



Neighbourhood Priority Profile

LPA / Neighbourhood:	Kents Hill and Monkston
Description of Problem:	Rubbish, glass and trolleys
Owner:	NAG

		Not Resolved / Revisited		
		Date Completed	Date Completed	Date Completed
Scanning	What Problem Has Been Identified?	21/01/08		
	Information Gathering Actions			
Analysis	Characteristics of the Problem	25/02/08		
	Underlying Causes			
	Previous Responses			
Response	Consider Options	25/02/08	31/03/08	19/05/08
	Evaluate Options and Monitor Response			
Assessment	Assessment of Responses			

(See Note 1)

Notes for guidance on the completion of this profile can be found on the Neighbourhood Policing website

SCANNING

This stage represents the initial enquiries into the problem

What Problem Has Been Identified	SCANNING STAGE
<p>What is the problem that has been identified and what evidence is there? (See Note 2)</p>	
<p>Litter, broken glass, dumped newspapers, household refuse (from rubbish bags), dumped trolleys throughout the parish.</p> <p>EVAs provide detailed account of problems, however an outline is below:</p> <p>Kingston: Rubbish dropped, particularly near to the recycling centre and around the underpasses. Acute problems behind Tesco Extra (factory side).</p> <p>Brinklow: Heavily littered, including the dumping of urine-filled cartons (from lorry drivers?). Fly-tipping, industrial hoardings in bushes, dumped tyres.</p> <p>Monkston: Extreme case of litter including cans, polystyrene cups, crisp packets, cigarette packets by the Pavilion; dumped newspapers; dumped garden waste, paint tins, armchair; high numbers of bin bags out a day early – many torn and refuse scattered; Tesco wheelchair dumped.</p> <p>Monkston Park: Building contractor rubbish;</p> <p>Kents Hill: widespread litter – crisp packets, cans, bottles, hangers, glass bottles; trolleys dumped by front doors; black bags dumped; litter in bushes and under the underpasses.</p>	

Information Gathering Actions	SCANNING STAGE
<p>Do you require any further information? Yes (See Note 3)</p>	

Action	Owner	Date Completed
Environmental visual audit to be conducted for Monkston Kents Hill Monkston Park Brinklow and Kingston	LG and JM SS, TB and JT SW and TB DC and JM	04/02/2008 03/02/2008 04/02/2008 03/02/2008
Ward Councillors to gather together reports of evidence received over the past year	Ward Councillors	Ongoing
Evidence to be compiled from the NAG	LE and JM	25/02/08

questionnaires (consultation papers) and maps		
Clarify MKC cleansing rota	CH	25/02/08
Request statistics from Safer Communities unit for enforcing rubbish collection (environmental helpline CSU)	LE	25/02/08
Ask for representation from Tesco and fast food outlets at Kingston to attend the next NAG	TS	Ongoing
EVA conducted for Monkston Monkston Park Kingston and Brinklow Kents Hill Results filed accordingly by TVP/AW.	LG/JMcP TB/SW DC/JMcP TB/SW	May 08 May 08 May 08 May 08

ANALYSIS

Only move onto this stage once the scanning has been completed

Characteristics of the Problem	ANALYSIS STAGE
Describe: Who, What, Where, When, Why and How. (See Note 4)	
<p><u>Who is involved?</u></p> <ul style="list-style-type: none"> • Rubbish put out early – residents • Commercial area – traders • General rubbish – fast food users/shoppers • Trolleys – shoppers • Fly-tipping – household and mobile catering units (trade waste) • Play areas – young people • Pavilion - users <p><u>What is happening?</u> See above (EVA results)</p> <p><u>Where is happening?</u> See above (EVA results)</p> <p><u>When is it happening?</u> Commercial – constant Trolleys – Sundays and weekends Pavilion – user groups' visits (football)</p> <p><u>Why is it happening?</u> Laziness, lack of bins, ignorance, lack of education, habit/lack of enforcement, lack of facilities, no bin stores at the front of terraced properties, no wheelie bins, no-one collects trolleys on Sundays</p> <p><u>How is it happening?</u> See above (EVA)</p>	

