



Neighbourhoods and Environment Scrutiny Committee

Date: Wednesday, 10 October 2018

Time: 10.00 am

Venue: Council Chamber, Level 2, Town Hall Extension

Everyone is welcome to attend this committee meeting.

There will be a private meeting for members of the Committee at 9:30 am in Committee Room 6, Room 2006, Level 2 of the Town Hall Extension.

Access to the Council Chamber

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Membership of the Neighbourhoods and Environment Scrutiny Committee

Councillors - Igbon (Chair), Azra Ali, Appleby, Chohan, Flanagan, Harland, Hassan, Hewitson, J Hughes, Jeavons, J C Lyons, Noor, J Reid, Sadler, Strong, White, Wright and Kilpatrick

Agenda

1. Urgent Business

To consider any items which the Chair has agreed to have submitted as urgent.

2. Appeals

To consider any appeals from the public against refusal to allow inspection of background documents and/or the inclusion of items in the confidential part of the agenda.

3. Interests

To allow Members an opportunity to [a] declare any personal, prejudicial or disclosable pecuniary interests they might have in any items which appear on this agenda; and [b] record any items from which they are precluded from voting as a result of Council Tax/Council rent arrears; [c] the existence and nature of party whipping arrangements in respect of any item to be considered at this meeting. Members with a personal interest should declare that at the start of the item under consideration. If Members also have a prejudicial or disclosable pecuniary interest they must withdraw from the meeting during the consideration of the item.

4. Minutes

5 - 12

To approve as a correct record the minutes of the meeting held on 5 September 2018 .

5. [10.05-11.00] Waste, Recycling and Street Cleansing Update

13 - 62

Report of the Chief Operating Officer

This report provides an update on the progress in delivering waste and recycling and street cleansing services across the City.

6. [11.00-11.35] Keep Manchester Tidy Update

63 - 76

Report of the Chief Operating Officer

This report provides an overview of the City's' partnership with Keep Britain Tidy and the 'Keep Manchester Tidy' campaign.

7. [11.35-11.45] Overview report

77 - 88

Report of the Governance and Scrutiny Support Unit

This report provides the Committee with details of key decisions that fall within the Committee's remit and an update on actions resulting from the Committee's recommendations. The report also includes the Committee's work programme, which the Committee is asked to amend as appropriate and agree.

Information about the Committee

Scrutiny Committees represent the interests of local people about important issues that affect them. They look at how the decisions, policies and services of the Council and other key public agencies impact on the city and its residents. Scrutiny Committees do not take decisions but can make recommendations to decision-makers about how they are delivering the Manchester Strategy, an agreed vision for a better Manchester that is shared by public agencies across the city.

The Neighbourhoods and Environment Scrutiny Committee has responsibility for looking at how the Council and its partners create neighbourhoods that meet the aspirations of Manchester's citizens.

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Further Information

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This agenda was issued on **Tuesday, 2 October 2018** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 6, Town Hall Extension (Mount Street Elevation), Manchester M60 2LA

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Neighbourhoods and Environment Scrutiny Committee

Minutes of the meeting held on 5 September 2018

Present:

Councillor Igbon – in the Chair

Councillors Azra Ali, Appleby, Flanagan, Harland, Hewitson, Hughes, Jeavons, Kilpatrick, Lyons, Noor, Reid, Sadler, Strong, White and Wright

Councillor Akbar, Executive Member for Neighbourhoods

Councillor N Murphy, Deputy Leader

Councillor Stogia, Executive Member for Environment, Planning and Transport

Councillor Richards, Executive Member for Housing and Regeneration

Councillor Karney, Ward Member for Harpurhey

Councillor A. Simcock, Ward Member for Didsbury East

Guy, resident of St Georges, Hulme

Apologies: Councillors Chohan and Hassan

NESC/18/35 Minutes

Decision

To approve the minutes of the meeting held on 18 July 2018 as a correct record.

NESC/18/36 Housing Issues

The Committee considered the report of the Director of Housing and Residential Growth which provided information on a range of housing related areas.

Officers referred to the main points and themes within the report which included:-

- Progress on the Selective Licensing schemes and data on the number of evictions as a result of the introduction of these schemes;
- Manchester Move, the name given to the single point of access and a common application process for social housing in Manchester;
- Housing vulnerable people in B&Bs and how B&Bs are inspected;
- Tackling rogue landlords, and the Rental Charter;
- Social Housing and new builds across the city; and
- Northwards ALMO (arms-length management organisation).

Some of the key points that arose from the Committee's discussions were:-

- Welcoming the positive impact Selective Licensing was having in those areas;
- Welcoming the figures that had shown that evictions had not increased as a result of the introduction of Selective Licensing schemes;

- Support for rolling out the Selective Licensing schemes and the Rogue Landlord Team to other areas of the city to address rogue landlords and poor property management and requested an analysis of the impact of these schemes;
- Consideration needed to be given to the duty of rehousing for repeat perpetrators of anti-social behaviour;
- Why was the reported number of formal action taken against landlords low;
- What were the minimum standard that Bed and Breakfasts had to adhere to, how often are they inspected and were there many complaints from tenants of these;
- Following the regeneration of the Ben Street area of Clayton concern was raised over the reported lack of social housing being offered as part of this scheme;
- Welcoming the partnership approach to delivering Social Housing and New Builds across the City; and
- Would Section 106 funding secured from the developments within the city centre be ring fenced to fund affordable housing in the city centre.

The Strategic Lead Compliance, Enforcement and Community Safety said that Bed and Breakfasts that meet the requirements for Houses in Multiple Occupation (HMO) licensing (i.e. 3 or more stories, with 5 or more households sharing amenities such as kitchen and bathroom facilities) are included in the Housing Compliance and Enforcement team's HMO Licensing programme. They are granted a licence for a maximum of 2 years. An inspection takes place on receipt of an application with a further planned inspection to check compliance with the licence. A further unannounced inspection is carried out each year. They are subject to HMO standards. She said these are available on the Council's website and would be circulated to Members for information. She agreed to circulate the numbers of inspections undertaken and informed Members that the number of complaints received from residents of B&Bs was very low which is why the additional unannounced inspection takes place.

With regard to the number of prosecutions of rogue landlords she said that formal enforcement would take place and further information on the figures reported in section 4.3 of the report would be provided to Members. She further confirmed that the Rogue Landlord Team operate city wide.

The Executive Member for Housing and Regeneration informed the Committee that a review of the allocations policy would be undertaken and consideration would be given to the issues of rehousing perpetrators of anti-social behaviour and the number of bedrooms a family needed would inform part of this review. She agreed that further information would be provided to the Committee on this activity at an appropriate time. The Head of Housing advised that applicants seeking housing could update their circumstances using the on line system.

The Executive Member for Housing and Regeneration said that she welcomed the comments regarding the positive impact that selective licensing was having in those areas, and whilst mindful of budgetary restraints consideration would be given to rolling this out into other areas of the city, she said Manchester would also make a submission to the national consultation on selective licensing. In response to the specific question regarding the Ben Street regeneration area she advised that she would discuss this with the Member outside of the meeting. In response to the discussion regarding Section 21 evictions in the private rented sector she said that

this was being looked at in consultation with the Manchester Renters Forum. She further commented that she supported the campaign launched by Shelter to support tenants in receipt of Housing Benefit access the private rented sector.

The Director of Housing and Residential Growth said that he welcomed the positive contribution that selective licensing was having in those areas of the city where it was implemented. He reported that an application for funding specifically to invest in affordable and social housing would be made to the Ministry of Housing, Communities and Local Government and he commented on the positive commitment, in partnership with local providers working in Manchester to deliver such housing across the city, including the use of contributions for Section 106 monies to deliver affordable housing schemes in the city centre area.

Decisions

The Committee:-

1. Welcomes the Executive Members working in collaboration and across portfolios to address the issue of housing in Manchester;
2. Recognise the proactive action taken to support the most vulnerable residents in the city;
3. Support the review of the Allocations System and request that Members are involved in the review;
4. Recommends that a report on Manchester Move be submitted to the Committee for consideration at an appropriate time;
5. Request that Officers circulate the HMO standards to Members;
6. Welcome the commitment given to delivering more social and affordable housing;
7. Recommends that planning applications needed to consider the housing needs of the local population.

NESC/18/37 Update on the work to tackle homelessness and rough sleeping and the Manchester Homeless Strategy

The Committee considered the report of the Strategic Lead for Homelessness that provided an update on the work that was taking place to tackle homelessness and people sleeping rough sleeping in the City.

Officers referred to the main points and themes within the report which included:-

- the impact on Manchester of the implementation of the Homelessness Reduction Act 2017;
- Information on the work to tackle people who are sleeping rough;
- the impact of the Cold Weather Provision;

- the new draft Strategy for Homelessness for the City of Manchester that was currently under discussion and would be signed off by the Homeless Partnership in September, for launching on the 10 October, World Homeless Day; and
- The Council's wider action plan for homelessness that would sit below the Strategy.

Some of the key points that arose from the Committee's discussions were:-

- The appropriateness of placing families in temporary accommodation that extended for periods of up to two years and the impact that this had on children's education and a families wider support network;
- Whilst recognising the success of the Longford Centre what provision was there for homeless people with complex mental health and / or substance misuse issues;
- A City Centre ward Member commented on the excellent work undertaken by the Council's outreach workers with people sleeping rough and the partnership approach to address this issue;
- What were the true numbers of people sleeping rough and how many were there outside of the city centre;
- Members commented on the generous nature of Mancunians who gave money to people sleeping rough but questioned if this was enabling people to remain living on the streets and not helping alleviate the problem;
- There was a clear distinction between street begging and people sleeping rough;
- The impact of austerity and welfare reform on the levels of homelessness;
- Domestic Violence was absent from the Manchester Homelessness Strategy;
- How long were homeless people in B&B accommodation and concern was expressed regarding the condition of these properties;
- How effective was the triage service provided to people who presented as homeless as there was anecdotal evidence of inappropriate service and solutions offered to families, often out of area; and
- Were there any other places that people could present and be assessed rather than having to attend the Town Hall and wait for often long periods of time to be seen and assessed.

Councillor Karney, Member for Harpuhey ward addressed the Committee and said that his ward and the neighbouring ward of Moston were proud to offer support to homeless people but were disappointed to note that both wards had been identified within the report. He further called for additional resources for the wards to help support these residents who are housed in the area. The Deputy Leader apologised to the Member and commented that dispersed accommodation was provided across the city. She said that discussions were ongoing with Housing Providers to look at options for the management of these properties and offer floating support to tenants. She said that work was also ongoing at a Greater Manchester level to resolve this issue. She further commented that the demands of the Homelessness Reduction Act had to be delivered within existing financial resources.

The Deputy Leader acknowledged the concerns raised by the Members about their constituents and said she was aware of the impact of placing families with children away from their local community. She said that a response to the individual case highlighted by the Member would be provided. She advised that she would be seeking to address the issues raised around travel and emergency funds with colleagues in Children's Services and the Benefits Unit.

The Deputy Leader reported that domestic violence services and support were commissioned through Adult Services and a report on this issue would be considered at the meeting of Communities and Equalities Scrutiny Committee on 6 September 2018. She assured the Committee that this issue was taken very seriously and that the Homelessness Strategy would be updated before it was presented to the Homeless Partnership.

The Deputy Leader said that the Cold Weather provision had been a success last year and had provided a bed for everyone who was homeless when the temperature fell below zero. She said that they were seeking to extend this emergency provision in the coming year.

The Strategic Lead for Homelessness said that the Homeless Charter Group did review the 'front door' service that was provided for people who present as homeless, currently 80 – 90 per day. She said that in addition to the Town Hall reception young people could attend Centre Point for an assessment and The Riverside Group provided assessments for refugees. She also informed the Committee that they were looking at options to undertake assessments at Etrop Court and that Woodward Court provided accommodation for homeless people with complex needs. She commented that opportunities for delivering assessments in other locations such as day centres, hospitals and the prison are being explored. In response to a question regarding workers case loads she informed the Committee that this was currently at 45 cases. She advised that the automated bidding system would bid for homes on a person's behalf if they were unable to do so themselves, or if they were bidding inappropriately.

The Strategic Lead for Homelessness said that Greater Manchester Mental Health Trust are seeking to increase the number of mental health outreach workers to engage with people sleeping rough. She said that this was an example of partners across the city, both statutory and voluntary working together to respond to the issue of homelessness. She informed the Committee that £0.5m funding had been secured to coproduce rough sleeping initiatives to tackle people sleeping rough. In response to the question regarding numbers of people sleeping rough she advised that the most recent count had identified 127 people sleeping rough in the city centre. The figures for outside of the city centre would be circulated to Members.

The Strategic Lead for Homelessness responded to the comments raised regarding out of area placements. She said that they always tried to avoid this and it was often due to the lack of accommodation available locally. She asked Members to inform the homelessness team of any private landlords that they were aware of in their wards who would be willing to accommodate homeless people and families. She said that the use of B&Bs was regulated by national guidance and the average stay was currently 14 days.

The Strategic Lead for Homelessness responded to a request for further information on Social Impact Bonds by saying that this was a Greater Manchester project and additional information would be circulated to Members.

The Deputy Leader said that begging was a significant issue in the city centre and in other areas. She said Mancunians were very generous however giving money to homeless peoples was counter productive. She said people should be encouraged to give money to the Big Change Fund as this had demonstrated that people could be supported to move into accommodation and off the streets. She said a campaign would be launched before Christmas to raise public awareness.

Decisions

The Committee welcomes the positive response by the Council and partners to the complex issue of homelessness and to help vulnerable people in the city.

[Councillor Azra Ali declared a personal and non prejudicial interest as an employee of CGL Manchester]

NESC/18/38 Proposals for a Resident Parking Policy

The Committee considered the report of the Operational Director of Highways that invited the Members to consider a new resident parking policy for Manchester. The policy, once approved, would enable the council to move forward in designing, costing and ultimately implementing a sustainable model for residents' parking schemes across the city.

The report informed Members that it would be necessary to come back to a future meeting with detailed proposals including costs, how schemes would be funded and a proposed charging regime once further work on testing existing and potential new schemes against the policy principles had been undertaken.

Officers referred to the main points and themes within the report which included:-

- A background to resident's parking schemes since the introduction of these in the city almost 20 years ago;
- Proposed Principles for Resident Parking Schemes;
- Where schemes should be considered;
- Financial consequences and the need for a clear plan for meeting revenue costs;
- Visitor, carer's and business permits and Blue Badge holders; and
- Information on the proposal to review existing schemes.

The Committee heard from a resident of St Georges, Hulme who had been invited to address the Members to describe the experience of local residents. He informed the Committee:-

- Residents experienced inconsiderate parking on their streets by people who use the streets as a car park;
- Of daily incidents of cars being parked over dropped kerbs, parking on pavements and on double yellow lines;
- Pedestrians were unable to use the pavements as a result of this inconsiderate parking,
- It was not safe for wheel chair users and residents with a disability to use the pavements;
- Bin collection and road sweepers had difficulty accessing the area due to the parking of cars, this had an impact on the cleanliness of the area;
- Concerns had been expressed that in the event of a tragedy, emergency vehicles would be unable to access the area;
- Section 106 funding from local building developments should be used to fund a local resident parking scheme; and
- Residents of St Georges were calling for parity as other resident parking schemes existed in the Hulme area.

