVIRONMENTAL QUALITY SURVEY OF ENGLAND' SEPTEMBER 2003

The Local Environmental Quality Survey of England (LEQSE) was originally commissioned in 2000 by the Department for Environment, Food and Rural Affairs (Defra). The project recognises the important contribution people's everyday surroundings make to their quality of life. Around 10,000 sites are surveyed across England, with a methodology that has been developed over 15 years with advice from a range of partners such as the Audit Commission.

The first LEQSE was published in 2002, and this short document aims to highlight, but not completely cover, the main findings of the second LEQSE. It is stressed that the reader needs to refer to the full report to gain a real understanding of the findings. For example, detailed comments on the prevalence and make up of graffiti, flyposting and fly-tipping are more comprehensively covered, as are the explanations on the methodology and definitions of the various land use categories and the regional results. The points highlighted below, therefore, must be taken as a superficial view of a complicated and thorough survey of local environment and anti-social behaviour.

HEADLINE FINDINGS

Of particular note are three elements in this year's report. First, is the 27% reduction in dog fouling across the country. ENCAMS believes this is as a direct result of its targeted campaign throughout the year. Second, is the marked increase in gum deposits, and finally, the large rise in the spread of fast food litter.

ENCAMS' overall findings show that 40% of sites examined have a quality standard that is either good or satisfactory. However, 54% of sites were unsatisfactory and 6% were poor. We are pleased at the small number of sites considered poor, but are dismayed that over half the sites are considered unsatisfactory, especially as so many are bordering on the satisfactory level. Our survey indicates that with no more resources, and only a little more care and attention, a high proportion of these would move into the satisfactory bracket. If cleansing was given slightly more management attention in most local authorities this situation could be rectified quite easily. This exactly replicates our comments from last year.

FINDINGS BY LAND USE CATEGORY

It is clear again this year, that over two thirds of the population that live in higher density or social housing are living in an environment, which is not meeting the statutory requirement. Put bluntly local authorities and others are not meeting their obligations. These environments have either changed little from last year or are in slight decline.

HIGHER DENSITY HOUSING (TERRACED HOUSING, FLATS AND MAISONNETTES)

71% below the satisfactory level – little change since 2002

- Small improvements in the maintenance and cleansing of landscaping
- Decline in prevalence of litter
- Decline in the condition of some bus stops

ENCAMS COMMENT - These areas are under-maintained, or maintained using strategies that may not be appropriate. People living in these areas are not receiving the service to which they are entitled.

LOWER DENSITY SOCIAL HOUSING

68% below the satisfactory level – slight decline in standards since 2002

- Slight decline in standards especially in relation to litter, street furniture and landscape maintenance
- Improvements in the condition of litter bins and paved area obstruction

ENCAMS COMMENT – Most of the comments about higher density housing (above) apply here too, it is disheartening to see that standards are also in slight decline.

SECONDARY (LOCAL) RETAIL AND COMMERCIAL AREAS

66% below the satisfactory level - slight decline in standards since 2002

- Standards for litter, condition of signs and public toilets have declined in standard
- Chewing gum affected 88% of survey sites
- The physical condition of building facades were worse than average

ENCAMS COMMENT - These facilities need to be better if we are to discourage people from using their cars to travel to out-of-town 'sheds' or city centres for shopping and work. If sustainability of communities is to work, this needs addressing.

PUBLIC TRANSPORT FACILITIES (BUS AND RAILWAY STATIONS AND OTHERS)

63% below the satisfactory level – slight increase in standards since 2002

- Graffiti has improved slightly as has the condition and servicing of litter bins
- The condition of paved areas and public signs were better than the national average
- Paved area obstruction had deteriorated
- Chewing gum has increased and was found at 71% of survey sites

ENCAMS COMMENTS – Greater attention needed in the design and management of transport centres, but improvements reflected an increased investment in public transport.

INDUSTRY, WAREHOUSING AND RETAIL 'SHEDS' (RETAIL PARKS etc)

63% below the satisfactory level – increase in standards since 2002

- Only a third of headline indicators are satisfactory or above
- Sub-standard maintenance of some premises
- Poor management of on-street parking

ENCAMS COMMENT – Generally improving in most areas, however basic service delivery is still lacking in the 'image-forming' elements such as litter and landscape maintenance. This does not help inward investors' decisions and much progress needs to be made.

OTHER HIGHWAYS (ALLEYWAYS AND HIGHWAYS OPEN TO THE PUBLIC/CYCLISTS)

63% below the satisfactory level – increase in standards since 2002

- Improvements in nearly all areas including litter and detritus
 - However these are from a very low base and are below the national average
- ENCAMS COMMENT – Highways are generally substandard, and if we are to encourage the public to walk, cycle and generally use these sustainable transport networks their condition must be improved. We were struck by how their physical state led to a ‘fear of crime’.

MAIN ROADS (‘A’ ROADS AND ‘RED ROUTES’)

62% below the satisfactory level – little change since 2002

- Increase in graffiti on main road bus stops
- Decline in condition of landscaped areas and of litter bins on main roads
- Decline in the condition of some bus stops
- Increasing standard of cleanliness of litter bins, levels of detritus and obstruction of paved areas

ENCAMS COMMENT – Deterioration in some factors is counteracted by an improvement in others. However, main roads into commercial, residential and retail areas help shape an impression of the area and only a third are satisfactory.

PRIMARY (MAIN TOWN AND CITY CENTRE) RETAIL AND COMMERCIAL AREAS

55% below the satisfactory level – significant increase in standards since 2002

- Flyposting, graffiti and the cleansing and maintenance of landscaping have improved
- Chewing gum getting worse - found in 94% of survey sites this year
- Litter slightly worse

ENCAMS COMMENT – The increasing influence of Town and City Centre Managers is having a positive effect on primary retail centres.

RECREATION AREAS (PARKS, PICNIC SITES, CANAL, LAKE AND RIVER SIDES)

50% below the satisfactory level – noticeable increase in standards since 2002

- Litter, detritus, leaf fall, weed growth, staining, graffiti, public signs and the maintenance of landscaping has improved
- However the physical fabric has declined – paved areas, carriageways etc indicating that lack of capital investment is increasing deterioration

ENCAMS COMMENT – Notable improvements have occurred in the last year in relation to basic cleansing and maintenance. ENCAMS feels this is in response to the growing political and public concern over improving public spaces.

OTHER SITES (SEASIDE FRONTS, PROMENADES, ACADEMIC CAMPUSES)

50% below the satisfactory level – significant increase in standards since 2002

- Improvements have been recorded in litter and graffiti
- Other improvements include detritus, weed growth, graffiti, channel and carriageways, public signs, the emptying of litterbins and the cleansing of landscaped areas.

ENCAMS COMMENT – Significant improvements on last year show an increased awareness of the role of local environmental quality in attracting visitors and investors. However, much can still be done and although there is a renewed interest in English coastal resorts ENCAMS wishes to see this sustained.

LOWER DENSITY PRIVATE HOUSING

48% below the satisfactory level – increase in standards since 2002

- Only leaf fall and weed growth worse than the national standard
- Overall trend of improving standards including litter, staining and landscape maintenance

ENCAMS COMMENT - These areas are better than the national average in general, and those elements that are shown as unsatisfactory are only just below the satisfactory level.

RURAL ROADS

46% below the satisfactory level – increase in standards since 2002

- Positive improvements in standards of detritus and the condition of pavements
- Buildings and boundary structures also improved
- Decline in prevalence of litter
- Decline in the condition of some bus stops

ENCAMS COMMENT – Overall standards in rural roads are better than in any other land use and are improving.

DEFINITIONS OF TERMS USED IN THE REPORT

1.0 Introduction

- 1.1 This section contains definitions of a range of terms used in the report. These are of three broad types:
- a. basic terms used in connection with the survey and report;
 - b. the sources which give rise to different types of litter; and,
 - c. the different land uses which form the 'building blocks' of the survey.

2.0 Basic Terms

- 2.1 **Standard Quality Interval (SQI)** - an interval (measured in terms of quality, rather than time) over which an observant person can reliably detect that a difference in the standard of an aspect of the visible environment has occurred.
- 2.2 **Transect/Survey Site** - a 50 metre length of road, or a site of similar dimensions within a car park, or within a recreation area, to which the public has access.
- 2.3 **Litter** - this comprises mainly synthetic materials (such as those related to smoking, consuming food, confectionery, or beverages) that are *improperly* discarded by members of the public whilst sitting, walking or travelling through an area. However, it also includes discrete escapes of material from domestic and commercial waste systems and some organic materials, of which animal faeces was the most important element as far as this study was concerned (see also paragraph 3.e., below).
- 2.4 **Detritus** - comprises sand, dust, grit, decayed leaf and vegetable residues, fragments of plastic, glass and other synthetic materials which have been broken down in a variety of ways.
- 2.5 **Flyposting** - any printed material and associated remains informally or illegally fixed to any structure. It excludes formally managed and approved advertising hoardings and *valid*, legally placed signs and notices. It includes any size of material from small stickers up to large posters - often advertising popular music recordings, concerts and other events.

- 2.6 **Graffiti** - any informal or illegal marks, drawings or paintings that have been deliberately made by a person or persons on any physical element comprising the outdoor environment, with a view to communicating some message or symbol etc. to others.
- 2.7 **Fly-tipping** - materials abandoned in unapproved locations in significant quantities. The sources may vary – for example, domestic refuse, bulky household goods, commercial or construction wastes.
- 2.8 **Wheeled Bin** - European Standard Wheeled Bins used to contain domestic refuse and commercial wastes, with capacities of between 90 litres and 1,200 litres. The most commonly used sizes were 240 litres (domestic) and 1,100 litres (commercial), with the bins, generally, being made of injection moulded plastic or pressed metal.
- 2.9 **Litter Bin** - smaller bins (normally 25-150 litre capacity) designed to contain litter deposited in them by the general public.
- 2.10 **Overflowing Litter Bin** - litter bins that are either completely filled to the lip with litter or other solid wastes, or are overfilled, causing materials to fall on the ground around the bin.
- 2.11 **Skips** – large metal containers, normally of between 2 and 10 cubic metres (2–10 tonnes) capacity, most frequently used by building contractors to deliver and remove materials to and from sites.

3.0 Sources of Solid Wastes

- 3.1 The types of solid wastes (including litter) encountered during the survey have been characterised and analysed according to eight standard sources. The sources are defined as follows:
- a. **General Litter** - the commonest type of litter, mainly deposited by people walking or travelling through public areas. The materials involved are frequently those that are associated with eating, drinking and smoking;
 - b. **Domestic Refuse** - items normally found in domestic waste containers;
 - c. **Commercial Wastes** – materials discarded by all types of businesses, such as retail, catering, commercial, industrial, and transport enterprises. Some premises, such as restaurants and hotels, can discard wastes that are similar in type to domestic refuse but are treated differently because of their source and the larger quantities that are normally involved;
 - d. **Construction Wastes** - materials associated with building and civil engineering projects, and works commissioned by utilities companies;
 - e. **Animal and Other Faeces** - this included all faecal deposits in public areas, with the exception of human faeces and occurrences of animal faeces which appeared to be associated with veterinary sources;

- f. **Clinical Wastes** - a broad, precautionary definition of clinical waste was applied, covering human faeces and all materials which have, or which could have, come into contact with human or animal body fluids; are associated with medical, dental, pharmaceutical or veterinary activities; or materials of similar kinds which may have emanated from domestic or other residential properties. It included discarded nappies and other sanitary products, condoms, and needles and other materials used by drug / solvent abusers;
- g. **Putrescible Materials** - included larger animal and bird carcasses and all food wastes found deposited in significant quantities. Small deposits of foodstuffs were included in the 'Discarded Food and Drink' category, and small dead birds and rodents are recorded under 'Other Wastes Occurring as Litter'.
- h. **Other Wastes Occurring as Litter** - any other materials that were either peculiar to the location or which could not be allocated accurately to the preceding categories.

4.0 Standard Land Use Classes

4.1 There can be wide variations in characteristics between local authorities – from inner London, to rural areas. In order to provide benchmarks that all authorities can use for comparison, the Local Environmental Quality Survey for England (LEQSE) has used a series of Standard Land Use Classes.

4.2 These standard land use classes are related to the Category Zones set out in the Code of Practice on Litter and Refuse (COPL&R), but with some amendments that are based on ENCAMS' experience gained from its consultancy work for a wide range of local authorities. Ten of the twelve LEQSE land use classes have also been adopted for BV199, the Best Value Performance Indicator on Street Cleanliness.

Primary Retail and Commercial Areas

4.3 This land use class includes main town and city retail and commercial centres, as defined in local authorities' Area Wide Development Plans. Urban tourist 'hotspots' which are wholly or partially separated from a main town or city retail and commercial centre - for example, Durham Cathedral Close - are also included in Class 1.

4.4 Primary Retail and Commercial Areas contain a choice of outlets in a range of different retail and commercial sectors (such as fashion clothing, financial services, restaurants, bars and entertainments), and will include national and international brand names. Normally, there is also a range of public facilities, including libraries, museums, law courts, and places of worship.

Secondary Retail and Commercial Areas

- 4.5 This land use class covers secondary retail and commercial areas located outside main city and town retail and commercial centres (but excludes 'retail park' developments, which are included with Industry, Warehousing and Retail Sheds Areas). Secondary Retail and Commercial Areas must contain a minimum, continuous retail / commercial frontage of 50 metres.
- 4.6 Secondary Retail and Commercial Areas usually contain a range of facilities that mainly meet the needs of local residents. Most premises contain individual private businesses, sometimes branches of regional chains (such as bakers), and occasionally national brand names.

Public Transport Facilities

- 4.7 This land use class includes main and other railway and bus stations and other public transport interchanges (if applicable). A number of locations are surveyed at each site in order to reflect the typical sequence of spaces that would be experienced by passengers passing through the facilities, from forecourt to platforms etc.

Higher Density Housing

- 4.8 This land use class includes housing of varying types, for example:
- a. terraced housing in the inner areas of towns and cities;
 - b. terraced housing in industrial and post-industrial villages (such as mining and quarrying settlements);
 - c. flats and maisonettes with only limited off-street parking on public housing estates;
 - d. semi-detached and short terraced dwellings with limited or no purpose-made off-street vehicle parking.
- 4.9 Housing areas are classed as 'Higher Density' if the proportion of dwellings with purpose-made off-street parking facilities is less than 50%. 'Off-street parking' may include specially formed parking bays and garage courts located adjacent to the highway, or areas of hard standing on grassed areas comprising engineered cellular concrete blocks designed to provide vehicle parking areas.
- 4.10 Higher Density Housing Areas can also include occasional small retail premises, offices, manufacturing and warehousing sites.
- 4.11 Because of the changes taking place in the social housing sector, only those parts of Higher Density Housing Areas to which the public has an unrestricted right of access, on foot or by vehicle were assessed.

Lower Density Social Housing

4.12 This land use class includes all types of lower density social housing estates where purpose-made off-road garaging / parking is provided for more than 50% of the dwellings. Such provision can include front gardens that have been converted to provide hard standings or extensive garage courts serving high-rise blocks of flats that are set amongst landscaped areas.

4.13 This class also includes estates that were originally constructed to provide council or other social housing where 'right-to-buy' options have been taken up by tenants. Because of the changes taking place in the social housing sector, only those parts of these housing areas to which the public has an unrestricted right of access, on foot or by vehicle were assessed.

Lower Density Private Housing

4.14 This land use class comprises lower density housing developments that were originally built for private purchase, located in urban areas, rural villages, and commuter 'villages', and which have off-road garaging / parking provision for more than 50% of dwellings.

Industry, Warehousing and Retail Sheds Areas

4.15 This land use class includes industrial and warehousing developments; out-of-town retail parks (including food and non-food developments); and science parks (containing offices, laboratories and manufacturing processes), which contain land that is owned or managed by the local authority, and which is freely accessible to the public (usually in the form of adopted highway).

Main Roads

4.16 This land use class comprises 'A' roads (marked in red and green on 1:50,000 Ordnance Survey Maps) in the following situations:

- a. throughout rural areas (except where main roads run through larger settlements containing Primary and Secondary Retail and Commercial Areas and Higher Density Housing Areas);
- b. in urban areas, except where main roads run through Primary and Secondary Retail and Commercial Areas, or through Higher Density Housing Areas where no selective demolition has taken place (see below);
- c. in Higher Density Housing Areas in urban areas where selective demolition has taken place in order to create a wider, often landscaped, main road corridor.

4.17 In London, this class also includes Red Routes that are located outside Primary and Secondary Retail and Commercial Areas.

Rural Roads

- 4.18 This land use class comprises all adopted highways that are located outside built-up areas and which are not otherwise included in the Main Roads or Other Highways land use classes. Careful attention is paid to the selection of survey transects on safety grounds, with them being limited to sites where there is a footway or a wide, easily walked verge.

