

**Manchester City Council
Report for Information**

Report to: Neighbourhoods and Environment Scrutiny Committee - 21 June 2017

Subject: Delivering the Our Manchester Strategy

Report of: Executive Member for Neighbourhoods

Summary

This report provides an overview of work undertaken and progress towards the delivery of the Council's priorities as set out in the Our Manchester strategy for those areas within the portfolio of the Executive Member for Neighbourhoods.

Recommendations

The Committee is asked to note and comment on the report.

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1. Introduction

1.1 The Our Manchester Strategy was formally adopted by the Council in January 2016 and sets the ambitions for the city for the next ten years, to 2025, for Manchester to be:

- Thriving – creating great jobs and healthy businesses
- Filled with talent – both home-grown talent and attracting the best in the world
- Fair – with equal chances for all to unlock their potential
- A great place to live – with lots of things to do
- Buzzing with connections – including world-class transport and broadband

1.2 Executive Members are collectively and individually responsible for supporting the delivery of the Our Manchester Strategy and for providing political oversight and direction to officers for the better outcomes for Manchester residents. In October, the Executive published its collective political priorities and those of individual Executive Members, all of which are aligned to the Our Manchester Strategy. The individual priorities for my portfolio are: -

- Increase recycling rate
- Clean Streets
- Manage the Biffa waste contract
- Re-negotiate GM Waste Deal
- Reducing crime and anti-social behaviour in the light of the new policing model

1.3 This report sets out how I as the Executive Member for Neighbourhoods have sought to deliver these priorities over the past six months and is the first of twice yearly reports to this Committee, with reports being submitted to Scrutiny Committees at their May and November meetings from now on.

2. Executive Member for Neighbourhoods - Portfolio

2.1 As Executive Member for Neighbourhoods, my portfolio includes:

- Crime & Community Safety
- Licensing Policy
- Neighbourhood Management including Waste Strategy & Collection
- Maintenance of Parks, Cemeteries & Allotments
- Management of Physical Environment & Environmental Services
- Public Service Reform Reforming Justice

2.2 In addition to my portfolio in Manchester I am also Chair of the Greater Manchester Waste Disposal Authority

3. Progress and Outcomes November 2016 – May 2017

- 3.1 I will run through each of my individual priorities and provide an update on the progress that has been made over the last six months.

Increase Recycling rates

- 3.2 Members are fully aware of the work undertaken last year where we saw the roll out of 157,000 new grey bins for our four bin households. During the roll out, staff spoke to over 47,000 households which resulted in the delivery of over 40,000 new/additional recycling bins, caddies or liners. As a result of this, recycling for our four bin households is now in excess of 50%. This also means that we are on target to spend over £7m less that we would have done if the changes had not been made.
- 3.3 Recycling in apartment and container areas is considerably lower than it is in the four bin household areas, with apartment blocks being as low as 10%. Apartments account for over 20% of residences within the City and it is projected to grow over the coming years. Work is underway with managing agents, RSL's and residents groups to increase recycling, including an incentive scheme that has been trialled in a number of blocks across the city with mixed results (further details are in the Waste & Recycling June 2017 report to Neighbourhood and Environment Scrutiny Committee). Work will continue and updates will be reported to this committee.

Clean Streets

- 3.4 Concerns were raised by members regarding the quality of street cleaning in Manchester. They correctly felt that it had fallen below an acceptable standard. The cleanliness of streets across the city were not consistently meeting the standards we expected as part of the contract with Biffa both in terms of quality, frequency and areas covered.

These concerns were formally raised with Biffa at the Strategic Board and a number of areas were identified where Biffa were required to improve performance. They agreed to put in place a formal Improvement Plan. The plan has been in place since February and we have seen a marked improvement in performance with cleaning inspection results showing grades A and B+ raising from just over 30% to nearly 70% and the service level agreement for street cleaning reaching 99%.

- 3.5 Members agreed that we should invest £300,000 in additional resources focusing on fly-tipping in neighbourhoods. As well as removing the waste, compliance officers work with Biffa to proactively target areas and gain evidence so enforcement action can take place. Over 4350 enforcement actions took place between November 2016 and February 2017, resulting in an excess of 2500 fixed penalty notices or referral for prosecution being issued.

Managing the Biffa Waste Contract

- 3.6 I hold regular meetings with the Waste and Recycling team and receive a weekly monitoring report on the performance of Biffa. In addition to these meetings I have monthly meetings with directors of Biffa to oversee the implementation of the improvement plan. Meetings have been held with members to brief them about the plan and sessions have been held in neighbourhoods to highlight local concerns.
- 3.7 An update report on performance is being presented to the June 2017 Neighbourhoods and Environment Scrutiny Committee.

Re-negotiate the GM Waste Deal

- 3.8 In April 2009, the Greater Manchester Waste Disposal Authority (which is all GM councils except Wigan) entered into a 25-year Private Finance Initiative (PFI) agreement with Viridor Laing (Greater Manchester) Ltd to deal with the disposal of domestic waste and recycling from across the conurbation. A mechanism for paying for the facilities was agreed by all members and is set out in an Inter Authority Agreement (IAA). The IAA encourages councils to recycle.
- 3.9 It had previously been agreed that a review of the Contract should take place to ensure that the residents of Greater Manchester are getting the best possible value for money, and once the value for money is assured, review the IAA to make sure it is fit for purpose. It has been agreed by GMWDA that the ongoing issues with facilities and performance continued to compromise the Value for Money of the contract and it has been agreed to terminate. I sit on the working group that is overseeing this process and it is expected to be able to report back on our conclusions in the autumn.

Reducing crime and anti-social behaviour in the light of the new policing model

- 3.10 It is now a year since Greater Manchester Police (GMP) merged the North and South Manchester Policing Divisions to form the City of Manchester Division and introduced a new policing model across the City. The new model was designed to ensure that neighbourhood policing continues to take place in Manchester. Concerns have been raised regarding the shift patterns that means that officers are not always available to attend community meetings and events. I've had a number of discussions with Chief Superintendent Wasim Chaudhry to discuss some of the issues experienced, as well as the inconsistency in the way that members are informed of incidents within their wards. He has agreed to attend a briefing session for members that I will organise.
- 3.11 It is still very early to assess the impact the new policing model has had on crime and anti-social behaviour. Over the last 12 months, the number of ASB incidents reported to Greater Manchester Police across Manchester has reduced by 2% (from 33,859 to 33,135). Some of these reductions may be due to changes to recording practices with incidents previously classed as anti-social behaviour now being classed as a crime.

The biggest increase during 2016/17 involved calls about begging and/or vagrancy which rose from 2,193 in 2015/16 to 2,820 in 2016/17 with the majority of these concerning the City Centre. Other issues which also saw an increase included vehicle nuisance and calls about abandoned vehicles. However, reports of neighbour nuisance complaints made to GMP reduced considerably, by 15% (4,198 to 3,558).