Some of the key points that arose from the Committee's discussions were:-

- Acknowledging that the increase in car use and related parking issues was as a result of the success of the city;
- Acknowledging that more schemes are desperately needed to tackle the blight of commuter parking particularly, but not exclusively in the area surrounding the city centre;
- Acknowledging the financial pressures that new schemes will add to already existing revenue costs;
- Discussions with local residents had highlighted that residents would not be willing to pay for schemes that already existed and had stated that these schemes should remain as they were. There were, however, areas highlighted where residents would be prepared to contribute towards the costs of a scheme;
- Acknowledging the principle of tightening availability of residents visitor permits as they may be subject to abuse, but recognise the reality that residents are visited by multiple friends and visitors;
- Local business such as the Universities, Hospitals and the Etihad Stadium, that were seen to impact on residents parking as a result of their expansion should contribute and pay for residents parking schemes;
- Consideration to Park and Ride schemes should be given at locations across the city;
- Reconsideration should be given to introducing a Congestion Charge in the city, commenting that in addition to parking issues it would further address air pollution and improve traffic management across the city; and
- More needed to be done to improve access as well as encourage and invest on more sustainable forms of public transport across the city which would reduce the reliance on the car as the primary source of transport for people.

The Executive Member for the Environment, Planning and Transport said that she welcomed and acknowledged the views of the Committee and that she did care about the views expressed by residents. She said that these would be relayed to the

meeting of the Executive who would be considering this report at their meeting of 12 September.

Decisions

The Committee proposed the following recommendations for consideration by the Executive:-

1. That Section 106 and Council resources should be used to immediately fund the four schemes identified within the report. (Rusholme, North Manchester General Hospital, Hathersage Road Area and St George's).
2. That all of the current existing resident parking schemes are to remain the same.
3. There should be no cost to residents benefiting from resident parking schemes. Contributions to meet revenue costs for schemes should be sought by the organisation/development causing parking problems e.g. airport, hospitals, stadiums, universities in the first instance. That there should be better balance between controlling abuse of visitor permits and flexibility for more than one visitor per household.
4. Revenue costs and administration costs of those existing schemes should be reviewed and where possible reduced.
5. The Executive to consider and bring forward proposals for implementation of resident parking schemes that were not explicitly referenced within the report should be brought forward and implemented.

NESC/18/39 Overview Report

The report of the Governance and Scrutiny Support Unit which contained key decisions within the Committee's remit and responses to previous recommendations was submitted for comment. Members were also invited to agree the Committee's future work programme.

Decisions

The Committee notes the report and approve the work programme.

Manchester City Council Report for Information

Report to: Neighbourhoods and Environment Scrutiny Committee – 10 October 2018

Subject: Waste, Recycling and Street Cleansing Update

Report of: Chief Operating Officer

Summary

To provide the Scrutiny Committee with an update report on progress in delivering waste, recycling and street cleansing services (including ward level cleansing), cycle lane cleansing, weed control and the apartment service change. Update to also include:

Fly tipping – private property, residential properties & commercial waste

How to influence behaviour change to improve recycling.

Planning: 1) conditions regarding waste disposal for both domestic and commercial premises; 2) Impact of permitted development on waste; 3) Impact of short term lets (like Airbnb) on flytipping.

Recommendations

To consider and comment on the content of the report.

Wards Affected: All

Alignment to the Our Manchester Strategy Outcomes (if applicable)

Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	
A highly skilled city: world class and home grown talent sustaining the city's economic success	
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	

A liveable and low carbon city: a destination of choice to live, visit, work	Increasing recycling rates across the city will reduce Manchester's carbon footprint. Reducing litter will make the city cleaner.
A connected city: world class infrastructure and connectivity to drive growth	

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Background documents (available for public inspection): None

1. Introduction

1.1 The waste collection and street cleansing service is the only universal service delivered by the City which all Manchester residents receive; and recognise as being provided through their council tax contribution.

1.2 The City has a statutory obligation to keep streets clean and to collect domestic residual waste and recycling. Further, creating clean environments and successful neighbourhoods, is fundamental to the council's priorities for economic growth, as well as improving resident wellbeing and satisfaction with their area. The consultation on the Our Manchester Strategy showed how passionately people feel about environmental issues. This feedback has been incorporated into the 'Our Manchester' vision to reduce littering, increase recycling and create a cleaner city.

1.3 The City has made impressive progress over the last 9 years to increase recycling and reduce residual waste arising. In 2009/10 the City had one of England's lowest recycling rates at 19%; this has increased in 2017/18 to 39% (50% for properties with their own bins). Improvements in apartment recycling will help offset the growth in this property sector. Manchester's recycling performance is now one of the highest amongst the Core Cities.

1.4 Following the signing up of the UK to the EU Circular Economy and the impending impact of Brexit, the direction of the UK's Waste Strategy is unclear. It's understood that a new UK Waste Strategy is due to be released in November 2018 – which will hopefully provide some clarity around future targets for landfill diversion and recycling targets. It is anticipated that the strategy will include plans to develop mechanisms to achieve some of the aims of the EU Circular Economy and make producers more responsible for waste. This may include development of a recycling Deposit Return Scheme and mandatory food recycling schemes.

1.5 Significant work has also been undertaken to improve the cleanliness and appearance of the City. A series of 'Clean City' projects in 2015/16, delivered by the community and investment in the City's bin infrastructure provided an uplift to the City's environmental quality. The implementation of an integrated Neighbourhood Service in 2016, provides education, engagement and enforcement in a more joined up way. The delivery of street cleansing and bin collections through a single contract has created more efficient and effective services for the City. Closer working relationships with citywide services such as Planning and Highways is starting to place the management of waste and control of litter as key outcomes for consideration in new developments.

1.6 In February 2017, Department for Environment, Food & Rural Affairs (DEFRA) launched 'The Litter Strategy', which recognises the huge challenge litter poses to the country. The paper sets out aspirations to reduce the impact of littering on all aspects of the environment and deliver a national campaign intended to drive a significant behaviour change. Earlier this year, the City embarked on a partnership with Keep Britain Tidy to develop an overarching campaign: 'Keep Manchester Tidy'. This overarching campaign will encourage residents, businesses and visitors to do their bit and deliver interventions for the various types of litter issues experienced across the City.

2. Background

2.1 Since 2010/11 the City has faced a number of significant challenges to deliver street cleansing and waste collections services. As austerity measures came into effect significant financial savings have been achieved through changes to the way in which street cleansing services and waste collections are delivered.

2.2 In 2011/12, around 40% of cleansing staff left the organisation via voluntary severance or voluntary early retirement (VS/VER). Street cleansing frequencies were reduced from weekly to fortnightly and a range of restrictive waste measures were introduced to prioritise the collection of recycling. Refuse collections moved from weekly to fortnightly, leading to a decrease in refuse of 23,535 tonnes (18.7%) between 2010/11 and 2012/13 (full years either side of the change year).

2.3 Further savings were realised from the delivery of the street cleansing and waste collections through procurement of a single contract arrangement, which was agreed by Executive in April 2014. The contract was awarded to Biffa following a competitive dialogue procurement process which resulted in a further £1.6m savings for the City. The delivery of these services through a single contract led to a number of improvements including: routine evening and weekend cleansing and service on bank holidays. Improved management of place – removing the hand off which previously existed between the separate operational arrangements.

2.4 Since the start of the contract (July 2015), Biffa have faced a number of pressures as the City's population has increased by around 6% since the tender information was prepared. There has been growth in the apartment sector - particularly in the city centre and as this has extended through planned development. In recent years Registered Providers have reduced their estate management teams who previously responded to issues of domestic waste issues. Expansion of the city centre, increase in the night time economy and an increase in the number of rough sleepers resulting in high profile littering (particularly of a hazardous nature), has further stretched Biffa's cleansing resources.

2.5 The City has also seen significant increases to the waste disposal levy – a number of measures have been implemented in recent years to reduce this area of spend. Following the service change for 4 bin households in 2016/17, the amount of residual waste disposed by these households reduced by 25% - ensuring achievement of the City's £2.2m savings target from the waste disposal budget in 2017/18 (£34m). In 2016 the 9 Greater Manchester Authorities, who contribute to the waste levy, agreed to cease the 25 year PFI contract (in year 9) with Viridor Laing - via a negotiated settlement. Restructuring of the finance arrangements alone will result in significant savings for the City (£2.4m savings target 2019/20). Reprocurement for replacement providers is currently underway and the new contracts will commence in 2019/20.

2.6 Significant savings achieved from waste collection and disposal contracts; reduction in residual waste collected from 4 bin households and implementation of the integrated Neighbourhood Services model has helped to protect valued Council services.

PART A – OPERATIONAL PERFORMANCE UPDATE

1. Biffa Contract Background

1.1 The Biffa contract commenced in July 2015 following a competitive dialogue procurement process. Prior to this all street cleansing activity across the city, and grounds maintenance work on Council owned land including parks, was undertaken in-house by the Neighbourhood Delivery Teams. Staff undertook generic roles to cover seasonal variations across the two services – particularly during the grass cutting season and leaf fall. Residual waste and recycling collections were provided through a Joint Venture arrangement with Enterprise Manchester - the 7 year contract expired in 2015.

1.2 In April 2014 the Executive decided that street cleansing and waste collection services should be delivered through a single service contract model. With a clear aim of achieving cleaner streets, increased levels of recycling and at a lower cost. The grounds maintenance service was not included in the tendered waste and street cleansing contract.

1.3 Biffa are responsible for providing domestic residual and recycling waste collection services; planned and reactive street cleansing services for defined land types. The contractor is required to provide services to an agreed standard and within a set SLA – which varies dependent on land type and waste type. The Grounds Maintenance Team are responsible for litter removal in the parks, with the exception of the City Centre. There are some land types, which form part of the corporate estate and open green space network which are not included in the proactive street cleansing contract with Biffa. These are managed by other service areas and are not included in scope of this report.

1.4 Since the contract was let, Biffa have focused on integrating the street cleansing services with the waste collection services and implementing an integrated ICT solution to link the Councils CRM system with their operating system (Whitespace). This has allowed Biffa to manage delivery of proactive and reactive services effectively and provide robust management information. In 2016/17 the focus of the City was to deliver the residual service change for properties with their own bins, which saw 157k hh swap their black wheeled bin for a smaller grey wheeled bin. Following the significant reduction in residual waste collected and increased recycling collection rounds were reviewed – resulting in some properties service day changing. In February 2017 concerns were raised by Officers about the standard of street cleansing services being delivered and Biffa enacted a Service Improvement plan – this concluded in November 2017. In year 4 improved performance across all service areas is now being delivered across the City, with focus moving towards detailed cleansing and improved performance management to ensure required contract standards are being delivered consistently.

2. Governance Arrangements

2.1 The City Council manages the Biffa contract through a Strategic Board with representatives from Biffa and the Council including the Executive Member, Deputy Chief Executive and Chief Operating Officer. The Programme and Contract

Management Group (PCMG) chaired by the Contract Manager is a sub-group of the Board which provides formal monthly contract monitoring and compliance and calculation of any failure penalties as defined by the Price Performance Mechanism. The Waste Performance Group made up of City Council representatives meets monthly to review performance of the Biffa contract and Disposal Contract. The Neighbourhood Meetings provide a forum where area specific issues are highlighted with Biffa and areas requiring joint working with Neighbourhood Teams and Neighbourhood Compliance are raised and actioned.

2.2 Chart providing an overview of the Biffa Contract Governance Arrangements



3. Service Improvement Plan (February – November 2017)

3.1 The Neighbourhoods and Environment Scrutiny Committee discussed concerns about Biffa's street cleansing performance in December 2016. Biffa had struggled to achieve expected standards through the most challenging part of the year and the management of the leaf removal programme was a significant factor to this. As part of the City's street cleansing inspection programme, issues were noted in relation to the cleanliness of streets across the City, which were not consistently meeting the specification standards either in terms of quality or coverage.

3.2 In February 2017, Biffa implemented a 'Service Improvement Plan'. They implemented significant changes to make Supervisors and Operatives more accountable for their work. Biffa have sought to create a culture of performance improvement, using data more effectively to measure the output of teams and identify areas where improvements were needed.

3.3 The Strategic Board met in August 2017 and noted that improvements had been made in performance, but that further time was needed to ensure that improvements continued to the level that is contractually expected. The service needed to be fully tested in the high demand periods of the year where failures previously occurred. As part of the Service Improvement Plan extension, additional stretch targets and milestones were set for Biffa to further improve their performance and demonstrate more intelligent methods of performance management were being deployed.

3.4 Biffa provided evidence to the Strategic Board in November 2017, to demonstrate that contract service standards were consistently being met. The Service Improvement Plan was concluded on this basis - but with a clear expectation for Biffa to further improve services provided and deliver more effective performance management. During 2018, close scrutiny of Biffa's performance has continued through the contract governance arrangements.

4. Service Standard & Contract Monitoring

4.1 The standards of street cleanliness and refuse are described in the UK Code of Practice for Litter and Refuse (COPLAR), published by DEFRA, 2006. The Code of Practice uses a grading system (A-D) to measure street cleanliness and provides a description and visual example for each grade. Until 2010, all Local Authorities were required to complete street cleansing surveys and submit the results to DEFRA this was known as the National Indicator 195 (NI195). From 2010-16, Manchester did not collect any NI195 data. Some local authorities still report on a voluntary basis to Keep Britain Tidy. Training to undertake surveys which use this methodology is provided to the City and Biffa, by Keep Britain Tidy, a national environmental charity. The COPLAR guideline is available online:<https://www.gov.uk/government/publications/code-of-practice-on-litter-and-refuse>

4.2 A key principle of the Contract is that responsibility for day-to-day management and performance measurement lies with the Contractor. The contract specification for street cleansing is output based and sets cleansing standards for different land types. This follows the grading system as defined in the COPLAR, Grade B is the minimum standard in Manchester. The contract specification requires that a defined land type must be assessed at a Grade B or higher – if standards fall below this there is a rectification period in which Biffa are required to take appropriate action. The rectification period is a sliding scale dependent on land type – for example 2 working days for arterial roads centre and 5 working days for a residential area.

4.3 Historically, when the street cleansing service was delivered in-house the service was delivered on a frequency basis – every three weeks. However, crews regularly failed to visit all areas due to be cleansed that day, which meant that some parts within a ward did not get cleansed on a regular basis. The Council did not have a monitoring system in place, standards achieved were inconsistent and perceptions of environmental quality in parts of the City was low. There was very limited management information available with only service requests captured on CRM available as a measure.

4.4 Biffa are responsible for resourcing and planning a schedule of work that can provide and maintain the cleansing standards required. The specification does not define the method that should be employed to achieve the required standard of cleanse, nor does it define a frequency of service required. The schedule forms the basis for the Contractor's proactive scheduled street cleansing activity and reactive work.

