

Local Environmental Quality Management Plan

“Keep Carmarthenshire Clean”

2022- 2026



carmarthenshire.gov.wales

Cyngor **Sir Gâr**
Carmarthenshire
County Council



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Foreword



Cllr. Hazel Evans
Executive Board Member for
Environment



Cllr. Philip Hughes
Executive Board Member for
Public Protection

“Welcome to our four-year strategy for the management of Local Environmental Quality issues (LEQ) in Carmarthenshire.

The plan has been revised and updated version from the former Litter Management plan.

We cannot deliver our LEQ plan without the unique contribution of the public and our partners, and together we will continue to work closely to “Keep Carmarthenshire Clean”.

1. Introduction

1.1 This Local Environmental Quality Plan is presented by Carmarthenshire County Council for the period 2022—26.

The overall vision and overarching objective of the plan is to maintain, enhance and improve the quality of the built and natural environment through the reduction of litter pollution, thereby creating a healthy and safe environment.

Carmarthenshire enjoys a high-quality natural environment and rich diverse heritage, the protection and condition of which is a high priority.

This plan contributes to the wider aims and objectives of the Council's updated Corporate Strategy 2018-2023 Moving Forward in Carmarthenshire ([corporate-strategy-2018-23.pdf \(gov.wales\)](#)), Route towards becoming a Net Zero Carbon Local Authority by 2030 ([Net Zero Carbon Local Authority by 2030 Action Plan](#)) and associated Wellbeing Objectives (WBOs), particularly *WBO 10; Healthy and Safe Environment – look after the environment now and in the future*. This includes our built and natural environment, including the County's natural biodiversity. Unfortunately, wildlife is one of the main victims when it comes to people's rubbish in the environment - particularly wild birds and small mammals. This plan also contributes towards the Council's duty under the Environment (Wales) Act 2016 which gives public bodies a duty to maintain and enhance biodiversity in all our functions.

It describes how the Council aims to achieve the targets it has set for itself in its annual performance plan. The Council has provided a consultation response to Welsh Government proposed Litter and Fly Tipping prevention plan for Wales. The Council will take account of the outcomes of Welsh Government's prevention plan for Wales as part of our action plan.

This LEQ Plan has been written to inform the people who live, work and travel in the County of Carmarthenshire of the obligations of the County Council in relation to litter, the obligations of others and how it intends to manage litter.

The aim of the LEQ Plan is to set out in non-technical, simple terms the legal position, the litter problem that the Council must deal with, the ways in which the Council considers it will achieve best results and how the Council can continue to improve and maintain cleanliness standards.

The council aims to achieve these objectives, through the integrated use of resources, partnership, and enforcement to deliver a cleaner, healthier and safer county for all.



This LEQ Management Plan sets out objectives for the prevention and eradication of litter throughout Carmarthenshire. The LEQ Management Plan recognises that the problem of litter will not be eradicated unless a multi-dimensional approach is taken, and every sector must be involved in tackling the litter problem: this includes the public as well as the commercial sector and the Council.

The LEQ Management Plan seeks to achieve the following objectives:

Objectives:

- Maintain and enhance the quality of the built and natural environment through the reduction of litter pollution.
- Target the main causes of litter in the County.
- Improved litter awareness for all.
- Implement operational activity through regular scheduled and reactive litter management programmes.

These objectives are met through an overarching set of actions:

Overarching actions:

- Operations - the prevention and control of litter.
- Education and engagement- public awareness, participation and education relating to litter matters.
- Enforcement.

Causation:

The main causative factors or source origins of litter pollution in Carmarthenshire (based on the LEAMS Survey's) can be attributed to:

- Pedestrians.
- Passing motorists.
- Actions/behaviours at gathering points or near venues.
- Actions/behaviours associated with retail outlets/shopping centres.
- Dog fouling
- Fly tipping.
- Discarded PPE.
- Fast Food litter

This LEQ Management Plan will act as a medium-term strategy document, based on which, an annual Litter Management Action Plan will be formulated to identify priorities and specific actions to be carried out in each financial year. The Action Plan will be reviewed at year end and performance will be evaluated against the targets set out therein



2. What is Litter?

2.1 Litter is used and unwanted items that are not disposed of in an appropriate manner. Examples of Litter Include cigarette butts, chewing gum, food and sweet wrappers, ATM receipts, cans, drink cups and bottles. Most of this waste can take years to break down and has an environmental impact that can harm wildlife. However, litter can also denote a wider range of problems that can make a whole area appear untidy, particularly the following:

- Graffiti
- Flyposting
- Fly Tipping
- Dog Fouling
- Drug related litter



LITTER AND THE LAW

Under the Environmental Protection Act 1990 (As amended by the Clean Neighbourhoods and Environment Act 2005), the council has a legal duty to keep the streets and other areas under its control free from litter and refuse.

