

**Manchester City Council
Report for Information**

Report to: Neighbourhoods and Environment Scrutiny Committee – 3
January 2018

Subject: Clean City

Report of: Deputy Chief Executive (Growth & Neighbourhoods)

Summary

The Executive on 11 September 2013 agreed to the establishment of a Clean and Green Initiative, Clean City, utilising a one-off Airport Dividend of £14.5m. The aim of the initiative is to deliver a number of strategic interventions to improve the quality of the environment in the City which are designed to bring about sustainable improvements and behaviour change. This paper is to consider how the Airport Dividend has been spent and how value for money has been achieved through the analysis of outputs, outcomes and impact.

Recommendation

That the committee notes the report.

Wards Affected: All

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Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

Clean City Interim Evaluation January 2016 presented to Finance Scrutiny Committee 28 January 2016. Clean City Interim Evaluation January 2017 for information to Resources and Governance Scrutiny Committee on 5 January 2017.

1.0 Background and Introduction

- 1.1 The Executive on 11 September 2013 agreed to the establishment of a Clean and Green Initiative, Clean City, utilising a one-off Airport Dividend of £14.5m. This funding formed the Clean City Fund which has been used to deliver improvements to the environment and green spaces in the city. Due to the one-off nature of the funding, projects have been designed not to lead to any commitments of ongoing expenditure.
- 1.2 The attached presentation looks at the outcomes and impact of Clean City projects to date. It highlights the outputs delivered by projects and considers the impact this has had on residents and the environment.

2.0 Overview

- 2.1 A total of £14.39m has been committed to date to support 47 projects in the delivery of a range of initiatives spanning a number of themes related to the clean city goals. Overall 6.6m of match funding has also been gained by projects. To date 35 projects have completed. The remaining projects will continue to deliver, with all projects due to be complete by 2020.
- 2.2 Many thousands of outputs have been achieved to date. These include;
- Citywide infrastructure – 540 new recycling bins installed, 7,000 drains have been cleaned and 5.43km of highways maintained.
 - Communities and neighbourhoods – 13,755 bags of rubbish collected, 1,111 clean up events and 23,185 volunteers engaged in activity. Citywide Clean Up project, by far the biggest Clean City project, has seen thousands of outputs delivered to date.
 - Greening strategy – 4.5km of watercourses cleared, 11,876m² of land improved, 397 training sessions, 823 children/residents engaged.
 - Parks and community spaces – 226 sites cleared/maintained, 500 volunteers, 290 activity days and 520 adults/children trained.
 - District centres – 72 sites of untidy land cleared and 361 items of street furniture removed, installed or repaired.
 - Schools and education – 43,714 pupils involved, 1,330 litter picks undertaken and 4,961 residents/parents involved.
- 2.3 Feedback from projects and case studies shows that many residents are demonstrating pride in the improvements made in their local areas and are working together to sustain and further improve their environment.
- 2.4 Changes in volume of requests for service have been monitored to better understand the impact of the projects. Changes in requests for service are affected by many factors including the changes to the waste collection and street cleaning service. Requests for fly tipping and street cleaning services experienced a decline at the beginning of clean city but subsequently rose. These increases are in many cases due to more reporting by the public and officers of street environment issues, and demonstrate the ongoing need to

ensure that the legacy of Clean City involves volunteers and community groups continuing the work of these projects.

3.0 Conclusion

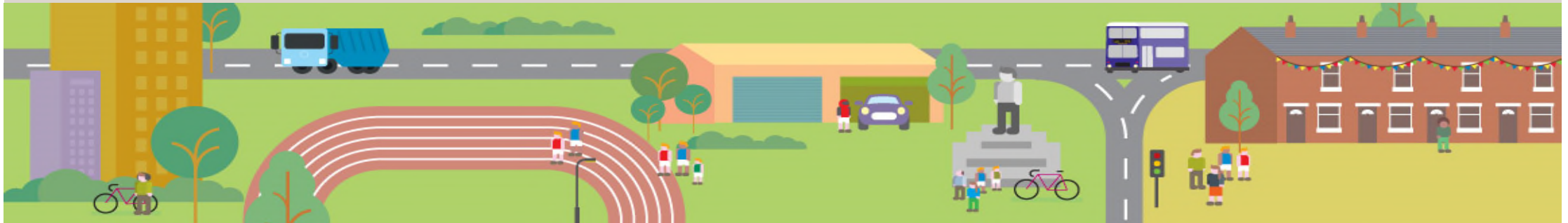
- 3.1 The majority of Clean City projects have now ended and some, by agreement, will continue over the next few years. It is challenging to measure the impact and sustainability of projects in a quantitative way due to the many factors that can influence changes to the local environment. However the projects have delivered significant outputs, which have supported greater recycling and brought about pride and increased satisfaction with local areas evidenced through case studies and the resident survey. Continued engagement with resident, community groups and businesses will take place to bring about behaviour change and promote the objectives of Clean City and the Our Manchester Strategy.

Clean City

Outcomes and Impact 2017



Produced by PRI



Overview

The Executive on 11 September 2013 agreed to the establishment of Clean City, utilising a one-off Airport Dividend of £14.5m. Due to the one-off nature of this funding it was agreed it would be used in such a way that is aligned to the strategic priorities of the city, but does not lead to commitments for ongoing expenditure and builds capacity within communities to maintain improvements in their neighbourhoods.

The Clean City project began in April 2014 with the aim of improving the quality of the environment in the city through clear and creative proposals designed to bring about sustainable improvements and behaviour change. Residents were asked to submit ideas which were assessed and finalised into applications. Proposals were then considered by the programme management team, officers panel and finally approved at a members panel.

Projects were required to evidence how they would meet the guiding principles of Clean City. The objectives are **visibility, speed of implementation, sustainability, community involvement & behaviour change and value for money.**

Projects were grouped under various themes associated to Clean City to help define what they are delivering, these are:

- **City Wide Infrastructure** - designed to provide sustainable infrastructural improvements which enable more efficient services.
- **Greening Strategy** – provide sustainable low carbon solutions which encourage biodiversity and support the greening.
- **Communities and Neighbourhoods** - support communities, businesses and residents to improvements in their neighbourhood.
- **District Centres** - support the business community in delivering local priorities and growth, as well as ensuring our District Centres are clean and green.
- **Parks and Community Space** – are transforming parks as well as attracting more visitors to our green spaces.
- **Schools / Education** – are engaging with predominantly primary schools, children and parents to encourage behaviour change and awareness.

£14.39m has been committed to date to support the delivery of 47 projects. To date 35 projects have completed.

Summary

Thousands of outputs have been achieved to date. These include;

- **Citywide infrastructure** – 540 new recycling bins installed, 7,000 drains have been cleaned and 5.43km of highways maintained.
- **Communities and neighbourhoods** – 13,755 bags of rubbish collected, 1,111 clean up events and 23,185 volunteers engaged in activity. Citywide Clean Up project, by far the biggest Clean City project, has seen thousands of outputs delivered to date.
- **Greening strategy** – 4.5km of watercourses cleared, 11,876m² of land improved, 397 training sessions, 823 children/residents engaged.
- **Parks and community spaces** – 226 sites cleared/maintained, 500 volunteers, 290 activity days and 520 adults/children trained.
- **District centres** – 72 sites of untidy land cleared and 361 items of street furniture removed, installed or repaired.
- **Schools and education** – 43,714 pupils involved, 1,330 litter picks undertaken and 4,961 residents/parents involved.

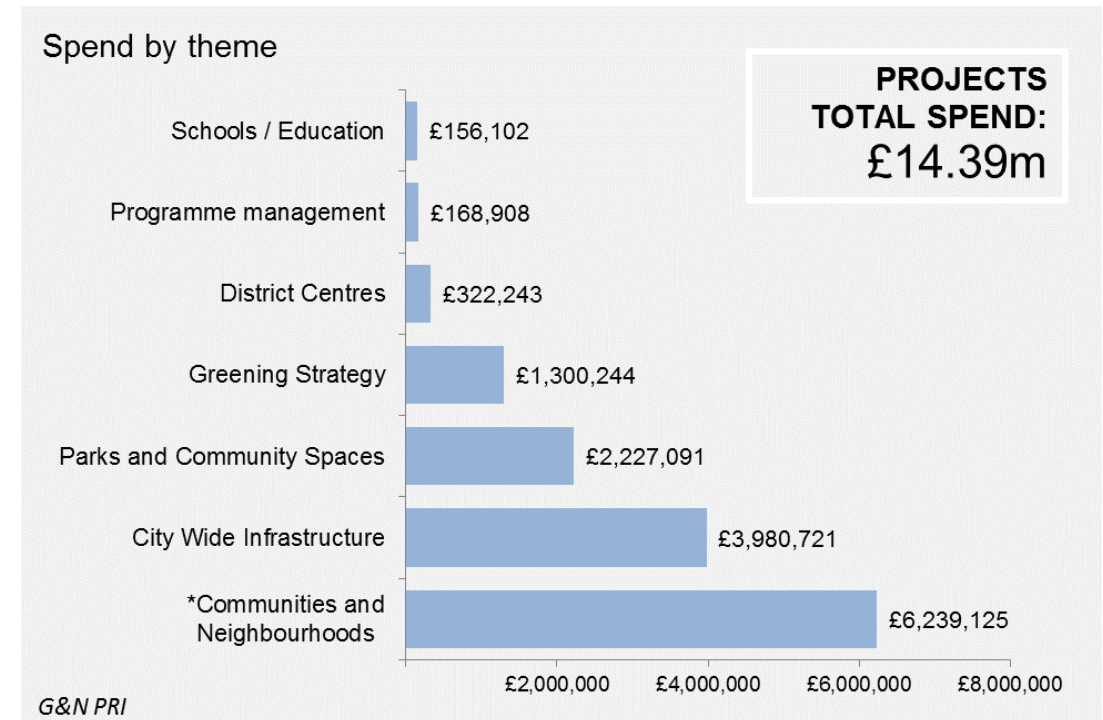
Some types of street environment requests for services continue to see an increase in volume. Fly-tipping requests initially saw a reduction but requests began to rise in 2015/16 and in the 12 months to Oct-17 there were 7,032 more incidents of fly tipping compared to before Clean City (+31.5%). Street cleansing also followed a similar trend and 2014/15 reported 581 less requests compared to 2013/14. However, in the last 12 months requests were 34% higher than the year before Clean City (+2,681 RFS).

Changes in requests for service are affected by many factors including service and system changes. 2015 also saw the appointment of a new integrated contract with Biffa. Alongside this there have been various service changes including new waste collection services for households which will have had a significant impact on waste and recycling levels. The formation of the new Neighbourhood Teams resulted in more proactive reporting from MCC officers. In the last 12 months there were over 3,000 more reports from officers compared to 13/14. Overall requests are up 21% but factoring out proactive requests for service from MCC officers reports rose by 16% over the same time period indicating more reports from residents.

Residents' satisfaction with their local area has been increasing from the beginning of Clean City. Citywide satisfaction rose 3.1percentage points to 80.7% by the end of 15/16 which suggests an environmental improvement in Manchester's neighbourhoods. Measuring the sustainability of projects and behaviour change in a quantitative way is challenging and the impact may only be fully seen after Clean City has concluded.