4.5 The Contractor is required to demonstrate that they are measuring performance and meeting the service standards set in the contract. Biffa use NI195 style surveys

to assess cleansing standards following cleanse. They also undertake an 'intermediate assessment' between cleanses to assess how clean an area is and determine if additional cleansing is required to meet the service standard. The NI195 survey information provides a genuinely representative assessment of the standards being achieved across the whole Contract area and allows historic performance to be compared on a like-for-like basis. Officers also use the same methodology when monitoring Biffa's performance.

4.6 The City's Contract Monitoring Officer is responsible for assessing the standard of cleanse and quality of services provided by Biffa. Street cleansing inspections are undertaken across the City on a random basis and without prior knowledge of the Contractor. Assessments are also completed for reactive requests for service. As and when problems are found for either, remediation requests are submitted to Biffa for action. If these remediation requests are not completed within a set timescale, the 'fault' will be recorded and included for assessment in the monthly PCMG meeting and measured against the Price Performance Mechanism (PPM). If the Contractor's performance does not meet the required Key Performance Indicators set in the PPM, financial penalties are incurred.

4.7 Bin collections and other requested services, such as Bulky Waste requests and Bin Deliveries are monitored using management information provided by Biffa. This information is tested for robustness by the Data Analyst and compared with information collected from the CRM system. Further measures have been developed to ensure Biffa are delivering these services to the required standards and within SLA. Reports of Original Jobs Not Done (OJND), is used as measure to provide assurance that Biffa are actioning service requests – not simply closing them as complete. The Contract Monitoring Officer also undertakes checks involving a sample of service requests to ensure they have been completed satisfactorily. Issues are raised for rectification by Biffa and form part of the suite of KPI's set in the Price Performance Mechanism.

5. Performance

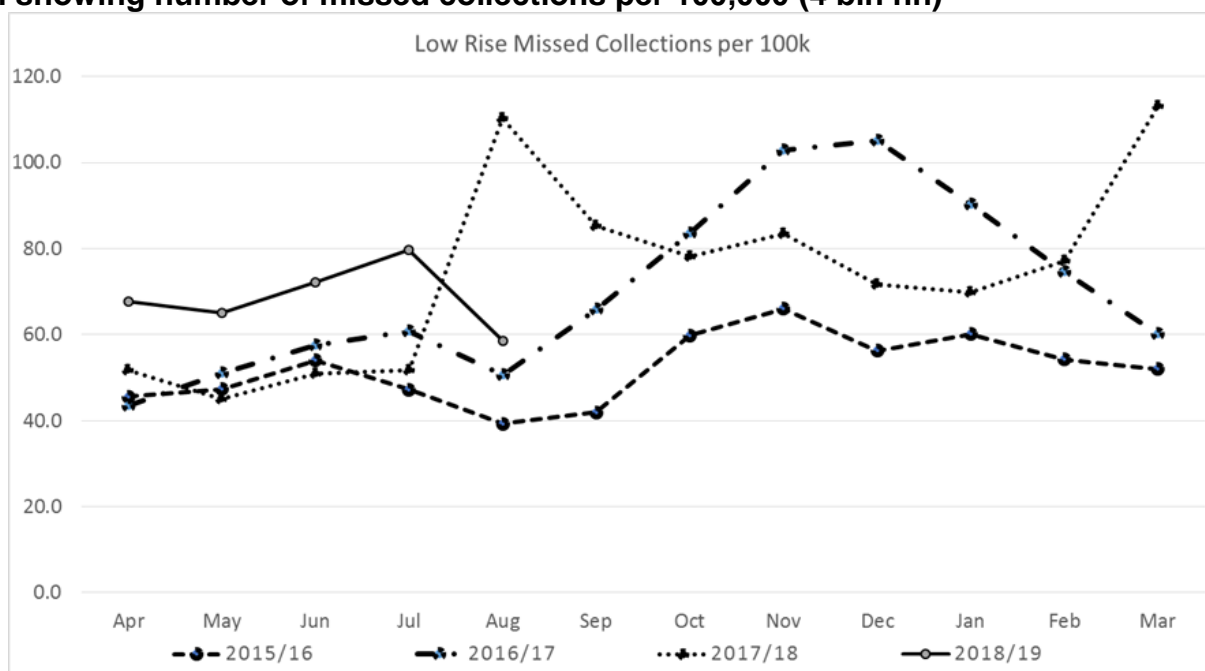
Bin Collections

5.1 Biffa empty in the region of 2.5 million bins every month. Outside of periods of service change or inclement weather, less than 0.06% of these collections result in a resident contacting the city because their bin was not emptied. If Biffa missed 0.01% of their collections then this would represent up to 250 households. In order to measure performance, officers measure the number of reported missed bins per 100,000 potential collections. This ensures that patterns can be tracked irrespective to changes in collection regimes or increases in household numbers. To generate continuous improvement officers expect that Biffa to identify collection rounds that are performing both well and those that require improvement and putting measures in place to bring the standard up to the levels of the best performers.

5.2 In 2010/11 the Executive agreed that as part of a range of budget saving measures, the collections provider would only be required to return for reports of 'whole streets' missed. Individual reports of missed collections would be sent sacks to provide additional capacity until the next collection. Biffa are required to monitor

missed collection performance by vehicle to ensure that repeat missed collections are addressed and normal service reinstated.

Graph showing number of missed collections per 100,000 (4 bin hh)



5.3 Following the collection day change in 2017/18 (summer), the number of missed collections increased. Inclement weather in February and March 2018 led to a spike in reports of missed collections. The number of reports for missed bin collections has shown an increase in quarter 1 (18/19) compared to (17/18). Whilst performance is still within the required range for the contract, Officers have raised concerns with Biffa about this slight decline in performance. It is understood that following service change in 2015/16, more residents present their residual bin every collection and more residents are recycling – which means that overall more bins are being emptied. Biffa regularly report access issues due to highway maintenance road closures or due to parked vehicles – again, these are rectified as soon as Biffa can gain access. Officers are working together with Highways and other stakeholders to improve communications with residents when this happens.

5.4 Officers are concerned that there has been an increase in number of missed collections due to vehicle breakdowns. Whilst the contractor is required to ensure such collections are completed the following day, there is concern about the impact on quality of service for residents. Officers have also raised issues with Biffa about the communication of missed collections to the Contact Centre and Neighbourhood Teams – who in turn share this detail with elected members. This is an area where Biffa have been requested to make improvements. Biffa are in the process of reviewing the fleet and replacements for the most problematic vehicles are being prioritised. Performance in this area continues to be closely monitored.

Passageways (Communal Collections)

5.5 In response to concerns raised by Officers and Elected Members about the standard of service being provided for this collection type, the Contract Monitoring

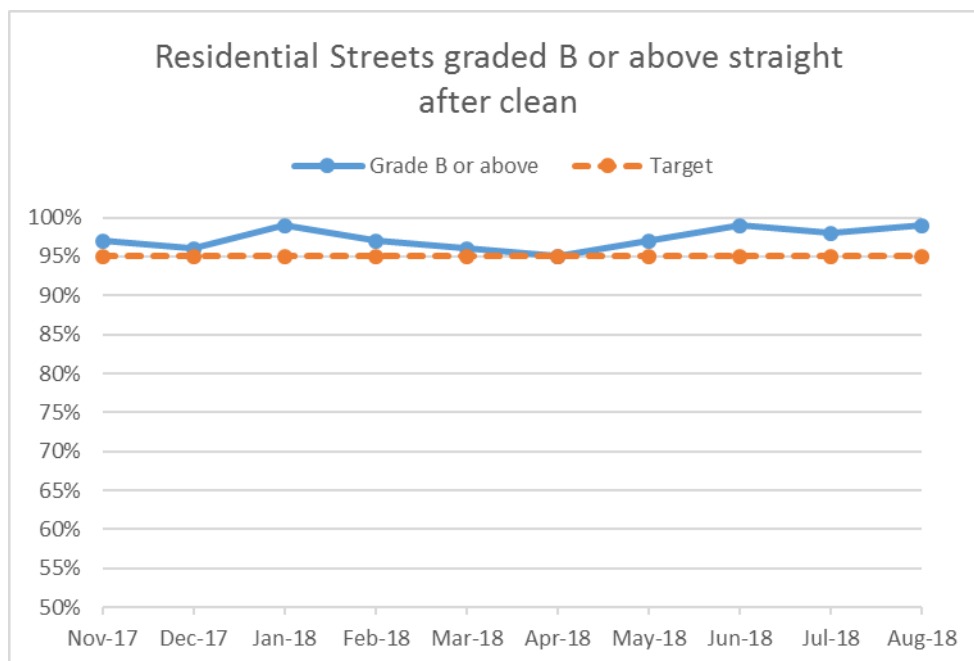
Officer has undertaken random checks following collection. This has shown that crew performance on residual waste has been below expected levels. Biffa achieved a 90% pass rate during June, July and August 2018, falling short of an expected level of 95%. Over the course of the last 12 months, Biffa have washed all communal containers located in passageways. This exercise will now be repeated on an annual basis. Contamination of communal recycling containers remains a challenge in some passageways. In 2018/19 and 2019/20, work will be undertaken to review this service.

Street Cleansing Services

5.6 The proactive service is in the main scheduled cleansing of the different area types contained within the contract (city centre, district & neighbourhood centres, arterial routes and residential areas). The contract and this system require a robust inspection regime and it is business critical that Biffa carry these out and act upon the information to understand how well they are performing and where they need to alter their approach to operate more efficiently.

5.7 The graph below shows how Biffa have maintained the progress made during the 2017 improvement plan and have ensured, since its conclusion in November 2017, that expected standards have not dropped. Officer's inspections have shown that survey scores of residential streets have not fallen below targeted levels on any occasion since the end of the improvement plan. Overall completion rates on day of cleanse have also been consistent and generally meeting the targeted level of 90% since the improvement plan ended. The average is much higher than pre-improvement plan levels. In some wards completion rates were below 50%.

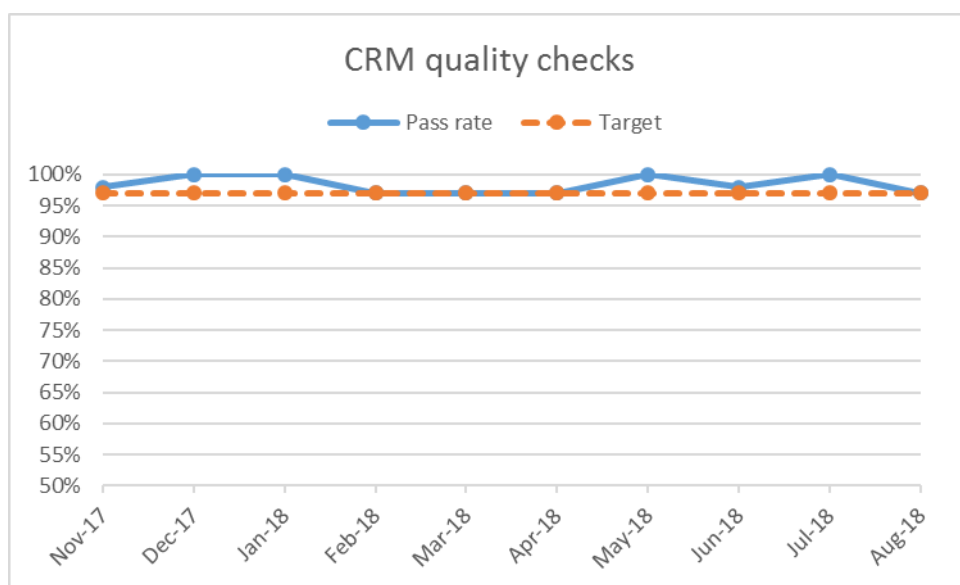
Graph showing results of MCCs assessment of cleansing standards (post cleanse)



Reactive Street Cleansing Requests

5.8 Biffa have maintained good performance levels in their CRM job management - meeting targeting levels consistently. This was a particularly weak area during the early part of the contract and is now much improved. Officers monitor the number of OJND's logged for the main requested services. In 2017/18 a monthly average of 4.5% of jobs were reported as OJNDs by customers. This has improved to 2.6% in 2018/19.

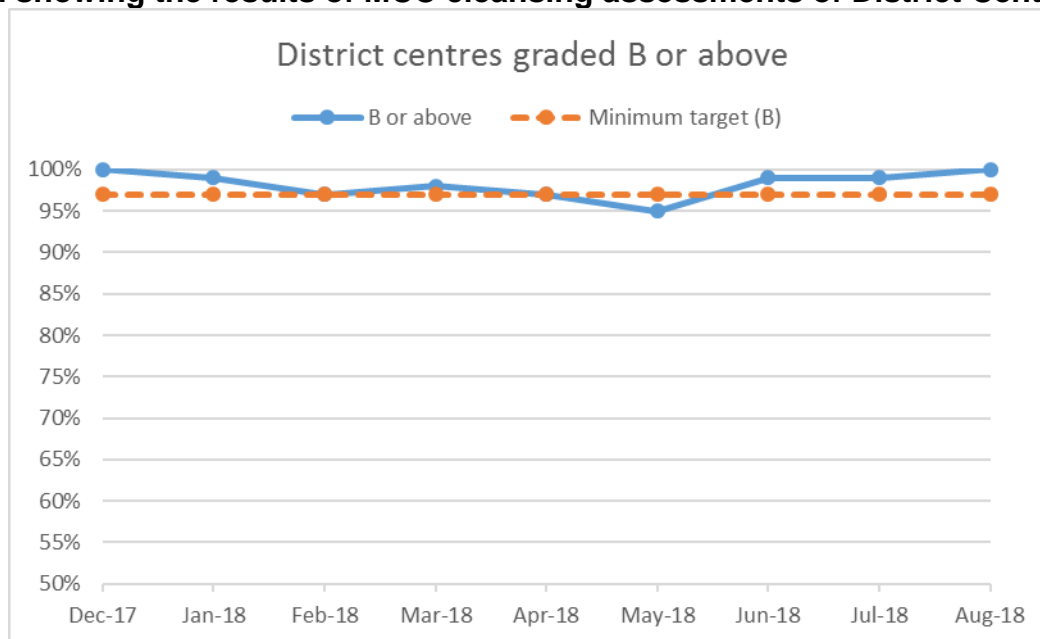
Graph showing results of MCCs quality checks of requests for service (dust, litter & dirt issues)



District Centres

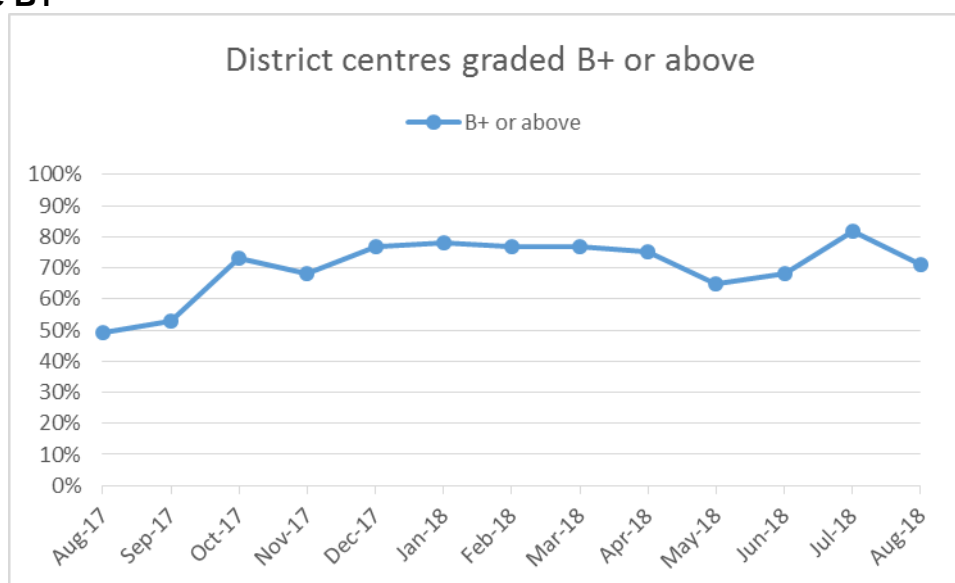
5.9 The standard of cleanse in District Centre has improved since the end of the improvement plan. Officers had requested Biffa continue to improve service provided in these areas as performance was inconsistent. District centres scoring grade B (minimum standard required) or above regularly exceed targeted levels of 95%.