Other Highways

- 4.19 This land use class includes:
- a. formal and informal lay-bys;
 - b. the first 50 metres of By-ways Open to all Traffic (BOATS), Roads Used as Public Paths (RUPPS) and bridleways leading from metalled public highways;
 - c. redundant highway infrastructure still accessible to the public, including stub access roads to future development sites;
 - d. narrow roads and back alleys within housing areas - often referred to by local names, such as 'ginnels', 'snickets', 'snickleways', 'six-foots' and 'ten-foots'. Normally, this type of pathway is adopted and usually is closely bounded by walls and/or other boundary structures.

Note: other types of pedestrian routes and pathways within housing areas, such as footways beside standard carriageways, main pedestrian circulation routes and footpaths crossing public open spaces, should be included within the appropriate land use class;

- e. dedicated cycleways in both rural and urban areas, which are separated (by distance or a physical barrier) from highways that are trafficked by motor vehicles and other adjacent LEQSE land uses. Where a cycleway has no physical demarcation and forms part of another LEQSE land use, such as where a cycleway crosses a public park, the cycleway should be included as part of the evaluation of the public park.

Note: on cycleways the shared use by pedestrians is permitted. In all cases, therefore, the whole area of a cycleway and any verges etc. is included in the assessment, whether or not parts of the surface are demarcated for use by pedestrians.

Recreation Areas

- 4.20 This land use class includes a wide range of open spaces that are freely accessible to the public. Sites include parks, picnic sites, canals, lakes, riversides and cycleways (but exclude cycleways that are on or adjacent to main highways, or where they run on routes classified as 'Other Highways').

Other Sites

- 4.21 This land use class mainly includes seaside fronts and promenades, and to a lesser extent, university campuses and academic precincts.



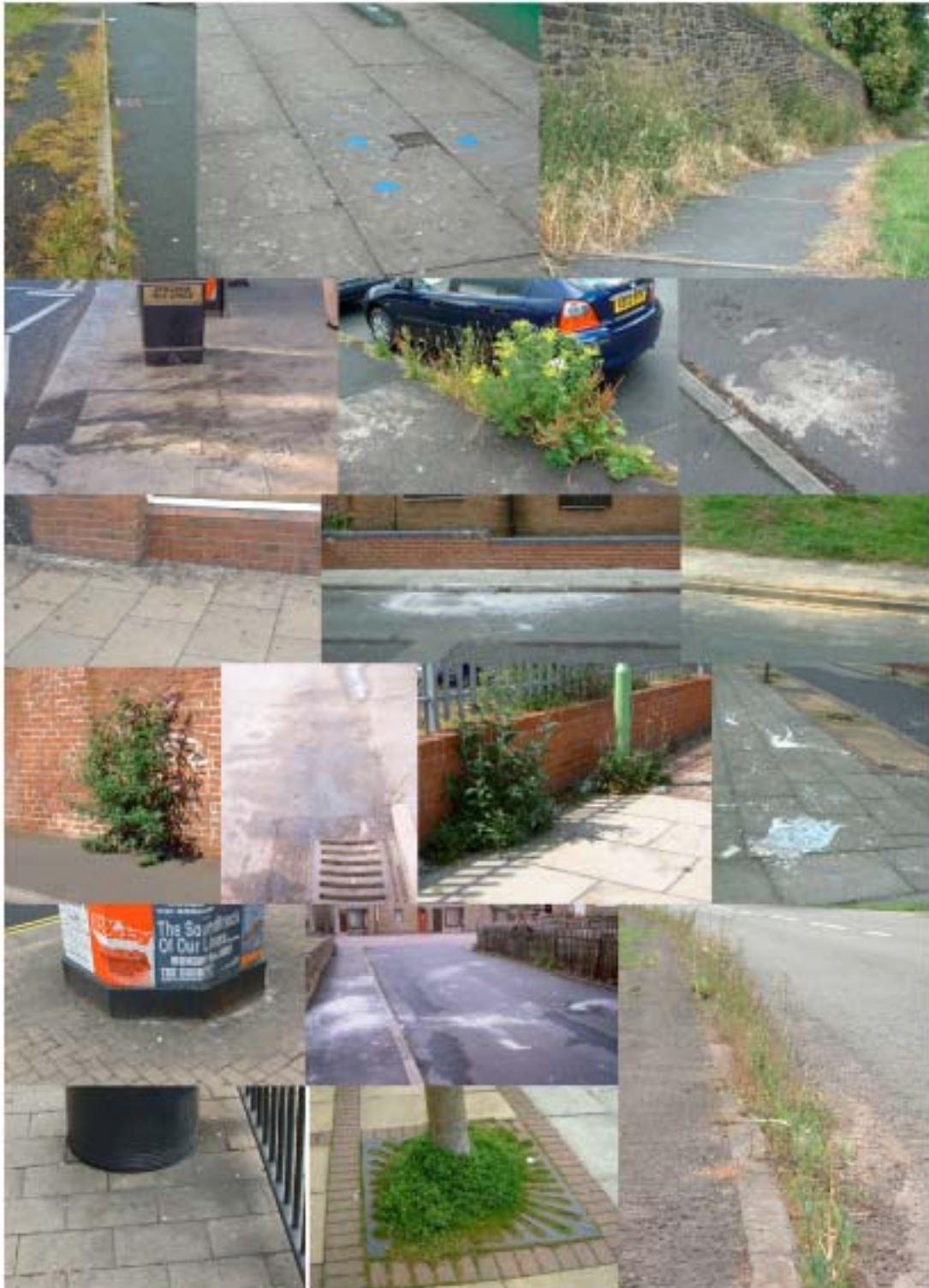
LITTER AND DETRITUS



GRAFFITI AND FLYPOSTING



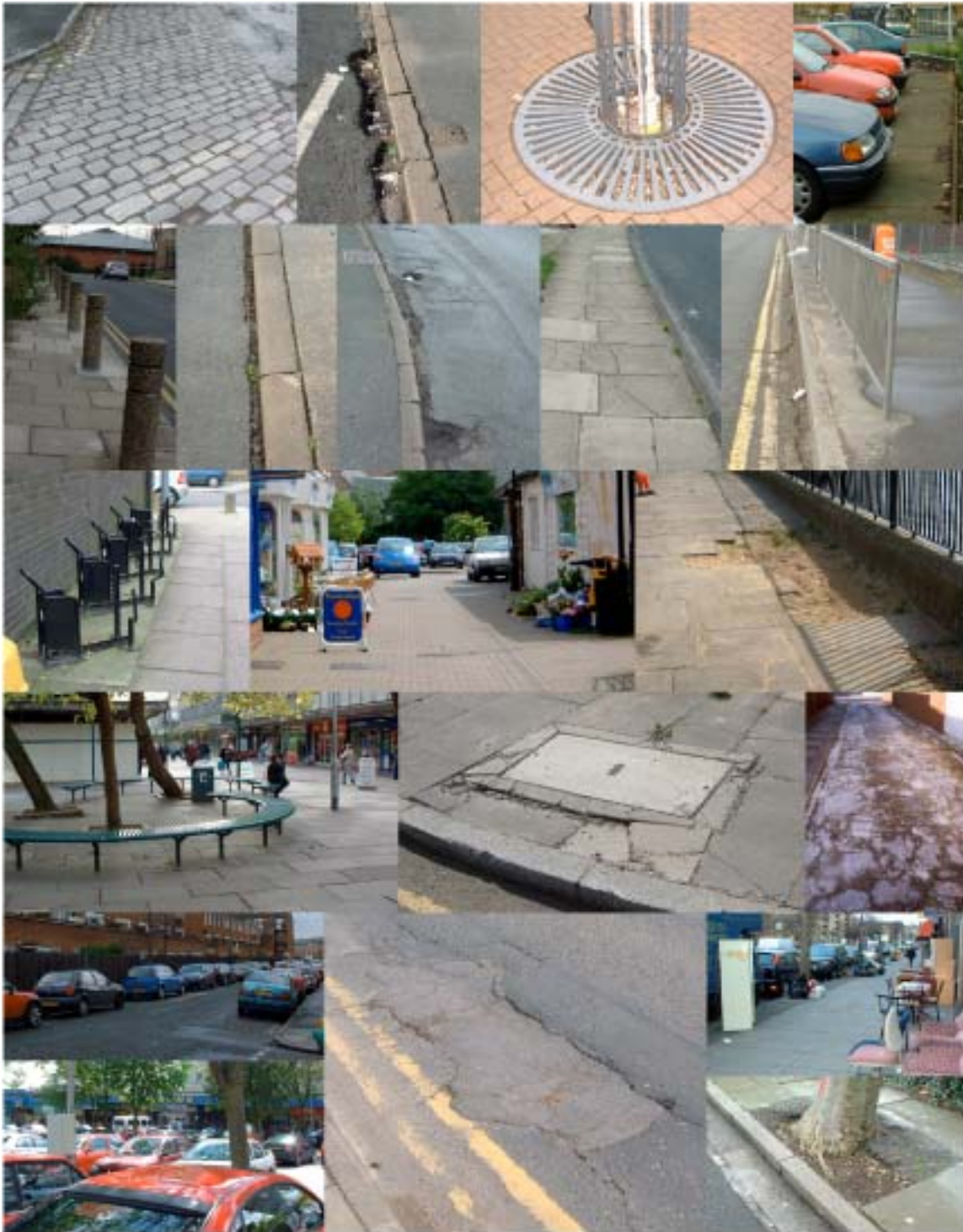
WASTE PLACED OUT AND FLYTIPPING



WEEDS AND STAINING



OTHER ENVIRONMENTAL ISSUES



HIGHWAY CONDITION AND OBSTRUCTION



LITTER BINS

1.0 INTRODUCTION

1.1 Background to the Survey

- 1.1.1 The Local Environmental Quality Survey of England (LEQSE) was commissioned in 2000 by the Department for Environment, Food and Rural Affairs (Defra). This project not only recognised the important contribution people's everyday surroundings make to their *quality of life*, but also that *local environmental quality* is intimately linked to social and economic factors, and therefore to the *sustainability of communities*.
- 1.1.2 Among the issues monitored by the survey is a group that comprise the physical expressions of *anti-social behaviour*, which research shows can lead ordinary members of the public to feel a *fear of crime*. These include graffiti, flyposting and fly-tipping, as well as the presence of unacceptable amounts of litter, weeds and staining.
- 1.1.3 The survey also reviews the local environmental management implications of what is the dominant activity of our time - *transport*. Among its considerations are: the role of traffic flows and parked vehicles in obstructing the delivery of public services and impeding pedestrians - including disabled people; the effects that the physical condition of highways can have on cyclists and pedestrians; and the degree to which the environmental conditions of bus / tram stops and stations make travel by public transport inviting and pleasant.
- 1.1.4 The survey protocols used for the *Local Environmental Quality Survey of England* have been developed by ENCAMS over 14 years on consultancy projects in the United Kingdom and abroad. ENCAMS is a registered environmental charity that, amongst other activities, manages the *Keep Britain Tidy* brand. Since the 1970s, successive UK governments have recognised ENCAMS as their Official Litter Abatement Agency, and in recent years as a centre of excellence in relation to local environmental quality monitoring and management.

1.2 Aim of the Survey

1.2.1 The aim of LEQSE is:

“To provide reliable, annualised information about the condition of aspects of the local environment that are important to local people, and which will inform communities and their public service bodies, providing them with a basis for prioritising and improving local service standards.”

1.3 Survey Objectives

1.3.1 The objectives of the survey are:

- a. to produce reliable national and regional benchmarks for elements that help determine local environmental quality, related (at national level) to standard land uses;
- b. to begin to identify the social and economic factors that affect local environmental quality;
- c. to supply LEQ information to government departments, agencies, local government, and other partners on a regular basis;
- d. to develop an ‘everyday version’ of the LEQSE that will enable local authorities to monitor their own services; inform their communities using intelligible local performance indicators; and to provide accurate reports to national audit and inspection bodies;
- e. to link the LEQSE to detailed technical process and efficiency measures.

1.4 Development and Use of LEQS Methodology

1.4.1 The first LEQSE report, for 2001/02, was published in September 2002. Therefore, in this second report, we can begin to discern variations in standards that may be confirmed in future years as trend changes.

1.4.2 However, even over this short time, LEQSE has already been widely recognised as providing reliable evidence on local environmental standards and management issues connected with the *Liveability* agenda. Positive endorsement was made in the Government’s *Living Places - Cleaner, Greener, Safer* strategic document and the recent House of Commons Parliamentary Committee’s report enquiring into this aspect of government policy. And in Barcelona, the city council has adopted LEQS methodology for an annual, independent assessment and public report on its environmental performance.

District Version of LEQS

1.4.3 From October 2003 onwards, a fully supported *District Version of the Local Environmental Quality Survey* will be available to local authorities in England. This has been developed with the help of Bolton, Lambeth, North Lincolnshire and Tameside councils.

BV199 - Best Value Performance Indicator on Street Cleanliness

- 1.4.4 A basic version of a LEQS protocol has also been used to underpin the new BVPI on Street Cleanliness - BV199. Aside from producing an annual statistical return for Government, this groundbreaking indicator also provides useful management information for local authorities. This includes producing local performance standards for litter and detritus that can be compared with the LEQSE national and regional benchmarks, and data sets that identify locations where management attention needs to be directed.

SDA10 - Defra's Service Delivery Agreement on Street Cleanliness

- 1.4.5 More innovative still, is that the same basis of measurement has been applied to Defra's departmental performance target - SDA10 - Street Cleanliness. This is the first time that a performance regime for central and local government has been linked in this way, and Defra is keen to assist local councils to improve their performance in order to achieve its SDA.

1.5 Survey Content

- 1.5.1 The environmental aspects that contribute to local environmental quality, covered in the survey in 2002 / 03, were as follows:

- a. ***Cleanliness***
Litter, detritus and recent leaf and blossom fall
- b. ***Cleansing-related Issues***
Weed growth and staining
- c. ***Environmental Crime and Fear of Crime***
Fly-tipping, flyposting and graffiti
- d. ***Highway Infrastructure***
Obstruction of paved areas and road channels
Physical condition of paved areas, road channels and carriageways
- e. ***Street Furniture***
Highway posts and lamp posts
Public signs
Other street furniture (seats and benches, railings, bollards etc.)
Visual appearance of adjoining buildings and boundary structures
- f. ***Litter Bins***
Cleanliness, condition and degree to which bins are filled
- g. ***Wastes Placed Out***
Domestic refuse and commercial wastes
- h. ***Landscaping***
Litter, and standard of horticultural maintenance

- i. **Bus Shelters and Bus Stops**
Litter, condition, staining/grime and graffiti
 - j. **Public Toilets**
Litter, condition of fixtures and fittings, staining/grime and odour
- 1.5.2 In addition to the environmental elements that comprise an area, a detailed examination of ENCAMS' existing survey databases suggested that local environmental quality is also determined by the land uses that predominate in an area. Twelve types of land use were identified for inclusion in the 2002/03 survey:
- a. **Primary Retail and Commercial Areas**
 - b. **Secondary Retail and Commercial Areas**
 - c. **Transport Facilities** (railway and bus stations)
 - d. **Higher Density Housing Areas**
 - e. **Lower Density Social Housing Areas**
 - f. **Lower Density Private Housing Areas**
 - g. **Industrial and Warehousing Areas, and Retail Sheds**
 - h. **Main Roads**
 - i. **Rural Roads**
 - j. **Other Highways** (formal and informal lay-bys, and rights of way)
 - k. **Recreation Areas** (parks and other green spaces, and canal banks)
 - l. **Other Sites** (primarily seaside promenades, and academic precincts)
- 1.5.3 In addition to accounting for the differing development patterns in housing areas, the survey was also carefully structured to reflect the social and economic ranges that are present (see 1.7, below).
- 1.5.4 However, two major land uses are currently excluded from the survey, because of resource constraints:
- a. **Motorways and Trunk Roads** (including slip roads and interchanges)
 - b. **Railway Line Sides**

1.5.5 Consequently, some locations that can play a significant role in forming people's opinion of an area are not currently covered by the survey. However, the scope and definitions of land uses will be reassessed periodically in the light of experience, changing development patterns and available resources.

1.6 Survey Methodology

1.6.1 Each aspect of the local environment included in this study has been assessed as either, 'good', 'satisfactory', 'unsatisfactory' or 'poor' overall. The criteria on which these judgements have been based are set out below:

- a. '**Good**' - of an exceptionally high standard that is unlikely to be maintained in all places, at all times, but should be aimed to be achieved after an area has been serviced or a physical element has been replaced or refurbished.
- b. '**Satisfactory**' - the site being surveyed will not be free of the environmental issue that is being reported on - for example, there may be some litter or graffiti present. However, the extent to which it is present is *unlikely* to be noticed by most people walking or travelling through the survey site, or be regarded as having a significant adverse effect on the quality of the local environment. The aim of management should be that no element in the environment should fall below the lower end of the 'satisfactory' scale before the next service intervention takes place.
- c. '**Unsatisfactory**' - the environmental element in question is present to such a degree that many people will notice it, and some may regard it as worthy of criticism.

However, many 'unsatisfactory' situations are capable of remedy and improvement to a 'satisfactory' or better standard within current policy and resource frameworks through focused management action.