INPUTS

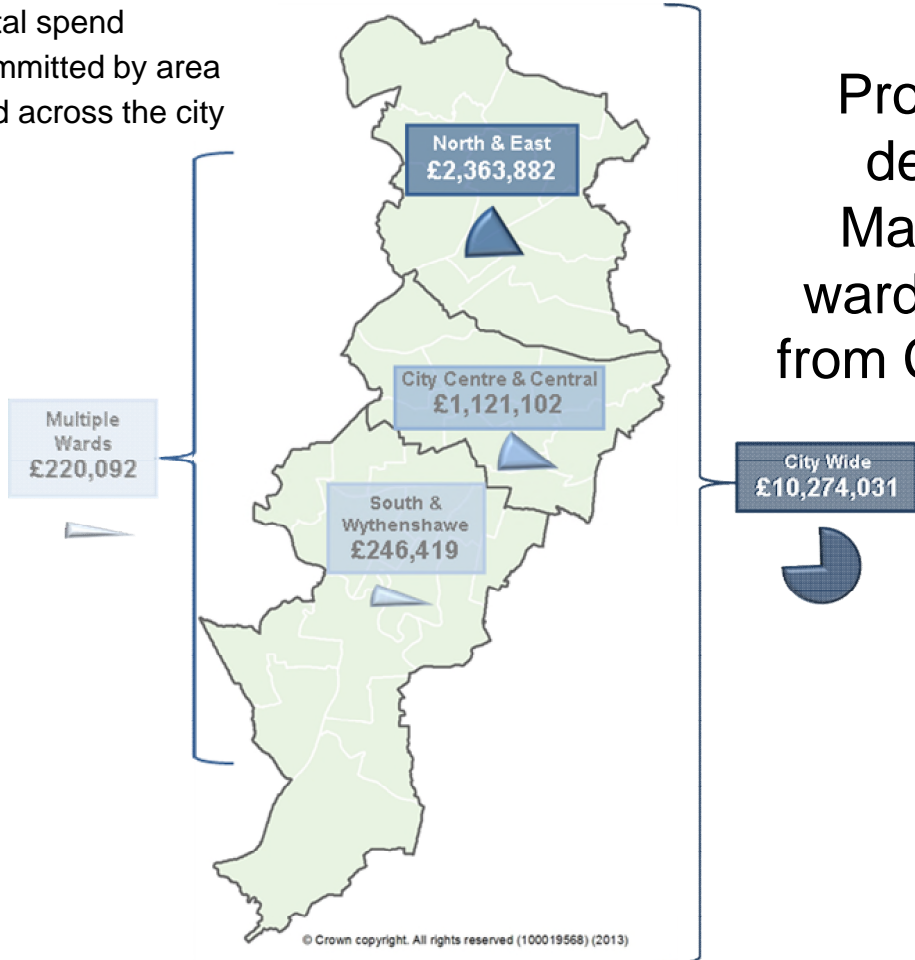
- £14.39m has been committed to date to support the delivery of Clean City projects.
- £6.6m of match funding was also gained.
- 47 projects have been approved.
- At the end of October 2017, 35 projects had completed.



**Including CC213 Citywide Clean Up*

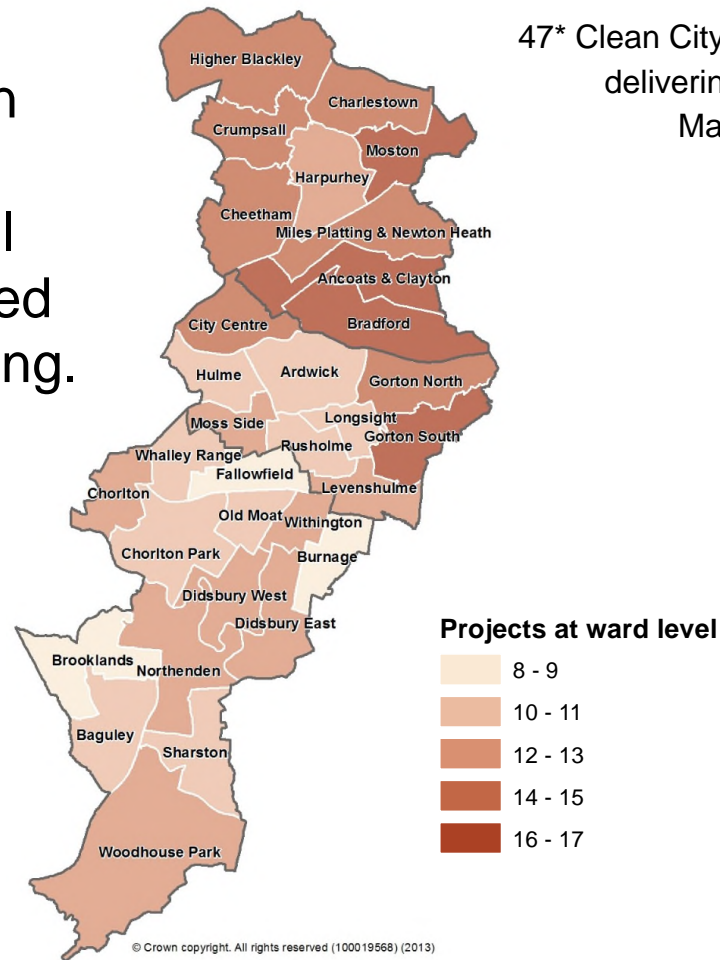
INPUTS

Total spend committed by area and across the city



Projects have been delivering across Manchester and all wards have benefitted from Clean City funding.

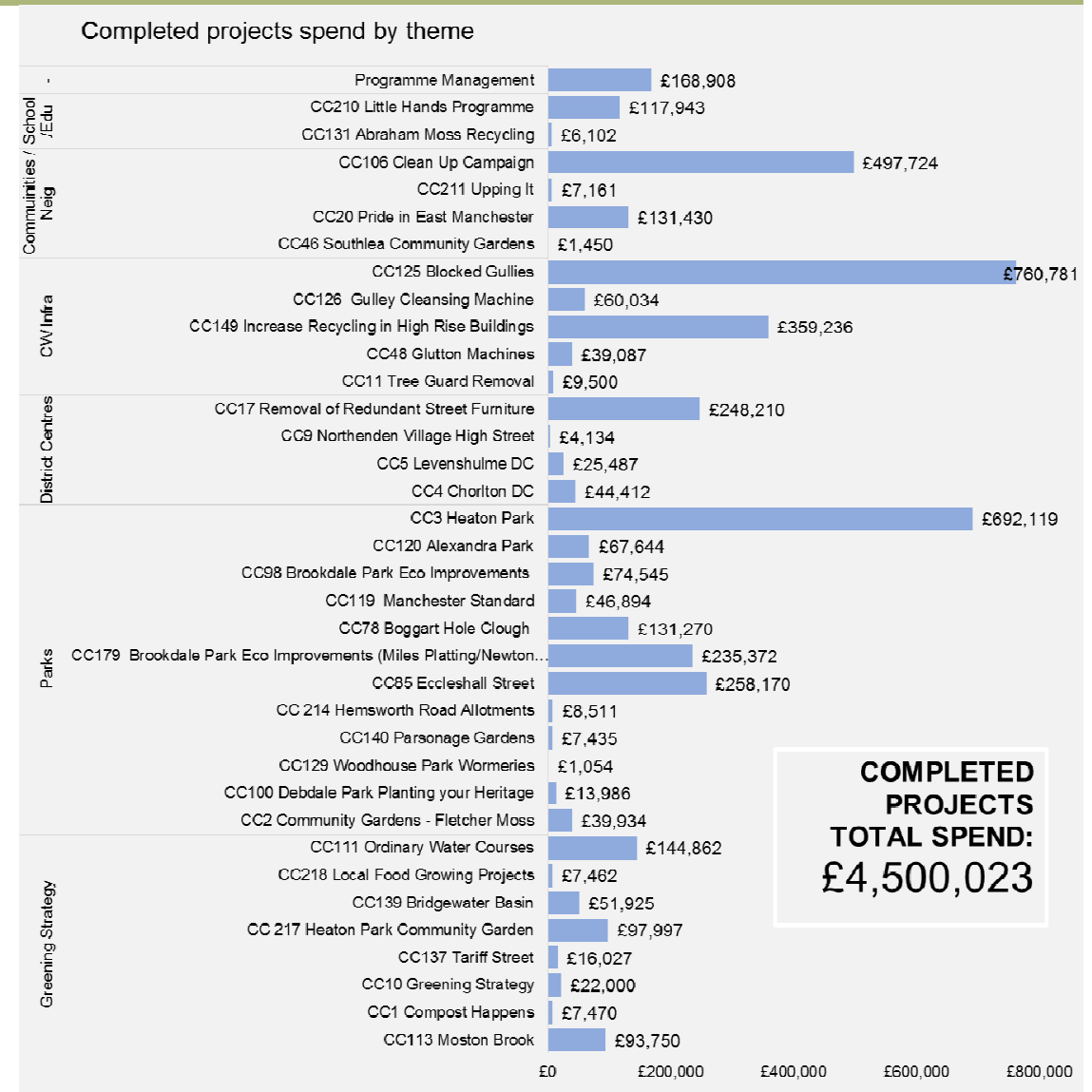
47* Clean City projects delivering across Manchester



**Including programme management*

COMPLETED PROJECT INPUTS



- Over 4.5million has been spent on completed Clean City projects to date.
- Many projects underspent on the original budget as they were able to deliver at a lower cost than first envisaged which was then returned to the Clean City pool to support other projects.

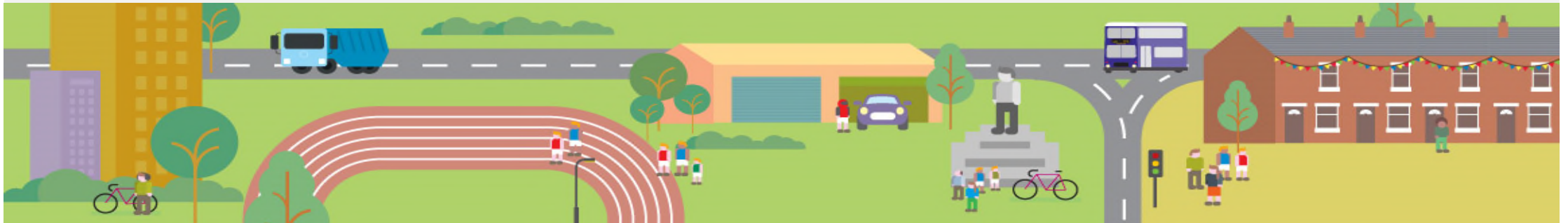


OUTPUTS

- Completed Projects

Key:

-  Newly completed projects January – December 2017
-  Projects completed prior to January 2017



CITY WIDE INFRASTRUCTURE - Outputs achieved

875 TREE CAGES REMOVED

7,000 GULLIES CLEANSED

720 HIGH RISE BUILDINGS VISITED
AND ASSESSED FOR WASTE AND
RECYCLING SERVICES

179 GULLY SITES REPAIRED

247 RESIDUAL WASTE
CONTAINERS REMOVED

500 NEW RECYCLING BINS
INSTALLED

2 GLUTTON MACHINES
PURCHASED

REDUCTION IN RESIDUAL WASTE
COLLECTED 490 – 735 TONNES
PER YEAR

**CC126 HIGHWAY GULLY
CLEANSING AND CC125
BLOCKED GULLIES NEWLY
COMPLETED PROJECTS
DELIVERED CITY WIDE**

Legend



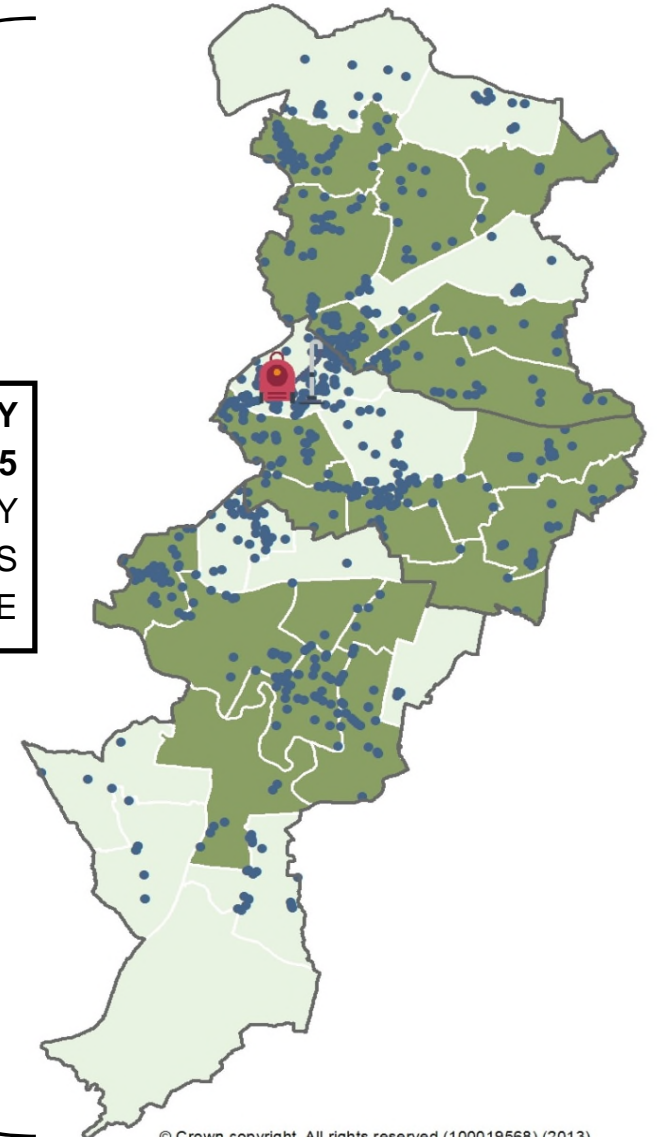
CC48 Purchase of Electric Glutton Machines



CC149 High Rise Recycling



CC11 Tree Guard Removal



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COMMUNITIES AND NEIGHBOURHOODS - Outputs achieved