Graph showing the results of MCC cleansing assessments of District Centres



The graph below shows that the number of assessments in District Centres, following cleanse with graded B+, has increased by an average of over 20% compared to 2017 figures.

Graph showing the results of MCC cleansing assessments in District Centres Grade B+



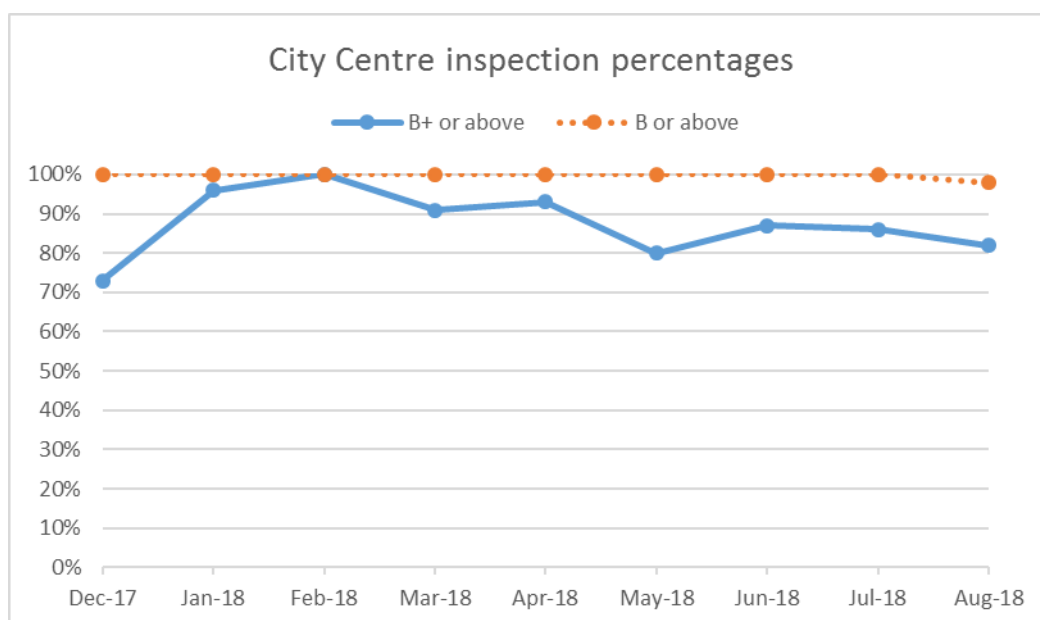
City Centre

5.10 The Contract Monitoring Officer's assurance inspections have shown a steady reduction in the number of streets being graded at B+ since February 2018 – which is also reflected in Biffa's inspections. The Contractor reports that growth in the City Centre, since the contract was let, has had a significant impact on street cleansing. They suggest that following cleanse, streets are deteriorating much quicker than they did at the start of the contract – requiring them to cleanse high footfall areas more

often. Analysis by Officers has shown that since the contract was let footfall in the City Centre has increased by 16% due to population growth; 15% increase in jobs and increasing visitor numbers to the City. An increase in street cleansing issues attributable to rough sleepers, has resulted in an increase in request for service from Officers, GMP and other support agency's which isn't captured on the CRM system. The waste is often of a hazardous nature and requires a quick removal response. Poorly managed commercial waste also contributes to litter removal issues for Biffa.

5.11 Whilst the City recognise that these factors are posing significant challenges, Officers are concerned that following cleanse the standards achieved are not high enough. This is due to a lack of attention in some areas, to removal of litter and detritus – particularly against obstructions such as street furniture and building lines. Biffa have accepted improvements are needed in the city centre and are working with Officers to review ways of working to raise standards of the service. The detailed cleaning is currently holding Biffa back from achieving higher scores and an area that needs further improvement.

Graph showing the results of MCC assessments of cleansing in the City Centre



Litter Bins

5.12 The service standard requires that no litter bin should ever be full and bins should be well maintained. Officers have raised concerns with Biffa about their performance in this area. Perceptions of the litter bin collection system employed by Biffa is low – concerns are regularly raised by elected members and Officers that bins are regularly overflowing and not maintained to the expected standard. The litter bin collection frequency in parts of the City is not effective, information about collection frequency and bin condition is also poor. Currently performance is measured using data collected from CRM and from spot checks undertaken by the Contract Monitoring Officer. However, the number of issues reported about litter bins is very low. Officers are aware there is a disconnect between the quality of service provided and the number of issues reported.

5.13 Officers have had to support Biffa to investigate how a more robust management system can be implemented to drive improvements in the service. In 2016/17 litter bin monitoring equipment was trialed, a device was fitted within the top of the bin to monitor fill level and send a notification to Biffa once full. Whilst the technology proved successful, the cost of the system was not deemed to be financially viable by Biffa. This year an alternative system has been agreed by both parties which uses QR codes and associated data software to develop an asset map of the litter bin network across the City. The QR codes will be placed on every litter bin and can be scanned by operatives to confirm when the bin has been emptied and also record bin fill levels. This will help Biffa to build up intelligence about the rate litter bins are filled across the City and develop a schedule to ensure they are emptied on a sufficient frequency. The technology can also be used to record when bins are found to be damaged or in need of washing - this information can be managed centrally to organise repairs and cleansing. It's expected that this technology will be in place by December 2018.

Flytipping

5.14 Biffa, are responsible for responding to reports of fly-tipped waste on public land (as defined in the contract specification). Reports of incidents are logged via the City's website or by telephone / email to the Contact Centre. Requests are made by members of the public; businesses; other public bodies; Registered Providers and by Officers. These requests are logged on the CRM system and routed depending on the information provided. Some requests are passed for investigation to the Neighbourhood Compliance Team (NCT) if evidence is provided which may lead to the identification of the perpetrator, or if waste has been deposited on private land – in which case the relevant landowner is contacted. The majority of reports have insufficient information to pursue enforcement options and are passed to Biffa for removal – they are required to remove non-hazardous fly-tipped waste within 5 working days.

5.15 The service standard requires Biffa to remove reported flytipping within 5 working days – unless the material is of a hazardous nature which requires a quicker response rate. The contractual KPI target for fly tipping requires Biffa to achieve the SLA at a minimum rate of 95%. Table 2 in Appendix A shows that Biffa are completing in excess of 95% of all requested flytips within the SLA. However, Officers are concerned that some of the flytip jobs which fall within the 5% which do not achieve the target SLA for removal are being left, in a small number of cases, for a significant period of time. This is clearly unacceptable and provides a poor quality of service for customers who logged the service request. Biffa have advised that some of the fly tips which fall in this category have been very challenging to remove – either due to the size, location or nature of the material fly tipped. On occasion third party contractors have to be engaged by Biffa to remove the most problematic flytip's. Officers are concerned that Biffa are not effectively communicating these challenges to the customer and relevant stakeholders. Timescales for removal of such fly tips are longer than can be deemed to be reasonable. Officers are challenging Biffa robustly about these issues and expect to see improvements in this area.

Biffa Investigation Team/ MCC Neighbourhood Project Team

5.16 Fly-tipped material is also removed proactively by Biffa's flytip investigation team. Biffa currently receive £182,000k as a permanent variation to the main contract to provide a fly tip investigation team, who search through dumped rubbish to find evidence to link incidents to the perpetrator and then work together with dedicated Neighbourhood Project Compliance Team resource to pursue enforcement action (a further £218k).

5.17 Prior to the creation of the Flytip Investigation Team, fly-tipping was collected via two set processes – 1) perpetrator known and person reporting issue willing to give a statement to that effect and 2) perpetrator unknown – waste to be removed (not searched for evidence). The Neighbourhood Project Team (NPT) was set up to bridge the gap between these processes. This arrangement has proven effective in driving an increase in enforcement action taken against perpetrators of flytipping. Since the initiative started in May 2016, a total of 9,888 fly-tip cases with evidence have been identified and as a result 9,650 Notices have been served and 416 successful prosecutions. Further details is provided in part B of this report, section 3.

5.18 The Performance, Research & Intelligence team have been commissioned to undertake a detailed analysis of the flytipping situation in Manchester. This will help provide intelligence for the 'Keep Manchester Tidy' campaign.

Bulky Waste

5.19 27,045 bulky jobs were requested in 2017/18. Households are entitled to one free collection of upto three items every year. Subsequent collections are charged at £27 per three items. The service standard requires a customer should be offered an appointment for collection on a day which falls within 10 working days (from date of booking). The flow of requests varies across the year with the peak number of jobs being logged in April – when the bulky count is reset to zero. Officers raised concerns with Biffa in 2017 that they were not effectively managing the peaks in requests for service and consequently the 10 day SLA was not being achieved. Biffa have developed a mechanism to respond to demand and make more appointments available which they service via a hired additional vehicle. Biffa now consistently achieve high performance in this area. Further detail provided in Appendix A.

Bin Deliveries

5.20 32,667 bins and 17.6m caddy liners were delivered to residents in 2017/18. The SLA for delivery is within 5 working days. Biffa consistently achieve this SLA.

Complaints

5.21 Table 1 in Appendix A provides an overview of the number of complaints Biffa receive about their service via the Councils complaints process. On average Biffa receive 33 complaints a month and provide a response within the target SLA 95% of the time. Biffa provide a detailed analysis of the complaints they receive at the monthly PCMG meeting by reason and ward. The top 3 reasons for complaint are 1) missed collections (residual and green bin types are the highest), 2) street cleansing insufficient and 3) no caddy liners left. The ward where the highest number of complaints have been received from in 2018/19 is Cheetham. Biffa are providing evidence now that they are analysing complaints and service requests to identify where there are issues with particular crews or service areas. Biffa have discussed

the potential to use the 365 degree CCTV on collection vehicles to improve quality of service provided – but outside of complaint investigation this has not yet been progressed.

5.22 Officers would like to enhance the City's current monitoring of bin collection issues and complaints to drive an improvement in customer satisfaction with the service received. Officers have discussed with Biffa that small adjustments to the execution of the bin collection service will lead to increased satisfaction with Biffa's service. Officers regularly receive feedback about haphazard bin returns, failure to clean up spillages and overwhelmingly crews' failure to leave caddy liners when requested. This will be an area of focus over the next 12 months.

6. Seasonal Street Cleansing Services: Leaf Removal

Background

6.1 Biffa are responsible for the removal of leaf fall from the highway and the City's Grounds Maintenance Team manage leaf fall in parks. The Neighbourhoods and Environment Scrutiny Committee discussed concerns about Biffa's street cleansing performance in December 2016. Biffa had struggled to achieve expected standards through the most challenging part of the year and the management of the leaf removal programme was a significant factor to this. As part of the City's street cleansing inspection programme, issues were noted in relation to the cleanliness of streets across the City, which were not consistently meeting the specification standards either in terms of quality or coverage. As part of the Service Improvement Plan, additional targets and milestones were set for Biffa to stretch their performance and demonstrate more intelligent methods of performance management are being deployed.

6.2 The leaf removal programme in 2017/18 delivered an improved leaf removal plan, compared to 2016/17, and demonstrated Biffa can maintain street cleansing performance to expected standards during this high demand period.

Approach

6.3 Lessons learnt from 2016/17 informed a more robust delivery programme last year which corrected fundamental issues with operational deployment of resource to manage leaf removal and how this responded to intelligence and feedback from stakeholders.

6.4 Key to Biffa's improved performance this year, has been the full utilisation of the full workforce through training and double shifting of vehicles. This ensured a greater degree of ownership from Biffa staff and less reliance on additional contract staff. This also provided greater flexibility to attend at different times of the day and helped resolve many of the issues caused by parked cars.

6.5 The 2017/18 programme saw greater co-ordination with Members, Highways, Grounds Maintenance, Neighbourhood Teams and Contact Centre to ensure the approach was understood, progress against the programme clearly monitored and that there was flexibility to respond to localised issues when needed. This has been particularly useful in quickly targeting hotspots, joining up the approach to gully

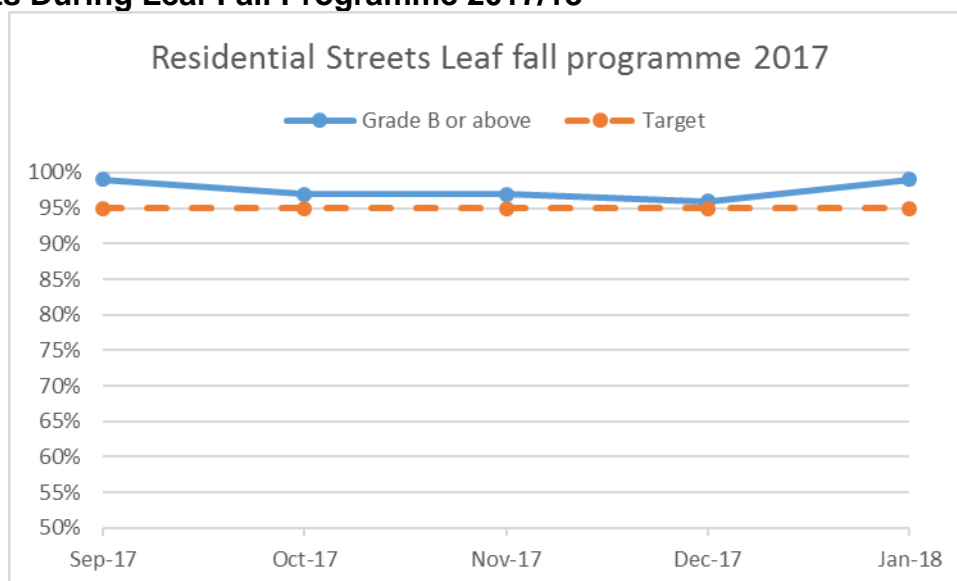
cleansing and building confidence in the service. There are a number of opportunities to build upon and improve the outcomes of this partnership working.