Statutory bodies, business, educational establishments and individuals have a duty to keep their land clean by disposing of litter and waste safely in a responsible manner.

Anyone caught dropping litter or not clearing up after their dog can be issued with a fixed penalty notice, or for non-payment of this penalty, offenders can be reported for summons to court where the maximum fine for:

- Dog fouling is £1000
- Littering is £2500.
- Illicit Tipping of larger volumes of litter or waste can incur a maximum fine of £50,000 and / or imprisonment.
- Any business not complying to the “Duty of Care” regulations may also be liable for prosecution which may incur a maximum fine of £5,000.

Private Landowners are often victims of Illicit Tipping and the council’s Public Protection section will work with landowners on advising preventative measures.

Further information on the Litter Laws and obligations can be found in Appendix A.

3. Code of Practice—Legal responsibility

3.1 The Legislation

The Environmental Protection Act 1990 and the Code of Practice on Litter and Refuse 2007 (COPLAR) sets out the cleanliness standards and response times for different types of Zones.

The Code has classified the different types of land managed by duty bodies into four main zones, based on the following two variables: -

- the Intensity of activity in the area, from People and Vehicles; and
- Health and safety limitations

See Appendix 2 for details of the Welsh Government’s Code of Practice for standards of Cleanliness, different types of land affected and response times.

3.2 Residents / Communities.

Those living and working in the county have a vital role in helping to keep the environment clean.

Should any service problems occur prompt reporting of this will allow us to put things right as soon as possible.

You can report it online: www.carmarthenshire.gov.wales/recycling

The Authority is frequently reviewing its existing cleansing regime to provide a more effective service within resources allocated, however, it is important that we encourage everyone to take responsibility to keep Carmarthenshire clean.



4. How we Manage

4.1 Street Cleansing



Carmarthenshire County Council is responsible for removing litter from pavements, streets and council owned public land. The Council's Environmental Services Division has a in house cleansing team, along with a number of mechanical sweeping machines. An average of 40 tonnes of litter is removed every week at a cost of over £2.5 million per year (2019/20).

Under the existing legislation the frequency in which a street is swept is not as important as how clean the street is.

This allows us to provide a flexible and responsive service, targeting the areas where it is needed most and maintaining high cleanliness standards throughout Carmarthenshire.

However, this can also make it difficult to provide information on when some streets will next be swept, although all areas near town centres and areas near schools are swept on a regular basis.

Our service is monitored and reviewed for potential improvements within our resource allocation.

The service has developed cleansing, litter picking and litter bin emptying schedules.

We also aim to continue working with local communities to develop new solutions for local problems and carry out locally based clean-ups involving our communities.



5. Fly Tipping



5.1 In accordance with the provisions of The Environmental Protection Act 1990 as amended by the Clean Neighbourhoods and Environmental Act 2005, 'fly tipping' of waste is illegal.

If any person is caught fly tipping waste, the maximum penalty is £50,000. If the case goes to the Crown Court, imprisonment can be up to five years.

It is also an offence to permit or authorise fly-tipping on land where a Waste Management licence is not held.

Don't ignore it – report it!

If you witness an illegal tipping, please make a note of the registration number of any vehicle(s), the time and date. If the vehicle has company's details displayed, please also note the name and telephone number of the company - the more information, the better.

You can report it online: www.carmarthenshire.gov.wales/recycling

The Council will investigate fly-tipping incidents for evidence and clear the materials as soon as practicable, usually within 4 days, with urgent cases dealt with sooner on a prioritised basis.

If you spot large scale, more serious incidents of illegal waste disposal or fly tipping, contact

Natural Resources Wales on their national hotline: 0300 065 3000

or report it via their website: www.naturalresources.wales



A serious incident could be where fly tipped material is giving rise to the risk of pollution of land or watercourses or is obstructing or causing potential flooding in watercourses.