2 GREEN SPACES CREATED AND IMPROVED

6 COMMUNITY ENGAGEMENT EVENTS

40 HABITAT SPACES CREATED

2 COMMUNITY OWNERS

8 TRAINING SESSIONS

19 ALLEYWAYS GREENED

11 SCHOOLS ENGAGED

407 VOLUNTEERS ENGAGED IN ACTIVITY

4 WORKSHOPS HELD

27 BUSINESSES INVOLVED IN ACTIVITIES

61 RESIDENTS RECEIVING TRAINING

36 RESIDENTS GROUPS CREATED

5 SCHOOLS ENGAGED IN ACTIVITY

3,379.5 VOLUNTEER HOURS PROVIDED

38 RESIDENTS LEAD
PROJECTS IMPLEMENTED

20 LONG TERM VOLUNTEER
CLEAN CHAMPIONS

1,111 CLEAN UPS


23,185 VOLUNTEERS


13,755 BAGS OF RUBBISH COLLECTED


216,185 PLANTS, BULBS AND
TREES PLANTED


251 BUSINESSES ENGAGED

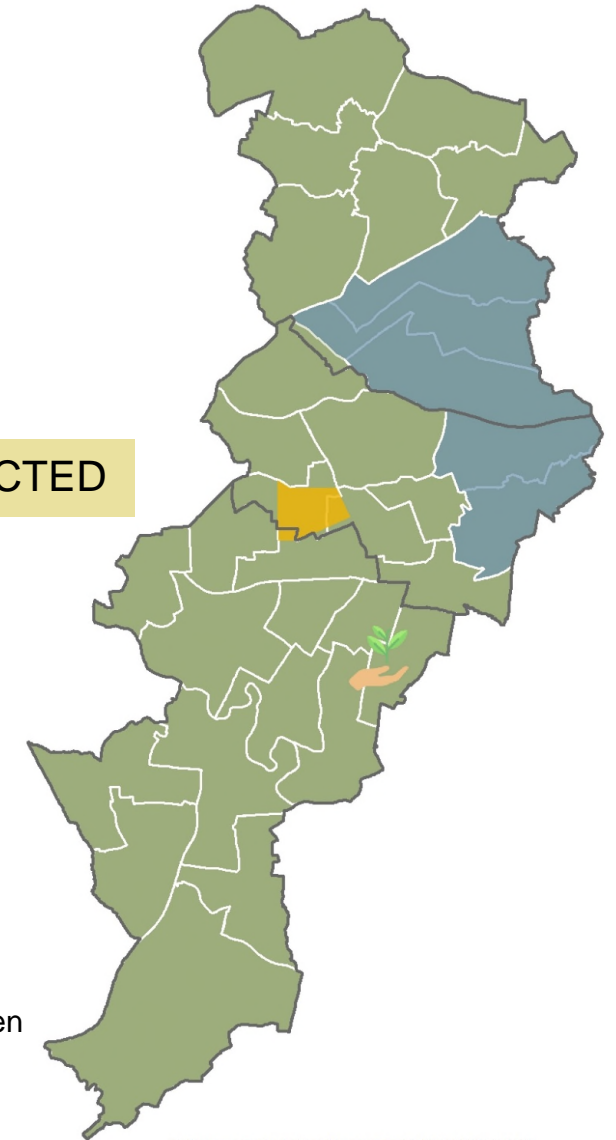
Legend

 CC20 Pride in East Manchester

 CC211 Upping It

 CC46 Southlea Road Community Garden

 CC106 Community Clean Ups



SCHOOLS / EDUCATION - Outputs achieved

6 PLANTERS INSTALLED

8 EXTERNAL BINS INSTALLED

95% ON SITE
RECYCLING RATE

95 NEW RECYCLING
BINS INSTALLED

43,714 PUPILS INVOLVED IN
ACTIVITIES

1,330 LITTER PICKS UNDERTAKEN

4,961 RESIDENTS/PARENT
INVOLVED IN ACTIVITIES

2,063 WASTE AND RECYCLING
ACTIVITIES UNDERTAKEN

1,284 ESTABLISHED GROUPS
INVOLVED IN ACTIVITIES

58 SCHOOLS INVOLVED

2,025 PLANTING ACTIVITIES
UNDERTAKEN

CC210 LITTLE HANDS
NEWLY COMPLETED
PROJECT DELIVERED
CITY WIDE

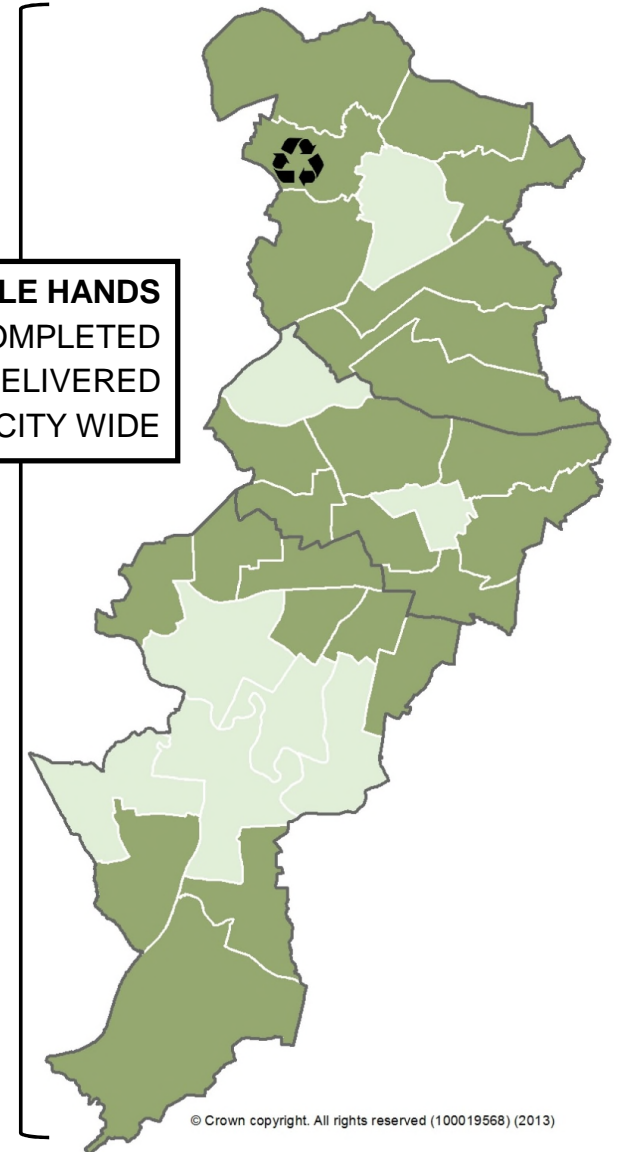
Legend



CC131 Abraham Moss Recycling



CC210 Little Hands Programme



GREENING STRATEGY - Outputs achieved

271 TRAINING SESSIONS DELIVERED

30 HECTARES OF LAND CLEARED
OF LITTER AND FLY TIPPING

4 NEW ENTRANCES TO
MOSTON BROOK CREATED

20 COMMUNITY GROUPS AND
ORGANISATIONS INVOLVED

REDUCTION IN FOOD
MILES ACHIEVED

12 TREES PLANTED

3,114 TREE CROWNS LIFTED

6 ACCESSIBLE RAISED BEDS

20 FRUIT TREES

100 TRAINING DAYS

5 NEW BEE HIVES

20 VOLUNTEER ACTIVITY DAYS

50 RESIDENTS ENGAGED

5 ORGANISATIONS INVOLVED IN ACTIVITIES

5 BUSINESSES INVOLVED IN ACTIVITIES

250m² OF LAND/WATER IMPROVED

4.5km OF WATERCOURSES CLEARED
AND RE-NATURALISED

2 NEW SIGNS









50m² NEW PLANTING AREAS

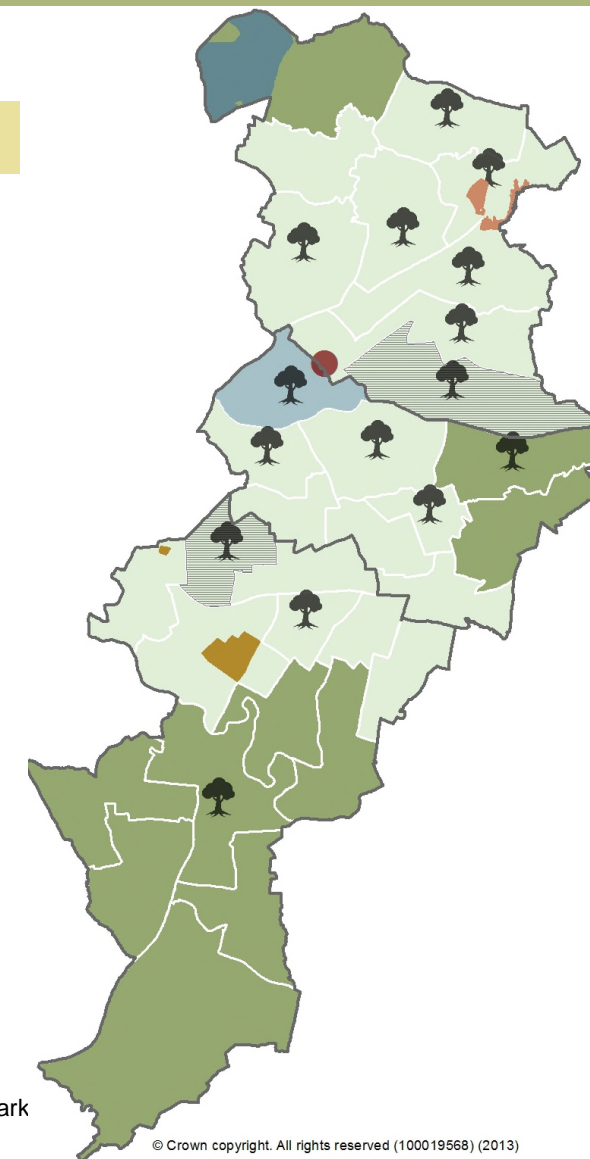
7 VOLUNTEERS

8 BUSINESSES
INVOLVED

200+
VOLUNTEER
HOURS

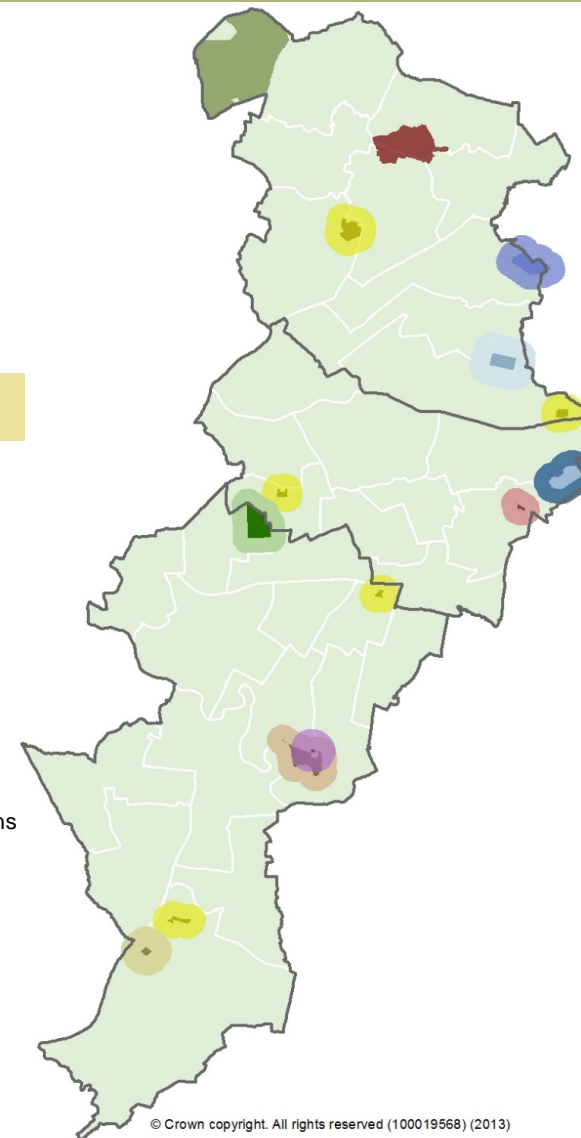
Legend

-  CC218 Strategic approach to food growing
-  CC139 Bridgewater basin
-  C111 Ordinary Water Courses
-  CC10 Tree Crown Lifting
-  C1 Compost Scheme
-  CC113 Moston Brook
-  CC217 Strategic Food Growing - Heaton Park
-  CC137 Tariff Street