Performance

6.6 Last year's leaf fall programme began on 23 October 2017, the bulk of the heavy leaf removal programme was completed before Christmas – with smaller amounts being collected thereafter by the regular sweeper programme. In terms of street cleansing performance, the programme was more effective and standards far exceeded 2016/17 levels. Operationally, the programme was far more efficient and effective at removing leaf fall. By the end of November 2017, the bulk of the leaf removal was complete with in excess of 2600 tonnes of leaves collected and the majority of leaves fallen. The focus of the final stage of the programme being detailed removal as opposed to the removal of large tonnages – which was completed as part of 'business as usual' sweeping.

6.7 In previous years, leaf fall season has had a significantly negative impact on both the level of cleanliness of the streets and the number of streets attended on each scheduled day (completion rates). The performance of last year's leaf fall programme ensured that high standards of street cleanliness, were maintained. The graph below shows the cleanliness of streets when checked after the scheduled day of clean by the Council.

Graph showing the results of MCC cleansing assessments of Residential Streets During Leaf Fall Programme 2017/18



6.8 Following feedback from Members, there was closer scrutiny of Biffa's performance around cycle lanes – as these areas were problematic in previous programmes. Whilst this was much improved this year, compared to 2016, there exists a number of opportunities to make further improvements. Some cycle lanes prove more challenging to sweep than others, due to their design and difficulty gaining access with mechanical sweepers. The number of requests for leaf removal have been monitored throughout the period, Officers have been asked to use CRM to log any areas which they felt required attention as part of the process. As leaf fall occurred at a different time in 2016, much later in the season, direct comparisons have been difficult to draw.

Conclusion

6.9 It's understood that weather conditions in autumn 2017 were particularly conducive to supporting Biffa's leaf fall removal programme. Forecasting the onset of the start of leaf fall will continue to be a challenge each year and it will be important to ensure that future programmes are as much as possible, flexible to account for this uncertainty. Officers are encouraged by Biffa's improved performance last year and are supported that a similar approach should be taken in 2018/19. Biffa and Officers now have a much better understanding of hotspots within neighbourhoods – but these need to be approached through closer joint working with Highways and Grounds Maintenance. It's recognised, that whilst performance is better than last year, there is still further work required to ensure areas of dense parking are not left untreated.

2018/19 Programme

6.10 This year's programme intends to build on the success of last year's programme and continue to further develop the partnership working approach. Regular workshops will be held with relevant stakeholders and further detail about the programme will be shared. The aim is to increase the neighbourhood focused work around hard to clean areas affected by issues such as heavy parking and join up the programme with other services such as gully cleansing. There will also be increased monitoring around CRM job resolution

7. Seasonal Street Cleansing Services: Weed Removal

Background

7.1 The Service Standard requires Biffa to complete two cycles of weed treatment across the City on an annual basis. This includes all highways for which the City has maintenance responsibilities. The weed control programme in parks is managed by the Grounds Maintenance Team. Depending on climatic conditions, weed growth can occur for up to 8 months of the year and recent legislative restrictions mean the treatment of this is much less effective than in the past.

7.2 Biffa can only use contact weed suppressant and not residual. This means the herbicide used needs some weed growth to be effective and this is limited to the plant only. Using contact spray means re-germination on sprayed areas is possible and will not be effective on seeded weeds which have not yet started to show green growth. Previously 'residual' herbicides were used to prohibit this type of growth – these chemicals can no longer be used. Weed spraying is only effective at temperatures above 4 degrees centigrade and in dry conditions. Weed spraying cannot take place when it is raining as the weed killer will simply be washed away; windy conditions also affect application.

Programme Improvements 2018

7.3 Previously Biffa have appointed a subcontractor to carry out weed treatment, however, after performance evaluation of the 2017 programme, it was felt that a more effective use of resources could be realised through using existing staff. Biffa have:

- Upskilled existing staff to be trained in the application of weed suppressant
- Purchased equipment to carry out the programme internally

- Resourced 3 teams and a dedicated city centre resource rather than 2 teams provided previously.
- Resourcing of a small reactive team to pick up CRM jobs
(NB this resource is provided in addition to regular street cleaning and as a result will not impact upon regular cleansing schedules or standards.)

Method of application

7.4 The chemical applied in this programme is Rosate 360TF. The herbicide is applied to the plant through contact with green tissue, this causes the inhibition of growth which quickly takes effect followed by a gradual yellowing and reddening of the foliage. This symptom may take 1-3 weeks to develop, the plant then loses its vigour, collapses and dies.

7.5 Quad bikes will apply the treatment supported by back up teams with knapsacks. There will be 3 teams covering South, North and Central neighbourhoods. A dedicated resource was provided in the city centre resource. Manual removal will occur where spraying is not the most effective method of treatment and during inclement weather when spraying cannot occur. The programme is scheduled to have 2 visits across all areas.

Approach

7.6 The Weed Suppressant Program is planned and although there is a reactive element built to respond to requests and intelligence, the idea is to follow a fixed schedule wherever possible, as this is the most efficient and effective way of controlling the city's weed growth. The approach to the second phase will be more fluid and will be prioritised according to re-growth rates and demand.

Planned, refers to the schedule of spraying. Scheduled programmes are based on area intelligence and as a result are subject to change, in-line with performance and growth.

Reactive refer to services needed when issues arise and are driven by operatives/customers/officers contacting us using the contact centre or web. This work is then allocated through the CRM system and routed direct to Biffa's Powersuite software. All reactive requests logged through CRM/web will be passed to the weed suppressant team and either completed by the reactive team at the weekend or scheduled for completion upon the prescribed date in the programme.

2018 /19 Progress Update

7.7 The weed removal programme commenced in April 2018 and will end in October 2018. Due to favourable weather conditions this summer, the first application of the weed suppressant was completed on schedule and was relatively effective at controlling weeds. Unfortunately, as part of the first round of application some tree pits were included in the programme which should not have been. This issue was addressed in phase 2 and a broader engagement with stakeholders was completed to identify any areas which should not be included in the programme.

7.8 Biffa are currently completing the second application. Assessments are indicating that from late summer when the City started to see some rainfall weeds have grown significantly in some areas. This has not been helped by a build-up of detritus in central reservations of key routes and where pavement lines meet obstructions. This in effect creates a seed bed for weeds to become established. Significant opportunity

exists for Biffa to reduce weed growth through more effective detailed cleansing of these areas. Whilst this year Biffa have proven to be more successful at completing the programme of weed spraying, the programme to remove weeds has not yet been completed to a satisfactory standard. Officers have raised these concerns with Biffa and they are in the process of developing a recovery plan to remove weeds from key routes across the City and where hotspots are highlighted by stakeholders. A review of the programme will be undertaken at the end of the season.

Local Environmental Quality Survey

7.9 This year as part of the Citys' partnership with Keep Britain Tidy, an independent assessment of the Citys' local environmental quality has been undertaken by Surveyors from the organisation. An independent review of the local environmental quality (LEQ) was carried out to identify key issues and assess standards. This information will be used in planning for delivery of the Keep Manchester Tidy campaign and to effectively target problem issues and areas. The data collected will provide a baseline to be able to monitor the impact and effectiveness of any activity that aims to reduce littering, improve local places or increase recycling.

7.10 The results for Manchester have been compared to the results from the national survey which includes NI195 survey data collected from Towns and Cities throughout England. The NI195 survey includes assessments of Litter, Detritus, Graffiti and Fly posting. The Manchester survey included 806 assessments of different land types in every ward of the City (except City Centre). The scope of the survey also included staining, leaf & blossom fall and graffiti. The KBT Surveyor did not complete the assessments post cleanse – they were undertaken randomly without knowledge of Biffa's cleansing programme.

7.11 The table below provides an overview of the results from the survey. The results show that overall Manchester is performing better than the national survey in Litter and Detritus and Comparable in Graffiti and Fly posting.

Element	Manchester		National Survey	
	Pass%	Fail%	Pass%	Fail%
Litter	90	10	86	14
Detritus	87	13	75	25
Staining	97	3	N/A	N/A
Leaf and blossom fall	94	6	N/A	N/A
Fly posting	99	1	99	1
Graffiti	97	3	97	3
Weed Growth	91	9	N/A	N/A

7.12 Officers are encouraged that Manchester compares favourably to the results of the National Survey. The detailed findings of the survey will be used to inform the Keep Manchester Tidy campaign.

8. Cycle Lanes

Approach to cleansing

8.1 Cycle lane cleansing is completed as part of the overall Street cleansing programme and as such the road type and rates of deterioration governs the schedule of clean, rather than the type of cycle lane. All segregated cycle lanes, are covered by the arterial road cleansing programme which involves a weekly clean and should be left at an NI195 grade B standard immediately after clean. Any other cycleway, not on an arterial road, are cleansed either fortnightly or 3 weekly. They are cleaned the same as any road or footway in the area. A detailed clean takes place on a scheduled day and deterioration monitored in between cleaning cycles. If intermediate monitoring shows cleanliness has dropped below NI195 grade B then Biffa must proactively top up clean to ensure standards are maintained between cycles. Both Biffa and MCC conduct NI195 monitoring of all areas, including cycleways, both straight after clean and between cleaning cycles. The results of these are presented monthly.

Approach to Leaf Removal

8.2 During the leaf removal programme, Biffa provide additional resource, above standard street cleansing levels, to remove the additional leaf fall and ensure street cleansing standards are maintained. The street cleansing programme outlined above carries on as normal and is supplemented by extra sweeping in areas affected by leaf fall.

8.3 During the leaf removal programme, any cycle lane in areas with large amounts of leaf fall will receive additional sweeping above the standard cleanse described above. The level and frequency of this will be determined by monitoring. Leaf fall is heavily weather dependant and as a result requires close monitoring and effective supervision of staff. Biffa will have dedicated supervisors for the duration of the programme. MCC will also be monitoring the standards of the programme.

Approach to Gritting

8.4 In previous years the treatment of the highway has been undertaken by Carillion and the treatment of primary and secondary route footways / cycle ways was undertaken by Biffa (as a variation to the waste collections contract). This year treatment of both elements will be undertaken by Balfour Beatty.

8.5 Cycle ways that are part of the road are treated as per the carriageways on which they are situated. The 8 kilometers of segregated cycleways in Manchester are treated separately to the carriageways as the grit will not hit these areas due to the physical obstructions to treatment i.e. kerbs. Gritting is instead carried out using quad bikes which spray a liquid de-icer onto the cycleway's surface. This is more efficient than gritting as it does not rely on mechanical action (crushing) of the pedal cycles to activate the de-icing material. During the winter months the weather is monitored continuously and if weather event has been forecasted, treatment of the cycleways will be ordered and this will be done before the onset of ice or snow.

8.6 The Well Maintained Highway Code of Practice recommends the response time for reactive treatment of primary route footways and cycleways to be 12 hours, with the target response time for reactive treatment of secondary route footways and

cycleways being 24-48 hours. However, with the introduction of the liquid de-icer footways and segregated cycleways will be treated in a cyclical manner to ensure the surfaces are always treated prior to the onset of ice or snow. This is because the de-icer can remain active for three to four days even following such events.

8.7 Monitoring of the activity will be by means of a GPS tracker fitted to all quad bikes and also by a visual inspection to determine the de-icer's effectiveness. Due to the nature of the de-icer there isn't a tell-tale mark to show if a section has been treated or not. Therefore; its effectiveness can only be determined following a weather event i.e. if the surface is clear of ice or snow, then the treatment has been effective, however if snow or ice can be seen then, either the section hasn't been treated or the treatment wasn't sufficient in terms of quantity applied.

8.8 Following any gritting operation the contractor is required to input details of the treatment carried out onto a dedicated computer system and will include information about sections of segregated cycleway or footway that have been omitted together with the reasons for the omission(s), which would normally be due to roadworks causing sections of the highway to become inaccessible, or due to another type of incident e.g. a road traffic accident, construction works, temporary traffic regulation order, etc.

9. Apartment Service Update

Phase 1 feedback and lessons learned:

9.1 Phase 1 saw 194 buildings (circa 11,000 apartments) assessed and adjustments made. Some had residual waste capacity removed and additional recycling capacity provided. Affected buildings are located in Ancoats & Beswick, Charlestown, Cheetham, Clayton & Openshaw, Crumpsall, Deansgate, Harpurhey, Higher Blackley, Miles Platting & Newton Heath, Moston and Piccadilly

9.2 A communication campaign included a letter and leaflet; door-to-door canvassing; targeted social media posts and notifications placed on the residual waste bins. This was supported by additional communications from the building managers via existing building networks, building staff, notice boards, meetings and letters. In response to concerns that residents were not being effectively engaged in the service change, efforts have been made to identify more opportunities to engage with residents affected by the changes. Recycling Canvassers and Officers have also attended events and forums where there is an opportunity to speak to residents who live in apartments and have arranged follow-up canvassing and hard-copy communication to any building that needs it.

9.3 The equivalent of 233 x 1100 litre containers worth of residual waste capacity have been taken out of circulation. 276 X 1100 litre recycling containers have been added, on top of the recycling capacity already present. Where a residual waste container is removed from a building, it is refurbished into a recycling container (re-painted, new lid, new lock and new parts where needed) Improved signage and other materials also installed at buildings where it was not already in place.

9.4 A small number of enquiries and complaints have been received from residents, and Officers continue to work with them to resolve any teething troubles. So far, this includes - 3 stage 1 complaints.

9.5 It is too early to confidently report an embedded behaviour change, however: 75% of the affected buildings that had a reduction in residual waste capacity have also seen a reduction in the average tonnage collected. In most buildings there has been an increase in the average weight of the residual waste container. In most cases this is within reasonable limits and shows the building making the best use of their capacity. In some this has been excessive and has been tackled directly with the building manager. An increase has also been observed in the recycling tonnage collected with the % increasing from between 20 and 22% to between 26% and 28% so far.

9.6 There have been a small number of cases of contamination of recycling bins, but this tends to be in the old style containers with poor quality locks. Building Managers are offered a reset. Where appropriate, building managers are being asked to fit more robust locks. This issue isn't widespread.

9.7 Clothing banks have been installed in buildings with the space to accommodate them, by working with building managers and charitable organisations and we continue to encourage this practice, as it benefits the residents of the buildings, the charities involved and the city council. The charity that has been able to share stats with us has said that they have seen a 300% increase in tonnages collected and are working towards increasing this further.

9.8 There has been a small increase in requests for food recycling to be installed or re-invigorated (had the bin, but needed liners and caddies to relaunch), but this has not been mandatory and remains the least popular form of recycling. Approx 2000 caddies and liners delivered so far. Bulky waste collection service has been advertised in all electronic and hard-copy communications and on all new signage. We have seen an increase of 50% in bulky item collections requested.