- d. '**Poor**' - the environmental element in question is present to such a degree that few people would fail to notice it, and most people would regard it as a matter for criticism. A 'poor' assessment is normally a reflection of one or more of the following: a significant mismatch between maintenance requirements and policy and strategic frameworks; the impacts of external factors (for example, very high levels of physical obstruction, or of pedestrian traffic); a lack of co-ordination between responsible agencies; or there has been a fundamental breakdown in service management.

1.6.2 For each environmental element, these four broad categories have been divided into four sub-categories using **Standard Quality Intervals**. The aim is to show detailed variations in overall environmental quality, and how close the standard of each element is to rising (or falling) to the next category.

1.7 Survey Design

- 1.7.1 The LEQSE has been developed with advice from the Audit Commission, the Best Value Inspection Service, the Local Government Association, the Improvement and Development Agency (IDeA), Office of National Statistics (ONS), the Neighbourhood Renewal Unit (NRU), and Defra / Office of the Deputy Prime Minister (ODPM) (previously DETR / DTLR).
- 1.7.2 The survey is based on a sample of 54 local authority districts, with one-third being replaced each year.
- 1.7.3 There is an average of six districts per region (defined by Regional Development Agency boundaries) with a minimum of five and a maximum of seven, depending on the total number of districts in a region.
- 1.7.4 At the national level, authorities have been selected to form a representative sample. Similarly, at regional level, samples aim to reflect the social, economic and physical environmental characteristics of each Regional Development Agency area.
- 1.7.5 In selecting sample districts, the ODPM Indices of Deprivation (average ward scores), and the ONS Classification of Local Authorities (based on the 1991 Census) have been used.
- 1.7.6 Up to 230 standard sample sites have been drawn from each district. Within each district, survey sites have been taken from sample wards that are selected at intervals across the range of deprivation present within the district.
- 1.7.7 Survey sites have been concentrated, as far as possible, within the sample wards to maximise surveying efficiency, while ensuring that they are representative of the range of physical conditions within the ward. Surveyors have discretion to go outside sample wards to meet the target for each land use class, but only if necessary. Surveyors, employed by ENCAMS, are carefully selected and trained, and subjected to continuous quality control procedures.

1.8 Presentation of Survey Results

- 1.8.1 LEQSE results have been presented in this report at three levels:
Overall service quality:
Variations in service quality:
Sources and causes of service standards:

Overall Service Quality

- 1.8.2 Overall service standards have been presented in the graphic form of a *Matrix Chart*, in four broad colour-coded quality categories of 'good' (dark green), 'satisfactory' (light green), 'unsatisfactory' (yellow), and 'poor' (red), for each of the twelve standard land use classes, and each of the nine English regions.

Variations in Service Quality

- 1.8.3 Detailed variations in service standards have also been presented in the graphic form of a *Gauge Chart*. This uses the same colour coding as the Matrix Chart for each standard land use class at a national level and at an overall level for each English region.

- 1.8.4 In this second set of graphs, each of the four broad quality categories of 'good', 'satisfactory', 'unsatisfactory' and 'poor' has been subdivided so as to show more precisely the standard that has been achieved for each environmental element. Importantly, these graphs show clearly how close a particular standard is to rising (or falling) from one quality category to another.

- 1.8.5 ENCAMS' practical experience has shown that even an observant person will only notice that a difference in environmental standard has occurred after a minimum interval has elapsed. Each subdivision on this second type of graph represents such an interval, and is termed an 'SQI' (a Standard Quality Interval) in the text of the report.

- 1.8.6 There are four SQIs in each of the four quality categories. The maximum range in the 'satisfactory' and 'good' categories is from +1 SQI to +8 SQI. Similarly, the maximum range in the 'unsatisfactory' and 'poor' categories is from -1 SQI to -8 SQI.

Sources and Causes of Service Standards

- 1.8.7 Key issues arising from the LEQSE results are considered in more detail in Chapter 2.0 where they relate to individual land uses, and in Chapter 3.0 where they are either generic or in other ways, notable. Reference is sometimes made in Chapter 2.0 to the terms 'none', 'light', 'significant' and 'heavy'. This is designed to highlight the intensity of the environmental problems in question.

- 1.8.8 All the graphic presentations data relating to land uses are provided at the end of Chapter 2.0 and those relating to the regions are presented at the end of Chapter 4.0.

Reliability of Survey Results

- 1.8.9 Elements such as bus shelters, toilets etc. were surveyed only where they occurred on the sample transects. Sometimes the numbers of sites on which the sample is based are relatively low at an individual land use or regional level, and occasionally they were absent.

1.8.10 In view of this, the results for Public Toilets have been aggregated and presented only at 'All Land Uses' and 'All Regions' levels, and those for bus shelters and litter bins are only shown at a land use or regional level where there are sufficient samples to provide indicative information. Where variations were recorded by surveyors, the nature of these variations is outlined, where appropriate, in order to provide contextual information. In the 2003 / 04 LEQSE a revised protocol has been introduced in order to increase the samples of these elements at individual land use and regional levels.

1.9 **BV199 Benchmarks**

1.9.1 Included in this report is an analysis of the Cleanliness BVPI (BV199) figures. This analysis compares the figures for litter and detritus, which were obtained for this year (2002 / 03), with the benchmark established in 2001 / 02.

2.0 **LEQ ISSUES ACROSS LAND USE CLASSES**

2.1 **Introduction**

2.1.1 This chapter examines the changes in overall quality standards that are recorded on the *Matrix Chart*, and which is the most abstracted and strategic analysis. This is then followed by commentaries for each of the land uses. These are based on an analysis of the *Gauge Charts*, which show more detailed changes, including those between overall quality standards, and within the range of each overall quality standard, measured in terms of *Standard Quality Intervals (SQI)*.

2.2 **Overall Quality Standards and Changes in Standards**

2.2.1 The Matrix Chart showing the overall quality standards for each environmental element across all the land uses, indicates that 'headline' improvements in standards have occurred in 26 (8%) of the fields where sufficient data is available to interpret, while declines in standards have occurred in just two (0.6%) fields.

2.2.2 Improvements have occurred in the following land uses / environmental elements:

- a. **Overall (All Land Uses)** - staining and grime and the condition of fixtures and fittings in public toilets;
- b. **Primary Retail and Commercial Areas** - staining and grime at bus stops, and the cleansing and maintenance of landscaping;
- c. **Secondary Retail and Commercial Areas** - channel obstruction, and staining and grime at bus stops;

- d. **Transport Facilities** - detritus;
- e. **Lower Density Private Housing** - staining;
- f. **Industry, Warehousing, Retail Sheds** - detritus, weed growth;
- g. **Main Roads** - weed growth;
- h. **Rural Roads** - detritus, weed growth, the condition of paved areas;
- i. **Other Highways** - staining, the degree to which litter bins were filled and the cleansing and maintenance of landscaping;
- j. **Recreation Areas** - litter, weed growth, channel obstruction, the cleansing of landscaped areas;
- k. **Other Sites** - litter, public signs, the cleansing of landscaped areas.

2.2.3 The general reduction in weed growth appears in part to be linked to weather patterns in 2002 / 03, in particular rainfall, which between March and September 2002, was below average for five out of the seven months.

2.2.4 Declines in standards occurred in the following land uses / environmental elements:

- a. **Transport Facilities** - channel obstruction;
- b. **Rural Roads** - the cleansing of litter bins;
- c. **Recreation Areas** - condition of carriageways.

2.2.5 The proportions of environmental elements shown on the Matrix that fall into each of the Overall Quality Standards are as follows:

Overall Quality Standard	% Elements
<i>Good</i>	28
<i>Satisfactory</i>	12
<i>Unsatisfactory</i>	54
<i>Poor</i>	6

2.2.6 At first sight, this distribution of standards may not appear too positive. However, three factors should be noted:

- a. the *Gauge Chart* for 'All Areas' reveals that 8 out of the 30 headline indicators (25%) are only 1 or 2 SQI into the *Unsatisfactory* standard. Experience shows that shortfalls of this magnitude can usually be rectified and a *Satisfactory* out-turn achieved within existing resources simply by focusing management attention on the nature and location of the problem;
- b. there is an encouragingly high proportion of environmental elements that are classified as exhibiting a *Good* standard; and
- c. an encouragingly small proportion that are classified as *Poor*.

2.3 Primary Retail and Commercial Areas

Definition

This land use class includes main town and city retail and commercial centres, as defined in local authorities' Area Wide Development Plans. Urban tourist 'hotspots' which are wholly or partially separated from a main town or city retail and commercial centre - for example, Durham Cathedral Close - are also included in Class 1.

Primary Retail and Commercial Areas contain a choice of outlets in a range of different retail and commercial sectors (such as fashion clothing, financial services, restaurants, bars and entertainments), and will include national and international brand names. Normally, there is also a range of public facilities, including libraries, museums, law courts and places of worship.

- 2.3.1 The trend in Primary Retail and Commercial Areas appears to be significantly upwards, probably reflecting the increasing influence of Town and City Centre Management. This movement is playing an important part in improving the co-ordination and quality of investment in, and servicing of, these important commercial areas. Nevertheless, 55% of the headline environmental elements in this land use remain below *Satisfactory*, indicating that there is considerable scope for further investment in management in many locations.
- 2.3.2 However, positive progress has been made over the last year in relation to weeds, flyposting, graffiti, obstruction of paved areas, staining at bus stops, and the cleansing and maintenance of landscaping. There appear also to be encouraging trends in relation to the quality of public toilets - where they are provided.
- 2.3.3 Notwithstanding this progress, for some of these elements standards in Primary Retail and Commercial Areas remain lower than the national average, including for flyposting, graffiti and staining, where chewing gum remains the dominant form of staining (found on 94% of survey sites).
- 2.3.4 Additionally, a few elements appear to have deteriorated over the last year, including the physical condition of carriageways. The available evidence also shows that litter and graffiti at bus stops, along with staining, are frequent problems in town and city centres. This is a matter for concern, because clean and attractive facilities are essential if public transport is to attract people out of their cars, thereby reducing congestion and pollution.

2.4 Secondary Retail and Commercial Areas

Definition

This land use class covers secondary retail and commercial areas located outside main city and town retail and commercial centres (but excludes 'retail park' developments, which are included with industry, warehousing and science parks). Secondary Retail and Commercial Areas must contain a minimum, continuous retail / commercial frontage of 50 metres.

Secondary Retail and Commercial Areas usually contain a range of facilities that mainly meet the needs of local residents. Most premises contain individual private businesses, sometimes branches of regional chains (such as bakers), and occasionally national brand names.

- 2.4.1 The trends for Secondary Retail and Commercial Areas are mixed, with a tendency for local environmental standards to have worsened. This is a concern, because these areas have the potential to contribute much to improving the sustainability of communities, for example, by reducing people's need to travel to work or to purchase services and goods. In total, 66% of the headline standards in this land use were found to be below *Satisfactory*.
- 2.4.2 In particular, standards for litter, the legibility and condition of public signs, and public toilets (where they are provided), have reduced, perhaps suggesting that some resources might have been transferred from Secondary to Primary Retail and Commercial Areas.
- 2.4.3 Elements where standards were worse than the national average include litter, and staining and graffiti (including around bus stops). Again, chewing gum was the dominant form of staining, affecting 88% of survey sites. Worryingly, the physical condition of adjacent building facades, and the fabric of bus stops was also worse than average, suggesting that investment in the infrastructure of these areas might be suffering.
- 2.4.4 As in Primary Retail and Commercial Areas, vehicle and pedestrian flows and obstruction of paved areas were significant factors, which managers need to take into account when devising their maintenance strategies. In particular, this evidence suggests that operations should be predominantly manual with intensive and mechanical processes being carefully timed to avoid busy periods.

2.5 Public Transport Facilities

Definition

This land use class includes main and other railway and bus stations and other public transport interchanges (if applicable). A number of locations are surveyed at each site in order to reflect the typical sequence of spaces that would be experienced by passengers passing through the facilities, from forecourt to platforms etc.

- 2.5.1 Encouragingly, this year's survey indicates that there may be small, upward trends in the environmental quality of these important public facilities. Standards for detritus, graffiti, the condition and servicing of litter bins have all improved, as also the indicative findings for public toilets suggest. Similarly, the condition of paved areas, road drainage channels, public signs and litter bins were all better than the national average - perhaps reflecting the increased investment in public transport - although landscaped areas were less well maintained and cleaned.
- 2.5.2 However, staining had worsened with, again, chewing gum being the dominant source, affecting 71% of transects. Paved area obstruction had also deteriorated, perhaps indicating a need for greater attention to how public spaces of public transport centres are designed and managed. Overall, 63% of the headline environmental elements were below a *Satisfactory* standard.

2.6 Higher Density Housing

Definition

This land use class includes housing of varying types, for example:

- a. *terraced housing in the inner areas of towns and cities;*
- b. *terraced housing in industrial and post-industrial villages (such as mining and quarrying settlements);*
- c. *flats and maisonettes with only limited off-street parking on public housing estates;*
- d. *semi-detached and short terraced dwellings with limited or no purpose-made off-street vehicle parking.*

Housing areas are classed as 'Higher Density' if the proportion of dwellings with purpose-made off-street parking facilities is less than 50%. 'Off-street parking' may include specially formed parking bays and garage courts located adjacent to the highway, or areas of hard standing on grassed areas comprising engineered cellular concrete blocks designed to provide vehicle parking areas.

Higher Density Housing Areas can also include occasional small retail premises, offices, manufacturing and warehousing sites.

Because of the changes taking place in the social housing sector, only those parts of Higher Density Housing Areas to which the public has an unrestricted right of access, on foot or by vehicle were assessed.

- 2.6.1 There appears to have been little change in local environmental conditions in Higher Density Housing Areas. Small improvements in standards for the emptying of litter bins, the maintenance and cleansing of landscaping, and litter and graffiti around some of the bus stops that were examined, were counterbalanced by similar declines in standards for litter, the cleaning of litter bins, and the condition of some bus stops.
- 2.6.2 Slightly more elements were lower than the national average in this land use than were better than the average. Overall, 71% of the applicable headline environmental elements were below a *Satisfactory* standard in this land use.
- 2.6.3 The general pattern of evidence indicates that these areas were either under-maintained, or maintained using strategies that were inappropriate to the physical circumstances. In particular, obstruction of the channel is a problem that needs to be better addressed - as evidenced by the channels, narrow footways and backlines being the areas most affected by litter and detritus.

2.7 Lower Density Social Housing

Definition

This land use class includes all types of lower density social housing estates where purpose-made off-road garaging / parking is provided for more than 50% of the dwellings. Such provision can include front gardens that have been converted to provide hard standings or extensive garage courts serving high-rise blocks of flats that are set amongst landscaped areas.

This class also includes estates that were originally constructed to provide council or other social housing where 'right-to-buy' options have been taken up by tenants. Because of the changes taking place in the social housing sector, only those parts of these housing areas to which the public has an unrestricted right of access, on foot or by vehicle were assessed.

- 2.7.1.1 The general trend appears to be one of a slight decline in standards, with slightly more elements being below the national averages than being above them.

- 2.7.2 However, there have been improvements, including in paved area obstruction, the condition of road drainage channels, and the physical condition of litter bins. But these were countered by small declines in litter and the physical condition of other street furniture, landscaping and some bus stops that were examined.
- 2.7.3 Overall, 68% of the headline environmental elements in Lower Density Social Housing Areas were assessed to be below a *Satisfactory* standard.

2.8 Lower Density Private Housing

Definition

This land use class comprises lower density housing developments that were originally built for private purchase, located in urban areas, rural villages, and commuter 'villages', and which have off-road garaging / parking provision for more than 50% of dwellings.

- 2.8.1 The overall trend was of improving standards in this land use, including in relation to litter, staining, channel obstruction and landscape maintenance.
- 2.8.2 The majority of headline environmental elements were better than the national average, with only leaf fall and weed growth being worse. Overall, 48% of the elements were less than *Satisfactory*, although the majority of these were substandard by only 1 or 2 SQI.

2.9 Industry, Warehousing and Retail Sheds Areas

Definition

This land use class includes industrial and warehousing developments; out-of-town retail parks (including food and non-food developments); and science parks (containing offices, laboratories and manufacturing processes), which contain land that is owned or managed by the local authority, and which is freely accessible to the public (usually in the form of adopted highway).

- 2.9.1 The general trend in this land use appears to be upwards across a range of elements, including detritus, condition of channels, street furniture, litter bin cleaning, and landscape maintenance. This has resulted in almost as many elements being above the national average as there were below it.
- 2.9.2 This is an encouraging improvement in view of the importance of the appearance of industrial areas in influencing inward investors' decisions, as well as those of scarce, skilled workers.

- 2.9.3 However, 63% of the headline elements surveyed remain below a *Satisfactory* standard in this land use, indicating there is still much progress to be made. In particular, basic service delivery is still lacking often in relation to litter, detritus, weed growth, staining, and landscape cleansing and maintenance - all 'image-forming' elements. This is compounded by the substandard maintenance of some premises and poor management of on-street parking.