PARKS AND COMMUNITY SPACES - Outputs achieved

1 COMMUNITY PLANTING EVENT	CREATION OF ACTION & DEVELOPMENT PLANS
1 ERECTION OF FENCE	6,000 VOLUNTEERING HOURS
1 ERECTION OF GATE	5 RESIDENT GROUPS STARTED AND ENGAGED
25 SCHOOL VISITS/ ACTIVITY DAYS	45 CLEAN AND GREEN ACTIVITY DAYS
SET UP OF ANGLING CLUB	3 BRITAIN IN BLOOM AWARDS (14/15 & 15/16)
1 ANGLING CLUB EVENT	4 DEVELOPMENT PLANS AND INVESTMENT STRATEGIES
224 CLEAN & GREEN ACTIVITY DAYS	13 COMMUNITY ENGAGEMENT
ALL SHRUB/GRASS AREAS MAINTAINED	2 GREEN FLAG AWARDS (14/15 & 15/16)
510 VOLUNTEERS	26 BENCH & 34 BIN PLINTHS INSTALLED
12 WORKING GROUPS	10 TRAINING SESSIONS
2,000 PLANTS PRODUCED	39 SCHOOL VISITS
510 CHILDREN VISITING/TRAINING	3 STAKEHOLDER FORUMS
4 SITES CLEARED/ LEVELLED	23 COMMUNITY EVENTS
8 TRAINING SESSIONS	23 COMMUNITY WORK DAYS
4 SITES RESURFACED	5 WILDLIFE AUDITS
6 SITES INSTALLED WITH KICK RAILS	
2 SITES NO LONGER SUITABLE TO BE USED AS UNOFFICIAL TRAVELLER ENCAMPMENTS	



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DISTRICT CENTRES - Outputs achieved

1 COMMUNITY GARDEN CREATED

1 AREA PLANTED

16 LITTER AND 4 RECYCLING
BINS INSTALLED

40 BOLLARDS AND 4
BIKE RACKS INSTALLED

165 ITEMS OF REDUNDANT
STREET FURNITURE
REMOVED OR REPAIRED

38 AREAS OF SAFETY FROM
CRIMINAL ACTIVITIES CREATED

151 LIGHTING COLUMNS RESTORED

72 AREAS OF UNTIDY LAND CLEARED

1 COMMUNITY ARTS PROJECT

PLANTING PROJECTS IN 2 AREAS

6 PLANTERS INSTALLED

12 HIGH STREET PLANTERS

60 PLANTER PLANTS

1 WATERING MACHINE

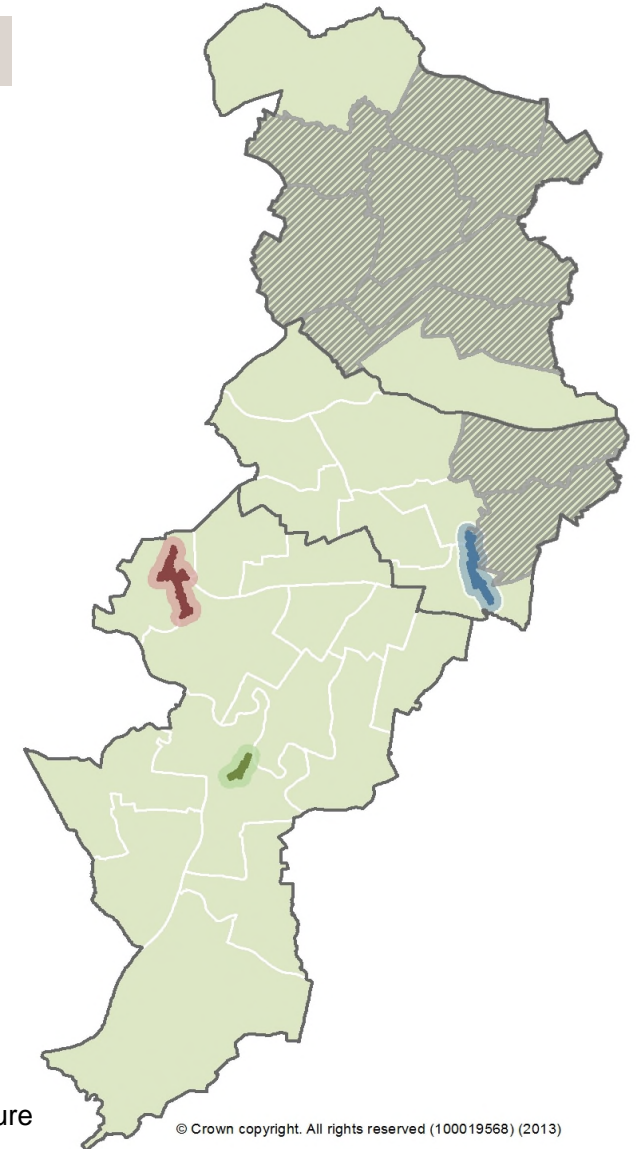
6 BARRIER BASKETS

18 BARRIER BASKET PLANTS

9 RESIDENT GROUPS INVOLVED

Legend

- CC9 Northenden Village HighSt
- CC5 Levenshulme District Centre
- CC4 Chorlton District Centre
- CC17 Removal of Redundant Street Furniture

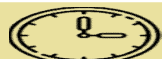


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Completed projects – Additional Outputs Achieved



1,160 VOLUNTEERS



9,364 VOLUNTEER HOURS



5 BUSINESS/ORGANISATIONS INVOLVED



11 COMMUNITY OWNERS



8 SCHOOLS INVOLVED



1,000 STAKEHOLDERS ENGAGED



500 RESIDENTS ATTENDED EVENT



MATCH FUNDING WITH SOUTHWAY HOUSING TRUST,
GREEN FINGERS, OLDHAM COUNCIL AND MOSTON BROOK
PARTNERSHIP



ADDITIONAL FUNDING FROM LOCAL BUSINESSES,
TRANSPORT FOR GREATER MANCHESTER, ADACTUS
HOUSING, COMMUNITY DEVELOPMENT FOUNDATION,
COMMUNITY INTEREST COMPANY LEVENSHULME MARKET
AND MARY PORTAS FUNDING FROM DCLG



CASH GRANT FUNDING GAINED



DONATIONS FROM RESIDENTS



COST AVOIDANCE/SAVINGS OF ONGOING
MAINTENANCE



45 SCHOOL CHILDREN ENGAGED



2 COMMUNITY GROUPS WORKING ON THE
PROJECT



2 COMMUNITY EVENTS



2 PLANTING PROJECTS



49 NORTH WEST IN BLOOM AWARDS



NOMINATED FINALIST FOR WORLD CANAL AWARDS
2016



3 BE PROUD AWARDS



15 YOUNG PEOPLE COMPLETED HORTICULTURAL
TRAINEESHIPS



4 YOUNG PEOPLE EMPLOYED AS HORTICULTURAL
APPRENTICES



PARTNERSHIP WORKING WITH RESIDENTS GROUPS,
REGISTERED PROVIDERS, ORGANISATIONS AND
BUSINESSES.



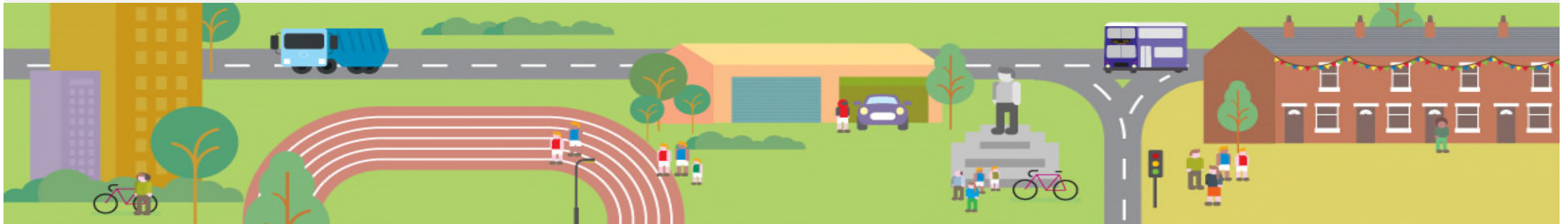
1 COMMUNITY GROUP CREATED



PROJECT INFLUENCED THE DEVELOPMENT OF A DISTRICT
CENTRE WEBSITE

OUTPUTS

- Ongoing Projects



CITY WIDE INFRASTRUCTURE

City Wide Infrastructure projects provide sustainable improvements which enable more efficient cleansing, maintenance and recycling.

- **CC49** – additional 300 sensors installed to monitor litter bins which allowed MCC to understand bin use and to inform Biffa crews performance.

Measures (updated to end November 2017)	CC49	CC208	CC219
	Litter bin procurement	Citywide Grass Verges	Highway Maintenance Challenge Fund
Number of litter bins installed	740		
Number of recycling bins installed	40		
Number of cigarette bins purchased	200		
Uptake of cigarette bins by businesses	200		
Other	1 pressure washer		
Grass verge protected		1,782m2	
Highway maintained / resurfaced			5.43km

COMMUNITIES AND NEIGHBOURHOODS

Communities and Neighbourhood projects have been designed to support those who want to make improvements in their neighbourhood.

- **CC95** – an extra 10,000 square meters has been incorporated into the scheme this year

Measures (updated to end November 2017)	CC95
	Japanese Knotweed Treatment (Citywide)
Japanese Knotweed Treatment (sq mtrs)	600,030 sq mtrs

CITYWIDE CLEAN UP PROGRAMME

CC213 Citywide Clean Up Programme	
Measures	Count
Number of deep cleans	86
Locations where highway markings/ road edge repaired	163
Number of miles of surface treated for weeds	2,112 miles
Number of street furniture removed and/or metal work undertaken	137
Number of replacement furniture installed	819
Number of locations shrubs removed/ reduced/ cleaned up	138
Number of communal bins cleaned	43
Number of locations planted	238
Number of cleansing activities in City Centre	68
Number of District Centres improved	20
Number paint schemes completed	98
Number childrens playgrounds improved	79
Number of parks projects completed	583

- The citywide clean up program is a large scale project including work on district centres, parks, highways and general clean ups.
- 583 parks projects have completed these include new planting, infrastructure maintenance, new sports facilities and play areas.
- 20 district centres have been improved and a total of 68 outputs delivered including deep cleans, the introduction of new bins, new recycling bins, new street furniture, planting programmes and site clearances
- Deep cleans have taken place, extensive painting programmes and planting schemes.

GREENING STRATEGY

Greening projects have been designed to provide sustainable low carbon solutions which encourage biodiversity and support the greening of the city.

Measures (updated to end November 2017)	CC143	CC216	CC215
	Wythenshawe Food Growing: GROW	City Centre Community Greening Programme	City Centre Parks Planters and Grot Spots
Increased food production (plants)	7,000		
Metres squared of land improved		200m ²	11,676m ²
Number of projects undertaken		1	
Number groups/organisations actively involved		13	8
Special schools involved in food growing	2		
Training sessions/events	26.5		
Number of businesses actively involved		8	
Number of individuals engaged	280	240	36
Number of children involved	210		

PARKS AND COMMUNITY SPACES

Parks projects aim to transform our parks and benefit local communities as well as attracting more visitors to our green spaces.

Measures (at end of Q2 1617)	CC16	CC220
	Stalled Development Sites	Heaton Park South Play Area
Sites cleared/ levelled/ strimmed	117	Project not yet delivering
Sites installed with kick rails	4	
Number of sites maintained	105	
Number of sites no longer suitable to be used as unofficial traveller encampments	4	
Wildflower areas created	24	

VALUE FOR MONEY

Project outputs are supporting value for money through the following:

- Increasing opportunities to recycle creating savings through reductions to waste disposal costs.
 - The Abraham Moss Centre previously had no on site recycling facilities. The recycling output has reduced and will continue to reduce annually the costs of waste disposal into landfill sites.
 - The High Rise Recycling project removed 245 residual waste bins from high rise properties reducing residual waste capacity by between 490–735 tonnes per year. This equates to savings of up to £226,380 each year.
 - Many other projects included the installation of recycling bins.
- Projects include high numbers of volunteers, community groups and local businesses. To date there have been in excess of 30,000 volunteers, almost 1,400 community groups, 44,479 school children and 296 local businesses supporting activities ranging from litter picks to general maintenance. Many projects have also resulted in community owners taking on the responsibility of future maintenance and have been provided with the tools to continue to make sustainable impacts on their neighbourhoods. Many projects set out to educate and challenge people to create a permanent change in their attitudes and behaviour.
- To date there have been 3,490 clean up events and activity days and 1,330 litter picks communicating the objectives of Clean City and the importance of clean, green neighbourhoods.
- Funding has delivered in excess of 3,000 days of paid training to Manchester Young People. Thirty five young people have benefitted from this opportunity, developing real skills undertaking real jobs.
- Areas across Manchester are also benefitting from projects which focus on improving appearance and reducing future maintenance. The community clean up project involved thousands of volunteers carrying out clean ups and projects within parks invested in sustainable planting and provided equipment to resident groups so maintenance could be long term.
- Many projects underspent on the original budget which was then returned to the Clean City pool to support other projects.