9.9 There have been some anecdotal reports of commercial abuse of waste bins - mostly from businesses based in the same building as residential properties, and some from contractors (such as carpet fitters) using the bins when they do jobs on site. Solutions vary from informal advice to compliance action to building manager intervention (signage, CCTV, locks being the main tools used to tackle this).

9.10 Changes to collection arrangements for buildings included in phase 2 will commence on Monday 8th October 2018.

10. Waste Disposal Arrangements Update

10.1 The Greater Manchester Waste Disposal Authority (GMWDA) was abolished and all its functions transferred to GMCA on 1st April 2018. Waste disposal is now a GMCA function (but not a Mayoral function). The statutory responsibilities for waste disposal include making arrangements for the management and disposal of municipal waste from the nine constituent waste collection authorities (WCAs) and

the management of Household Waste Recycling Centres (HWRCs). These statutory functions are discharged via contract arrangements.

10.2 GMWDA previously let and managed a 25 year PFI contract entered into in April 2009. The PFI contract ceased on 29th September 2017 via a negotiated settlement with the contract providers (Viridor and Laing) and the financing Banks. The PFI contract was formally wound up on 8th March 2018. Operations are currently being delivered via a short term contract with the existing operator, Viridor, while GMCA procures the future operating contracts. Access to the waste capacity of the Thermal Power Station (TPS) at Runcorn continues through a Residual Value Contract (RVC) entered into between GMCA and TPSCo (the Runcorn Special Purpose Vehicle - SPV), which will be in place until at least 2034 (the original PFI contract termination date).

10.3 The procurement process is following a competitive dialogue approach and is being led by specialist technical, legal and financial resources; and overall the process has input and support from GMCA, Local Partnerships and the Waste Collection Authority officers – including Officers from Manchester City Council. The deadline for final submission tenders is Qtr4 2018/19 and the new contract will start in Qtr 1 2019/20.

PART B – APPROACH TO EDUCATION, ENGAGEMENT & ENFORCEMENT

1. Influencing a Behaviour Change

Background

1.1 The consultation on ‘Our Manchester Strategy’ showed how passionately people feel about environmental issues and this feedback has been incorporated into the ‘Our Manchester’ vision. The City has set clear priorities to reduce littering, increase recycling and create a cleaner city. Biffa understand they play a key role in providing an effective street cleansing and bin collection service. Residents have provided feedback that getting these basic services right is important to them. Whilst we accept there are areas where Biffa need to make improvements to their service – overall they are providing a regular and reasonably effective service across the city. To create a cleaner city - residents, businesses and visitor’s need to play their part to deliver a stepped change.

1.2 Every neighbourhood across the City is unique and is made up of different housing types, infrastructure, and population type - with varying demands on the Councils service. Some neighbourhoods in the city are relatively stable and have seen little change in recent years. The rate of change in some parts of the city has been rapid – both in terms of growth of population and physical transformation of neighbourhoods. Over the last 10 years there has been a significant shift in tenure, with a large increase in the number of people living in private rented accommodation. This change is partially linked to the rise in the number of apartment blocks that have been developed within the city. In other parts of the city, private rented accommodation is synonymous with high levels of transiency. This has created both challenges and opportunities for neighborhoods.

1.3 It is widely understood that many factors influence a behaviour change and a 'one sized approach' cannot be adopted to achieve this. The City is working together with industry experts including Keep Britain Tidy and Waste Resources Action Partnership (WRAP), to understand the 'rules' which govern behaviour and how we can use their knowledge and experience to shape interventions and approaches which encourage people to do the right thing. The City recognises a change in approach is needed to move away from telling people what to do – to helping them to do it.

Approach for Recycling

Background

1.4 Most of Manchester residents use the waste and recycling collection service well and this is reflected in the City's improved rate of recycling. Manchester's recycling performance is now one of the highest amongst the Core Cities. Since 2010/11, increasing recycling and reducing residual waste from households has been a key priority for the City. Improved performance has delivered significant budget savings which have been used to deliver Council services resident's value. Service change for households with their own wheeled bins (4 bin hh), has resulted in more recycling and less residual waste being collected. This change has been driven by a reduction in available residual capacity which has forced residents to adjust their recycling behaviours. The Apartment Recycling project, which is currently being delivered across the City, will provide improved access to recycling facilities and education about how residents can recycle.

1.5 In 2015, Eunomia undertook a series of focus groups with residents from different property types and with varying commitment and attitude towards recycling. The aim of the study was to get an insight into the motivations and barriers for Manchester residents to using the recycling service. The feedback provided key learning points for the City about services provided to 4 bin hh, apartments and high density properties with communal facilities. Appendix B provides an overview of some of these key points. This insight was used to influence the approach the City adopted to delivering the Apartment Recycling Project. The next area of focus will be to review the communal arrangements provided for high density terraced properties. A small number of pilots will be undertaken in 2018/19 to test interventions to improve these facilities. Learning from this will inform the best approach for future delivery of this service across the City.

1.6 The City's priority is to support residents to recycle as much as they can and more importantly 'recycle right'. In response to significant changes in the international recycling markets, there has been a significant drive to improve the quality of recycling collected. Putting the wrong items in the recycling bin can jeopardise the viability of a whole recycling load. If a load is rejected this results in increased disposal costs for the City.

Partnership with WRAP

1.7 Recycle for Greater Manchester (R4GM) is a partnership between the national recycling charity WRAP, the Greater Manchester Combined Authority (GMCA) and the 9 Greater Manchester Waste Collection Authorities who contribute towards the waste levy. The approach is based on the model used by the London Authorities

(Recycle for London). The aim of the partnership is to maximise resource use for the benefit of Greater Manchester. Deliver a strategic work programme to increase recycling and improve quality of recycling collected. It provides an opportunity to apply expert guidance at a local level, learn from regional insights, share and test new approaches. It also provides access to developed tools and methodology, and tested campaigns and resources.

1.8 WRAP have developed a recycling tracker which explores UK householders' knowledge, attitudes and behaviour in relation to recycling. The WRAP waste tracker is a customer survey carried out annually by WRAP to gather data on resident's current attitudes, knowledge and behaviour in relation to recycling. 2017 was the first year that Greater Manchester has had a statistically representative sample. This allows progress of behavioural indicators to be tracked and provides key insights to inform service delivery. Based on results of the WRAP tracker, there is potential to increase capture – 53% of households in Greater Manchester are not recycling all the items they can in their area. Contamination remains an issue and consumers are still confused about what can and can't be recycled through local services.

1.9 Marketing segmentation is used widely across the marketing industry. Following research, WRAP have provided segmentation profiles of Greater Manchester (GM) residents to enable us to tailor our communications. The profiles focus on resident's behaviours and characteristics towards recycling and provides insight into how each group prefer to receive information. The profiles are being used in day-to-day communications and will continue to be embedded into future campaigns. GM is split into 6 segments based on resident's attitude and behaviours to recycling. Understanding the target audience will allow for delivery of targeted campaigns and moves away from "one size fits all" approach. Communication methods, platforms, messaging and tone can be moderated to target specific segments. This means that campaigns can be focused on audiences where there is the biggest potential for change. Further details about the results of the WRAP tracker and segmentation profile for the City is provided in Appendix B.

1.10 WRAP's research has shown that there are lots of internal and external elements that influences a person's decisions in ways we are not aware of. Social norms are one of these elements. They are informal understandings that shape the behaviour of members of society. Put simply social norms are subconscious 'rules' that shape our behaviour. Norms exist around recycling behaviour as well. The right messages in communications can influence perceptions of these norms and provide a psychological nudge to recycle more. It can be as simple as implying a person's neighbours are recycling a lot; subconsciously this will make them feel they are expected to recycle by those around them. The positive effect of normative messaging on citizen behaviour has been shown in numerous trials and experiments. The images below show how social normative text has been incorporated into recycling campaigns.

Examples of social normative text: Mancunians Do, Manchester does



1.11 During 2018/19, the partnership will deliver a series of campaigns and engagement events across the conurbation – further detail is provided in the table below.

Reducing contamination in residents' recycling bins and education focusing on what can be recycled

- Using Waste Collection Authority data sources to target intervention campaigns in areas of high contamination. In Manchester a campaign will be targeted at 4 bin hh with the aim of reducing contamination of the blue recycling bin (paper and card).
- By delivering a programme of Greater Manchester wide campaigns and engagement events focusing on educating residents and eradicating confusion over what items can be recycled in our four bin waste stream system. This will focus on items which can be recycled but have a low capture rate – such as plastics from the bathroom.
- Development of a phone app which residents across GM can download to access information about services in their area and receive reminders about what bin to present on collection day.

Increase food waste recycling

- By using Waste Data Flow and Waste Collection Authority data to target intervention campaigns in areas of low participation
- By delivering a programme of Greater Manchester wide campaigns focusing on educating residents and eradicating confusion over what items can be recycled within our 4 bin waste stream system
- By developing partnerships and initiatives within Greater Manchester to promote food waste recycling

Promote waste minimisation

- By influencing and, where appropriate, link with national campaigns
- By delivering a programme of campaigns to promote waste prevention/minimisation
- By developing partnerships and initiatives within Greater Manchester to promote food waste recycling

1.12 The City will also be working with R4GM to develop a 'Moving in Greater Manchester' guide, which builds on Resource London's work in the domestic rented sector. WRAP have identified that 52% of all moves across GM are into the private rented sector. Renters are predominately segment 1 "What's in it for me?" – commitment to recycling is low and contamination rates can be high. 54% of people prefer to receive information about recycling services within their first week of moving home. The research suggests that there is a 3 month window of opportunity for communication after relocation and suggest that major life disruptions can be a good opportunity to embed new behaviours. Feedback suggests that people in social or privately rented properties prefer information to be provided by the housing association or landlord and homeowner prefer to receive this from the Council. The City recognises that communicating with this cohort of residents is a priority.

1.13 It is imperative we get the right messages to the right people and deliver them in the right way. Engagement methods need to be tailored to different audiences, based on levels of compliance and willingness to engage. In order to achieve this aim the City is aware that there needs to be a more coordinated approach to the sequencing of education, engagement and enforcement. Contamination remains an issue and consumers are still confused about what can and can't be recycled through local services.

The City's Approach to Communication

1.14 Messages about waste and recycling need to reach all residents. It is important that we recognise that our residents all demonstrate different attitudes and behaviours towards waste and recycling. Broadly speaking they can be split into the following categories:

1 Committed recyclers: Residents who recycle consistently. These residents could always be prompted to recycle additional materials that they may be unsure about or to reduce contamination where they think they are doing the right thing.

2 Unreliable Recyclers: Residents who do recycle sometimes but are not committed. They are unlikely to be recycling everything they can especially food and sometimes get things wrong.

3 Non-Recyclers: Residents who are not recycling and not willing to engage with us. They will need compliance or service change to force them to change their behaviour.

4 Aware but undermined: Residents who are engaged (or want to be engaged) but are undermined by neighbours through communal facilities where recycling isn't used correctly. This covers some residents within container areas and flats.

1.15 Our overall aim is to increase recycling rates across the City and encourage residents to 'recycle right' by providing clear, engaging and consistent messages as well as offering advice and support where needed. This can be broken down into the following objectives:

a. To directly influence some people to recycle, recycle more and recycle right Demonstrating what you can recycle and how easy it is

Explaining or directing people to what happens to their recycling

Providing or directing people to information on why people should recycle (green and financial reasons)

Generating discussions / conversations e.g. via social media or PR

**b. To provide information for others to influence residents to recycle
Providing information that can easily be shared**

Generating discussions / engage in conversations eg via social media or PR
Targeting community groups, members, partner organisations and those who are active in their communities

c. To maintain recycling levels for those engaged

Providing information on what happens to their recycling and combat any myths
Provide information on how well they are doing at a local and city wide level
Thanking people / groups that do well

**d. To provide clear and concise information to those doing the wrong thing
with their waste**

Providing communications to make sure residents realise what they are doing wrong (which will initially be positive) and what the consequences are.

**e. To ensure all MCC employees have access to key info that helps them
become advocates**

Demonstrating what residents can recycle and how easy it is
Providing or directing staff to information on why people should recycle and the benefits for the City
Encouraging Officers to influence residents, neighbours or friends

Our Manchester

1.16 When delivering these objectives we need to ensure that we meet the principles of Our Manchester by:

- Working with residents to address recycling rates in their areas
- Listening to their feedback
- Setting clear expectations about the role communities can play
- Being positive – focusing on the can do not the can't do

1.17 Residents need to be able to easily help themselves and have tools to help influence others. Our communications need to engage with those who will listen to the Council directly but also needs to be easily digestible to be shared by friends and neighbours with those who are willing to engage with their local community but not necessarily the Council.

Our communications will:

1) Ensure information is engaging and is displayed as simply as possible:

Where possible information will be displayed pictorially to overcome literacy issues and language barriers

Plain English will be used, no waste jargon

Factual messages will be displayed in a way to make them more engaging, digestible and easily shared within communities for example via short films or infographics online.

2) Use appropriate communications channels:

Listening to the residents feedback and by evaluating the success of the communications we will endeavour to continue to improve how we provide information to residents

Use a mix of channels to meet the communication preferences of our residents whether that be information through the door, canvassing, social media, PR or community channels

Clear, concise and easily digestible information will be on our website. Residents need to be able to easily locate and access the information they need. Links to other websites will provide those interested with a more in-depth understanding or interest of the recycling process

3) Be targeted when needed:

We will use a targeted communications approach to get messages to the right households - thank those doing the right thing and ensure those doing the wrong thing are made aware and what the consequences are

Working with the waste and recycling team to establish areas that need direct messaging on different topics – for example areas not recycling plastic correctly or those not recycling food

4) Be open and honest:

Communications will be open and honest. Residents need to trust what we are asking them to do and why.

Residents need to feel changing their behaviour will lead to a better Manchester and want to understand what impact this has on them and their community locally.

Where possible, share data with residents and groups to be able to get a sense of how well their areas are doing in comparison to the rest of the City

2. Education and Engagement

2.1 Universal communications: WRAPs research has shown that over a quarter of residents use and retain recycling calendars provided by the City. In 2018/19 all residents across the City will receive a recycling calendar and 'universal' information about how to 'recycle right'. The table below provides an overview of the recycling information sent to resident by property and service type.

4 bin hh (157k hh) – properties with their own wheeled bins	<ul style="list-style-type: none"> - Recycling calendar and information about how to recycle more and contamination information. - R4GM information leaflet targeting contamination in the blue bin. - Christmas tag provides info about collection day changes 	<ul style="list-style-type: none"> - July 2018 - October 2018 - December 2018
Apartments (55k hh) – communal collections - sack collections	<ul style="list-style-type: none"> - All hh have received a leaflet explaining how to recycle. - Instructional info for a small no of hh who receive sack collections - As part of the apartment recycling project hh will receive additional communications. 	<ul style="list-style-type: none"> - February 2018 - Various dates throughout 18/19 to coincide with the phased delivery plan.