Not Protectively Marked



Underlying Causes of the Problem

ANALYSIS STAGE

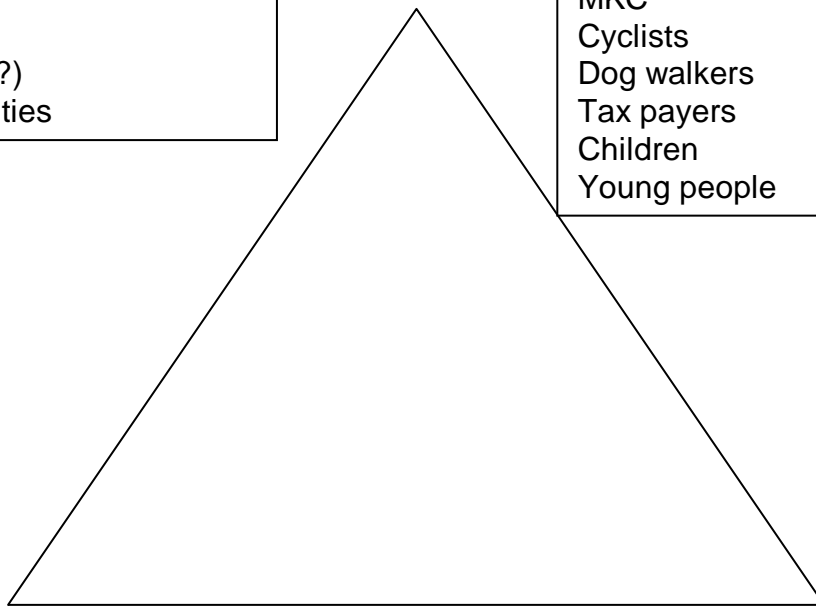
Use the Problem Analysis Triangle – which considers the features of the victim, offender and location.
(See Note 5)

Offender

MKC
Shoppers
Drinkers
Fast food outlet users
Businesses
Residents
Visitors
Languages (?)
Ethnic minorities

Victim

Local residents
Visitors
Businesses
Parish Council
Thames Valley Police
MKC
Cyclists
Dog walkers
Tax payers
Children
Young people



Location

Shrubbery
Underpasses
Supermarkets (outside)
Fast food outlets
Parks
Redways (esp. underpasses to Kingston from Monkston and Kents Hill)
Children's play areas

Previous Responses

ANALYSIS STAGE

What responses have been adopted before?
(See Note 6)

- Trolley collections
- Ad-hoc reporting to MKC
- Parish Council liaison with McDonalds, Tesco, etc
- Parish Council installed litter bins
- CCTV at Kingston recycling banks (fly tipping)
- Parks Trust wrote to residents
- Newspapers cleared when reported
- Parish newsletter articles

RESPONSE

This stage should only be reached once the analysis is complete

Consider Options STAGE	RESPONSE	
<p>List all possible options and whom you are targeting (victim, offender or location), and then choose the options for evaluation. (See Note 7)</p>		
Options	Targeting (V, O, L)	Date Option Chosen
1. Litter bins	1. O	3. 25/02/08
2. Kingston – make retailers responsible	2. O	
3. Week of action	3. V, O, L	
4. Education	4. V, O	
5. Involve children – schools	5. V, O	
6. Portaloos at Kingston	6. O	
7. Report young people to schools	7. O	
8. Fine parents	8. O	
9. Fine trolley 'robbers'	9. O	
10. High profile operation	10. V, O, L	
11. Advertise numbers for dumped trolleys, etc.	11. V, L	
12. Litter pick, particularly after football pitch hire	12. L	
13. Stop free paper dumping outside flats – check deliveries	13. O	
14. Explore enforcement options	14. O	
15. Community clean up day – include scouts, etc.	15. V, O	
16. Reward young people for return of cans, bottles, etc.	16. V, O	
17. Engage unpaid work (community service)	17. L	
18. Provide communal bin areas for terraced housing	18. V	

When all the options have been listed choose the top 4 to take forward to the response stage for evaluation.