2.10 Main Roads

Definition

This land use class comprises 'A' roads (marked in red and green on 1:50,000 Ordnance Survey Maps) in the following situations:

- a. *throughout rural areas (except where main roads run through larger settlements containing Primary and Secondary Retail and Commercial Areas and Higher Density Housing Areas);*
- b. *in urban areas, except where main roads run through Primary and Secondary Retail and Commercial Areas, or through Higher Density Housing Areas where no selective demolition has taken place (see below);*
- c. *in Higher Density Housing Areas in urban areas where selective demolition has taken place in order to create a wider, often landscaped, main road corridor.*

In London, this class also includes Red Routes that are located outside Primary and Secondary Retail and Commercial Areas.

- 2.10.1 The trend for Main Roads appears largely to be balanced: improvements in detritus, obstruction of paved areas, and the cleanliness of litter bins being counteracted by the cleansing of landscaped areas and the apparent declines in the physical condition of litter bins and amounts of graffiti focused on bus stops.
- 2.10.2 This land use is defined by the high flows of vehicles which also condition other aspects. These range from the relatively high priority attached to highway maintenance on main roads; the interest in them as quality bus and tram corridors; but also the low attraction of these areas to pedestrians; the relative neglect of landscaping; and the amount of impact damage and corrosion caused to some items of street furniture.
- 2.10.3 Consequently, 62% of the applicable headline environmental elements were assessed to be below a *Satisfactory* standard. This finding has a wider importance when one considers that main road corridors often serve the function of being 'shop windows' for an area, helping to shape potential residents', workers', visitors' and investors' impressions about places.

2.11 Rural Roads

Definition

This land use class comprises all adopted highways that are located outside built-up areas and which are not otherwise included in the Main Roads or Other Highways land use classes. Careful attention is paid to the selection of survey transects on safety grounds, with them being limited to sites where there is a footway or a wide, easily walked verge.

- 2.11.1 Once the elements where the samples were too small to be reliable are discounted, the findings for Rural Roads are positive with improvements in standards being recorded for detritus, and the condition of pavements, buildings and boundary structures.
- 2.11.2 Overall, environmental standards on Rural Roads were slightly better than the national averages, although 48% of headline environmental elements still achieved less than a *Satisfactory* standard.

2.12 Other Highways

Definition

This land use class includes:

- a. *formal and informal lay-bys;*
- b. *the first 50 metres of By-ways Open to all Traffic (BOATS), Roads Used as Public Paths (RUPPS) and bridleways leading from metalled public highways;*
- c. *redundant highway infrastructure still accessible to the public, including stub access roads to future development sites;*
- d. *narrow roads and back alleys within housing areas - often referred to by local names, such as 'ginnels', 'snickets', 'snickleways', 'six-foots' and 'ten foots'. Normally, this type of pathway is adopted and usually is closely bounded by walls and/or other boundary structures.*

Note: other types of pedestrian routes and pathways within housing areas, such as footways beside standard carriageways, main pedestrian circulation routes and footpaths crossing public open spaces, should be included within the appropriate land use class;

- e. *dedicated cycleways in both rural and urban areas, which are separated (by distance or a physical barrier) from highways that are trafficked by motor vehicles and other adjacent LEQSE land uses. Where a cycleway has no physical demarcation and forms part of another LEQSE land use, such as where a cycleway crosses a public park, the cycleway should be included as part of the evaluation of the public park.*

Note: on cycleways the shared use by pedestrians is permitted. In all cases, therefore, the whole area of a cycleway and any verges etc. is included in the assessment, whether or not parts of the surface are demarcated for use by pedestrians.

- 2.12.1 The trend for Other Highways appears generally to be upwards. This is especially encouraging because some of these routes already are - or they have the potential to become - part of local walking and cycling networks. Maintaining a high quality of local environment on these sustainable transport networks is essential if they are to be well used.
- 2.12.2 Improvements in standards have been recorded for litter, detritus, leaf fall, staining, the cleansing and condition of litter bins and the condition of other items of street furniture.
- 2.12.3 However, although the trend data appears to be positive, the local environmental standards in this land use are starting from an especially low base and the prevailing standards are still generally below the national averages. Substandard elements include litter, detritus, weed growth, fly-tipping, paved area obstruction, carriageway condition, condition of lamp posts, public signs and buildings and boundary structures, and the maintenance and cleansing of landscaping.
- 2.12.4 The current condition of these particular elements is likely to both detract from the functionality of these sustainable transport networks, and add to the fear of crime of users or would-be users of these networks. Overall, 63% of applicable elements were below a *Satisfactory* standard.

2.13 Recreation Areas

Definition

This land use class includes a wide range of open spaces that are freely accessible to the public. Sites include parks, picnic sites, canals, lakes, riversides and cycleways (but exclude cycleways that are on or adjacent to main highways, or where they run on routes classified as 'Other Highways').

- 2.13.1 The early trend data indicates that notable improvements have occurred in this land use in relation to basic cleansing and maintenance - probably as a response to the growing public and political concern over these important public spaces.
- 2.13.2 Litter, detritus, leaf fall, weed growth, staining, graffiti, public signs, and the cleansing and maintenance of landscaping have all improved.
- 2.13.3 The condition of the physical fabric - paved areas, carriageways, channels, (including car park surfaces etc.), have all deteriorated, indicating that significant investment is also required in the infrastructure of these spaces.
- 2.13.4 Consequently, and in spite of the improvements, 50% of the assessable environmental elements remained below a *Satisfactory* standard, and graffiti, paved area obstruction, channel and carriageway condition were below the national average.

2.14 Other Sites

Definition

This land use class mainly includes seaside fronts and promenades, and to a lesser extent, university campuses and academic precincts.

- 2.14.1 This year's findings indicate that significant improvements have been achieved across a wide range of environmental elements. This probably reflects both the renewed interest in English coastal resorts and an increased awareness of the important role that local environmental quality plays in attracting visitors and investors.
- 2.14.2 Improvements have been recorded in litter, detritus, weed growth, graffiti, channel obstruction, channel and carriageway condition, public signs, the cleansing and emptying of litter bins, and the cleansing of landscaped areas.
- 2.14.3 Consequently, this land use class exceeds the national standards in 50% of the assessable environmental elements and equals them in the remaining 50%.
- 2.14.4 Nevertheless, the standard was still below *Satisfactory* in relation to 50% of the assessable elements. However, with the exception of obstruction of paved areas, the shortfalls were only of the order of 1 or 2 SQI, and should therefore be capable of improvement within existing resources.

LOCAL ENVIRONMENTAL QUALITY STANDARDS (all land uses)

	All Land Uses	Primary Retail / Commercial	Secondary Retail / Commercial	Transport Retail / Commercial	High Density Housing	Low Density Housing	Low Density Social Housing	Low Density Private Housing	Industry / Warehousing	Main Roads	Rural Roads	Other Highways	Recreation Areas	Other Sites
CLEANSING STANDARDS	Litter	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
	Debris	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
	Leaf fall	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
	CLEANSING RELATED													
Weed growth	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	
Staining	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	
Fly-tipping	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	
Flyposting	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	
Graffiti	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	
HIGHWAYS AND TRAFFIC	Paved areas obstruction	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
	Channel obstruction	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
	Paved areas condition	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
	Channel condition	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
	Carrageway condition	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
	Vehicle flows	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
	Pedestrian flows	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
	STREET FURNITURE													
	Posts & lamp posts	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
	Public signs	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
Other street furniture	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	
Buildings/boundary structures	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	
LITTER BINS	Cleansing	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
	Condition	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
BUS STOPS, ETC.	Degree of fill	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
	Cleansing	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
PUBLIC TOILETS	Condition	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
	Staining/grime	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
	Graffiti	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
LANDSCAPING	Cleansing	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
	Fixures/fitings	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
	Staining/grime	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
LANDSCAPING	Overall Cleansing	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
	Overall Maintenance	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good

KEY

 Good
 Satisfactory
 Unsatisfactory
 Poor

LEQS NATIONAL CONDITION INDICES
All Land Uses

Y2 2002/3

CLEANSING STANDARDS		
	Litter	
	Detritus	
	Leaf fall	
CLEANSING RELATED		
	Weed growth	
	Staining	
	Fly-tipping	
	Flyposting	
	Graffiti	
HIGHWAYS AND TRAFFIC		
	Paved areas obstruction	
	Channel obstruction	
	Paved areas condition	
	Channel condition	
	Carriageway condition	
	Vehicle flows	
	Pedestrian flows	
STREET FURNITURE		
	Posts & lamp posts	
	Public signs	
	Other street furniture	
	Buildings/boundary structures	
LITTER BINS		
	Litter	
	Condition	
	Degree of fill	
BUS STOPS, ETC.		
	Litter	
	Condition	
	Staining/grime	
	Graffiti	
PUBLIC TOILETS		
	Litter	
	Fixtures/fittings	
	Staining/grime	
	Odour	
LANDSCAPING		
	Litter	
	Maintenance	



LEQS NATIONAL CONDITION INDICES
Primary Retail / Commercial

Y2 2002/3

CLEANSING STANDARDS		
	Litter	
	Detritus	
	Leaf fall	
CLEANSING RELATED		
	Weed growth	
	Staining	
	Fly-tipping	
	Flyposting	
	Graffiti	
HIGHWAYS AND TRAFFIC		
	Paved areas obstruction	
	Channel obstruction	
	Paved areas condition	
	Channel condition	
	Carriageway condition	
	Vehicle flows	
	Pedestrian flows	
STREET FURNITURE		
	Posts & lamp posts	
	Public signs	
	Other street furniture	
	Buildings/boundary structures	
LITTER BINS		
	Litter	
	Condition	
	Degree of fill	
BUS STOPS, ETC.		
	Litter	
	Condition	
	Staining/grime	
	Graffiti	
PUBLIC TOILETS		
	Litter	
	Fixtures/fittings	
	Staining/grime	
	Odour	
LANDSCAPING		
	Litter	
	Maintenance	

KEY



LEQS NATIONAL CONDITION INDICES
Secondary Retail / Commercial

Y2 2002/3

CLEANSING STANDARDS		
	Litter	
	Detritus	
	Leaf fall	
CLEANSING RELATED		
	Weed growth	
	Staining	
	Fly-tipping	
	Flyposting	
	Graffiti	
HIGHWAYS AND TRAFFIC		
	Paved areas obstruction	
	Channel obstruction	
	Paved areas condition	
	Channel condition	
	Carriageway condition	
	Vehicle flows	
	Pedestrian flows	
STREET FURNITURE		
	Posts & lamp posts	
	Public signs	
	Other street furniture	
	Buildings/boundary structures	
LITTER BINS		
	Litter	
	Condition	
	Degree of fill	
BUS STOPS, ETC.		
	Litter	
	Condition	
	Staining/grime	
	Graffiti	
PUBLIC TOILETS		
	Litter	
	Fixtures/fittings	
	Staining/grime	
	Odour	
LANDSCAPING		
	Litter	
	Maintenance	



LEQS NATIONAL CONDITION INDICES
Transport Facilities

Y2 2002/3










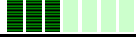

CLEANSING STANDARDS	
	Litter
	Detritus
	Leaf fall
CLEANSING RELATED	
	Weed growth
	Staining
	Fly-tipping
	Flyposting
	Graffiti
HIGHWAYS AND TRAFFIC	
	Paved areas obstruction
	Channel obstruction
	Paved areas condition
	Channel condition
	Carriageway condition
	Vehicle flows
	Pedestrian flows
STREET FURNITURE	
	Posts & lamp posts
	Public signs
	Other street furniture
	Buildings/boundary structures
LITTER BINS	
	Litter
	Condition
	Degree of fill
BUS STOPS, ETC.	
	Litter
	Condition
	Staining/grime
	Graffiti
PUBLIC TOILETS	
	Litter
	Fixtures/fittings
	Staining/grime
	Odour
LANDSCAPING	
	Litter
	Maintenance

KEY



LEQS NATIONAL CONDITION INDICES
High Density Housing

Y2 2002/3

CLEANSING STANDARDS		
	Litter	
	Detritus	
	Leaf fall	
CLEANSING RELATED		
	Weed growth	
	Staining	
	Fly-tipping	
	Flyposting	
	Graffiti	
HIGHWAYS AND TRAFFIC		
	Paved areas obstruction	
	Channel obstruction	
	Paved areas condition	
	Channel condition	
	Carriageway condition	
	Vehicle flows	
	Pedestrian flows	
STREET FURNITURE		
	Posts & lamp posts	
	Public signs	
	Other street furniture	
	Buildings/boundary structures	
LITTER BINS		
	Litter	
	Condition	
	Degree of fill	
BUS STOPS, ETC.		
	Litter	
	Condition	
	Staining/grime	
	Graffiti	
PUBLIC TOILETS		
	Litter	
	Fixtures/fittings	
	Staining/grime	
	Odour	
LANDSCAPING		
	Litter	
	Maintenance	

KEY



LEQS NATIONAL CONDITION INDICES
Low Density Social Housing

Y2 2002/3

CLEANSING STANDARDS		
	Litter	
	Detritus	
	Leaf fall	
CLEANSING RELATED		
	Weed growth	
	Staining	
	Fly-tipping	
	Flyposting	
	Graffiti	
HIGHWAYS AND TRAFFIC		
	Paved areas obstruction	
	Channel obstruction	
	Paved areas condition	
	Channel condition	
	Carriageway condition	
	Vehicle flows	
	Pedestrian flows	
STREET FURNITURE		
	Posts & lamp posts	
	Public signs	
	Other street furniture	
	Buildings/boundary structures	
LITTER BINS		
	Litter	
	Condition	
	Degree of fill	
BUS STOPS, ETC.		
	Litter	
	Condition	
	Staining/grime	
	Graffiti	
PUBLIC TOILETS		
	Litter	
	Fixtures/fittings	
	Staining/grime	
	Odour	
LANDSCAPING		
	Litter	
	Maintenance	



LEQS NATIONAL CONDITION INDICES
Low Density Private Housing


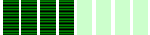










Y2 2002/3

CLEANSING STANDARDS		
	Litter	
	Detritus	
	Leaf fall	
CLEANSING RELATED		
	Weed growth	
	Staining	
	Fly-tipping	
	Flyposting	
	Graffiti	
HIGHWAYS AND TRAFFIC		
	Paved areas obstruction	
	Channel obstruction	
	Paved areas condition	
	Channel condition	
	Carriageway condition	
	Vehicle flows	
	Pedestrian flows	
STREET FURNITURE		
	Posts & lamp posts	
	Public signs	
	Other street furniture	
	Buildings/boundary structures	
LITTER BINS		
	Litter	
	Condition	
	Degree of fill	
BUS STOPS, ETC.		
	Litter	
	Condition	
	Staining/grime	
	Graffiti	
PUBLIC TOILETS		
	Litter	
	Fixtures/fittings	
	Staining/grime	
	Odour	
LANDSCAPING		
	Litter	
	Maintenance	



LEQS NATIONAL CONDITION INDICES
Industry / Warehousing

Y2 2002/3



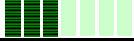

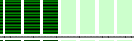
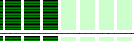

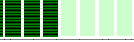









CLEANSING STANDARDS		
	Litter	
	Detritus	
	Leaf fall	
CLEANSING RELATED		
	Weed growth	
	Staining	
	Fly-tipping	
	Flyposting	
	Graffiti	
HIGHWAYS AND TRAFFIC		
	Paved areas obstruction	
	Channel obstruction	
	Paved areas condition	
	Channel condition	
	Carriageway condition	
	Vehicle flows	
	Pedestrian flows	
STREET FURNITURE		
	Posts & lamp posts	
	Public signs	
	Other street furniture	
	Buildings/boundary structures	
LITTER BINS		
	Litter	
	Condition	
	Degree of fill	
BUS STOPS, ETC.		
	Litter	
	Condition	
	Staining/grime	
	Graffiti	
PUBLIC TOILETS		
	Litter	
	Fixtures/fittings	
	Staining/grime	
	Odour	
LANDSCAPING		
	Litter	
	Maintenance	

KEY



LEQS NATIONAL CONDITION INDICES
Main Roads

Y2 2002/3

CLEANSING STANDARDS		
	Litter	
	Detritus	
	Leaf fall	
CLEANSING RELATED		
	Weed growth	
	Staining	
	Fly-tipping	
	Flyposting	
	Graffiti	
HIGHWAYS AND TRAFFIC		
	Paved areas obstruction	
	Channel obstruction	
	Paved areas condition	
	Channel condition	
	Carriageway condition	
	Vehicle flows	
	Pedestrian flows	
STREET FURNITURE		
	Posts & lamp posts	
	Public signs	
	Other street furniture	
	Buildings/boundary structures	
LITTER BINS		
	Litter	
	Condition	
	Degree of fill	
BUS STOPS, ETC.		
	Litter	
	Condition	
	Staining/grime	
	Graffiti	
PUBLIC TOILETS		
	Litter	
	Fixtures/fittings	
	Staining/grime	
	Odour	
LANDSCAPING		
	Litter	
	Maintenance	