6. Enforcement

6.1 What enforcement powers does Carmarthenshire County Council Have?



Enforcement powers clearly have a deterrent effect and can help cut the amount of environmental crime; therefore, action should be taken against those who ignore requests to keep the county clean.

Carmarthenshire County Council has enforcement powers that require individuals, businesses, and landowners to remove waste that could be a danger or pose a risk to public health. The Council can also recharge the cost of removing waste if those responsible for clearance fail to comply with legal notices. Enforcement powers and responsibilities rest within a number of Divisions within the Council.



Where the necessary evidence can be obtained individuals and companies will be prosecuted for fly-tipping.

The areas of environmental crime that are enforced are fly-tipping, litter, dog fouling, nuisance and abandoned vehicles, trade waste, household waste, graffiti, flyposting, skips and scaffolding and taking action against householders who do not put waste out for collection properly.

The Environmental Enforcement teams take a pro-active approach in seeking to address environmental crime include the use of a wide range of technology, including CCTV in order to catch and prosecute offenders. The team conduct general patrols as well as intelligence led investigations. Other activities include targeted days where specific locations are targeted to address problems such as dog fouling and littering.



6.2 Fixed Penalty Notices for Littering

The Environmental Protection Act 1990 makes it an offence to drop litter. Drivers of vehicles from which litter is dropped can also be liable for a fixed penalty fine. Carmarthenshire County Council/Dyfed Powys Police has the authority to issue a fixed penalty notice to anyone caught committing a littering offence.



7. Dog Fouling and Controlling dogs in Public Spaces

7.1 Dog fouling and controlling dogs in public places

Carmarthenshire is a dog-friendly county with a selection of walks and miles of golden, sandy beaches to enjoy with your four-legged friends. The majority of dog owners act responsibly by cleaning up after their pets and keeping them under control in public places.

However, we do get complaints of dog fouling and of nuisance behaviour due to dogs that are not under proper control.

We have introduced a [Public Spaces Protection Order \(PSPO\)](#) to give us greater flexibility in tackling irresponsible dog owners and incidents involving dogs.

Public consultation at the time showed that 98% of respondents either agreed or strongly agreed with an order for owners to clean up after their dogs; 87% agreed or strongly agreed with an order to exclude dogs from children's play areas.

Exemptions

There are some exemptions for people with disabilities and for working dogs.

Litter Bins.

Dog walkers can dispose of small amounts of bagged dog waste whilst walking their dogs in any of the litter bins provided in the county, If the bin is full or not available, then please take it home and dispose into your black bag waste.

Fines

If you fail to comply with the PSPO you are committing a criminal offence and can be issued with a fixed penalty notice. The maximum fine if prosecuted in the magistrate's court is £1,000.

7.2 Existing byelaws

Existing byelaws including seasonal dog exclusions (from 1st May to 30th September) at Cefn Sidan and Llansteffan beaches and the bye law requiring dogs to be kept on leads at all times on Llansteffan green remain in force.



8. Other Offences

8.1 Duty of Care

The Anti-social Behaviour Police and Crime Act 2014 and the Environmental Protection Act 1990 has now extended Carmarthenshire County Council's use of powers to ensure that householders and local businesses comply with their duty of care in managing waste. Householders are required to ensure that waste produced on their property is transferred to an authorised person for disposal. Both parties could be prosecuted if they fail to comply with their 'duty of care' obligations. Local businesses must ensure that they comply with their 'Duty of Care' obligations and are therefore deterred from fly-tipping, flyposting, leaflet drops, generating litter from shop fronts and not putting waste out for collection properly.



8.2 Waste Carrier's Licence

Checks are also carried out to ensure that waste carriers have the appropriate licence and comply with the use of waste transfer notes when transporting waste. Carmarthenshire County Council do undertake joint operations with partner agencies to check compliance. Current legislation provides the ability to issue fixed penalty notices for offenders who fail to produce the appropriate licence/transfer notes when requested to do so.



Waste carriers should have a licence from Natural Resources Wales. Residents can check with Natural Resources Wales if someone is a registered waste carrier on 0300 065 30000 or via their on-line database. Please click on the NRW logo below to access the on-line checker.