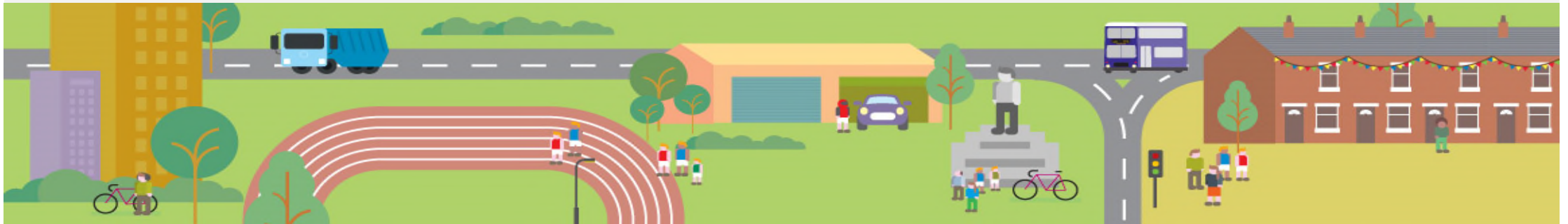
VALUE FOR MONEY

Match funding was gained by many projects including:

- The Moston Brook project from organisations including Oldham Council and Moston brook Partnership. Funding reached £27,739 and four new capital projects have brought a further £110,000 investment into Moston Brook. The Moston Brook Partnership has also agreed to take ownership of maintaining the site.
- Levenshulme District Centre project received an additional £10,000 from the Mary Portas funding from DCLG to support its Town Team and the District Centre and a further £1,500 from the Levenshulme Market Community Interest Company. As a result of the work taking place Levenshulme market has been highlighted as one of the places to visit in Manchester by Lonely Planet 2016.
- Clean City funding in Alexandra Park contributed to a £5 million investment in the restoration of the park. Monies for the wider project have come from the Heritage Lottery Fund, MCC, English Cricket Board, the Lawn Tennis Association and Sport England.
- The funding approved for the Highway Maintenance Challenge Fund project is 21.05% of the overall cost. The Department for Transport provided the remaining 79% that equated to £6.345million. The resurfacing and reconstruction schemes cover a number of roads spanning multiple wards in Manchester. Funding from Clean City ensured the grant from the DfT was secured.
- The Blocked Gullies project has achieved cost avoidance / saving of £125 per location in jetting charges. For the 179 sites locations completed, this equates to a total of £22,375 up to the end of the project. Additional reactive maintenance savings are anticipated in subsequent years due to improvements in the drainage network. These are anticipated to be in the region of £25 per location / year, an additional £4,475 per year.

Theme	Match Funding Total
City Wide Infrastructure	£6,345,900
Communities and Neighbourhoods	£3,150
District Centres	£13,500
Greening Strategy	£265,582
Parks and Community Spaces	£7,000
Schools/ education	-
Programme Management	-
Total	£6,635,132

OUTCOMES and IMPACT



COMPLETED PROJECTS – OUTCOMES AND IMPACT

City Wide Infrastructure

The **Highway Gully Cleansing** and **Blocked Gullies** projects have completed under this theme over the last year.

City wide infrastructure projects have been designed to provide sustainable infrastructural improvements which enable more efficient cleansing, maintenance and recycling to be undertaken.

- The two glutton machines collect on average 140kg of waste per week per machine, freeing up the time of operatives.
- The high rise recycling project carried out 700 high rise assessments, which has resulted in 245 residual waste containers being removed and 500 new recycling bins being installed. Capacity to recycle has increased by over 500,000 litres.
- The removal of 875 tree cages has impacted on the responsibilities of cleansing operations as tree bases are easily cleansed without the obstructions caused by cages and so operations staff have more time to invest in work elsewhere.
- 179 gully sites have been repaired resulting in a cost avoidance/saving of £125 per site totalling £22,375. Future savings are estimated at £4,475 per year.
- The purchase of a gully cleansing vehicle has provided a physical resources that resulted in more timely and efficient services.

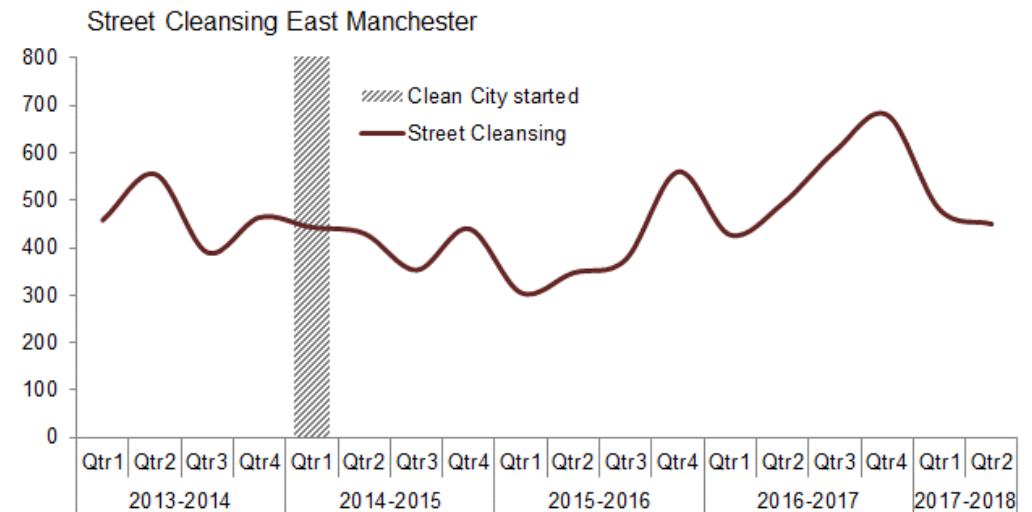
COMPLETED PROJECTS – OUTCOMES AND IMPACT

Communities and Neighbourhoods

The **Clean Up Campaign**, **Pride in East Manchester** and **Upping It Campaign** projects completed under this theme in 2017.

- Volunteers taking part in the Community Clean Up project have agreed to carry out regular activities and have been provided with the tools to continue to make sustainable impacts on their neighbourhoods. Building capacity in communities and creating behaviour change is allowing residents to take greater pride in their neighbourhoods and reducing long term dependence on council services.
- Pride in East Manchester focused on making improvements which would make a visual difference and to create a sense of pride in local areas. The project delivered from 2014/15 through to 2016/17.

Street Cleansing saw an initial decline in requests while Pride in East Manchester was delivering. Reports fell to just 305 in Q1 15/16. From 16/17 reports have been on the rise but this aligned to the citywide trend and is impacted by many other factors. The formation of the new Neighbourhood Teams took place during this time and officers were tasked with being more proactive in neighbourhoods. In 2016/17 13% of street cleansing requests were made by an MCC officer compared to only 4% in 13/14.



COMPLETED PROJECTS – OUTCOMES AND IMPACT

Greening Strategy

Newly completed projects under this theme include **Strategic Approach to Food Growing - Local Projects**, **Ordinary Water Courses** and **Bridgewater Canal Basin**.

- Planting of trees in the City Centre has created new green walking routes and added to the visual appearance of the area.
- 3,114 tree crowns have been lifted improving the appearance and allowing operations staff to maintain areas that were previously obstructed.
- Areas of green space have been restored and transformed allowing communities to use and enjoy their local green space.
- Sustainable food growing allows for more efficient operations by reducing food miles and CO2 emissions helping achieve our target of 41% reduction by 2020.
- Volunteering from residents, community groups and business has supported value for money and behaviour change.
- Networks of local residents have been given litter picking equipment and are doing self-guided clean ups.
- Long-term community owners and volunteers have supported future maintenance and management of projects.

Data from the Department for Transport for Greater Manchester shows walking is increasingly becoming the preferred option for commuters to the City Centre. Projects delivered under the theme of greening are continuing to support walking as a viable alternative by improving the visual amenity of Manchester and creating new green walking routes.

As part of the Our Manchester Online Survey residents were asked what they thought was good about where they lived. Green spaces, nature and water came out in the top three responses. Projects are supporting greening of the city and it is expected this may impact on residents' views.

COMPLETED PROJECTS – OUTCOMES AND IMPACT

Parks and Community Spaces

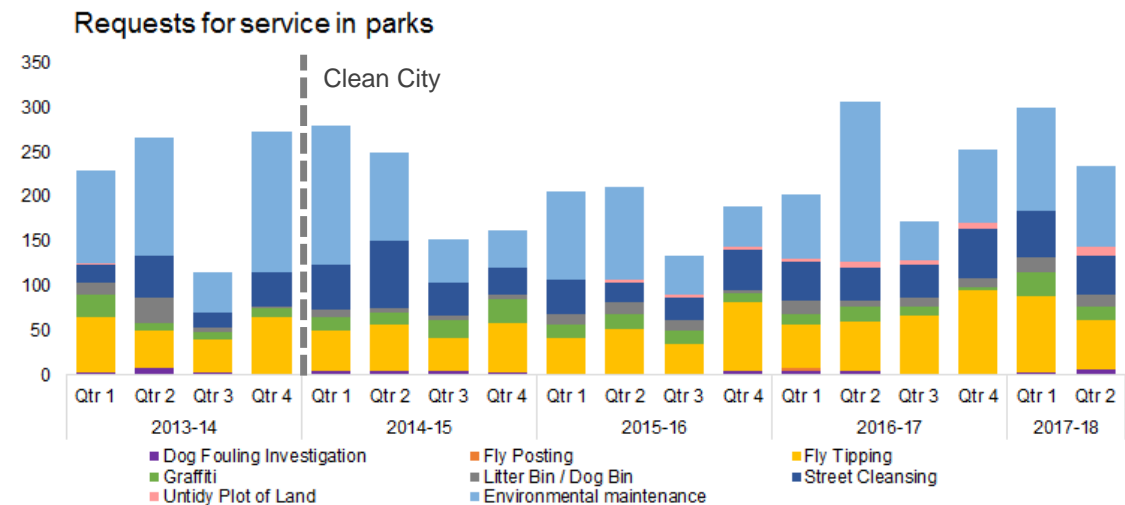
The Brookdale Park Newton Heath, Brookdale Park Eco Improvements, Heaton Park, Manchester Standard and Boggart Hole Clough project completed under this theme in 2017.

- Projects in parks have received a huge amount of support from volunteers, community groups and local businesses providing added value for money and ensuring the sustainable and long term impact of projects by taking on future maintenance.
- Projects are highly visible and have contributed to parks winning many awards which attracts wide publicity and more visitors to the parks.
- Behaviour change has been influenced by projects communicating the importance of clean and attractive spaces through activity days, schools visits and training sessions.
- Innovative planting schemes require less maintenance and ensure projects are sustainable.

Projects within parks have focused on activities which reduce maintenance and encourage volunteers to take more ownership. Service requests although seasonal have seen a fall in environmental maintenance type reports (-24% or -107 requests between 13/14 and the 12 months to Q2 1718).

Similar to the rest of the city fly tipping and street cleansing requests have risen over this period. However, this is a combination of an increase in requests from residents and more proactive reporting from officers.