LEQS NATIONAL CONDITION INDICES
Rural Roads

Y2 2002/3

CLEANSING STANDARDS		
	Litter	
	Detritus	
	Leaf fall	
CLEANSING RELATED		
	Weed growth	
	Staining	
	Fly-tipping	
	Flyposting	
	Graffiti	
HIGHWAYS AND TRAFFIC		
	Paved areas obstruction	
	Channel obstruction	
	Paved areas condition	
	Channel condition	
	Carriageway condition	
	Vehicle flows	
	Pedestrian flows	
STREET FURNITURE		
	Posts & lamp posts	
	Public signs	
	Other street furniture	
	Buildings/boundary structures	
LITTER BINS		
	Litter	
	Condition	
	Degree of fill	
BUS STOPS, ETC.		
	Litter	
	Condition	
	Staining/grime	
	Graffiti	
PUBLIC TOILETS		
	Litter	
	Fixtures/fittings	
	Staining/grime	
	Odour	
LANDSCAPING		
	Litter	
	Maintenance	



LEQS NATIONAL CONDITION INDICES
Other Highways

Y2 2002/3

CLEANSING STANDARDS		
	Litter	
	Detritus	
	Leaf fall	
CLEANSING RELATED		
	Weed growth	
	Staining	
	Fly-tipping	
	Flyposting	
	Graffiti	
HIGHWAYS AND TRAFFIC		
	Paved areas obstruction	
	Channel obstruction	
	Paved areas condition	
	Channel condition	
	Carriageway condition	
	Vehicle flows	
	Pedestrian flows	
STREET FURNITURE		
	Posts & lamp posts	
	Public signs	
	Other street furniture	
	Buildings/boundary structures	
LITTER BINS		
	Litter	
	Condition	
	Degree of fill	
BUS STOPS, ETC.		
	Litter	
	Condition	
	Staining/grime	
	Graffiti	
PUBLIC TOILETS		
	Litter	
	Fixtures/fittings	
	Staining/grime	
	Odour	
LANDSCAPING		
	Litter	
	Maintenance	

KEY



LEQS NATIONAL CONDITION INDICES
Recreation Areas

Y2 2002/3

CLEANSING STANDARDS	
	Litter
	Detritus
	Leaf fall
CLEANSING RELATED	
	Weed growth
	Staining
	Fly-tipping
	Flyposting
	Graffiti
HIGHWAYS AND TRAFFIC	
	Paved areas obstruction
	Channel obstruction
	Paved areas condition
	Channel condition
	Carriageway condition
	Vehicle flows
	Pedestrian flows
STREET FURNITURE	
	Posts & lamp posts
	Public signs
	Other street furniture
	Buildings/boundary structures
LITTER BINS	
	Litter
	Condition
	Degree of fill
BUS STOPS, ETC.	
	Litter
	Condition
	Staining/grime
	Graffiti
PUBLIC TOILETS	
	Litter
	Fixtures/fittings
	Staining/grime
	Odour
LANDSCAPING	
	Litter
	Maintenance

KEY



LEQS NATIONAL CONDITION INDICES
Other Sites

Y2 2002/3

CLEANSING STANDARDS		
	Litter	
	Detritus	Un satisfactory
Good	Leaf fall	
CLEANSING RELATED		
	Weed growth	
	Staining	
Good	Fly-tipping	
Good	Flyposting	
Good	Graffiti	
HIGHWAYS AND TRAFFIC		
	Paved areas obstruction	Un satisfactory
	Channel obstruction	
	Paved areas condition	Un satisfactory
	Channel condition	Un satisfactory
	Carriageway condition	Un satisfactory
Good	Vehicle flows	
Good	Pedestrian flows	
STREET FURNITURE		
	Posts & lamp posts	Un satisfactory
	Public signs	
	Other street furniture	Un satisfactory
	Buildings/boundary structures	Un satisfactory
LITTER BINS		
	Litter	Un satisfactory
	Condition	Un satisfactory
Good	Degree of fill	
BUS STOPS, ETC.		
	Litter	
	Condition	
	Staining/grime	
	Graffiti	
PUBLIC TOILETS		
	Litter	
	Fixtures/fittings	
	Staining/grime	
	Odour	
LANDSCAPING		
	Litter	
	Maintenance	Un satisfactory



3.0 LOCAL ENVIRONMENTAL QUALITY ISSUES

3.1 Introduction

3.1.1 This chapter focuses on a selection of environmental elements and issues where the data marks them out for comment.

3.2 Litter

Quantity

3.2.1 Overall, the amount of litter across all land use classes remained unchanged in 2002 / 03. At -2 SQI it is classed as *Unsatisfactory*, but not by a long way, and manageable improvements should be achievable, in many cases within existing resources.

3.2.2 The exceptions to the overall standard for litter occurred in the following land use classes:

- a. -3 SQI - Secondary Retail and Commercial Areas; Industry, Warehousing and Retail Sheds Areas; and Other Highways;
- b. -1 SQI - Transport Areas; and Rural Roads;
- c. +1 SQI - Recreation Areas; and Other Sites;
- d. +2 SQI - Lower Density Private Housing Areas.

3.2.3 With the exception of the following changes, the results are the same as in 2001 / 02:

- a. *Improvement in standard of +1 SQI* - Lower Density Private Housing Areas; Other Highways; Recreation Areas; and Other Sites;
- b. *Reduction in standard of -1 SQI* - Secondary Retail and Commercial Areas, Higher Density Housing Areas; and Lower Density Social Housing Areas.

Litter by Source

3.2.4 The frequency with which different types of litter were found by standard sources was as follows:

Source	% Transects 2001 / 02	% Transects 2002 / 03	% Change
General litter	97	97	=
Domestic refuse	11	9	-2
Commercial wastes	17	18	+1
Faeces	17	12	-5
Construction-related	1	1	=
Clinical	4	4	=
Putrescible	3	2	-1
Other	1	1	=

Changes

3.2.5.1 Of the General Litter (mainly dropped by people walking and travelling through areas in vehicles), the most widely distributed component continued to be smokers' materials

3.2.6 *Fast-Food Litter etc.* - However, the most significant changes have been the increases in the proportions of transects on which materials related to the consumption of food and drink were found:

<i>Material</i>	<i>% 2001 / 02</i>	<i>% 2002 / 03</i>	<i>% Change</i>
Confectionery	47	53	+6
Snack packaging	9	19	+10
Fast-food packaging	4	16	+12
Drinks-related	28	39	+11
Discarded food	1	8	+7

3.2.7 Not only has this range of materials increased in the locations where normally it has been found (e.g. Primary Retail and Commercial Areas for fast-food litter), but it has also become more widespread. One of the factors behind this change may be an increase in sales of fast-food via drive-through outlets and premises located on sites that are predominantly car-accessible (e.g. retail parks, converted pub and roadside restaurant sites). People purchasing food and drink at these locations appear to drive greater distances before consuming their meals and disposing of the attendant packaging and waste food. This is demonstrated by the increase in sites affected by fast-food litter in Lower Density Social Housing (+11%), and along Main Roads (+18%), Rural Roads (+14%), and Other Highways (+20%).

3.2.8 *Domestic Refuse* - A small, but encouraging reduction in the incidence of spilt domestic refuse occurring as litter took place across all types of housing. This is probably due to the progressive adoption of more sophisticated refuse bins and collection vehicles.

3.2.9 *Commercial Wastes* - In relation to commercial wastes occurring as litter, elastic bands dropped by Post Office workers continued to be the most common *single* source (found on 6% of transects - an increase of 1% over 2001 / 02). However, materials derived from office premises was now the largest *combined* source, being found on 7% of transects, an increase of 5% over 2001 / 02.

3.3 Detritus

3.3.1 Although the overall standard for detritus across all land use classes remained unchanged in 2002 / 03, this conceals encouraging improvements that took place in several land uses.

Quantity

- 3.3.2 The distribution of standards around the average was greater for detritus than for litter:
 - a. -6 SQI - Other Highways;
 - b. -4 SQI - Higher Density Housing; Industry, Warehousing and Retail Sheds; Rural Roads;
 - c. -2 SQI - Secondary Retail and Commercial Areas; Other Sites;
 - d. +1 SQI - Primary Retail and Commercial Areas.

Changes

- 3.3.3 Several land uses also posted improvements in standards in 2002 / 03:
 - a. *Improvement in standard of +1 SQI* - Primary Retail and Commercial Areas; Secondary Retail and Commercial Areas; Other Sites; Industry, Warehousing and Retail Sheds; Rural Roads; Other Highways; Recreation Areas.
- 3.3.4 Standards did not reduce in any of the other land use classes in 2002 / 03. This is encouraging, and it is hoped that the introduction of BV199 in April 2003 will lead to a much-needed improvement in standards from 2003 / 04 onwards. The results for 2002 / 03 continue to suggest that either an increase in the quantity of sweeping is required, or that greater care is needed in the specification, timing and application of sweeping resources in order to address better the diverse circumstances encountered in different land uses.

3.4 BV199 Threshold for 2002 / 03 Derived from LEQSE

- 3.4.1 Based on the returns from the 2001 / 02 LEQSE, the threshold for substandard grades (Grades B/C, C, C- and D) for litter and detritus (combined) was 28% of sites. This was rounded up to 30% to become the threshold target for local authorities to get *below* for BV199 - the new Best Value Performance Indicator on Street Cleanliness.
- 3.4.2 Based on the 2002 / 03 LEQSE results, the threshold is as follows:

	<i>% Litter</i>	<i>% Detritus</i>	<i>% Combined</i>
<i>All Land Uses</i>	21	32	26

- 3.4.3 This represents a 2% improvement on the 2001 / 02 threshold, due to an improvement in the detritus return, offsetting a small decline in that for litter.

3.5 Dog Fouling

- 3.5.1 A significant success appears to have been the work of many local authorities in tackling the problem of dog fouling by a minority of irresponsible dog owners.
- 3.5.2 Using a carefully researched, targeted (and controversial) campaign devised by ENCAMS, local authorities engaged in concerted activities that were designed to overturn the reasoning used by this minority of dog owners to excuse their anti-social behaviour.
- 3.5.3 The positive returns recorded by the post-campaign research appear to be supported by the 2002 / 03 LEQSE findings:
- a. the proportion of sites affected by dog faeces reduced by 27% (11% to 8%) resulting in an estimated reduction of 1% in the proportion of litter comprising faeces (from 3% to 2%);
 - b. reductions in affected sites occurred in all land use classes, but above average reductions were recorded in Higher Density Housing Areas; Lower Density Private Housing Areas; Main Roads; Rural Roads; Other Highways; Recreation Areas; Other Sites (seaside promenades).
- 3.5.4 These successes included target areas frequented by children, who are especially susceptible to contracting serious illnesses from dog faeces - including loss of eyesight.

3.6 Chewing Gum Staining

- 3.6.1 The LEQSE results for 2002 / 03 emphatically confirm the findings from 2001 / 02, that trodden in chewing gum is *by a large margin* the most wide spread form of staining in England - found on 66% of sites, compared with 45% of sites for all forms of staining originating from vehicles. This pattern held true across all land use classes, except Industry, Warehousing and Retail Sheds; Rural Roads; and Other Highways, where the relationship between the top two sources of staining was reversed, *but only by a small margin*.
- 3.6.2 Whilst both forms of staining detract from the appearance of local environments, chewing gum poses several extra problems: it is harder to remove than oil staining (the commonest form of vehicle staining), and can appear as dark blotches against light coloured paving, and as light coloured patches when it occurs on paving that has been washed.
- 3.6.3 Furthermore, in three land uses (Primary and Secondary Retail and Commercial Areas, and Other Sites) chewing gum was found on *over 8 out of 10 sites*. Because the deposition of gum is related to human activity, accumulations can become extreme in locations where people congregate within these areas. These include taxi ranks, outside pubs, nightclubs and commercial buildings, and around entry / exits points within the public transport infrastructure.

3.7 Crime and Fear of Crime

Introduction

- 3.7.1 The overall returns for graffiti, flyposting and fly-tipping (including abandoned vehicles) will surprise many people (as they did in 2001 / 02) by being classified as *Good* (+8 SQI). Similarly, the low incidence of all types of clinical wastes (including drugs-related litter) appears contrary to the prominence given to this subject in the media.
- 3.7.2 The reasons for this apparent paradox - between popular perception and this quantitative record of reality - appear to be the same as last year:
- a. the overwhelming majority of places in England remained completely free from these visible symptoms that can cause a 'fear of crime';
 - b. most of the incidents that were recorded were minor in scale and located where most people would not have seen them;
 - c. in the minority of cases where larger quantities were encountered the problems were often very visible to many people passing by;
 - d. public sensitivity to these problems - because they cause people to fear that other types of crime are present in an area - appears to lead in most districts to a high political priority being attached to the quick removal of this range of local environmental problems.
- 3.7.3 Currently, the LEQSE is only recording the amounts of these problems that are present when surveyors are in an area. The survey does not evaluate the quantities of these issues that public bodies and other landowners remove. However, a set of measurement tools will be developed in late 2003 / 04, as part of the District version of LEQS, which will aim to capture this 'missing' information in a comparable format. This additional data will help both to estimate if a problem is growing or reducing, and gauge the relative efficiency of removal services.
- 3.7.4 Nevertheless, LEQSE reliably estimates the quantities of these problems that were visible over a year; pinpoints the worst occurrences; and what types of material were involved. The findings are set out below.

Fly-tipping

- 3.7.5 The overall assessment for Fly-tipping was *Good* (+8 SQI), and if a slight trend is discernible, then it is improving. Only 4% of sites were affected.
- 3.7.6 The distribution of the problem remained unchanged, with Other Highways being most affected, followed some way behind by Industrial, Warehousing and Retail Sheds Areas. Even in these two land use classes, 87% of transects contained no fly-tipping; 8% contained only *Light* amounts; 4% contained *Significant* quantities; and only 1% contained *Heavy* deposits. These two land use classes accounted for 40% of *Significant* and *Heavy* deposits in England, yet even here, fly-tipping would only have been clearly visible to passers-by on around 5% of the sites.

3.7.7 The majority of the remaining *Significant* and *Heavy* deposits occurred in Secondary Retail and Commercial Areas; Higher Density Housing Areas; Rural Roads; and Recreation Areas.

3.7.8 The proportion of the fly-tipping *incidents by source* were as follows:

<i>Source</i>	<i>% of Affected Transects Where Found</i>
Domestic refuse	32
Commercial wastes	22
Construction materials	17
Landscape wastes	14
Bulky Household wastes	12
Travel-related: <i>including abandoned & burnt vehicles</i>	9
Other	6

Flyposting

3.7.9 The overall assessment for Flyposting was *Good* (+8 SQI), and across most land uses the pattern was stable and similar, or equal to 2001 / 02. The largest change was on Other Sites, where there had been a significant reduction in flyposting, probably the result of increased priority being attached to local environmental quality and management in the areas covered by this category. Overall, 13% of sites were affected.

3.7.10 The distribution of the problem remained unchanged: the most affected land uses included Primary and Secondary Retail and Commercial Areas and Other Sites. All the remaining land use classes were either unaffected by flyposting or suffered from it to a negligible extent. Even in these three land use classes, 59% of transects contained no flyposting; 36% contained only *Light* amounts; 4% contained *Significant* quantities; and only 0.1% contained *Heavy* displays. These three land use classes accounted for 84% of *Significant* and *Heavy* displays of flyposting in England, yet even here, flyposting would only have been clearly visible to passers-by on around 4% of the sites.

3.7.11 The majority of the remaining *Significant* and *Heavy* deposits occurred in Transport Facilities; Higher Density Housing Areas; and Main Roads.

3.7.12 The proportion of the fly-tipping *incidents by source* were as follows:

<i>Source</i>	<i>% of Affected Transects Where Found</i>
Stickers	66
Entertainments	13
Other	8
Political & old public notices	5
Personal	4

3.7.13 Although not the most numerous, flyposting funded by the entertainments industry were the most visible. This was because many were large, designed to be eye-catching, and located on prominent sites within the land uses that have the highest flows of the target audience of younger people. Young people were also connected with many of the stickers, which were the most widespread, but least visible, types of flyposting. This category covered a wide range of items including price and other labels off retail packaging, children's collection stickers, and commercial stickers promoting a variety of businesses and events.

Graffiti

3.7.14 The overall assessment for graffiti was *Good* (+8 SQI), with the trend across 75% of land uses appearing to be upwards. Nowhere was a decline in standard recorded in 2002 / 03. Particularly significant improvements were recorded in Transport Facilities, and Industry, Warehousing and Retail Sheds Areas, although positive indications were also apparent in Primary Retail and Commercial Areas; Main Roads; Other Highways; Recreation Areas; and Other Sites. Overall, 24% of sites were affected.