8.3 Abandoned Vehicles

Sections 3 and 4 of The Clean Neighbourhoods and Environment Act 2005 has also enabled the Council to deal with nuisance vehicles regarding repair and sale of vehicles on the highway. It is also an offence to unlawfully abandon your car, carrying a maximum penalty fine of £2500- or three-months imprisonment, or both.



8.4 Scaffolding/Skips

In accordance with the New Road and Streetworks Act 1991, it is also an offence to erect scaffolding or deposit a skip on the highway without permission of the Authority.



9. Local Environmental Quality

9.1 LEQ—A holistic approach to Local Environmental Quality—taking actions forward together.

Carmarthenshire is looking at developing innovative approaches in tackling persistent problems associated with poor local environment quality (LEQ) to prevent and reduce the adverse social, economic and environmental impacts that they have on our communities. These problems cannot be tackled in isolation, they require a step change in collaboration and must focus on prevention; we are increasingly aware that LEQ issues cannot be tackled in a “one size fits all” campaign. Although there is still a role for national anti-litter or anti-dog fouling campaigns and coordinated actions to highlight the scale and impact of the problems and to engage communities. We believe that prevention requires different interventions and messaging for different issues. This extends to addressing general environment improvements (based on locality and demographics) to targeting different types of litter (based on area, litter behaviour and sources).

To achieve this, we need to target the source of the problem and address behaviour change combining other policy instruments and actions that we can take forward with all agencies who have an interest in this area. These actions need to be developed in partnership and will require a new way of working to be formed which recognises the multifaceted nature and impacts of local environmental quality.

The Wellbeing and Future Generations Act offers a unique opportunity to look at local environment quality through a collaborative and long-term lens to come together to cement new commitments and partnerships, which are much needed in times of restricted budgets and an uncertain legislative future.

Ultimately, we aim to bring people together, with new solutions to persistent problems which are consistently prioritised across the county. The purpose of the plan is to demonstrate how litter management will be undertaken, thereby contributing to the Council’s Corporate Strategy, with particular emphasis Wellbeing Objective 10 – a Healthy and Safe Environment; look after the environment now and in the future.



10. Partnership Working

10.1 The Council recognises that it cannot succeed in greatly reducing the amount of litter in the environment on its own. It is very important that we work with external groups and agencies in the fight against litter. The County Council are eager to promote partnerships in an effort to raise awareness about the litter problem and to improve and maintain standards.

Partnerships have already been established with the following organisations:

- Natural Resources Wales
- Keep Wales Tidy
- Dyfed Powys Police
- Community Safety Partnership
- Mid and West Wales Fire and Rescue Service



Partnership working (Continued)

10.2 Pride in your Patch

Pride in Your Patch is a partnership project that helps local Volunteers make a difference in their communities. The Scheme can help spruce up your area by offering expert advice, equipment, and assistance on:

- Litter picking
- fly-tipping removal
- painting and general sprucing up strimming and
- weed clearance
- making your space more wildlife friendly

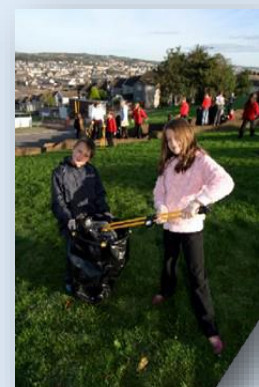
You can volunteer as an individual or a group and do as much or as little as you like – it's completely up to you! You could also earn time credits for volunteering. We work to support volunteers, community groups, registered charities, and not-for-profit organisations to clean up areas of public land. Our partners:



72 Town & Community Councils



11. Other Partners



11.1 Businesses and Landowners

The legal enforcement powers available to the Council for dealing with businesses and private landowners are a last resort.

We will take every opportunity to adopt a partnership approach with local businesses and landowners to encourage them to take a responsible attitude towards litter and fly-tipping.

Private landowners are often the victims of illegal dumping. In these cases, we would look to work with the landowner to help stop the problem recurring.

11.2 Voluntary Groups and other organisations

We also work with the voluntary sector and external organisations on campaigns and clean-up operations.

Should you wish to be involved or wish to suggest an initiative or campaign in your area then please contact us.

We are open to any suggestions aimed at helping to improve and maintain standards of cleanliness.