Evaluate the Option and Monitor Response	RESPONSE STAGE
Any suitable options need to be evaluated by going through the questions below. (See Note 8)	

OPTION 1
What is the specific problem being targeted: Rubbish in general
What response is being suggested? Week of Action
What is the objective of this? To take a number of actions in a time-defined period to tackle rubbish through clearance, education and communication thus reducing the problem over time
How will success be measured?
What resources are needed?
What are the advantages / disadvantages of this option?
Who would own this response? (named individual)

ACTION SHEET					
(See Note 9)					
No.	Action	Owner	Date	EPIC	RAG
	Sub-group to meet before next meeting to plan a 'week of action'	LG, SS, Nick Brown, BD	31/03/08		
1	<p>Updates: It was agreed that the NAG would like to run a 'week of action' commencing on 21st June 2008. The first resident clean up will be 21st June (hotspots from the EVAs, e.g. Kingston/route to Monkston) and the second will be 28th June. The 'week of action' will include:</p> <ul style="list-style-type: none"> • Education in schools - MKC would be able to talk to schools (primary and secondary) and provide book bag leaflet drop • Promotional leaflets could be provided in schools, Kingston Tesco, Kents Hill Budgens and provided to residents; Kingston community boards; parish council newsletter (timing for mid/end of May will be ideal); parish council website • Deep clean of the area a few weeks prior to the residents clean up – MKC would conduct a clean-up (cutting back hedgerow, etc) the whole area to expose all 				

	<p>areas requiring cleaning</p> <ul style="list-style-type: none"> • Tesco and other stakeholders to get involved and recognise their corporate responsibility for the litter produced. Litter bins urgently required for medium/long term improvements. <p>Actions for next meeting:</p> <ol style="list-style-type: none"> 1. CH to find out when the mowing cycle will be for the area 2. CH to request tips from the clean up conducted in CMK 3. CH to investigate whether a skip (or similar) would be available to place in Brinklow/Kingston 4. CH to find out details of the Health and Safety preparation required 5. CH to request landscaping whether it is possible to cut back the hedges and shrubs (particularly under the roundabouts, etc) so that the litter can be exposed 6. CH to request that the ponds are tackled 7. CH to ask about lorry driver service provision 8. CH to speak to Environmental Health about the rat problem 9. AW to ask Lisa Emmanuel whether there have been similar projects from which we can learn (river clean up in Newport Pagnell?) 10. AW to request the additional printing of leaflets for the 'week of action' 11. AW to ask LE for key hotspots from the first EVA documents 					
	<table border="1"> <tr> <td data-bbox="276 907 853 1041">Devise action plan to highlight preparation steps for 'week of action' to include EVA before event</td> <td data-bbox="853 907 1096 1041">All</td> <td data-bbox="1096 907 1256 1041">19/05/08</td> <td data-bbox="1256 907 1369 1041"></td> <td data-bbox="1369 907 1479 1041"></td> </tr> </table>	Devise action plan to highlight preparation steps for 'week of action' to include EVA before event	All	19/05/08		
Devise action plan to highlight preparation steps for 'week of action' to include EVA before event	All	19/05/08				
2	<p>This plan includes action points from meeting on 21/4/08 and 19/05/08 to prepare for the Clean-up Morning</p> <ol style="list-style-type: none"> 1. Central meeting point for Clean-up morning to be Monkston Community Centre. Amanda to arrange access with caretaker. 2. Refreshments for the day. Plan for 50 people. Amanda to follow up with Tesco Store Manager. Vicky to ask Coca-Cola for support. 3. Posters to advertise the event. Amanda to prepare poster and deliver to Julie for distribution in and around the area. Amanda to arrange to post them on Parish Council notice boards. 4. Leaflets for sessions at schools. Amanda to arrange additional supplies to be given to Nick Brown and team. Lorraine to advise how many will be needed. 5. Advertising. Diane has prepared the ads for pre- and post-event. Diane to check with Lisa Emmanuel as to correct protocol for press releases, i.e. who is the spokesperson, etc. 6. Pre-event. Patrols will be in the area before the event to check for breaches of s.46 (enforcement fixed penalty notice) Environmental Protection. On the day Nick Brown and team will be in attendance with one Safer Communities Warden. 7. Routes for Clean-up. It was agreed that the routes should be as follows: a) Underpass – Lanercost and play park, b) Abbeydore – play areas x 2, c) Parkminster play area, redway, Blanchland Circle circular route. David to prepare maps duly colour coded to suggest the routes to be followed by the clean-up teams. David to make copies of these and to provide for potential risk assessment walk around and for meeting on Sat 21st June. 					