Terraced (15k hh) – communal collections	- Green bin recycling calendar and information about how to recycle more and contamination information.	- September 2018
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Canvassers (part of Waste & Recycling)

2.2 The City has a small team of canvassers who speak to residents on the doorstep to provide education and raise awareness about recycling and correct management and presentation of domestic rubbish and recycling. This team have provided much valued support to the City's service change projects for four bin households in 2016/17 and 2017/18. In 2018/19 the team are supporting the apartment recycling project. This team also provide local support to NTs where canvassing support is required to support projects and INM initiatives.

Neighborhood focused communications and engagement

2.3 Neighbourhood Meetings (part of the governance arrangements for delivery of the Biffa contract), are used to shape education, engagement and enforcement plans dependent on a neighbourhood needs. These meetings include stakeholders from the Neighbourhood Team (NT), Neighbourhood Compliance Team (NCT), Biffa, Waste & Recycling Team and others. The group review performance information and intelligence, working together to address localised issues. The Ward Plan sets out the priorities for place, the NT track progress and work with stakeholders to deliver projects, campaigns and interventions to achieve these aims.

2.4 The approach to engagement with residents and key partners is to focus on achieving a behavioural change, establishing good practice and reducing demand on resource by realising more sustainable communities. Engagement in this context involves changing and challenging behaviours, with partners and with residents to establish good behaviours as the social norm. Using an Our Manchester approach – Officers engage stakeholders using a strengths based approach. As a last resort Enforcement will be used to ensure residents and businesses comply with agreed policies. This will include use of fixed penalty notices where it is clear that all other avenues have not had an impact on behaviour.

2.5 Approach for Flytipping - This is included in the Keep Manchester Tidy report.

3. Approach to Enforcement

3.1 Neighbourhood Compliance officers work closely with officers in the Neighbourhood teams and are responsible for a wide range of compliance & enforcement activities aimed at ensuring local communities live in safe, clean and attractive neighbourhoods. Neighbourhood compliance activity is targeted so that resources are used where they are most needed based on service intelligence and planned neighbourhood priorities. Hotspot areas for domestic and commercial waste issues exist across the city and targeted enforcement activity, in conjunction with partners, regularly takes place in these hotspots.

Commercial Waste

Background

3.2 The Environmental Protection Act (EPA) 1990, imposes a 'duty of care' on businesses which produce or handle waste. This duty requires businesses to ensure their waste is properly stored, transported and disposed of. There are a number of commercial waste operators which provide this service to commercial premises across the City. The Environment Agency are responsible for ensuring these services are compliant with all relevant environmental legislation.

3.3 The majority of commercial premises are compliant. Unfortunately, there are parts of the City where commercial waste is not managed responsibly and this has a negative impact on the local environment and contributes to litter issues. In residential areas some commercial premises use domestic communal facilities – this leads to reduced capacity for households. In the City Centre and District Centre's, issues arise where commercial containers are stored on the highway or are accessible to the public. Sack collections used by small producers of commercial waste or those with limited storage space also negatively impact on the quality of the local environment. The London Authorities have powers to require businesses to comply with strict time banded collections, which only allow the collection of commercial waste at defined times – these powers are not available outside of London.

Approach

3.4 Commercial premises are visited to check that they have adequate waste management provisions in place. Where this cannot be shown Environmental Act Notices are served either to obtain documentary evidence of the contract the business claims to have in place or where no, or an inadequate, waste contract is in place a Notice is served specifying the measures they need to take to be compliant with the law. There is a high degree of compliance with notices which means that further enforcement action is often not required. Where businesses fail to comply with the notice they are issued with a fixed penalty notice.

3.5 A number of targeted enforcement initiatives have taken place around district centres across the city. These are planned based on a combination of intelligence from Member and resident complaints, feedback from colleagues in the Neighbourhood Teams our waste contractor Biffa and officer observations. In some areas, following investigation, it has become clear that there is also an issue with flats above shops having inadequate waste disposal arrangements. In such cases the residents have been depositing their refuse next to the commercial bins which has led to the perception that the businesses are not managing their waste. In these cases Notices have been issued to the residents of the domestic properties.

3.6 Reports of fly-tipping related to commercial properties will come from a number of sources including members of the public, elected Members, Biffa operatives or from compliance officers patrolling areas of the City. As per proactive approach a Notice will be served where a business claims to have a waste contract in place but is unable to provide documentary evidence upon initial request. If the business fails to comply with the Notice then they will be invited to attend an interview under caution and either a Fixed Penalty Notice (FPN) will be issued or where more appropriate a

prosecution will be pursued. Where an FPN is not paid this would also result in a prosecution being pursued. Intelligence obtained from dealing with reactive requests will also help to determine where proactive work is undertaken in an area. Further detail is provided in Appendix C.

Next Steps

3.7 The City want to engage with commercial waste providers who operate across Manchester to discuss some of the challenges currently being faced and identify opportunities to work together to achieve mutual benefits. The City Centre Neighbourhood Manager is arranging a session to take place in 2018/19. Officers are working with counterparts from the Core Cities to understand the different approaches used to tackle poor commercial waste management practices. It's also understood that in some city centres the BID plays a key role in working with businesses to address such issues. Officers are working with City Co and the BID to explore opportunities for learning to be applied in Manchester. A potential opportunity has arisen to work with TfGM on a pilot to tackle commercial waste issues in the Northern Quarter and improve air quality – the project is currently being scoped out.

Untidy Residential Gardens

3.8 There are a range of compliance and enforcement measures that can be used to have a private garden cleared. Usually a warning letter will be sent to the owner(s)/occupier(s) to inform them that the land needs to be cleared of waste (and miscellaneous items) and failure to comply with this request can lead to legal action and enforcement notices being served on those responsible. There are a range of legal notices officers can use to require the land to be cleared and which one is served will depend on a number of issues including the nature of the waste/items in the garden. The period of time by which the Notice needs to be complied with will range from 7 - 28 days depending on the legislation used. If the Notice is not complied with the Council can undertake the work in default and the costs incurred for the work including any establishment costs will be charged to the owner. Registered Providers are responsible to addressing this issue with their tenants and have powers under the tenancy agreement to achieve compliance.

Fly-tipping on Private Property / Land

3.9 Neighbourhood Compliance Teams (NCTs) respond to requests for service in relation to fly-tipping on private property/land as well as dealing proactively with issues they find whilst out in their areas. The NCT activity is targeted so that resources are used where they are most needed based on service intelligence and planned neighbourhood priorities. They work closely with the Neighbourhood Teams to identify hotspots within their areas where a proactive approach is required to address issues with fly-tipping as well as poor resident management of domestic waste and targeted projects are developed to address such issues.

3.10 Fly-tipped material is also removed proactively by Biffa's flytip investigation team. The team, will search through dumped rubbish to find evidence to link incidents to the perpetrator and then they will work together with the dedicated Neighbourhood Project Compliance Team to pursue enforcement action against those responsible. Prior to the creation of the Flytip Investigation Team, fly-tipping was collected via two set processes – 1) perpetrator known and person reporting the issue willing to give a statement to that effect and 2) perpetrator unknown – waste to be removed (not

searched for evidence). The Neighbourhood Project Team (NPT) was set up to bridge the gap between these processes and has meant that significantly more fly tipped waste is being linked to perpetrators and therefore more enforcement action has been taken. Since the initiative started in May 2016, a total of 9,888 fly-tip cases with evidence have been identified and as a result 9,650 Notices have been served and 416 successful prosecutions.

Escalated Enforcement

3.11 The Environmental Crimes Team (ECT) support Neighbourhood Compliance officers and the Neighbourhood Project Team with more complex prosecution cases. Overall, 110 successful prosecutions have been taken by the ECT encompassing a wide range of environmental offences, including fly-posting, fly-tipping and commercial waste breaches. An overview of compliance performance is provided in Appendix C.

4. Planning & Waste Management

Planning Applications

4.1 There are many and wide ranging key considerations in determining a planning application. Waste management is one such consideration for any development and most planning permissions are granted subject to requirements for waste to be stored and disposed of appropriately. Waste management schemes should be agreed and put in place before a new development first operates and any changes to the arrangements, for example to deal with an increased volume of waste, also need to be agreed with the Council as Local Planning Authority.

4.2 Management of waste is always raised at pre-application stage but it is also that any planning application itself, whether commercial or residential in nature, contains sufficient and relevant information from the outset to allow for its proper consideration. There is a certain level of information that must be provided by an applicant under the legislation; however, local planning authorities are also able to adopt a 'local validation list' based on reasonableness and proportionality. Unlike most Planning Authorities, Manchester has always included the need to provide a waste strategy as part of its validation process and this has been reinforced with a recently revised list. Applicants are required to indicate on the site layout and internal arrangement drawings the location and size of refuse and recycling storage and provide details of collection arrangements. They are also required to provide a Waste Management Strategy to show that the scheme meets the City Council's waste guidelines

(http://www.manchester.gov.uk/downloads/download/6048/waste_management_strategy)

4.3 Waste management schemes are considered in consultation with Officers from Highways and Environmental Health – using the Council's published guidance on waste storage and collection provides a framework. As the local planning authority, Planning Officers have to be mindful of the potential impacts of waste storage schemes on the character and appearance of the area and any impact on the amenity of people living and working near a development site. The starting point is that waste should be stored on the site where it is produced and that the length of time during which containers are placed outside of the site for collection should be

kept to a minimum. The adopted Residential Quality Guide additionally provides guidance on waste this is contained in Appendix D.

4.4 Details of planning permissions are available to view on the Councils Public Access system and suspected breaches of waste management conditions can usually be identified easily where there are poor waste management practices. Conditions can be enforced through various mechanisms and intervention by the Planning Compliance Team has proved to be an effective means of securing rapid improvements on the ground. Recent work has focused on Spear Street in the Northern Quarter where commercial refuse containers belonging to several businesses were being permanently stored on the public highway. Service of a Breach of Condition Notice for one premises and negotiation with the operators of four others was sufficient to achieve the removal of all of these containers from the highway resulting in a marked improvement in the appearance of the street.

4.5 The controls available to a local planning authority relate largely to external waste storage and strategies. A question is often raised about internal arrangements, particularly relating to kitchen fit out and waste bins. This is not an area that falls under the planning remit although through an agreed waste management strategy it may be possible to agree some principles of how waste storage and recycling can be encouraged.

Short Term Lets

4.6 Concerns have been raised about the impact of temporary accommodation, such as that offered by the company 'Airbnb' on flytipping. Some incidents have been identified in the City Centre where rubbish created from such lets has been fly tipped in and adjacent to litter bins. The City started to look at the issue, referred to at that time as 'party lets' as far back as 2008 where legal advice confirmed the lack of planning powers in this area.

4.7 The Planning Act does not define the use of a property for "temporary sleeping accommodation" as a material change of use; therefore temporary accommodation, such as 'Airbnb' for self-catering holiday purposes within an existing residential unit, does not amount to development requiring planning permission. The exception to this is in Greater London. If a property is being advertised on a per bed/room basis, in the nature of a hostel/hotel - planning enforcement may be possible. However, where the whole house/flat is a single rental this has not been possible to date. Further details about relevant planning and legislation can be found in Appendix D.

4.8 The various issues surrounding short term lets have been raised with colleagues at Core Cities, as any planning controls outside of Greater London could only be introduced through a change in legislation. Previously, this does not appear to have been perceived as a significant issue in other parts of the country. The City is aware that in some apartment blocks, management companies will build controls into their agreements regarding short term lets. If flytipping incidents can be linked those instances we would always recommend the respective management companies are contacted if there are concerns due to the lack of planning control.

Permitted Development

4.9 It is generally the case that developers will need planning permission to change from one building Use Class to another, although there are exceptions where legislation does allow some movement. The Town and Country Planning (General Permitted Development) (Amendment) (England) Amendment Order 2016 came into force on 6 April 2016. The order introduced permitted development rights in England to change the use of offices falling in Class B1(a) to residential falling in Class C3. The right to convert from B1(a) to C3 was first introduced on a temporary basis in May 2013 where any proposed conversion had to be completed by May 2016, and the 2016 Order now makes those rights permanent. Though the permitted development rights governed by the Order are generally applicable to properties that are used as offices falling in Class B1(a), the Order has also introduced a permitted development right for the change of use of light industrial properties in Class B1(c) to residential. This is a temporary right and only runs until 1 October 2020. Further, the Order permits a change of use of launderettes to residential.

4.10 The effect of the Order is that no application to the local authority to obtain planning permission for a change of use from office to residential is necessary. However, although a development is 'permitted', it does not entirely remove the requirement for consultation with the local authority. Permitted development rights are subject to 'prior approval'. Prior approval requires the developer to obtain the consent of the local authority to specify elements of the development before work can proceed. This covers - Transport and highways, Contamination risks, Flood risks and Noise. There are no requirements information about the proposed arrangements to manage household waste. Officers have identified this is an area where further work is required with NT & NCT's – with the aim of ensuring properties have an appropriate waste strategy in place.

Appendix A

Table 1 showing complaints received

Period	2016-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	2017-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	2018-19
Received: Stage 1	458	24	25	37	32	25	29	38	25	26	39	35	26	361	27	26	20	23	32	128
Stage 2	19	3	2	2	4	4	2	1	6		4	3	3	34	3	4	2		1	10
Informal	2													0	1	2	1		5	9
Enquiry														0				2	1	3
	479	27	27	39	36	29	31	39	31	26	43	38	29	395	31	32	23	25	39	150
Incomplete	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Complete	479	27	27	39	36	29	31	39	31	26	43	38	29	395	31	32	23	25	39	150
Within SLA	413	24	25	37	31	29	29	38	31	26	41	37	28	376	30	32	23	25	39	149
	86%	89%	93%	95%	86%	100%	94%	97%	100%	100%	95%	97%	97%	95%	97%	100%	100%	100%	100%	99%
Outside SLA	66	3	2	2	5	0	2	1	0	0	2	1	1	19	1	0	0	0	0	1
	14%	11%	7%	5%	14%	0%	6%	3%	0%	0%	5%	3%	3%	5%	3%	0%	0%	0%	0%	1%
Average working days to complete	7.6	5.3	3.6	4.8	6.1	4.6	4.4	5.7	5.2	5.7	3.7	3.8	5.1	4.8	3.5	3.1	3.4	3.5	3.8	3.5
Outcome - Upheld																				
Yes	248	14	12	22	17	21	14	26	21	12	20	14	16	209	17	19	10	14	24	84
Partial	34	4					2						1	7		4	1			5
No	160	9	12	16	17	6	14	13	9	11	19	15	11	152	13	9	11	7	9	49
Withdrawn	2											1		1	1			2	1	4
Reallocated	35		3	1	2	2	1		1	3	4	8	1	26			1	2	3	6
Not Completed	0													0						0
Reject																			2	2
	479	27	27	39	36	29	31	39	31	26	43	38	29	395	31	32	23	25	39	150
Upheld or partially upheld	59%	67%	44%	56%	47%	72%	52%	67%	68%	46%	47%	37%	59%	55%	55%	72%	48%	56%	62%	59%
Average number of complaints received per month														33						30
Comments																				
•	August complaints increased by 56% to 39 compared to 25 in July.																			
•	Missed collection related complaints increased by 7 (15) compared to last month's (8). This reflects the high number of Missed Collection CRMs in July.																			
•	Average number of complaints received per month this year (2018/19) is 30 compared to 33 in 2017/18.																			
•	99% (2018/19) were completed within the target period compared to 95% last year (2017/18)																			
•	The average number of days to complete a complaint this year is 3.5 compared to 4.8 last year (2017/18).																			
•	59% (2018/19) were upheld compared to 55% last year (2017/18).																			
•	In the period 62% of the 39 complaints received were upheld.																			
•	Number of complaints per month by ward shows a range of between 0 and 4 (Cheetham).																			