3.7.15 All land uses were affected by graffiti to varying degrees, but the distribution of the problem remained unchanged from 2001 / 02. The most affected land uses were Primary and Secondary Retail and Commercial Areas; Transport Facilities; and Recreation Areas, whilst the least affected were Rural Roads, and Other Highways, followed by Lower Density Private Housing. Even across the four most affected land use classes, 57% of transects contained no graffiti; 33% contained only *Light* amounts; 10% contained *Significant* quantities; and only 1% contained *Heavy* displays. These four land use classes accounted for 81% of *Significant* and *Heavy* displays of graffiti in England, yet even here, the marks would only have been clearly visible to passers-by on around 11% of the sites.

3.7.16 The majority of the remaining *Significant* and *Heavy* occurrences were in Higher Density Housing Areas; Lower Density Social Housing Areas; and Industry, Warehousing and Retail Sheds Areas.

3.7.17 The proportion of the graffiti *incidents by source* were as follows:

<i>Source</i>	<i>% of Affected Transects Where Found</i>
Juvenile writing & drawing	63
Tags	31
Scratchings (mainly juvenile)	28
Other	1
Racist	0.6

3.7.18 Political and religious graffiti, together, was found on only 0.3% of sites.

- 3.7.19 The most prominent displays were 'Tags' (personal graphic identifiers) and Other (mainly large graphic pieces). These types of markings were located in the most visible - often difficult-to-access - locations within the busiest land use classes.
- 3.7.20 In contrast, the most prevalent category - juvenile writing and drawing - was usually the least visible. These types of marks, together with related scratchings, were usually small and often located in secondary and tertiary locations where groups of young people often congregate. Many of the stickers referred to in paragraph 3.7.13, above, also reflected this pattern.
- 3.7.21 A further dimension, related to this set of issues, is the perception of many older people that these groups of young people, who gather in streets and public spaces, add to their fear of crime.

Alcohol and Drugs-related Litter

- 3.7.22 LEQSE surveyors not only recorded a significant increase in the distribution of drinks-related litter (see paragraph 3.2.6), but they also noticed that an increasing proportion of this type of litter comprised materials related to the consumption of alcohol in public places. Because of the potential law and order / fear of crime consequences associated with the consumption of excessive amounts of alcohol, the LEQSE from 2003 / 04 onwards will produce separate information of the distribution of alcoholic and soft drinks related litter.
- 3.7.23 In contrast, the presence of drugs-related litter in public places that are open to the air appears to be reducing (when compared with ENCAMS' historic data, derived from a variety of studies). However, other ENCAMS' surveys suggest that this type of litter may not be reducing but that it is being disposed of in other locations, such as within public toilets (including inside cisterns and roof voids).

3.8 Design, Maintenance and Use of Public Spaces

Introduction

- 3.8.1 This section of the report examines standards relating to the main publicly-owned elements of physical infrastructure that comprise the local environment.

Litter Bins

- 3.8.2 A total of 3,723 bins were examined, which displayed the range of characteristics described below:
- a. *Condition* - the majority of bins (75%) were in a satisfactory, or good or near-good physical condition (9%). Of the remainder, 15% were in a significantly damaged, but still functional condition, and 1% were in a destroyed or otherwise unusable condition. This resulted in an overall assessment of *Unsatisfactory*.

The lowest standards were encountered on Main Roads (where a combination of neglect and impact damage was encountered); Secondary Retail and Commercial Areas; Other Highways; and Recreation Areas. Standards across the remaining land use classes were broadly similar, just falling short of *Satisfactory*;

- b. *Cleansing* - the majority of bins (76%) were in a satisfactorily clean or very clean condition (6%). Of the remainder, 17% were significantly soiled, and four (0.2%) were in a heavily soiled state. This resulted in an overall assessment of *Unsatisfactory*.

Standards of cleanliness of litter bins were broadly similar across all land use classes;

- c. *Degree of Fill* - Overall, 84% of litter bins were satisfactorily empty, leaving 16% that were overfull. This is very similar to the 2001 / 02 benchmark, indicating that there is still scope for more systematic monitoring and management of the minority of bins where standards were *Unsatisfactory*.

Bins were most likely to be overfull in Secondary Retail and Commercial Areas; Industry, Warehousing and Retail Sheds Areas; and Other Highways.

Cleansing Operations

- 3.8.3 Cleansing maintenance operations were encountered by surveyors on only 0.4% of sites (38 occasions). In only five instances was BV199 Grade A achieved after cleansing. Generally, shortfalls in standard could be attributed to four factors:

- a. the use of mechanical equipment in physical circumstances where such an approach was inappropriate;
- b. the use of litter picking, which is rarely capable of achieving a standard above BV199 Grade B / B+;
- c. lack of diligence on the part of the operative / inadequately trained operatives;
- d. the physical condition or design of an area resulting in it being impossible to achieve BV199 Grade A standard of cleansing.

- 3.8.4 Of these, the first three were the most widespread causes of shortfalls in standard. Other evidence gathered by this survey (such as patterns of accumulation for litter and detritus) support these observations.

Other Street Furniture

- 3.8.5 The overall assessment for the condition of other types of street furniture was *Unsatisfactory* (-2 SQI). With the exception of a significant increase in the standard recorded in Industry, Warehousing and Retail Sheds Areas, the overall standard and pattern of standards across land uses, remained the same as in 2001 / 02.

- 3.8.6 Standards for other types of street furniture were *Good* or very nearly good in 8% of locations; *Satisfactory* in 76% of cases; while *Unsatisfactory* standards were found on 16% of sites. *Poor* standards were found on only 0.5% of sites, indicating that the items in question had been destroyed or were in other ways non-functional.
- 3.8.7 The overall standard was highest in Lower Density Private Housing Areas, and lowest in Lower Density Social Housing Areas, although the differences were not great. This was broadly similar to the pattern recorded in 2001 / 02.
- 3.8.8 The main causes of shortfalls were:
- a. neglect of maintenance of capital items once they had been installed;
 - b. poor design;
 - c. accidental or wilful damage.

Public Signs

- 3.8.9 The overall standards and pattern of standards for public signs were similar to those for street furniture. However, in this case, the highest standard was encountered in the Other Sites category (seaside resorts etc.) and the lowest was in the Other Highways land use.
- 3.8.10 Standards for public signs were *Good* or very nearly good in 6% of locations; *Satisfactory* in 82% of cases; while *Unsatisfactory* standards were found on 11% of sites. Destroyed or illegible signs were found on 1% of sites.
- 3.8.11 Apparent declines in standard had occurred in Secondary Retail and Commercial Areas; Industry, Warehousing and Retail Sheds Areas; and Other Highways, while small improvements in standard appeared to have taken place in Recreation Areas and Other Sites.
- 3.8.12 The main causes of *Unsatisfactory* or *Poor* standards were:
- a. degradation caused by ultraviolet rays and other forms of weathering;
 - b. neglect of maintenance - especially washing and repainting;
 - c. impact damage;
 - d. wilful damage, including physical damage and the application of flyposting and graffiti that obscured the sign.

Posts and Lamp Posts

- 3.8.13 A remarkably even, but slightly *Unsatisfactory* standard was found in relation to the posts and lamp posts that populate highways and other public spaces. The apparent trend, however, was slightly upwards from the 2001 / 02 benchmark. Only 6% of the posts surveyed were in an *Unsatisfactory* condition, and very few (0.2%) were in a *Poor* condition.

- 3.8.14 Neglect of maintenance - especially repainting - and impact damage, followed by wilful damage, were the most common causes of deterioration on the 6% of transects where the standards were either *Unsatisfactory* or *Poor*.

Highway Condition and Design

- 3.8.15 The survey assessed the main parts of highways, principally from the perspectives of pedestrians, disabled people, cyclists and street sweepers. The findings were as follows:

- a. *Condition of Paved Areas* - most surfaces of paved areas (65%) were in a *Satisfactory* condition, and 9% were in a *Good* or near-good condition. Of the remainder, 26% were in a condition that could have posed a trip hazard and/or would have made the achievement of a BV199 Grade A standard difficult or impossible, and 0.3% were in a severely damaged, hazardous and uncleanable condition.

The lowest standards were encountered on Rural Roads and Other Highways, followed by Secondary Retail and Commercial Areas, and Higher Density Housing Areas. The highest standards were in Transport Facilities and on Other Sites, although not by a great margin. The overall standard everywhere was, by a significant margin, *Unsatisfactory* (-3 SQI). The main cause was a lack of maintenance / decay.

However, compared to the 2001 / 02 benchmark, the apparent trend is slightly upwards, especially in Lower Density Social Housing Areas; Industrial, Warehousing and Retail Sheds Areas; and Rural Roads. The exception is Recreation Areas, where further deterioration appeared to have occurred.

- b. *Channel Condition* - most road drainage channels (67%) were in a *Satisfactory* condition, and 5% were in a *Good* or near-good condition. Of the remainder, 27% were in a condition that would have made the achievement of a BV199 Grade A standard difficult or impossible, and 1% were in a severely damaged, uncleanable condition, and could have posed a hazard to cyclists riding into them.

Standards were relatively consistent across all land uses, with the exception of Primary Retail and Commercial Areas Lower Density Social Housing; and Recreation Areas, which were lower (although the latter should be regarded as indicative in view of a relatively small sample). The highest standard was found on Main Roads. The overall standard across all land uses was *Unsatisfactory* (-3 SQI, overall). The main cause was a lack of maintenance / decay, although poor design and construction standards were also prominent factors.

Compared with the 2001 / 02 benchmark, standards were more even across different land uses and they were slightly higher, but in most cases not by a significant margin. This suggests a slight upward trend, perhaps reflecting an increase in maintenance expenditure on more minor road networks, although much scope for improvement remains.

- c. *Carriageway Condition* - most carriageways (75%) were in a *Satisfactory* condition, and 6% were in a *Good* or near-good condition. Of the remainder, 19% were in a condition that would have made the achievement of a BV199 Grade A standard difficult or impossible, and would have caused an unacceptably rough ride or posed a hazard for cyclists. 0.5% were in a severely damaged, uncleanable condition, and would have posed a considerable hazard to cyclists.

Standards were relatively consistent across all land uses, with the exception of Other Highways and Recreation Areas (both of which have the potential to form part of local walking / cycling networks), where standards were notably lower. The highest standard was found on Main Roads and Other Sites (although the sample in the latter case was small). The standard everywhere was *Unsatisfactory* (-2 SQI, overall). The main cause was a lack of maintenance / decay, although occasionally poor design and construction standards were also factors.

With the exception of the land use classes identified above as displaying higher or lower standards, the returns across the remaining land uses were consistent. Compared with the 2001 / 02 benchmark, standards were slightly higher, but in most cases not by a significant margin. As with the results for road drainage channels, this suggests a slight upward trend, perhaps reflecting an increase in maintenance expenditure, although most areas were still a distance away from achieving a satisfactory standard.

- d. *Obstruction of Paved Areas* - a minority of paved areas used by pedestrians (25%) were in a *Satisfactory* condition, and 4% were in a *Good* or near-good condition. Of the rest, 70% were obstructed to such a degree, or lacked upstands around grassed and landscaped areas against which to sweep, that the achievement of a BV199 Grade A standard would have been difficult or impossible solely using pedestrian-operated vacuum sweeping machinery. A further 2% of paved areas were effectively inaccessible to such equipment because they were too constricted. With the exception of those areas lacking upstands (generally in housing and recreation areas), significantly obstructed paved areas would also have impeded or prevented access for disabled people in wheelchairs and people with pushchairs.

Standards were relatively consistent across all land uses, with the exception of Higher Density Housing Areas, where the highest standard was found (-4 SQI), and Recreation Areas, where the lowest standard was encountered (-7 SQI). The main causes in the latter case were the lack of upstands around grassed and landscaped areas, overhanging vegetation and poor design / location of street furniture.

In spite of the low standards, the data suggests a slight upward trend, although the changes are modest except in Primary Retail and Commercial Areas and Other Sites, where the findings suggest that money and thought is now being invested in better urban design.

However, the findings relating to the presence of litter and detritus, especially along backlines, suggest that cleansing managers should review the type, amount and quality of sweeping they are applying on paved areas in some land uses.

- e. *Obstruction of Channels* - obstruction of road drainage channels, mainly by parked vehicles, prevents the effective delivery of street cleansing services using mechanical sweeping equipment, and can act as a danger / deterrent to cyclists. The survey found overall that 49% of channels were unobstructed, and a further 29% were only lightly obstructed. However, over a fifth (22%) were obstructed to such a degree that the use of mechanical sweeping methods would be substantially or wholly ineffective.

Furthermore, the extent of obstruction varied significantly between land uses. Extensive obstruction was found in Industry, Warehousing and Retail Sheds (26% obstructed); Primary Retail and Commercial Areas (33%), Secondary Retail and Commercial Areas (36%); and Higher Density Housing Areas (42%). In contrast, the least obstructed areas included Lower Density Private Housing (8% significantly obstructed); Rural Roads (4%); and Main Roads (3%). The overall standard and pattern of standards were unchanged from 2001/02.

This type of obstruction and its distribution should be the prime consideration when deciding street cleansing strategies, especially the type of equipment that should be used and the timing of its application. However, the concentrations of litter and detritus in channels in the most obstructed land uses suggest that considerable improvements still need to be made in this respect. In particular, the substitution of manual sweeping for mechanical cleansing methods needs to be considered.

Vehicle and Pedestrian Flows

- 3.8.16 A new addition to the LEQSE in 2002 / 03, was the assessment of vehicular and pedestrian flows. This information was collected in order to provide further data relevant to the formulation of cleansing strategies.
- 3.8.17 *Vehicle Flows* - overall, in 19% of locations vehicle flows were so great that conflicts could arise between general traffic and mechanical cleansing and other vehicle-dependent local environmental maintenance operations. However, this proportion rose to 25% in Primary Retail and Commercial Areas 32% in Secondary Retail and Commercial Areas and 54% on Main Roads. In contrast, vehicle traffic caused few problems in any of the remaining land use classes, where significant obstruction occurred in less than 10% of locations.
- 3.8.18 *Pedestrian Flows* - overall, pedestrian flows were a significant impediment to cleansing and other local environmental maintenance operations (and vice versa), in only 7% of locations. However, this proportion rose to 42% of locations in Primary Retail and Commercial Areas, 14% in Secondary Retail and Commercial Areas, and 11% in Transport Facilities. Elsewhere, pedestrian traffic had little or no impact on services delivery.

Bus and Tram Stops

- 3.8.19 Bus / tram stops were assessed in respect of litter, physical condition, staining and grime, and graffiti. Because of the relatively small sample this analysis concentrates on the overall data.
- a. *Physical Condition* - the overall quality category for the physical condition of bus stops was the same as 2001 / 02 - *Unsatisfactory* - although at a slightly reduced standard of -2 SQI.
 - b. *Litter* - the overall quality category for litter around bus stops was also the same as 2001 / 02 - *Unsatisfactory* - although at the reduced standard of -2 SQI.
 - c. *Staining / Grime* - the standard for staining and grime had improved by +1 SQI overall. However, the overall standard remained *Unsatisfactory* at -3 SQI.
 - d. *Graffiti* - the overall standard for graffiti worsened by -1 SQI, to +3 SQI, which is still in the *Satisfactory* overall quality standard.
- 3.8.20 These findings are a concern because at a time when the aim should be to improve the standard of the country's public transport infrastructure in order to attract people out of their cars, the reverse might be occurring.

Public Toilets

- 3.8.21 Public toilets were assessed in relation to the condition of fixtures and fittings, litter, staining, grime and faecal contamination, and odour. In addition, in 2002 /03, the availability of supplies of toilet paper, soap and means of drying hands was also assessed. Because of the low numbers of public toilets sampled, only an indicative assessment at an 'All Land Uses' level can be provided. However, a revised survey protocol implemented in 2003 / 04 aims to overcome this problem.
- a. *Condition of Fixtures and Fittings* - the physical condition of the internal fabric of public toilets was *Satisfactory*, with indications of a slight improvement over the 2001 / 02 benchmark.
 - b. *Litter* - the amount of litter in public toilets remained *Satisfactory*.
 - c. *Staining etc.* - the extent of the presence of staining, grime and similar contamination was assessed to be just *Satisfactory*, indicating that a slight improvement may have occurred.

- d. *Odour* - the overall assessment of odour in public toilets remained *Unsatisfactory*.
- e. *Facilities* - a readily available / functioning supply of normal toilet facilities was *not* available in the following proportions of toilets:

<i>Facility</i>	<i>Proportion of WCs where NOT available (%)</i>
Toilet Paper	33
Soap	19
Hand drying	19

Landscape Maintenance

3.8.22 Landscaped areas within survey transects were assessed for the amount of litter present and the quality of horticultural maintenance (the latter assessment was related to the type of landscaping being examined). The overall findings were as follows:

- a. *Litter* - landscaped areas were littered to an *Unsatisfactory* extent (-1 SQI) - a slight improvement on 2001 / 02. However, standards varied significantly across land uses, as they did in the previous year. The highest standards were encountered in Primary Retail and Commercial Areas; Lower Density Private Housing; Recreation Areas; and Other Sites, which were all *Satisfactory*. The lowest standards were found in Secondary Retail and Commercial Areas; Industry, Warehousing and Retail Sheds Areas; Main Roads; and Other Highways. However, the indicative trend was slightly upwards in most areas.
- b. *Maintenance* - landscaped areas were maintained to an *Unsatisfactory* standard (-2 SQI) - a similar standard to that recorded in 2001 / 02. However, as with litter, standards varied significantly across land uses, as they did in the previous year. The highest standards were encountered in Primary Retail and Commercial Areas; Lower Density Private Housing; and Other Sites, out of which the standard was only *Satisfactory* in the Primary Retail and Commercial Areas. The lowest standards were found in Secondary Retail and Commercial Areas; Transport Facilities; Other Highways; and Recreation Areas. There was no indicative trend - some areas appeared to have improved slightly while others had declined.