	<p>8. Environmental issues – equipment provision. Lorraine to speak to Nick Brown as to what is to be provided, where to deliver, etc.</p> <p>9. Equipment. Verify whether clipboards, pens, paper, plastic files for maps, etc required? Is there to be an info stand at the Monkston Community Centre? Amanda to verify</p> <p>10. Risk assessment and event preparation Graham to discuss with Lisa. Lorraine and Julie offered to walk the route to complete the risk assessment if required.</p> <p>11. MKC Operations team. Are they available on the day? Graham to follow up with Lisa and Claire Hutley to confirm whether they are attending and who to expect.</p>				
3	<p>To follow up the Clean Up Morning in Monkston.</p>	All	18/08/08		
	<p>Updates:</p> <ol style="list-style-type: none"> 1. Diane to provide press release to Live MK and TVP. 2. Claire to follow up with Waste Education Officer about potential sessions alongside summer play sessions. 3. Trolley rescue service. Symmonds Hydroclean – follow up with contact. 4. Claire to check that the trolley collection from MKC is operating and how it works (proactive/reactive). 				
4	<p>To make preparations for the forthcoming Clean Up Morning in Kents Hill for 13th September 2008.</p>	All	18/08/08		
	<p>Updates:</p> <ol style="list-style-type: none"> 1. Date set for 13th September following the cleaning rota on 18th August and 22nd September confirmation. Mowing finishes on 5th September. 2. Amanda to book Kents Hill Pavilion as meeting point for the Clean Up Morning 10am-1pm. 3. David to prepare 4 maps for 4 areas of Kents Hill and to provide them to Amanda. 4. Group leaders confirmed as David Carey, Julie McPheat, Peter Laws, Samantha Neptune. 5. Amanda to provide the maps to each of the group leaders with a risk assessment form, and each of the group leaders to walk the routes, noting the risks experienced on the form. 6. Graham to combine risk assessments from each of the group leaders into one document. 7. Julie will be the first aider for the Clean Up Morning. She will be contactable via mobile telephone. 8. Amanda to prepare a draft of a leaflet to publicise the event, request funding for the printing and to have it printed. 9. Amanda to prepare posters to promote the event and deliver these to Julie. 10. Julie to assist with the display of these posters. 11. Amanda/Peter to add the event to the website. 12. Diane to prepare the press releases to promote the event. 13. Julie to approach Budgens Kents Hill for refreshments for the events. 14. Diane to contact Nik Brown requesting the equipment for the event, schools education (Kents Hill school) and to arrange for Careys to collect the refuse bags. 				

	<p>15. Amanda to prepare a disclaimer including a Data Protection clause to cover photography.</p> <p>16. Graham to prepare a briefing to deliver on the day of the event.</p>
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Evaluate the Option and Monitor Response	RESPONSE STAGE
<p>Any suitable options need to be evaluated by going through the questions below. (See Note 8)</p>	

OPTION 2
<p>What is the specific problem being targeted: Lack of knowledge amongst the community regarding reducing litter issues</p>

<p>What response is being suggested? Communication of actions residents can take to improve litter, trolley and fly tipping situation</p>
<p>What is the objective of this?</p>
<p>How will success be measured?</p>
<p>What resources are needed?</p>
<p>What are the advantages / disadvantages of this option?</p>
<p>Who would own this response? (named individual)</p>

ACTION SHEET (See Note 9)					
No.	Action	Owner	Date	EPIC	RAG
1	<p>Advertise contact methods to report rubbish and trolley problems.</p> <p>Updates: Karleena drafted a double-sided A5 flyer to be delivered to all households in the area to promote how residents can assist the initiative. This was presented to the group.</p> <p>The group was in agreement that such a leaflet should be produced and distributed. A number of amendments were identified and Amanda Wilmot to co-ordinate these with Karleena and request changes to be made.</p> <p>Once changes have been made, revised leaflet to be presented (at the meeting 21/04/08) for agreement and printing.</p>	<p>AW, Karleena, JMcP, JTB, SW, LE</p>	<p>17/03/08</p>		