11.3 Other Stakeholders

It is important that the current raft of environmental legislation and the wealth of experience of partners relating to improving the quality of our local environment are used effectively by key stakeholders within Carmarthenshire.

Stakeholders include Town & Community Councils / local Groups / Organisations that have an interest / contribution to achieving a sustainable Carmarthenshire.

12. Education and awareness raising



The following are our current campaigns for 2022 - 2026 raising awareness as part of our litter prevention strategy.

12.1 Improved litter bin signage

Improved litter bin signage has been provided where necessary and pavement messages have been launched in Llanelli town centre as part of Carmarthenshire County Council's 'Pride in your Patch' campaign.

Using 'nudge theory' on the pavement messages involve pressure washing a stencil to create a two-tone effect encouraging residents to dispose of their litter correctly.

With over 2,000 litter bins across the county, the stencil encourages people to use the litter bins, whilst the bin signage, if required, clarifies their intended purpose, which is to dispose of litter and bagged dog waste only.

Household rubbish and business waste should not be placed in litter bins, all businesses have a duty to keep their waste safe and to dispose or recycle it using a licensed waste contractor.

12.2 Enforcement Action Days

Enforcement and Awareness Officers work together to combat litter and waste problems, which links with anti-social behaviour. Problem areas are identified and focus on the key problems in that locality e.g., dog fouling, illegal dumping of business waste and litter bin abuse.

Officers patrol the area to raise awareness with the public and target businesses and individuals who are not complying with the law and issue Fixed Penalty Notices for violations.

12.3 Chewing gum and cigarette butt campaigns

We work to stamp out other types of litter such as chewing gum and cigarette butts. These litter types are extremely costly and difficult to clean and remove and prevention is placed as priority.

We support the annual national chewing gum campaign, and the Council has already piloted chewing gums and cigarette butt bins in its principal towns as part of our education and awareness programme and will continue to develop and expand on this initiative.

Education and awareness raising (Cont.)

12.4 Fast food litter campaign

As more and more people eat on the go, roadside litter has become increasingly visible on our main link roads and litter black spots. Drinks litter including coffee/cold drinks cups, cans and plastic bottles are often present as well as take away cartons and bags.

We are working in partnership with local fast food outlets including McDonalds, KFC and Roadchef, in an effort to encourage people to bin their waste on site or take home any waste packaging from drive thru meals. We have engaged with all the fast-food restaurants in the County to work on a consistent messaging campaign.

Promotional signage features an 'eyes on you' design, drawing from research undertaken and compiled by KWT and other partners. Messages also include 'give your litter a lift' and encourage customers at the outlets to join with staff and volunteer for litter picks under our PIYP initiative.

Signage is used in store, in car parks and drive thru areas.

12.5 Radio Campaigns

Previously we teamed up with Carmarthenshire Radio to reinforce key messages of the authority's Pride in Your Patch campaign. Every week for 6 months interviews were broadcast about litter and its impacts including the views of our own volunteers, council litter picking staff, local Town & Community councils, schools, and restaurant managers.

As part of other initiatives, we will continue to use radio advertisement around dog fouling, littering and fly tipping.

12.6 Caru Cymru Campaign

Caru Cymru is the current flagship partnership project that aims at tackling environmental issues that really matter to communities across Wales.

Caru Cymru is a collaboration between the environmental charity, Keep Wales Tidy and all 22 Welsh local authorities. It focusses on improving local environmental quality (LEQ) providing sustainable solutions and stopping litter at source.

This isn't just about litter but refers to any issue that you might come across when you walk out of your front door, from dog fouling to fly-tipping, graffiti and even the quality of the air you breathe and the proximity of the nearest green space.

We don't want to concentrate our efforts on just cleaning up, we want to change behaviour for the long term. We're working across various sectors to run national and regional campaigns, as well as targeted local projects.



Education and awareness raising (Cont)

12.7 Eco Schools



Eco schools is an award-based programme, that is administered by Keep Wales Tidy that focuses on a range of sustainable development issues. Schools that have registered to take part in the programme look at litter prevention and awareness, waste minimisation and improving and developing school grounds to name a few topics.

Council officers will support with any practical assistance such as organising a litter pick event with pupils via the eco school coordinator and assist the school to work towards achieving Eco School Award status.