Generally, inadequate resources appeared to be devoted to landscape maintenance, with many schemes examined seemingly the result of capital improvement programmes for which inadequate revenue funds / management responsibility had been established for maintenance.

CLEANSING STANDARDS	
	Litter
	Detritus
	Leaf fall
CLEANSING RELATED	
	Weed growth
	Staining
	Fly-tipping
	Flyposting
	Graffiti
HIGHWAYS AND TRAFFIC	
	Paved areas obstruction
	Channel obstruction
	Paved areas condition
	Channel condition
	Carriageway condition
	Vehicle flows
	Pedestrian flows
STREET FURNITURE	
	Posts & lamp posts
	Public signs
	Other street furniture
	Buildings/boundary structures
LITTER BINS	
	Cleansing
	Condition
	Degree of fill
BUS STOPS, ETC.	
	Cleansing
	Condition
	Staining/grime
	Graffiti
PUBLIC TOILETS	
	Cleansing
	Fixtures/fittings
	Staining/grime
	Odour
LANDSCAPING	
	Cleansing
	Maintenance

KEY



LEQS NATIONAL CONDITION INDICES
South-east

Y2 2002/3

CLEANSING STANDARDS	
	Litter
	Detritus
	Leaf fall
CLEANSING RELATED	
	Weed growth
	Staining
	Fly-tipping
	Flyposting
	Graffiti
HIGHWAYS AND TRAFFIC	
	Paved areas obstruction
	Channel obstruction
	Paved areas condition
	Channel condition
	Carriageway condition
	Vehicle flows
	Pedestrian flows
STREET FURNITURE	
	Posts & lamp posts
	Public signs
	Other street furniture
	Buildings/boundary structures
LITTER BINS	
	Cleansing
	Condition
	Degree of fill
BUS STOPS, ETC.	
	Cleansing
	Condition
	Staining/grime
	Graffiti
PUBLIC TOILETS	
	Cleansing
	Fixtures/fittings
	Staining/grime
	Odour
LANDSCAPING	
	Cleansing
	Maintenance



LEQS NATIONAL CONDITION INDICES
South-west





Y2 2002/3

CLEANSING STANDARDS		
	Litter	
	Detritus	
	Leaf fall	
CLEANSING RELATED		
	Weed growth	
	Staining	
	Fly-tipping	
	Flyposting	
	Graffiti	
HIGHWAYS AND TRAFFIC		
	Paved areas obstruction	
	Channel obstruction	
	Paved areas condition	
	Channel condition	
	Carriageway condition	
	Vehicle flows	
	Pedestrian flows	
STREET FURNITURE		
	Posts & lamp posts	
	Public signs	
	Other street furniture	
	Buildings/boundary structures	
LITTER BINS		
	Cleansing	
	Condition	
	Degree of fill	
BUS STOPS, ETC.		
	Cleansing	
	Condition	
	Staining/grime	
	Graffiti	
PUBLIC TOILETS		
	Cleansing	
	Fixtures/fittings	
	Staining/grime	
	Odour	
LANDSCAPING		
	Cleansing	
	Maintenance	



LEQS NATIONAL CONDITION INDICES
West Midlands

Y2 2002/3

CLEANSING STANDARDS		
	Litter	
	Detritus	
	Leaf fall	
CLEANSING RELATED		
	Weed growth	
	Staining	
	Fly-tipping	
	Flyposting	
	Graffiti	
HIGHWAYS AND TRAFFIC		
	Paved areas obstruction	
	Channel obstruction	
	Paved areas condition	
	Channel condition	
	Carriageway condition	
	Vehicle flows	
	Pedestrian flows	
STREET FURNITURE		
	Posts & lamp posts	
	Public signs	
	Other street furniture	
	Buildings/boundary structures	
LITTER BINS		
	Cleansing	
	Condition	
	Degree of fill	
BUS STOPS, ETC.		
	Cleansing	
	Condition	
	Staining/grime	
	Graffiti	
PUBLIC TOILETS		
	Cleansing	
	Fixtures/fittings	
	Staining/grime	
	Odour	
LANDSCAPING		
	Cleansing	
	Maintenance	

KEY



LEQS NATIONAL CONDITION INDICES
East Midlands

Y2 2002/3

CLEANSING STANDARDS		
	Litter	
	Detritus	
	Leaf fall	
CLEANSING RELATED		
	Weed growth	
	Staining	
	Fly-tipping	
	Flyposting	
	Graffiti	
HIGHWAYS AND TRAFFIC		
	Paved areas obstruction	
	Channel obstruction	
	Paved areas condition	
	Channel condition	
	Carriageway condition	
	Vehicle flows	
	Pedestrian flows	
STREET FURNITURE		
	Posts & lamp posts	
	Public signs	
	Other street furniture	
	Buildings/boundary structures	
LITTER BINS		
	Cleansing	
	Condition	
	Degree of fill	
BUS STOPS, ETC.		
	Cleansing	
	Condition	
	Staining/grime	
	Graffiti	
PUBLIC TOILETS		
	Cleansing	
	Fixtures/fittings	
	Staining/grime	
	Odour	
LANDSCAPING		
	Cleansing	
	Maintenance	



LEQS NATIONAL CONDITION INDICES
East of England

Y2 2002/3

CLEANSING STANDARDS		
	Litter	
	Detritus	
	Leaf fall	
CLEANSING RELATED		
	Weed growth	
	Staining	
	Fly-tipping	
	Flyposting	
	Graffiti	
HIGHWAYS AND TRAFFIC		
	Paved areas obstruction	
	Channel obstruction	
	Paved areas condition	
	Channel condition	
	Carriageway condition	
	Vehicle flows	
	Pedestrian flows	
STREET FURNITURE		
	Posts & lamp posts	
	Public signs	
	Other street furniture	
	Buildings/boundary structures	
LITTER BINS		
	Cleansing	
	Condition	
	Degree of fill	
BUS STOPS, ETC.		
	Cleansing	
	Condition	
	Staining/grime	
	Graffiti	
PUBLIC TOILETS		
	Cleansing	
	Fixtures/fittings	
	Staining/grime	
	Odour	
LANDSCAPING		
	Cleansing	
	Maintenance	



LEQS NATIONAL CONDITION INDICES
Yorkshire and The Humber

Y2 2002/3

CLEANSING STANDARDS		
	Litter	
	Detritus	
	Leaf fall	
CLEANSING RELATED		
	Weed growth	
	Staining	
	Fly-tipping	
	Flyposting	
	Graffiti	
HIGHWAYS AND TRAFFIC		
	Paved areas obstruction	
	Channel obstruction	
	Paved areas condition	
	Channel condition	
	Carriageway condition	
	Vehicle flows	
	Pedestrian flows	
STREET FURNITURE		
	Posts & lamp posts	
	Public signs	
	Other street furniture	
	Buildings/boundary structures	
LITTER BINS		
	Cleansing	
	Condition	
	Degree of fill	
BUS STOPS, ETC.		
	Cleansing	
	Condition	
	Staining/grime	
	Graffiti	
PUBLIC TOILETS		
	Cleansing	
	Fixtures/fittings	
	Staining/grime	
	Odour	
LANDSCAPING		
	Cleansing	
	Maintenance	



LEQS NATIONAL CONDITION INDICES
North-west

Y2 2002/3

CLEANSING STANDARDS		
	Litter	
	Detritus	
	Leaf fall	
CLEANSING RELATED		
	Weed growth	
	Staining	
	Fly-tipping	
	Flyposting	
	Graffiti	
HIGHWAYS AND TRAFFIC		
	Paved areas obstruction	
	Channel obstruction	
	Paved areas condition	
	Channel condition	
	Carriageway condition	
	Vehicle flows	
	Pedestrian flows	
STREET FURNITURE		
	Posts & lamp posts	
	Public signs	
	Other street furniture	
	Buildings/boundary structures	
LITTER BINS		
	Cleansing	
	Condition	
	Degree of fill	
BUS STOPS, ETC.		
	Cleansing	
	Condition	
	Staining/grime	
	Graffiti	
PUBLIC TOILETS		
	Cleansing	
	Fixtures/fittings	
	Staining/grime	
	Odour	
LANDSCAPING		
	Cleansing	
	Maintenance	



LEQS NATIONAL CONDITION INDICES
North-east

Y2 2002/3

CLEANSING STANDARDS		
	Litter	
	Detritus	
	Leaf fall	
CLEANSING RELATED		
	Weed growth	
	Staining	
	Fly-tipping	
	Flyposting	
	Graffiti	
HIGHWAYS AND TRAFFIC		
	Paved areas obstruction	
	Channel obstruction	
	Paved areas condition	
	Channel condition	
	Carriageway condition	
	Vehicle flows	
	Pedestrian flows	
STREET FURNITURE		
	Posts & lamp posts	
	Public signs	
	Other street furniture	
	Buildings/boundary structures	
LITTER BINS		
	Cleansing	
	Condition	
	Degree of fill	
BUS STOPS, ETC.		
	Cleansing	
	Condition	
	Staining/grime	
	Graffiti	
PUBLIC TOILETS		
	Cleansing	
	Fixtures/fittings	
	Staining/grime	
	Odour	
LANDSCAPING		
	Cleansing	
	Maintenance	



4.0 REGIONAL LOCAL ENVIRONMENTAL QUALITY STANDARDS

4.1 Introduction

4.1.1 This chapter examines the changes in overall quality standards that are recorded on the *Matrix Chart for the English Regions*. This is then followed by general commentaries for each of the regions. The commentaries are based on an analysis of the *All Land Uses Gauge Chart* for the respective region. These show in more detail changes that have taken place within each overall quality standard measured in terms of *Standard Quality Intervals* (SQI).

4.2 Overall Quality Standards and Changes in Standards

4.2.1 The Matrix Chart showing the overall quality standards for each environmental element across all the land uses, indicates that headline improvements in standards have occurred in 13 (5%) of the fields where sufficient data is available to interpret, while declines in standards have occurred in four (2%) fields.

4.2.2 Changes that have occurred in regions / environmental elements are set out below. (+) indicates an improvement in standard; (-) indicates a reduction in standard:

- a. **London** - graffiti (+);
- b. **South-east** - bus stop graffiti (-);
- c. **South-west** - staining (+); channel obstruction (+); landscape litter (+);
- d. **West Midlands** - weed growth (+); paved area obstruction (+); channel obstruction (+);
- e. **East Midlands** - channel obstruction (+); bus stop litter (-); bus stop graffiti (+);
- f. **East of England** - weed growth (+); channel obstruction (+); bus stop cleansing (-);
- g. **Yorkshire & the Humber** - no changes;
- h. **North-west** - weed growth (+); paved area obstruction (+); bus stop graffiti (-);
- i. **North-east** - no changes.

4.2.3 The reduction in weed growth in some regions appears in part to be linked to weather patterns in 2002 / 03, in particular rainfall, which between March and September 2002, was below average for five out of the seven months.

4.2.4 The proportions of environmental elements shown on the Matrix that fall into each of the overall quality standards are as follows:

Overall Quality Standard	% Elements
<i>Good</i>	24
<i>Satisfactory</i>	13
<i>Unsatisfactory</i>	60
<i>Poor</i>	3

4.2.5 At first sight, this distribution of standards may not appear too positive. However, when assessing this data the three factors outlined previously in paragraph 2.2.6 should borne in mind.

4.3 London Region

4.3.1 The trend in the London region compared with the 2001 / 02 regional benchmarks was slightly upwards, including for:

- a. staining of paved areas;
- b. the emptying of litter bins; and to a lesser extent,
- c. graffiti, and staining around bus stops.

4.3.2 In spite of these improvements local environmental quality in London lagged behind national standards in 42% of the applicable environmental elements. Lesser standards were recorded for:

- a. staining of paved areas;
- b. graffiti;
- c. the obstruction of paved areas and road drainage channels;
- d. vehicle and pedestrian flows;
- e. the condition of buildings and other boundary structures;
- f. the physical condition of litter bins;
- g. litter, staining / grime, and graffiti on and around bus stops.

4.3.3 However, positive progress has been made over the last year in relation to weeds, the physical condition of bus stops, and public signs. Investment by Transport for London appears to have contributed significantly towards the latter two improvements.

4.3.4 These results emphasise how congested and challenging London is for local environmental managers. It is all the more important, therefore, that careful attention is paid to matching service delivery to the challenges that are present in the area. In particular, consideration should be given to the increased use of manual maintenance techniques, and to the precise timing of both manual and mechanical operations.

4.4 South-east Region

4.4.1 The trend in the south-east region compared with the 2001 / 02 regional benchmarks was slightly upwards. Improvements were recorded for:

- a. weed growth;
- b. channel obstruction;
- c. public signs;
- d. other street furniture;
- e. the cleaning and emptying of litter bins;
- f. staining around bus stops.

4.4.2 A similar, generally positive pattern is also revealed when the 2002/03 regional returns are compared with the English *All Areas* data, where the south-east outperformed national standards in 36% of the applicable environmental elements. Higher standards were recorded for:

- a. litter;
- b. the physical condition of paved areas;
- c. vehicle and pedestrian flows;
- d. public signs;
- e. other street furniture;
- f. the cleansing and physical condition of litter bins;
- g. litter and staining around bus stops.

4.4.3 However, setbacks were recorded for 14% of environmental elements, including:

- a. the obstruction of paved areas and road drainage channels;
- b. the degree to which litter bins were filled;
- c. graffiti on bus stops.

4.4.4 Although vehicle and traffic flows were lower than in London, in many ways the south-east suffers many of the capital's problems, such as higher levels of physical obstruction. Therefore, local environmental managers here also need to consider carefully the manual / mechanical mix of their service delivery strategies, and the timing of operations in seeking to achieve higher standards.

4.5 South-west Region

4.5.1 The trend in the south-west region compared with the 2001 / 02 regional benchmarks was slightly downwards. Small declines were recorded for:

- a. fresh leaf fall;
- b. channel and carriageway condition;
- c. public signs, and other street furniture.

4.5.2 These were counterbalanced by slight improvements in:

- a. staining of paved areas;
- b. channel obstruction;
- c. the cleaning of litter bins;
- d. litter in landscaped areas.

4.5.3 However, when the 2002 / 03 regional returns are compared with the English *All Areas* data the south-west still bettered national standards in 33% of the applicable categories, and only underperformed in one - weed growth (but see paragraph 4.2.3). Higher standards were recorded in relation to the following environmental elements:

- a. litter;
- b. staining;
- c. the physical condition of paved areas and road drainage channels;
- d. all three aspects of litter bin management;
- e. litter in landscaped areas.

4.5.4 Clearly, these results appear to indicate that local authorities in the south-west continue to recognise the importance of local environmental quality in attracting tourists. However, there are several key areas where *Satisfactory* standards are yet to be achieved, including litter, detritus, highway condition, the maintenance of litter bins and other categories of street furniture, and the overall maintenance of landscaping.

4.5.5 Although the south-west does not face many of the challenges of London and other urbanised regions, it nevertheless has others, such as extremes of climate and large fluxes in tourist traffic related to weather patterns and holiday seasons. These impose great demands on managers in this region and need to be taken carefully into account when devising local environmental maintenance strategies.

4.6 West Midlands Region

4.6.1 The trend in the west Midlands region compared with the 2001/02 regional benchmarks was slightly upwards. Declines were recorded for:

- a. graffiti;
- b. other street furniture;
- c. litter and graffiti in and around bus stops.

4.6.2 These were counterbalanced by improvements in:

- a. detritus;
- b. weed growth;
- c. the physical condition and emptying of litter bins;
- d. the physical condition and staining / grime of bus stops;
- e. litter in landscaping.

4.6.3 However, when the 2002/03 regional returns are compared with the English *All Areas* data the west Midlands has broadly equal proportions of applicable environmental elements which better national standards (25%) as it does those which underperform them (21%). Higher standards were recorded in relation to the following environmental elements:

- a. the physical condition of paved areas and road drainage channels;
- b. vehicle flows;
- c. the physical condition and emptying of litter bins;
- d. the physical condition of, and staining / grime around, bus stops.

4.6.4 Aspects for which lower standards were recorded included:

- a. fresh leaf fall;
- b. weed growth;
- c. staining;
- d. graffiti;
- e. graffiti on bus stops;
- f. the overall maintenance of landscaping.