Environmental maintenance includes Arbor, Grass, Grounds Maintenance, Shrubs ,Weed Spraying



COMPLETED PROJECTS – OUTCOMES AND IMPACT

District Centres

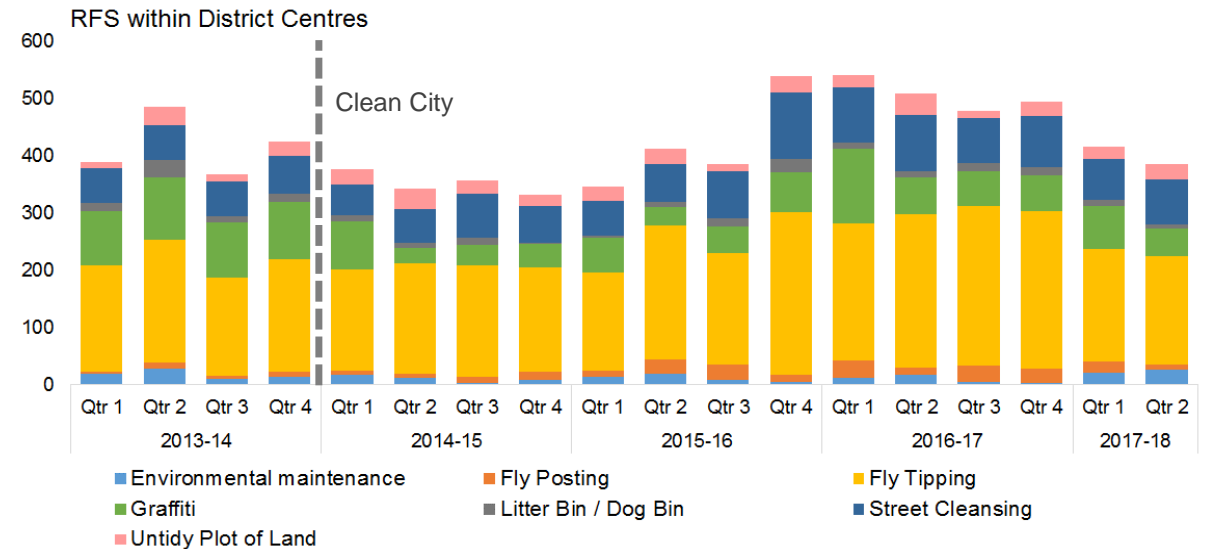
All projects under the theme of district centres completed before January 2017.

- District centres are highly visible and a key location for visitors and residents. Visual improvements delivered by projects are creating more welcoming environments and increasing footfall.
- Projects removing overgrown land have created areas of safety from criminal activities, as places are more visible to the public.
- Improvements to street furniture is making maintenance more efficient and effective.
- Installation of recycling bins and promoting the importance of recycling through district centres is supporting the council making further progress towards its target of 50% recycling rate by 2020.

Requests in district centres fell in the year Clean City began. 2014/15 reported 259 less requests than 13/14 a reduction of 16%. Requests stayed low for seven quarters as projects were delivering but in Q4 15/16 they began to rise. In the last 12 month requests in district centres were up 7% (+109) compared to 13/14. The increase mostly came from fly tipping (+172) and street cleansing (+72) as observed across the city.

Environmental maintenance type requests including litter bin/dog bin, grounds maintenance, grass and arbour have all declined in the last 12 months compared to 13/14.

Graffiti requests are down 38% (-153) compared to 13/14.



Environmental maintenance includes Arbor, Grass, Grounds Maintenance, Shrubs, Weed Spraying

COMPLETED PROJECTS – OUTCOMES AND IMPACT

Schools and education

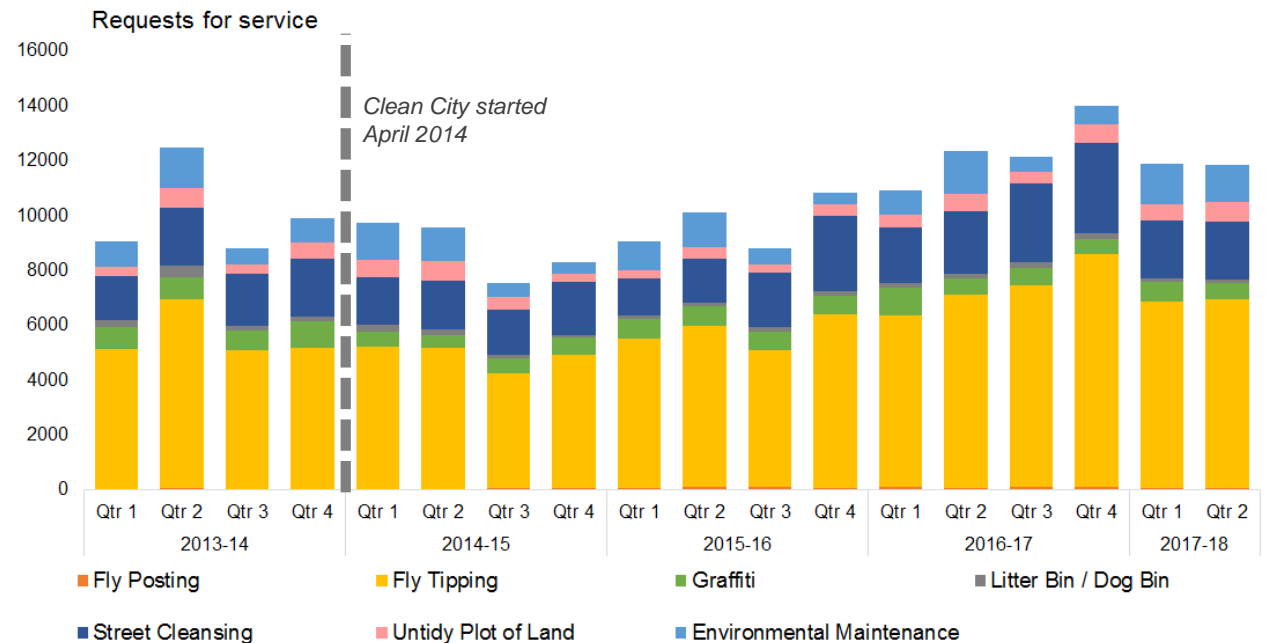
Little Hands has completed in 2017 under this theme.

- The project focused on behaviours using schools as a catalyst. By changing behaviour in school this would be transferred into the home, reinforced by including parents and community groups in activities. Demonstrating green behaviours to children is expected to have long-term sustainable impacts.
- The project was highly visible as the schools were all provided with branded Hi-vis vests, badges, and banners for the school fences. All schools were provided with durable equipment for litter picking and edible planting so all activities are completely sustainable.
- In addition to the agreed outputs each participating school now practices in-class food composting. Diverting a minimum of 25 litres of food waste from the general waste collection per class per week. Therefore for the entire project the minimum food waste diverted from general waste each week equates to 1,450 litres.
- The project included litter picking activities which visibly improved the areas around schools.
- Many schools are embedding the objectives of Clean City and the Little Hands project into the curriculum by incorporating litter surveys, descriptive writing sessions and report writing.
- Approximately £30k of the total funding allocated was returned to the Clean City budget and the number of schools engaged was exceeded.

REQUESTS FOR SERVICE

- Monitoring the number of service requests can gain useful contextual information about the impact of Clean City projects.
- Requests saw a initial decline after Clean City began but have since been on the rise. Quarter 3 14/15 reported the lowest count of requests.
- Overall requests are up 21% (+8,774) in the last 12 months (Q3 1617 to Q2 1718) compared to 13/14.

- Many factors can impact the number of service requests. As previously mentioned MCC officers are reporting more, in the last 12 months they accounted for 23% of all requests compared to 18% in 13/14 (16/17 25% of requests were reported my MCC officers).
- Factoring out proactive requests for service from MCC officers reports rose by 16% over the same time period.




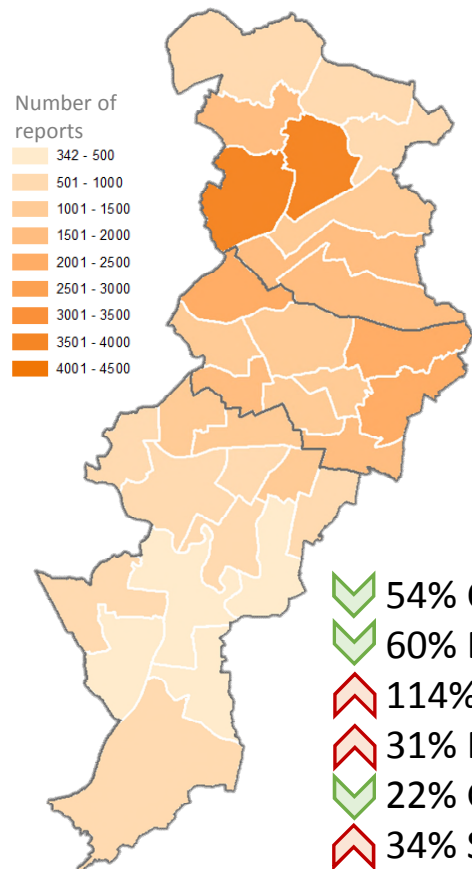
Environmental maintenance includes Arbor, Grass, Grounds Maintenance, Shrubs ,Weed Spraying


CITYWIDE OUTCOMES AND IMPACT


Change in number of Reports between 2013/14
& last 12 months (Q3 16/17 – Q2 17/18)

Environmental reports have increased  **1% (+62)**



Antisocial reports have increased  **25%**
(+8,712 more reported)









Increasing local awareness has led to **17** of 32 wards reporting a  **decrease** in graffiti

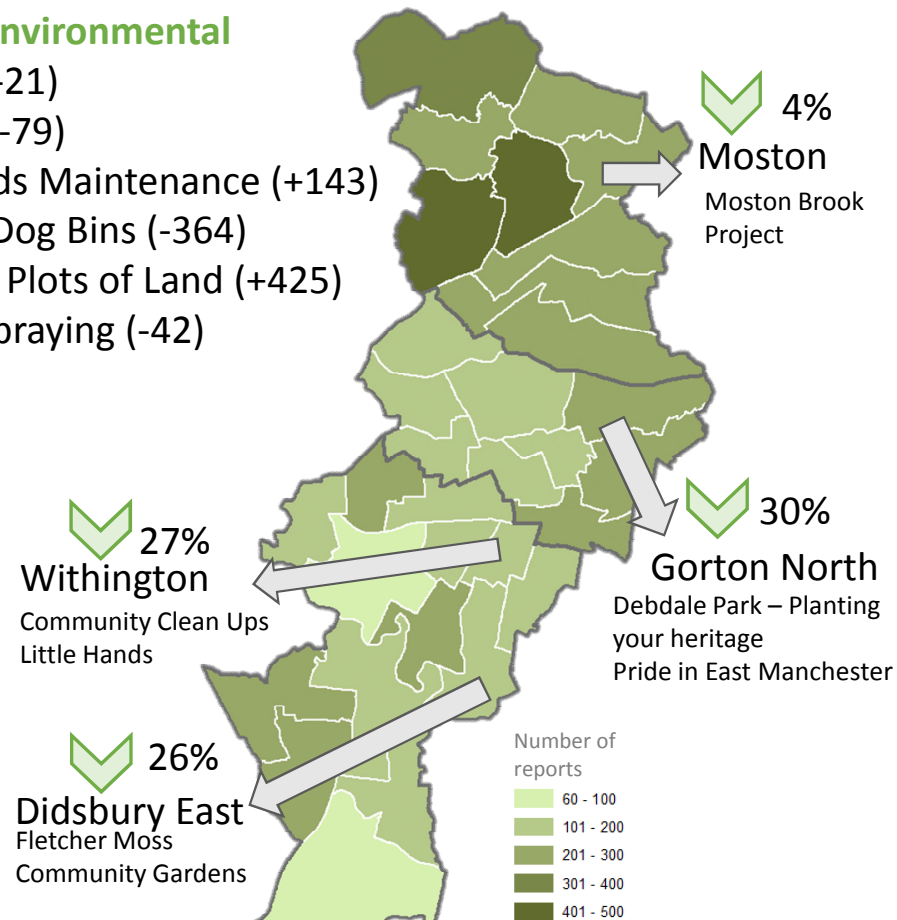
Almost 90% of wards reported an increase in  **Fly Tipping**

Antisocial

-  54% Commercial waste (-243)
-  60% Dog Fouling (-278)
-  114% Fly Posting (+243)
-  31% Fly Tipping (+7,032)
-  22% Graffiti (-723)
-  34% Street Cleansing (+2,681)