	<p>Actions for next meeting:</p> <ol style="list-style-type: none"> 1. AW to co-ordinate amendments with Karleena. 2. AW was to approach Lisa Emmanuel to request funding for the printing of the A5 leaflet. 3. Jaime Tamagnini-Barbosa and Sam Crooks agreed to deliver the leaflets in their respective Wards. Timeline 4-5 weeks from 31/03/08, therefore leaflets would need to be ready by end of April. AW to confirm this. 				
2	<p>Review leaflet and agree to send to print; leaflet to be distributed.</p>	<p>All (subgroup AW, Karleena, SW, JTB, SC)</p>	<p>19/05/08</p>		
	<p>Actions from meeting on 19/05/08:</p> <ol style="list-style-type: none"> 1. Finalise leaflet to include information about the Clean-up day – either in leaflet or in insert. Amanda to finalise leaflet with Diane/Karleena. 2. Prepare funding request for 4000 copies (for Monkston area only, some for schools and some to be available on the day). Amanda to prepare and send to Lisa. 3. Arrange for printing of leaflet. Amanda to arrange leaflet printing. 4. Distribution of leaflet to Monkston. Amanda to speak to Sam/Jaime re: delivery of the leaflet to the Monkston area. 5. Delivery of leaflet to Nick Brown for the schools education sessions. Amanda to deliver leaflet to Nick Brown for the schools education sessions. 				
3	<p>Prepare a leaflet for the Kents Hill Clean Up Day; leaflet to be distributed.</p>	<p>Amanda</p>	<p>18/08/08</p>		
	<p>Updates:</p> <ol style="list-style-type: none"> 1. Prepare leaflet to include information about the Clean-up day. Amanda to finalise leaflet with Diane/Karleena. 2. Prepare funding request for 2000 copies (for Kents Hill area only, some for schools and some to be available on the day). Amanda to prepare and send to Lisa. 3. Arrange for printing of leaflet. Amanda to arrange leaflet printing. 4. Distribution of leaflet to Kents Hill. Amanda to speak to Sam/Jaime re: delivery of the leaflet to the Kents Hill area. 5. Delivery of leaflet to Nick Brown for the schools education sessions. Amanda to deliver leaflet to Nick Brown for the schools education sessions. 				
4					
	<p>Updates:</p>				

Evaluate the Option and Monitor Response	RESPONSE STAGE
Any suitable options need to be evaluated by going through the questions below. (See Note 8)	

OPTION 3
What is the specific problem being targeted: Untidy neighbourhood
What response is being suggested?
What is the objective of this?
How will success be measured?
What resources are needed?
What are the advantages / disadvantages of this option?
Who would own this response? (named individual)

ACTION SHEET (See Note 9)					
No.	Action	Owner	Date	EPIC	RAG
	NAG meeting 16/02/09	See below	16/02/09		
<p>Claire Hutley reported in the November meeting that MKC would be willing to purchase bins for the NAG area, if the Parish Council would be in agreement to service them. Amanda reported that the Parish Council had agreed to service the bins, and she awaits confirmation from MKC as to how many would be provided. Carried forward to next meeting.</p> <p>Action: Amanda Wilmot to carry forward to the next meeting.</p> <p>Peter reported that Tesco would be working to find out reasons for trolley 'theft' and will prepare a plan to address the problem. Peter also reported that there is a packaging element to the litter problem. Peter requested sponsored bins from Tesco (and other retail outlets at Kingston) to accommodate the litter generated by the retail site. Tesco will be meeting with the managers of the retail outlets at Kingston to discuss further.</p>					
No.	Action	Owner	Date	EPIC	RAG
	NAG meeting 16/03/09	See below	16/03/09		