Officers from the Enforcement Team also visit schools to talk about the impacts of litter and raise awareness about waste and talk about their role as officers and the impact of litter and fly-tipping.

Further school resources are in development, which will follow the national curriculum. These lesson plans/activities will be provided to teachers to use directly.

12.8 #2MinuteBeachClean



A beach litter webpage has been set up on the Council's website to address the issue of litter and the impacts it has when it finds its way into watercourses.

The Council has joined the #2MinuteBeachClean campaign and introduced display boards at beaches across the authority.

The boards hold litter pickers and bags for anyone using the beach to carry out a litter pick when they are visiting.

The boards are monitored and looked after by a local custodian, working with the Council.

Education and awareness raising (Cont.)



12.9 Plastic Free Communities

The Council will assist with advice on ways to look at reducing the plastic used within communities who join the 'Surfer's Against Sewage' campaign and pledge to become a plastic free community.

The 'Beach Litter' webpage also provides tips on how to reduce plastic waste as well as a comprehensive A-Z of materials that can be recycled and an additional section within called 'go the extra mile' that promotes further steps to reduce producing waste for some products in the first instance.

1. 12.10 Dog Fouling Campaign

The Council works in partnership with community organisations and schools to encourage dog owners to be more responsible and clean up after their dog. This year we have produced a 'community resource pack' which will enable volunteer groups to take action in their own communities. The contents include stencils and chalk paint, using the principles of 'nudge theory' to lead dog owners to use a litter bin, based on research carried out by KWT. The packs will be issued by our 'Pride in Your Patch' coordinator who will work with and guide the groups on using the packs.

Groups will be encouraged to photograph and share their work using the #BagItBinIt we will also feature details on our webpage:

www.carmarthenshire.gov.uk/dogfouling

12.10 Social Media

We have been promoting householder duty of care and business waste carriers license and legal requirements to collect, transport and dispose of household waste via social media. We will also be enhancing the use of social media, posting key messages with regards to the Caru Cymru project and the core themes of littering, dog fouling and fly tipping.



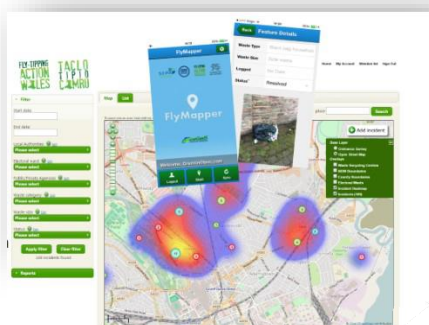
13. Other initiatives to tackle adverse Local Environment Quality Issues



13.1 Fly Mapper

Developed by Fly Tipping Action Wales, FlyMapper is a system for the capture, management, and analysis of fly-tipping incidents. It comprises a smartphone app, FlyMapper Mobile, and a web application, FlyMapper Web.

The system is used in conjunction with other systems and currently analysis of the system and how we can capture and respond to meaningful data with regards to LEQ issues is currently being explored.



13.2 Town Centre & Ward Specific Local Environmental Quality Audits

We are currently piloting town centre and specific ward audits, whereby surveys are conducted to identify the adverse environmental quality issues that are affecting the town centres and the specific areas of a Ward. The Town Centre audits are conducted in our ten principal towns within the county.

The data collected from the audits are shared with key services within the Council to develop actions focussed on addressing the Local Environmental Quality issues that are unique to each town.

14. Performance Monitoring

14.1 Local Environmental Audit and Management System (LEAMS)

LEAMS is a way of recording street cleanliness by measuring the amount of litter found on 50m section of a street. It also records the following Adverse Environmental Quality Indicators (AEQI):

Litter / flyposting / graffiti / dog fouling / vandalism / weeds / detritus.

LEAMS records the cleanliness of a street, not the performance of the local authority cleansing staff. Cleanliness can be affected by many factors including the actions of local residents and visitors to an area.

The data collected contributes towards the Performance Indicator for the street scene. Street scene refers to the appearance and condition of the 'street' and public open places and the performance indicator considers issues that have an important factor, such as the presence of litter.

Keep Wales Tidy prepare a report on the findings from their annual LEAMS surveys undertaken in each local authority in Wales. Carmarthenshire also undertakes surveys on a bi-monthly basis.