Environmental

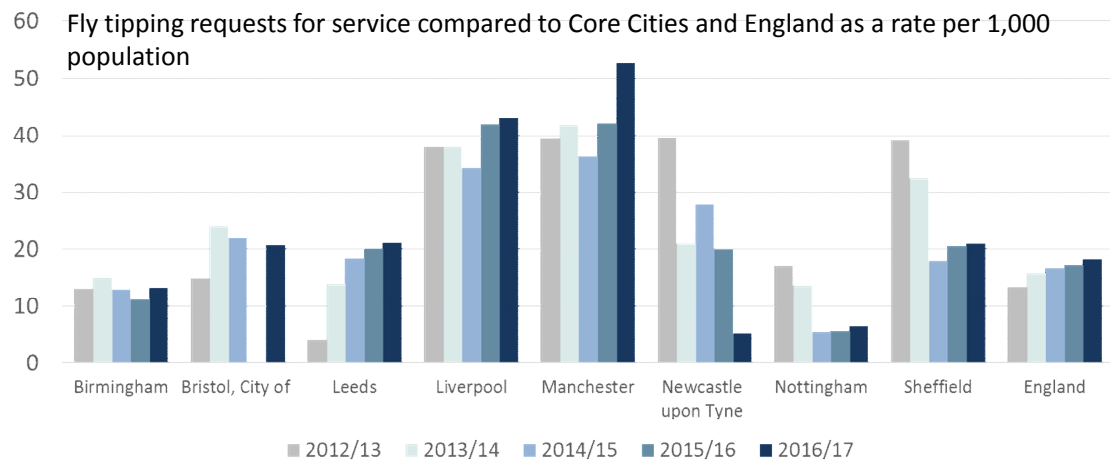
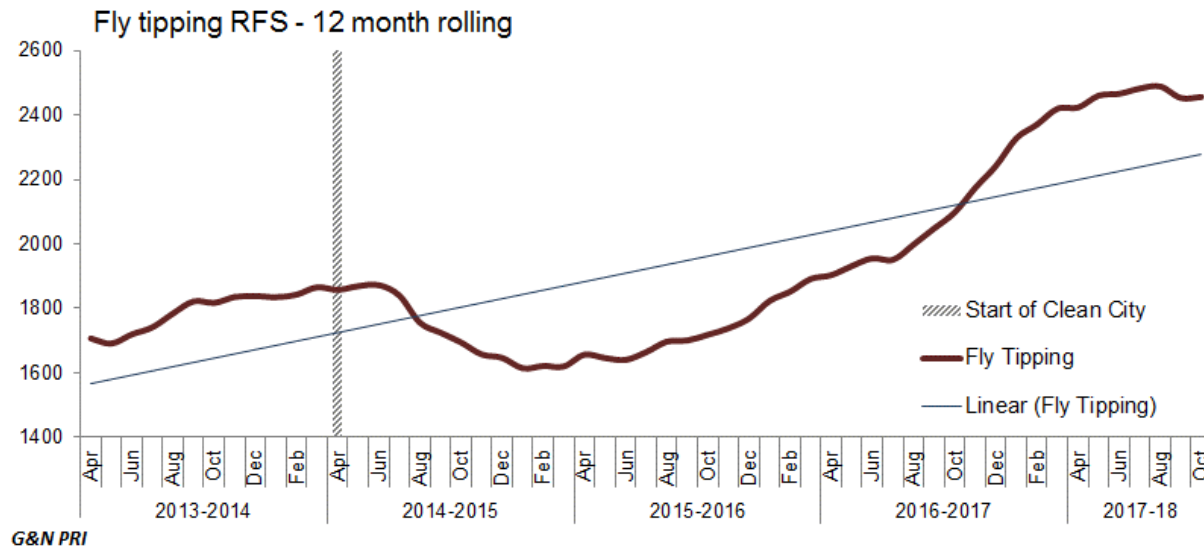
-  1% Arbor (-21)
-  21% Grass (-79)
-  18% Grounds Maintenance (+143)
-  35% Litter/Dog Bins (-364)
-  20% Untidy Plots of Land (+425)
-  8% Weed Spraying (-42)



The successful implementation of environmentally focused projects has helped free operatives time to maintain neighbourhoods

REQUESTS FOR SERVICE

- Requests for fly tipping fell following the start of Clean City. In 2014/15 there were 19,606 requests compared to 22,647 in 2013/14 a reduction of over 3,000 requests.
- Requests began to rise in 2015/16 and in the 12 months to Oct-17 there were 7,032 more incidents of fly tipping compared to before Clean City (+31%).
- All neighbourhood focus area saw an increase over the same time period.
- Fly tipping reports from MCC officers accounted for 32% of requests in the last 12 month. Excluding these fly tipping requests for service increased by 19% compared to 13/14.

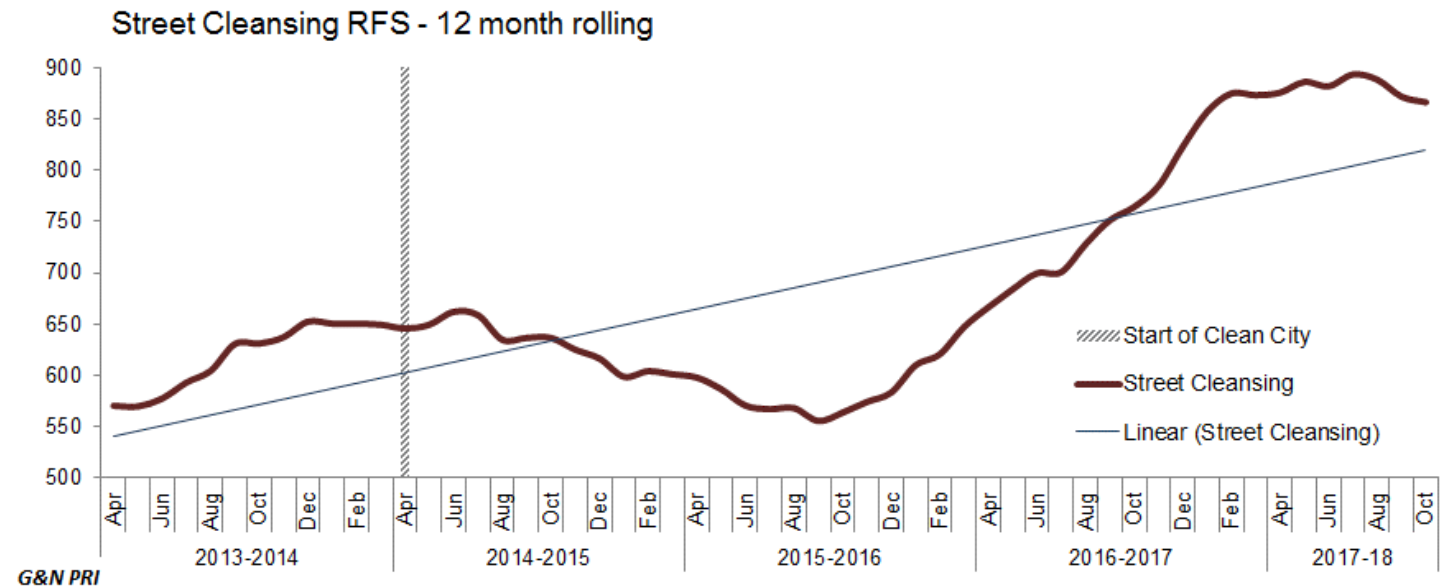


- Nationally fly tipping has been increasing. However, Manchester reported a drop between 13/14 and 14/15 which correlates with the start of Clean City suggesting the work taking place through projects could have had a positive impact on incidents of fly tipping compared to other areas.
- Increasing fly tipping is a national issue. The majority of Core Cities reported an increase in 2016/17 but not to levels seen in Manchester. Much of Manchester's increase in fly tipping occurs in areas where containers sites are located and larger numbers of multiple occupancy households.

Note: This may reflect both improvements to the capture of fly tipping incidents as well as genuine increases in the number of incidents.

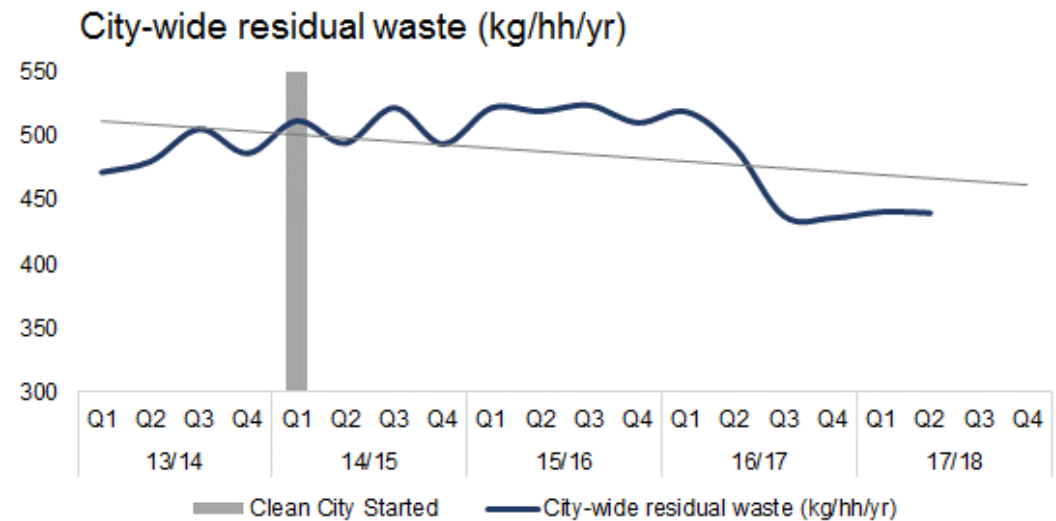
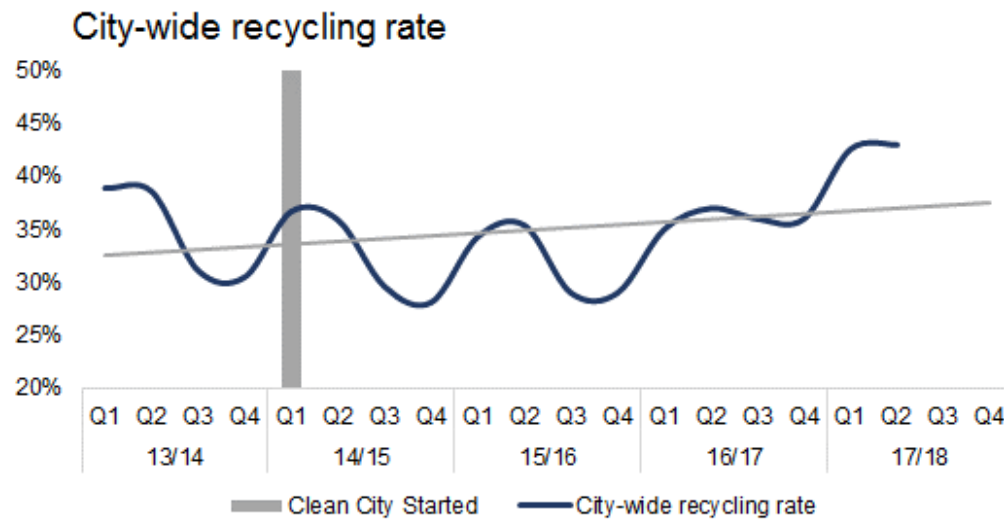
REQUESTS FOR SERVICE

- Street Cleansing requests also saw a fall following the start of Clean City. 2014/15 reported 581 less requests compared to 2013/14.
- In May 2015 street cleansing dropped to its lowest point since recording began on CRM 375 requests. All neighbourhood focus areas saw a reduction during this time, particularly the South and Wythenshawe area where requests fell to just 81.
- As with fly tipping, incidents have been increasing in recent months. In the last 12 months requests were 34% higher than the year before Clean City (+2,681 RFS).
- All neighbourhood focus areas saw an increase over the same time period.
- In the last 12 months there were 54% more requests made by MCC officers compared to 13/14. These made up 10% of all street cleansing requests. If these are factored out street cleansing increased by 32% over the same time period.



WASTE AND RECYCLING

- City wide recycling is up 1.1pp in 16/17 compared to 13/14. This rise has continued into 2017/18 and reached 43%* in Q2 17/18. Many factors will impact the recycling rate but several Clean City projects provided the resources for residents to recycle and promoted behaviour change encouraging residents to recycle their waste.
- Over the same time period the amount of residual waste has declined by 14.31kg/hh/yr.
- July 2015 also saw the appointment of a new and integrated contract with Biffa and there was a subsequent period of transition from the previous MCC and Enterprise services to the new contract. Alongside this there have been various service changes including new waste collection services for households which will have had a significant impact of waste and recycling levels.