4.6.5 The picture for the west Midlands is more varied than for some other regions. Consequently, managers face a range of challenges in bringing the 64% of applicable environmental elements that were substandard up to a *Satisfactory* or better condition.

4.7 East Midlands Region

4.7.1 The trend in the east Midlands region compared with the 2001/02 regional benchmarks was slightly downwards. Declines were recorded for:

- a. litter;
- b. staining;
- c. channel obstruction;
- d. the cleansing of litter bins;
- e. the physical condition of, and litter, staining / grime around, bus stops.

4.7.2 These were counterbalanced by improvements in:

- a. detritus;
- b. weed growth;
- c. the condition of road drainage channels;
- d. graffiti on bus stops.

4.7.3 When the 2002/03 regional returns are compared with the English *All Areas* data the east Midlands contained 29% of applicable environmental elements that were slightly below the relevant national standards, and 18% of elements where regional standards were higher. Higher standards were recorded in relation to the following elements:

- a. detritus;
- b. leaf fall;
- c. the condition of road drainage channels;
- d. the emptying of litter bins;
- e. graffiti on bus stops.

4.7.4 Aspects for which lower standards were recorded included:

- a. staining;
- b. pedestrian flows;
- c. buildings and other boundary structures;
- d. the cleansing of litter bins;
- e. the physical condition of, and staining / grime around bus stops;
- f. the overall cleaning and maintenance of landscaping.

4.7.5 The variety of issues affecting the east Midlands is greater than in some other regions. As in the west Midlands, local environmental managers face a range of challenges in bringing the 64% of applicable environmental elements that were substandard up to a *Satisfactory* or better condition.

4.8 East of England Region

4.8.1 The trend in the east of England region compared with the 2001/02 regional benchmarks appears to be slightly upwards, although there was no change in the standards of most environmental elements. Improvements were recorded for:

- a. weed growth;
- b. staining;
- c. paved area obstruction;
- d. staining / grime around bus stops.

4.8.2 These were counterbalanced by small declines in:

- a. the emptying of litter bins;
- b. litter around bus stops.

4.8.3 When the 2002/03 regional returns are compared with the English *All Areas* data the east of England contained 29% of applicable environmental elements that were slightly above the relevant national standards, and *none* where standards were below them. Higher standards were recorded in relation to the following elements:

- a. litter;
- b. vehicle flows;
- c. public signs;
- d. other street furniture;
- e. all four aspects of bus stop maintenance.

4.8.4 The comparative standards in the east of England were notably higher than most other regions. However, there is still much that needs to be done in bringing the 64% of applicable environmental elements that were substandard up to a *Satisfactory* or better condition.

4.9 Yorkshire and the Humber Region

4.9.1 The trend in the Yorkshire and the Humber region compared with the 2001/02 regional benchmarks was largely neutral, although this conceals the facts that eight elements declined slightly and seven improved by similarly small margins. Elements that declined were:

- a. litter;
- b. leaf fall;
- c. staining;
- d. channel obstruction;
- e. all four aspects of bus stop maintenance;

4.9.2 These were counterbalanced by improvements in:

- a. detritus;
- b. weed growth;
- c. the obstruction and physical condition of paved areas;
- d. other street furniture;
- e. the cleansing of litter bins;
- f. the maintenance of landscaping.

4.9.3 When the 2002 / 03 regional returns are compared with the English *All Areas* data Yorkshire and the Humber contained 32% of applicable environmental elements that were slightly above the relevant national standards, and 11% of elements where regional standards were lower by a similar degree. Higher standards were recorded in relation to the following elements:

- a. detritus;
- b. condition of paved areas;
- c. public signs;
- d. other street furniture;
- e. all three aspects of litter bin maintenance;
- f. staining / grime and graffiti on and around bus stops.

4.9.4 Aspects for which lower standards were recorded were:

- a. leaf fall;
- b. staining;
- c. channel obstruction.

4.9.5 Although the trends for Yorkshire and the Humber appear positive, the individual changes involved have been relatively small, and 64% of the applicable environmental elements remained in a less than satisfactory condition. Nevertheless, as in other regions, many of these elements are only just *Unsatisfactory*, and are capable of being improved to a *Satisfactory* standard through managers focusing on them and adjusting existing resources to better address the problems involved.

4.10 North-west Region

4.10.1 The trend in the north-west region compared with the 2001 / 02 regional benchmarks was upwards. Elements that improved were:

- a. detritus;
- b. weed growth;
- c. paved area and channel obstruction;
- d. the condition of paved areas and channels;
- e. buildings and boundary structures;
- f. emptying of litter bins;
- g. the physical condition of bus stops;
- h. litter in landscaped areas.

4.10.2 These were counterbalanced by declines in:

- a. public signs;
- b. the physical condition of litter bins;
- c. litter around bus stops;
- d. overall maintenance of landscaping.

4.10.3 When the 2002 / 03 regional returns are compared with the English *All Areas* data, 32% of applicable environmental elements in the north-west were slightly above the relevant national standards, and 11% of elements were lower by a similar degree. Higher standards were recorded in relation to the following elements:

- a. detritus;
- b. leaf fall;
- c. obstruction of paved areas and road drainage channels;
- d. condition of paved areas and road drainage channels;
- e. other street furniture;
- f. physical condition of bus stops, and graffiti on bus stops.

4.10.4 Aspects for which lower standards were recorded were:

- a. staining;
- b. the cleansing and maintenance of landscaped areas.

4.10.5 The pattern for the north-west is similar to that for Yorkshire and the Humber. Overall, an improvement appears to have occurred that comprises a series of small increases in standard and few declines. However, 64% of the applicable environmental elements remained in a less than satisfactory condition, upon which managers need to focus.

4.11 North-east Region

- 4.11.1 The trend in the north-east region compared with the 2001 / 02 regional benchmarks was slightly upwards. Elements that improved were:
- a. detritus;
 - b. leaf fall;
 - c. weed growth;
 - d. graffiti;
 - e. obstruction of road drainage channels;
 - f. buildings and boundary structures.
- 4.11.2 These were counterbalanced by declines in:
- a. litter;
 - b. all aspects of litter bin maintenance.
- 4.11.3 When the 2002 / 03 regional returns are compared with the English *All Areas* data, 17% of applicable environmental elements in the north-east were slightly above the relevant national standards, and 17% of elements were lower by a similar degree. Higher standards were recorded in relation to the following elements:
- a. detritus;
 - b. leaf fall;
 - c. obstruction of road drainage channels;
 - d. pedestrian flows.
- 4.11.4 Aspects for which lower standards were recorded were:
- a. the cleansing and physical condition of litter bins;
 - b. the cleansing and maintenance of landscaped areas.
- 4.11.5 The pattern for the north-east was one of a series of small improvements being counterbalanced by an equal number of modest declines in standards. However, 64% of the applicable environmental elements remained in a less than satisfactory condition and it is on these issues that local environmental managers need to focus.

5.0 CONCLUSIONS AND PRIORITIES FOR ACTION

5.1 Introduction

5.1.1 The following conclusions are based on evidence gained from this second annual Local Environmental Quality Survey of England. The analysis is deliberately kept at a generic or strategic level, in keeping with the national and regional perspectives of this survey.

5.1.2 The aim is not to highlight all the issues requiring improvement - by definition, those aspects where standards and approaches are identified in the text and graphics as being *Unsatisfactory* or *Poor* should be scheduled for attention. Rather, the intention here is first, to celebrate those aspects where progress has been discerned, and then to highlight issues that mark themselves out as priorities for action.

5.2 Improved Standards

5.2.1 Although the LEQSE is at an early stage in producing time series data, the 2002 / 03 returns, nevertheless, indicate that progress has been made in improving standards on a range of fronts.

5.2.2 For example, in 10 out of the 12 standard land use classes improvement is indicated in at least one of the headline local environmental elements. This contrasts with declines in standard in only three of the elements in total.

5.2.3 More impressively, progress is indicated in up to four local environmental elements in the following land use classes:

- a. **Primary and Retail and Commercial Areas** - where it appears the impact of the Town and City Centre Management movement is now being felt;
- b. **Recreation Areas** - where public concern over the state of our parks - so clearly voiced in the *Living Places - Cleaner, Safer, Greener* report - appears already to be leading to higher standards in basic maintenance, although much of the infrastructure remains dilapidated;
- c. **Other Highways** - too often the 'forgotten' parts of the highways network, which have considerable potential to serve as sustainable walking and cycling networks; this report indicates that improvements are occurring in basic maintenance, albeit starting from a very low base;
- d. **Industrial, Warehousing and Retail Sheds Areas** - after years of accepting poor standards in these areas where many people spend so much of their waking lives, we may be starting to see changes for the better. It is essential that progress be maintained if England's economic competitiveness is to be protected, because both *quality investors* and *scarce, skilled staff* are attracted by *quality local environments*.

Regional Standards

- 5.2.4 The relationship between quality environments attracting quality investors and skilled workers should be of particular interest to the English regions. Encouragingly, this report's findings indicate that the majority of regions have made modest progress in improving standards. However, the report also underlines that there are significant differences in standards between regions, a fact that should cause regional managers to rate local environmental quality as a priority for action. We are greatly encouraged, therefore, by the interest being shown by some regional partnerships in using the LEQSE as a basis for benchmarking standards and reporting on them through regional observatories and other media.

Dog Fouling

- 5.2.5 The significant 27% reduction in the incidence of dog fouling highlights what can be achieved through co-ordinated and carefully targeted action that is based on information derived from monitoring and research. This improvement means that England's children are now less at risk of contracting serious diseases.

BV199

- 5.2.6 The 2002/03 results indicate that progress is also being made in relation to standards for litter and detritus, the combined scores for which are used to calculate the new Best Value Performance Indicator for Street Cleanliness (BV199). This improvement probably reflects the emphasis that leading councils were starting to give to local environmental maintenance in response to the priority attached to it by local stakeholders. We look forward with optimism, therefore, to the 2003 / 04 LEQSE results, which will be the first assessment made after BV199 was introduced on 1 April 2003, which requires all local authorities to systematically monitor and improve their cleansing performance.

5.3 Further Improvements Possible Within Existing Resources

- 5.3.1 An overview of the local environmental quality standards for 2002/03, reveals that a quarter of the headline indicators were only 1 or 2 Standard Quality Intervals (SQIs) into the *Unsatisfactory* quality category. Experience has shown that in these cases *Satisfactory* outcomes can often be achieved, within existing resources, if managers have available to them data that enables them to focus attention on the problems and the places where they occur.
- 5.3.2 An example outlined in the report is the current widespread use of mechanical cleansing regimes in areas that are so obstructed as to render this approach *not* cost-effective. The money needed to support these expensive resources could be redeployed, therefore, on other approaches - especially manual methods - which can overcome the widespread service problems caused by congestion and obstruction.

5.4 Targets for Action

5.4.1 However, in spite of these encouraging signs of progress, with over 50% of local environmental issues in England remaining at an *Unsatisfactory* or *Poor* standard, much still needs to be improved, including:

- a. **Secondary Retail and Commercial Areas** - the apparent trend towards worsening local environmental standards in these areas is a concern, because they can contribute much to improving the sustainability of communities, for example, by reducing people's need to travel to work or to purchase services and goods. Their improved management must be seen as a priority, in the same way that arresting the decline of traditional town and city centres has been;
- b. **Public Transport Facilities** - a mixed picture emerges in relation both to main interchanges and to bus / tram stops. In many cases environmental standards clearly need to be improved further if private car users are to be attracted onto public transport - although there is also some evidence that Government investment in *infrastructure* is starting to have effect;
- c. **Trends in Housing** - again, a mixed picture is projected. There appears to have been little or no change in Higher Density Housing Areas; small improvements in Lower Density Private Housing Areas; and a slight overall decline in standards in Lower Density Social Housing Areas, although capital investment programmes appear to be improving infrastructure standards.

5.4.2 Although capital investment plays an important role in determining local environmental quality it is the way revenue resources are deployed in delivering services that can have most impact. In this sphere, improved standards are achieved by ensuring that services are tailored to reflect the physical, social and economic characteristics of different communities, and the ever-changing challenges these create. This year's report highlights how, even at national and regional levels, some issues have changed in magnitude, and others continue to stand out, including:

- a. **Fast-Food Litter** - this type of litter has increased significantly across all areas including those that have traditionally suffered from the problem, and others which have not. The increased number of drive-through and car-accessible outlets appears to account for the wider dispersal of this litter... including throughout rural areas, and perhaps the consumption of fast-food by young people may help to account for the deposition rates. Clearly, ensuring the wide adoption of the new Voluntary Code of Practice for the Fast Food Industry is a priority, as is undertaking research into littering by younger people (who are also associated with some of the commonest types of graffiti and flyposting);

- b. **Chewing Gum Staining** - this material is one of the most problematic facing local environmental managers. What begins as litter deposited into public spaces rapidly changes into one of the most difficult types of staining as it is trodden into paved surfaces and elsewhere.

Not only is chewing gum labour-intensive, and therefore expensive to remove, but as this report's findings show it is also the most widespread form of staining. Clearly, manufacturers need to take greater responsibility in relation to the formulation of gum, packaging solutions, and in providing the significant resources that are needed to undertake market research and campaigning to reduce people's propensity to drop gum. Some of the locations where gum deposition is greatest indicate that part of this problem may be linked to young people, and therefore, there may be synergies with the need for research into youth littering identified in 5.4.2a, above.

- c. **Post Office Litter** - elastic bands dropped by Post Office workers remain the most widespread type of litter that is attributable to one business. Not only is the litter an issue in itself, but the nature of the material could pose a health and safety risk to wildlife and young children.

5.5 A Strategic Approach to Local Environmental Management

- 5.5.1 This year's findings continue to show that there are considerable variations in standards across land uses. This indicates that there remains a great need for local authorities to adopt a more *systematic* approach to managing local environmental quality. This final section of the conclusions identifies some of the components that need to be considered.

Monitoring Systems

- 5.5.2 Any systematic management system requires routine flows of relevant information. Local authorities need, therefore, to adopt a monitoring system that enables them to assess local environmental standards on a regular basis, and to compare them with national benchmarks. Such a monitoring system should cover all aspects of local environmental quality that are important to stakeholders, including infrastructural elements as well as maintenance standards.
- 5.5.3 A comprehensive monitoring system should not only examine local environmental quality standards, but it should also relate this data to district demographic trends and customer characteristics and preferences.

Using Monitoring Data

- 5.5.4 The outputs of the monitoring system should be used by all involved local authority departments and other agencies to identify issues upon which improvements need to be made. An appropriate structure should be developed, or adapted to support and co-ordinate this work.

Local Environmental Improvement Plan

- 5.5.5 The issues for improvement should be compiled into a Local Environmental Improvement Plan. In the plan, actions should be allocated to appropriate time horizons (short, medium and long-term); responsibility for each issue should be assigned to a lead department / agency; other partners and responsibilities should be clearly identified; and targets and dates for achievement should be set.

Communications, Campaigns and Service Specifications

- 5.5.6 Information derived from systematically monitoring district demographics and communities will also have considerable value in ensuring that:

- a. *communications* use appropriate media and language;
- b. *campaigns* are precisely targeted;
- c. *public services* meet the different social and economic characteristics and preferences of local communities.

Achieving Other Objectives

- 5.5.7 Finally, a systematic monitoring system linked to an inter-agency delivery mechanism will help achieve other important objectives, including:

- a. *environmental equity* - ensuring that all land uses and communities receive environmental maintenance services that attain (and maintain) at least a minimum acceptable standard;
- b. *reconciling capital and revenue funding imbalances* - both in relation to future projects and in remedying past imbalances, by ensuring that public and public-private capital investments are properly maintained through the timely allocation of adequate revenue funding and maintenance responsibility;
- c. *operational excellence* - ensuring that assets are refurbished or replaced before they decline to an *unsatisfactory* condition or worse, and that the quality of workmanship involved in local environmental maintenance works is satisfactory or better. To assist in achieving the latter aspect, a systematic approach to staff training and motivation needs to be adopted, even for apparently straightforward operations such as manual sweeping;
- d. *innovation* - the available evidence suggests that a relatively limited range of maintenance techniques continue to be used for many types of municipal maintenance work. An innovation programme should be established to explore and test alternative equipment that is available, and to refine the bases for making choices, including whether or not mechanical techniques should be deployed.

5.5.8 In conclusion, using a structured approach makes better use of the available resources. Often improvements relating to day-to-day service delivery can be implemented within existing resources. Changes in service delivery strategy and improvements in what might be termed 'lightweight infrastructure' (street furniture, landscaping schemes etc.), usually take a little longer, but normally can be implemented in 1-3 years, within the anticipated resource and operational structures. More substantial improvements affecting the 'heavyweight infrastructure' of the local environment such as highways, will take longer to achieve. However, carefully targeted remedial repairs programmes can bring about detailed, short-term improvements, such as to the condition of channels, and parts of carriageways and paved areas, that can bring considerable benefits to vulnerable users and the effectiveness of cleansing operations.