LEAMS helps the Council meet its obligations under the Code of Practice for Litter and Refuse (COPLAR) by:

- providing a baseline to establish a starting point
- providing self-monitoring to assess continuous improvement
- providing annual validation by an independent body (Keep Wales Tidy)
- allowing for comparison of results between authorities
- allowing for distribution of best practice between partner authorities

The Council area is monitored through bi-monthly surveys, covering a random sample of streets and other relevant sites.

Each site is graded (A, B, B+, C or D) depending on how badly littered it is. Every 12 months Keep Wales Tidy carry out an inspection of the County, a yearly report is compiled and published detailing the results of the Survey's.

This system can be used to determine the size and nature of the litter problem within specific areas and enables the Council to review service provision. As well as litter, the LEAMS survey also covers Adverse Environmental Quality Indicators such as dog fouling and graffiti. Carmarthenshire County Council is committed to using this technique as a way of monitoring and improving our cleanliness standards. The results to date have shown a general improvement in cleanliness standards.

The Council continues to consult with the public to obtain residents views, opinions and comments to help us to improve the standards of cleanliness and to identify areas for improvement.

Another performance measure is the time taken for us to remove fly-tipped material, and we are developing other measures to support our aim in reducing fly-tipping within the local area.



Example of a Grade 'A' Street



Example of a Grade 'B+' Street



Example of a Grade 'B' Street



Example of a Grade 'C' Street



Example of a Grade 'D' Street

15. The future

Carmarthenshire County Council will strive to continue the simple strategy of education, service provision and enforcement, and reviewing and improving its working practices.

15.1 Education and Awareness

Building on the links with communities in the county and continuing with awareness campaigns will help change the behaviour of the small percentage of our community who are responsible for dropping litter and develop long term cultural solutions to the problem of littering and fly tipping.

15.2 Service Provision

We will endeavour to sustain and improve service provision for keeping the environment cleaner, targeting problem areas such as fast-food outlets and school routes. We aim to ensure that we supply the right number of bins if appropriate, in the right places and that they are emptied at the right frequency. If there is no litter bin, please take your rubbish home or keep it until you find a bin.

15.3 Enforcement

Utilising our enforcement powers to reduce environmental crime through targeted enforcement is key. We work in partnership with the Dyfed Powys Police Authority, Natural Resources Wales and other outside organisations to tackle environmental crime. The section is proactively dealing with the root of environmental crime through patrols, stop-checks and covert surveillance. This approach has proven to be successful in the past and will continue to be a vital part of our strategy.



16. Customer Care

16.1 Customer Care

Carmarthenshire County Council is committed to providing the best possible service to its customers by informing, listening and responding to their needs.

The Council is committed to doing so through the Welsh and English languages according to the choice of the customer.

The Council operates a complaints and compliments procedure that aims to improve customer care.

For more information visit:

www.carmarthenshire.gov.wales/

If you need this publication in large print, in Braille or on audio tape, please contact the above.



Appendix 1:

Waste and Environmental Services Response times

The table below sets out Waste & Environmental Services cleansing service categories for highways and public maintained land and the response times for each:

Sub-category	Response Time
Broken Glass	1 working day
Damaged Litter Bin	10 working days
Dead Animals Removal (If not immediate danger to traffic or road users)	1 working day
Dog Fouling Removal	3 working days
Fly tipping	4 working days
Graffiti Removal Priority 1—Offensive in Nature. Priority 2—Non-Offensive. (Council Owned / maintained structure)	2 Working days 28 working days
Needlesticks removal	1 working day
New litter Bin	15 working days, <i>subject to assessment of need.</i>
Overflowing Litter Bin	1 working day



Appendix 2: Code of Practice for Litter and refuse (COPLAR)

The table below shows information about the cleanliness standards, different types of land and response times set out in the Code of Practice. Unlike the LEAMS monitoring system, the Code of Practice does not at present include the B+ cleanliness rating.