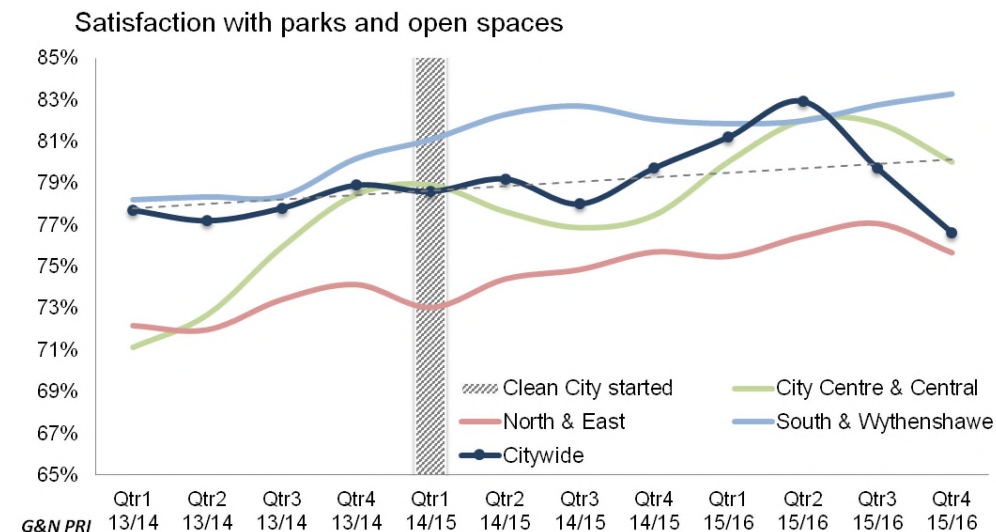
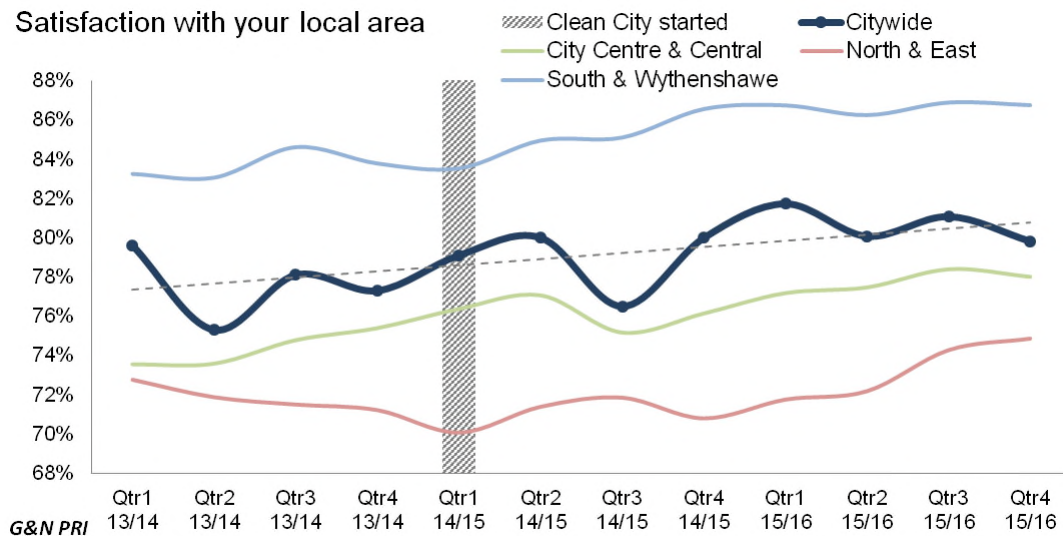


*Q2 17/18 is an estimate

RESIDENTS TELEPHONE SURVEY

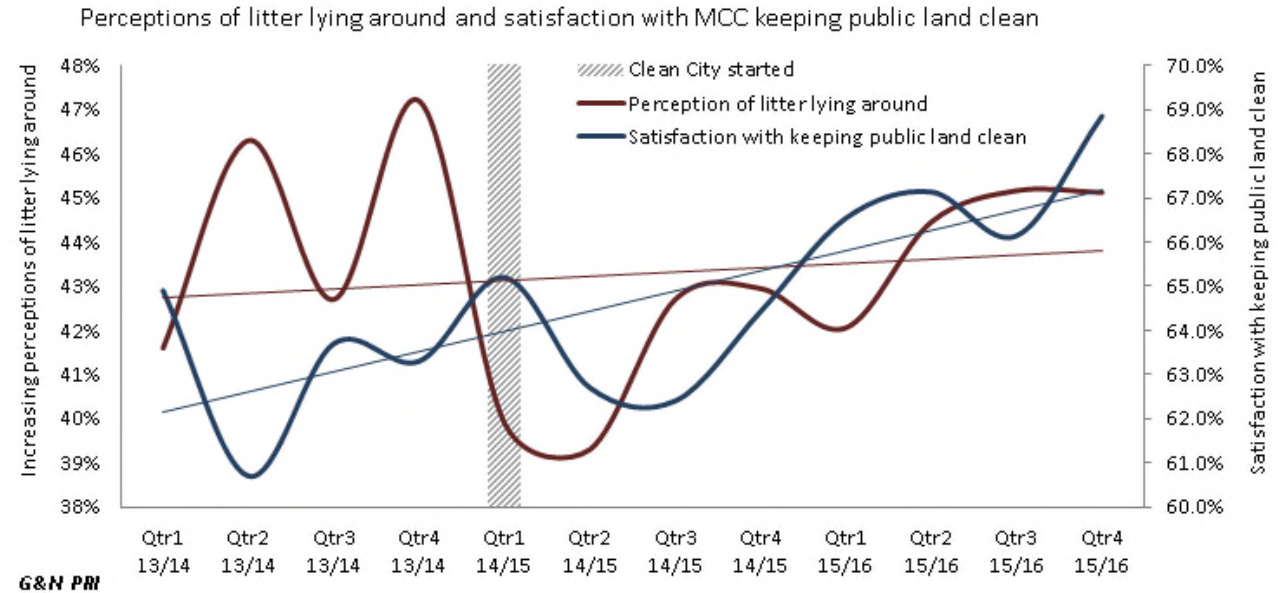
- The percentage of residents who are satisfied with their local area as a place to live is up 3.1pp to 80.7% in 15/16 compared to 13/14.
- 23 of the 32 wards in Manchester saw a rise in satisfaction with local areas.

- 2015/16 80% of residents were satisfied with parks and open space, these levels were last seen in 2011/12 (84.5%).
- Satisfaction at the end of 15/16 saw a decline although overall satisfaction for the year was up.
- 25 wards have seen satisfaction with parks increase from 13/14 to 15/16.



RESIDENTS TELEPHONE SURVEY

- Residents' perception of litter lying around fell significantly at the beginning of 2014/15.
- In the 12 months to the end of quarter 4 13/14 perceptions reached 44.4%, by the end 14/15 rates fell to 41.2%. Those satisfied with the council keeping public land clean, also up 4pp during this time.
- Perceptions of litter lying around has since increased to similar levels previously reported before Clean City began (44.2% 15/16).
- Satisfaction with keeping public land clean has also been increasing and at the end of 15/16 67.2% of residents reported they were satisfied. This level of satisfaction has not been reported citywide since 2011/12 (68.6%).



CASE STUDY – CC20 Pride in East Manchester

The Pride in East Manchester project delivered 38 different resident led local projects. These ranged from working with Friends of Debdale Park to improving the Gorton Heritage Trail to supporting the Clayton Vale project and the Newton Heath Eco - Peace Garden clean up and planting project.

Gorton Growing Together, Gorton North

A fantastic example of the great things local people can achieve by getting together, being well organised and teaming up with others who care for Gorton, is springing to life at Gorton Community Centre. The project, driven by a resident-led group has seen the transformation of an under-used green space at Gorton Community Centre into a vibrant neighbourhood allotment and community event space.

The Gorton Growing Together community project attracted a range of partners including Red Rose Forest, the Groundwork charity and international construction services company, ISG.

With hundreds of hours of volunteering time contributed by the local community and partners. The aim is to grow and provide training to residents, helping them to grow their own food. The local community were invited to help maintain the growing spaces themselves along with simply enjoying the new green spaces.



The garden features 60 recycled bulk containers repurposed as planters, a portion of which have been lowered to accommodate people with disabilities and older people. A separate lower bedding area has also been set aside for pupils at the local Abbey Hey Lane Primary School, who will have the opportunity to learn about food production and working with ISG they have created a 'Bug Hotel' to attract biodiversity to the site.

CASE STUDY – CC213 Citywide Clean Up Programme

West Point Gardens is a small triangular grassed area in the Rusholme ward surrounded by roads and is heavily wooded. The West Point Residents Association were extremely keen to promote and improve the gardens so that they could be better utilised by the whole community.

The RA initially felt the gardens were uninviting and subsequently underused, and they set about identifying potential improvements, which if delivered would help the space to become a key local community asset. The Clean City programmes afforded the RA the opportunity for support in delivering their ambition for the gardens.

The first improvement project within the gardens was a focus on improving the light. This was achieved by selectively removing and reducing a number of trees. A number of the tree removals were later chainsaw carved, which was funded by the RA. These carvings have become a focus for many people, children bid the owl good morning on the way to school. In addition a more appropriate tree planting programme has been undertaken which includes the introduction of fruit trees, flowering cherries, hawthorn and a magnolia.



New street furniture has been installed which has had a really positive effect offering people places to sit and relax, they are especially in high demand during the summer. The RA received calls for improved horticulture especially the reintroduction of flowers and shrubs. A design was submitted and the RA agreed to take over the future maintenance which will be supplemented by additional litter picking of the gardens. The RA feel their gardens are a space to be proud of and requested it be included in the Levenshulme open garden scheme, this request was successful and West Point Garden was added to the route map. The group felt they have further benefitted from this connection, meeting new people, swapping ideas and have recruited more people to the group.

The impact of the Clean City programme has been significant in supporting local residents to deliver a much improved gardens which is now a key community asset for all to enjoy. The programme created a real impetus for change, a plot of land smaller than a football pitch is now well used, has features of interest and offers a space for organised events. A lantern parade on Halloween attracted over 200 people, and on the 22nd December from 6 - 7.00pm there will be a Carol Singing event.

The Chair of the RA felt the process was a positive experience and felt the technical help and assistance given by MCC was extremely useful in delivering the project.

FEEDBACK

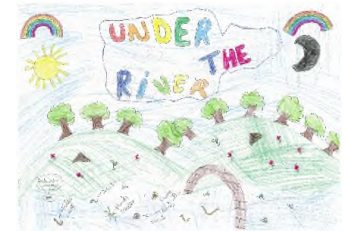
“We see the Bridgewater Basin Greening Project as a key step in further enhancing the already attractive public spaces around the blend of historic and modern architecture that makes up the Petersfield area of the City.

By bringing a green landscape into the heart of the Petersfield area, it has the potential to positively impact upon the experience of the many thousands of people who visit, work, reside or pass through the area everyday whilst also encouraging the spread native wildlife”. - **Petersfield Group**

“Pupils planted water loving plants like water mint, sedge and wild garlic in the meadows habitat at Fletcher Moss Park...They learned a lot about how important plants are to the land to soak up water, and how they support the life cycle of insects and animals.” **Broad Oak Primary School Newsletter, October 2016**

“The sessions were educational, fun and allowed the children to gain a real understanding of the importance of streams and woodlands.” - **Teacher at St Elizabeth’s**

Executive Member for Culture and Leisure, Councillor Lutfur Rahman, said: *“This project will make a big difference to Manchester’s environment by increasing community ownership and local pride in these sites, which have the potential to be wonderful natural assets for everyone to enjoy.*



Example art work by primary school students –
Project CC111

CONCLUSION

- Understanding the impact of Clean City is challenging due to the many factors that will impact environmental issues in Manchester.
 - July 2015 saw the appointment of a new and integrated contract with Biffa to deliver both waste and recycling collection and street cleansing services. There was a subsequent period of transition from the previous MCC and Enterprise services to the new contract. Alongside this there have been various service changes including new waste collection services for households.
 - The Residents Telephone survey came to an end in March 2016 and the different methodology in the new Our Manchester online survey is not comparable. Therefore, understanding the impact of Clean City on our residents by monitoring the long term trend of residents perceptions and behaviours is no longer possible.
 - Changes have also taken place within neighbourhood services including reduced budgets and resources.
- Thousands of outputs have been delivered under Clean City, including litter picks, increased rubbish collection, clean-up activities, increase in the volume of land cleansed as well as the planting projects, improvements to street furniture and the work taking place within our district centres and parks.
- There have been increases in opportunities for residents to recycle through provision of additional bins and the high rise recycling project. Educational activity has assisted in this process by conveying the importance of recycling.
- A significant number of residents, schools, businesses and community groups have been involved in educational activity that stresses the importance of creating clean and green neighbourhoods. This should have behavioural change impacts now and into the future.
- Despite these positive findings, some types of street environment requests for services are seeing an increase in volume. This increase is coming from officers and residents and demonstrates both residents' commitment to keeping their neighbourhoods clean and that there remains much to be done to improve and maintain the environment in some of our neighbourhoods. There is a need to ensure that the legacy of Clean City involves volunteers and community groups continuing the work of these projects.
- Resident satisfaction with their local area continued to rise during 2015/16 which suggests the increase in requests for service is not impacting residents views of their neighbourhoods.
- Feedback from projects shows that residents are increasingly proud of their local areas and are working together to improve their environment. Those involved are recognising the role they have to play in the city and through projects the Council are working with communities and organisations to take important steps towards the vision for Manchester's future.
- Measuring the sustainability of projects and behaviour change in a quantitative way is challenging at this stage and projects' full impact may only be seen after Clean City has concluded.