	<p>Bottle smashing was reported in Tewkesbury Lane – directly influenced by the off-licence store. Action: Amanda Wilmot to respond to Mrs van Oorschot and Mrs Alison Shaw.</p> <p>Robert Barnes reported that at the seminar regarding the new waste contract (Serco) it was mentioned that there would be a community champion in each area. The NAG members asked Amanda to contact Serco and find out more. Action: Amanda Wilmot to contact Serco to find out about the community champion.</p> <p>Posters. It was suggested that the anti-litter posters could be digitally printed on self-adhesive paper stock. Amanda to find out costs for approx. 50. Action: Amanda Wilmot to find out how much the posters would cost to produce.</p> <p>Devolution of powers to PCSOs. The members asked whether powers would be devolved to PCSOs for litter and parking tickets. Action: Amanda Wilmot to contact Andy Stanton to ask whether powers would be devolved to PCSOs.</p> <p>It was reported that there is considerable litter in the linear park in Monkston Park (Parks Trust land). Action: Amanda Wilmot to contact the Parks Trust.</p> <p>Recycling bins will be provided by MKC (Claire Hutley). For locations of the litter bins, Amanda to check the ENCAMS litter surveys conducted previously. Action: Amanda Wilmot to check the ENCAMS litter surveys.</p> <p>Fun run for a cleaner neighbourhood, or treasure hunt to find clues linked to the NAG priorities.</p> <p>Due to time constraints it was not possible to further this agenda point. All NAG members were requested to think of how such a community event would run, and to be ready for discussion at the next meeting. Action: All NAG members to consider a community social event and to think through all elements of such an event. Action: Amanda Wilmot to add this item to the agenda for the next meeting.</p>				
No.	Action	Owner	Date	EPIC	RAG
	NAG meeting 18/05/09	See below	18/05/09		
	<p>It was reported that since the bins have been installed in Kingston, there are fewer bags left on the grass verges in the area. In Monkston Park litter picking seems to be happening regularly and overall there has been a marked improvement in the litter situation. It was agreed that an updated litter EVA should be conducted for all</p>				

	<p>areas as a snapshot of current situation. Action: Amanda to send the relevant EVA and ENCAMS forms to those to complete the EVAs. Action: Julie and Enas to complete an EVA for Kents Hill. Action: Robert to complete an EVA for Monkston Park. Action: Julie and Tom to complete an EVA for Brinklow and Kingston. Action: Graham to conduct an EVA for Monkston.</p> <p>Trolleys. The problem of abandoned trolleys was discussed and the group agreed that action needs to be taken. Attempts to address the problem with Tesco over the past 3 years seem not to have improved the situation. It was therefore agreed that a letter to Tesco is drafted, threatening action, formally requesting them to consider a £1 slot mechanism, and informing them that the magnetic boundary seems not to work. Action: Amanda to draft a letter to Tesco.</p> <p>A newspaper article to be drafted about the problem and Tesco's apparent lack of interest in the impact on the community. Action: Amanda to draft a newspaper article.</p> <p>Amanda suggested that it would be beneficial to contact the other NAGs near to where large supermarkets are based. Amanda to contact NAGs in Newport Pagnell, Bletchley, Westcroft and Wolverton. Action: Amanda to contact NAGs for input.</p> <p>Graham/Robert agreed to take this issue to the NAG Chairs' event on 1st June. Action: Graham/Robert to take this issue to the NAG Chairs' event.</p> <p>Litter bins for the area. Claire agreed to chase the order for the 8 litter bins to be installed in the area. Action: Claire to chase the order for litter bins.</p>

Evaluate the Option and Monitor Response	RESPONSE STAGE
Any suitable options need to be evaluated by going through the questions below. (See Note 8)	

OPTION 4
What is the specific problem being targeted:

What response is being suggested?
What is the objective of this?
How will success be measured?
What resources are needed?
What are the advantages / disadvantages of this option?
Who would own this response? (named individual)

ACTION SHEET (See Note 9)					
No.	Action	Owner	Date	EPIC	RAG
1	Updates:				
2	Updates:				
3	Updates:				
4	Updates:				

ASSESSMENT

The assessment is a crucial part of the process and may be used for future profiles on this problem or other similar problems

Assessment of Responses

ASSESSMENT STAGE

When all responses are completed, the profile should be assessed below.
(See Note 10)

Does the problem still exist or has the problem reduced?

Can this outcome be attributed directly to the overall response?

Does the problem require further attention? Should the SARA process be repeated?

Are there any future/additional considerations?