Table 1—overview of cleanliness standards of response times

Zones	High Intensity of use	Medium Intensity of use	Low Intensity of use	Special Circumstances
Nature of the area	Areas which, through intense pedestrian and / or vehicular movements, are prone to fluctuations litter and refuse and require both high levels of monitoring and frequent cleansing	Area affected by moderate levels of pedestrian and vehicular activity and therefore less prone to fluctuations in litter and refuse, usually situated outside centres of retail or commercial activity but used regularly by members of the public	Area subject to low or infrequent levels of pedestrian and vehicular activity and therefore less prone to fluctuations in litter and refuse, often located in more rural areas,	Types of land where issues of health and safety and reasonableness and practicability are dominant considerations when undertaking environmental maintenance work (includes legislative restrictions for all land types)
Maximum response time to restore to a grade A standard if it falls below a grade B	1/2 day This means by 6pm if reported before 1pm or by 1pm the next day if reported between 1pm and 6pm on the previous day	1 day This means by 6pm the following evening	14 days	28 days or as soon as reasonably practicable

The County is made up of a patchwork of abutting areas of land owned, tenanted and managed by a myriad of public and private agencies and Individuals. Unmanaged litter and refuse from your land moves, blows or flows onto other land of others, and theirs to yours. This code is to encourage good land management through awareness of circumstances that will lead to in- creased litter and refuse at particular times.

Appendix 2

Table 2—Types of Land

	High Intensity of use	Medium Intensity of use	Low Intensity of use	Special Circumstances
Retail, office and commercial	Primary and secondary retail office & commercial	Primary and secondary retail, office & commercial areas		
Housing land		Areas of housing (except those located within primary or secondary retail, office & commercial area which fall within high intensity		
Industrial areas		Industry / warehousing/ retail parks		
Roads	Main roads and other highways running through the above areas	Main roads and other highways running through the above areas	Rural and other highways running through the above areas Motorway and trunk road roundabouts and lay-bys, approach and slip roads connecting to these roads	Carriageways verges and central reservations of motorways and trunk roads
Transport Inter changes	Publicly accessible areas in and around transport interchanges in busy public areas (most likely to be major airports, ports, harbours, bus, train, and train passenger stations in cities and town centres, and car parks)	Publicly accessible areas in and around transport interchanges in busy public areas (most likely to be suburban and important town harbours, bus, train and tram inter- changes, car parks and haulage operations)	Public areas in and around transport interchanges located in these areas Also, operational rail land between platforms and within 100 m of platform ends	Operational rail land within urban areas not covered by other zones

Appendix 2

Table 2—types of land continued

	High Intensity of use	Medium Intensity of use	Low Intensity of use	Special Circumstances
Educational land		Land designated educational Institutions (most commonly schools, colleges and universities), during term- time, other than weekends or half-term holiday	Land of designated educational institutions (most commonly schools, colleges and universities), when being used for a purpose authorised by governing body or	
Public open spaces	Parks and open spaces located in busy public areas or with strategic national importance or parts of other open spaces subject to high intensity of use	Parks and open spaces located in areas as described above., or parts of other open spaces subject to medium intensity of use	Parks and open spaces located in areas as described above, or parts of other open spaces subject to low intensity of use.	
Waterside land	Waterside land in areas of high intensity of use	Waterside land in areas of medium intensity of use	All other waterside areas	
Beaches				Amenity beaches should be generally clear of all litter and refuse between 1st May and 30th September inclusive, Individual local authorities should decide the level of cleanliness that they are able to provide to any non-amenity beaches, and were practicable, beaches must
Other areas	Other busy public areas		All other areas	

Appendix 3

Table 3—Fixed Penalty Notices & Prosecutions Fines

Description of Offence	Maximum Penalty on Conviction	Full amount of Fixed Penalty Notice
Depositing Litter	£2,500	£125
Failure to comply with a Community Protection Notice	£1,000	£100
Failure to Provide Waste Documents	£5,000 (or on indictment, an unlimited fine)	£300
Unauthorised distribution of free printed matter	£2,500	£125
Failure to comply with a waste receptacle notice	£1,000	£100
Failure to comply with a Public Spaces Protection Order	£1,000	£100
Nuisance Parking inc Selling leaving two or more vehicles for sale on the highway	£5,000	£100
For the Abandonment of a Vehicle	£2,500	£200
For Graffiti and Fly Posting	£5,000 and / or six-month imprisonment at a Magistrates Court	£125
Failure to produce the authority to transport waste	£5,000	£300
Small Scale Fly Tipping	£50,000 and up to 12 months imprisonment at a magistrate's	£400
Household Duty of Care	£5,000 (or on indictment, an unlimited fine)	£300