Table 2 Provides an overview of the number of days a customer waits for a bulky waste removal appointment from request (SLA within 10 working days)

	Waiting Days - w/c Booked Date																							
Bulky Group	Ward	26-Mar	02-Apr	09-Apr	16-Apr	23-Apr	30-Apr	07-May	14-May	21-May	28-May	04-Jun	11-Jun	18-Jun	25-Jun	02-Jul	09-Jul	16-Jul	23-Jul	30-Jul	06-Aug	13-Aug	20-Aug	27-Aug
Wythenshawe	Baguley	3.0	5.1	4.1	4.9	4.0	4.2	4.0	4.2	4.2	4.0	5.2	4.6	4.8	4.3	4.1	3.7	4.6	4.9	4.4	4.6	4.9	3.2	3.1
	Brooklands	2.5	5.1	4.4	4.6	3.7	3.4	3.8	4.3	4.3	4.5	5.1	3.9	4.2	4.5	4.1	4.4	4.8	4.7	4.4	5.4	4.0	4.2	4.4
	Northenden	3.9	4.3	3.6	5.0	4.7	4.9	4.2	4.5	3.8	4.2	4.3	4.5	4.7	5.0	4.9	4.5	4.8	5.0	4.6	4.9	4.2	3.6	4.3
	Sharston	3.3	4.0	4.3	4.1	4.3	4.6	3.8	4.3	4.4	4.3	4.0	4.1	4.0	4.3	4.2	4.4	4.1	4.6	3.5	4.9	5.0	3.4	4.3
	Airport (Woodhouse Park)	3.4	3.7	4.4	4.3	4.2	4.8	3.9	4.2	3.9	4.5	4.0	4.7	3.6	4.5	4.4	3.9	4.1	4.8	4.9	5.0	4.3	3.5	3.8
Wythenshawe Total		3.2	4.4	4.1	4.6	4.2	4.4	3.9	4.3	4.1	4.3	4.5	4.4	4.3	4.5	4.4	4.2	4.5	4.8	4.4	5.0	4.5	3.6	4.0
South	Chorlton	2.9	3.7	4.0	5.2	4.3	2.8	3.4	4.2	3.9	4.2	4.8	5.3	4.3	4.7	4.8	6.6	6.6	6.9	5.2	5.0	5.0	4.6	5.3
	Chorlton Park	3.1	4.2	3.6	4.1	3.7	2.6	3.3	3.7	3.3	4.0	4.9	4.1	4.2	4.9	5.4	6.2	6.4	7.3	4.9	6.0	4.9	3.8	5.0
	Didsbury East	3.3	3.9	4.2	4.6	4.2	3.3	4.8	5.1	3.3	4.3	4.4	4.2	4.8	4.1	5.6	5.3	6.0	5.7	5.4	4.9	4.6	3.5	4.6
	Didsbury West	3.6	4.9	4.2	4.2	3.2	2.8	3.8	3.2	3.3	3.1	4.1	4.5	3.7	5.4	5.9	5.8	6.1	6.6	5.5	4.8	5.8	3.4	5.9
	Old Moat	3.1	3.8	4.6	3.9	4.6	3.0	3.4	4.3	3.5	4.3	5.3	4.4	4.3	4.9	5.7	6.2	6.1	7.7	5.0	5.9	6.4	3.8	5.4
	Whalley Range	3.4	4.0	4.8	4.5	4.1	3.7	3.9	4.3	3.2	3.5	4.4	4.6	4.1	4.3	4.9	6.8	5.8	7.2	5.6	5.7	4.5	4.9	5.7
	Withington	1.5	4.6	4.5	4.6	4.1	3.6	3.4	3.4	3.2	3.4	5.2	4.3	4.4	5.2	6.0	5.4	6.8	8.0	5.4	5.4	4.6	4.4	5.1
South Total		3.0	4.2	4.3	4.4	4.0	3.1	3.7	4.0	3.4	3.9	4.7	4.5	4.3	4.8	5.5	6.0	6.2	7.0	5.3	5.4	5.1	4.1	5.3
Centre	Ardwick	3.9	5.2	5.3	4.2	5.1	4.0	5.0	4.7	3.2	5.2	5.5	3.6	3.8	4.1	5.6	7.6	5.5	7.9	6.1	8.2	6.4	4.6	6.4
	Cheetham	3.2	4.5	5.0	4.4	5.0	3.6	5.2	4.7	3.6	4.8	4.3	3.8	3.4	4.1	5.7	7.3	7.2	7.4	7.0	8.5	6.4	4.6	5.9
	Deansgate				4.3	4.6	2.8	5.3	6.7	4.1	5.1	4.4	4.8	3.7	3.9	5.8	7.0	7.4	7.9	7.8	7.1	5.7	3.0	7.3
	Harpurhey	3.6	4.5	5.2	4.4	4.6	3.4	5.2	4.4	3.9	5.2	4.4	5.3	3.8	3.7	5.9	7.0	6.5	7.5	7.4	8.2	6.8	4.1	6.1
	Hulme	4.0	4.5	5.2	4.1	6.1	3.5	3.8	4.6	3.1	4.6	4.0	5.7	4.1	4.3	6.7	6.8	6.2	7.7	6.0	7.6	6.9	6.0	5.9
	Miles Platting and NH	3.2	4.7	5.4	5.2	4.5	3.5	4.8	5.6	3.1	4.7	3.9	4.4	3.6	4.1	5.7	7.2	6.3	6.8	6.3	8.0	5.2	4.8	6.6
	Moss Side	3.1	4.6	4.7	4.6	4.0	3.9	4.6	5.1	3.6	4.6	4.2	4.9	3.7	3.4	5.2	6.2	6.1	7.3	7.5	6.4	6.7	5.0	5.9
	Piccadilly				3.0	4.0	4.5	4.2	5.3	4.3	5.9	4.1	5.6	5.3	4.9	5.7	8.8	8.4	8.0	6.8	6.2	5.7	6.4	6.3
Centre Total		3.5	4.6	4.9	4.3	4.7	3.6	4.8	5.1	3.6	5.0	4.4	4.8	3.9	4.1	5.8	7.2	6.7	7.6	6.9	7.5	6.2	4.8	6.3
East	Burnage	3.5	4.2	4.4	3.8	4.2	3.7	4.5	4.7	3.4	3.9	4.1	4.5	4.3	3.8	4.2	4.5	5.0	4.9	5.3	4.1	4.6	4.7	4.4
	Fallowfield	3.6	4.1	4.2	4.0	4.6	3.0	3.3	4.8	3.0	4.2	3.8	4.1	3.6	4.1	4.3	5.5	5.8	5.3	5.2	4.6	5.0	4.7	5.1
	Gorton & Abbey Hey				3.9	4.3	3.1	3.9	4.6	3.7	4.6	4.1	4.7	4.8	4.0	4.2	3.9	5.7	5.3	5.0	4.5	6.1	5.2	5.6
	Levenshulme	3.9	4.8	4.4	4.9	4.3	3.5	4.2	3.9	3.1	3.1	2.9	3.9	3.5	5.1	4.6	4.4	4.1	5.0	4.9	4.8	6.3	4.8	5.8
	Longsight	3.5	4.4	4.4	4.4	5.0	3.2	4.3	4.4	4.2	4.4	4.2	4.1	4.8	4.0	4.0	3.6	4.8	5.9	5.4	4.1	5.7	3.8	3.9
	Rusholme	3.8	4.5	4.8	4.8	4.1	3.6	4.7	4.0	3.1	4.1	4.3	3.9	3.3	3.8	5.1	4.7	5.2	5.5	5.8	4.1	4.8	4.3	4.6
East Total		3.6	4.4	4.3	4.3	4.4	3.4	4.1	4.4	3.4	4.0	3.9	4.2	4.1	4.1	4.4	4.4	5.1	5.3	5.3	4.4	5.4	4.6	4.9
North	Ancoats & Beswick				4.3	5.2	3.7	3.5	4.3	4.5	3.8	5.2	6.4	5.9	4.9	5.9	7.1	6.4	8.0	7.3	5.2	6.5	5.9	6.2
	Charlestown	4.4	5.1	5.9	4.7	4.1	3.4	4.5	5.1	4.0	4.8	5.2	5.1	5.1	5.4	5.3	6.3	6.6	7.9	6.9	6.6	6.0	5.2	6.8
	Clayton & Openshaw				4.9	4.2	3.5	3.8	4.3	4.4	4.1	5.0	4.8	4.3	4.9	5.1	6.0	6.4	7.0	6.5	5.8	6.8	5.0	5.2
	Crumpsall	5.1	5.7	5.1	5.0	4.8	4.2	4.7	4.4	3.9	4.4	4.6	5.6	4.9	4.4	6.3	6.1	6.5	7.5	5.9	5.4	5.7	5.3	5.8
	Higher Blackley	6.0	5.3	5.8	5.0	4.9	4.2	5.0	5.1	5.5	4.6	4.6	4.9	5.5	5.1	5.7	6.0	6.8	7.3	6.6	6.1	6.1	5.4	5.7
	Moston	6.2	5.2	5.9	4.7	4.1	3.7	4.8	4.9	3.7	4.0	4.4	4.8	5.0	4.6	4.8	6.9	6.7	7.3	6.6	6.6	6.6	6.6	6.6
North Total		5.4	5.3	5.6	4.8	4.5	3.8	4.4	4.7	4.3	4.3	4.8	5.3	5.1	4.9	5.5	6.4	6.6	7.5	6.7	5.8	6.2	5.6	6.0
Grand Total		3.7	4.6	4.7	4.5	4.4	3.7	4.3	4.5	3.7	4.4	4.5	4.6	4.3	4.5	5.2	5.7	5.9	6.6	5.7	5.7	5.5	4.6	5.3

Item X

Aug-18		Land Type All				Land Type DC/NC & City Centre				Land Type Residential			
DAY OF CLEANSE INSPECTIONS		Grades				Grades				Grades			
		Count	A & B+	B	B-, C & D	Count	A & B+	B	B-, C & D	Count	A & B+	B	B-, C & D
North	Ancoats & Clayton	110	50.9%	49.1%	0.0%	24	54.2%	45.8%	0.0%	86	50.0%	50.0%	0.0%
	Ardwick	66	51.5%	48.5%	0.0%	22	31.8%	68.2%	0.0%	44	61.4%	38.6%	0.0%
	Bradford	112	51.8%	47.3%	0.9%	28	57.1%	42.9%	0.0%	84	50.0%	48.8%	1.2%
	Charlestown	66	42.4%	57.6%	0.0%	22	9.1%	90.9%	0.0%	44	59.1%	40.9%	0.0%
	Cheetham Hill	60	53.3%	46.7%	0.0%	20	35.0%	65.0%	0.0%	40	62.5%	37.5%	0.0%
	Crumpsall	66	39.4%	60.6%	0.0%	22	22.7%	77.3%	0.0%	44	47.7%	52.3%	0.0%
	Gorton North	140	57.9%	42.1%	0.0%	32	87.5%	12.5%	0.0%	108	49.1%	50.9%	0.0%
	Gorton South	66	43.9%	56.1%	0.0%	22	22.7%	77.3%	0.0%	44	54.5%	45.5%	0.0%
	Harpurhey	60	58.3%	41.7%	0.0%	20	25.0%	75.0%	0.0%	40	75.0%	25.0%	0.0%
	Higher Blackley	60	63.3%	36.7%	0.0%	22	36.4%	63.6%	0.0%	38	78.9%	21.1%	0.0%
	Hulme	66	47.0%	53.0%	0.0%	22	36.4%	63.6%	0.0%	44	52.3%	47.7%	0.0%
	Longsight	60	13.3%	86.7%	0.0%	20	10.0%	90.0%	0.0%	40	15.0%	85.0%	0.0%
	Miles Platting & Newton Heath	128	56.3%	43.8%	0.0%	30	76.7%	23.3%	0.0%	98	50.0%	50.0%	0.0%
	Moss Side	60	23.3%	76.7%	0.0%	20	40.0%	60.0%	0.0%	40	15.0%	85.0%	0.0%
	Moston	66	72.7%	27.3%	0.0%	22	68.2%	31.8%	0.0%	44	75.0%	25.0%	0.0%
	Rusholme	60	28.3%	71.7%	0.0%	20	50.0%	50.0%	0.0%	40	17.5%	82.5%	0.0%
	Total	1246	48.7%	51.2%	0.1%	368	44.0%	56.0%	0.0%	878	50.7%	49.2%	0.1%
CC	CC - Chinatown	176	59.1%	39.8%	1.1%	176	59.1%	39.8%	1.1%	0			
	CC - Commercial	704	94.5%	5.3%	0.3%	704	94.5%	5.3%	0.3%	0			
	CC - N.Quarter	0				0				0			
	CC - Picc Gdns	88	62.5%	36.4%	1.1%	88	62.5%	36.4%	1.1%	0			
	CC - Picc Trading	88	52.3%	47.7%	0.0%	88	52.3%	47.7%	0.0%	0			
	CC - South Gateway	174	78.7%	21.3%	0.0%	174	78.7%	21.3%	0.0%	0			
	CC - Village	84	54.8%	42.9%	2.4%	84	54.8%	42.9%	2.4%	0			
	Total	1314	80.1%	19.3%	0.5%	1314	80.1%	19.3%	0.5%	0			
South	Baguley	20	65.0%	35.0%	0.0%	0				20	65.0%	35.0%	0.0%
	Brooklands	40	80.0%	20.0%	0.0%	0				40	80.0%	20.0%	0.0%
	Burnage	20	80.0%	20.0%	0.0%	0				20	80.0%	20.0%	0.0%
	Chorlton	44	81.8%	18.2%	0.0%	4	75.0%	25.0%	0.0%	40	82.5%	17.5%	0.0%
	Chorlton Park	24	91.7%	8.3%	0.0%	4	100.0%	0.0%	0.0%	20	90.0%	10.0%	0.0%
	Didsbury East	20	65.0%	35.0%	0.0%	0				20	65.0%	35.0%	0.0%
	Didsbury West	40	72.5%	27.5%	0.0%	0				40	72.5%	27.5%	0.0%
	Fallowfield	40	65.0%	35.0%	0.0%	0				40	65.0%	35.0%	0.0%
	Levenshulme	20	90.0%	10.0%	0.0%	2	50.0%	50.0%	0.0%	18	94.4%	5.6%	0.0%
	Northenden	56	82.1%	17.9%	0.0%	16	87.5%	12.5%	0.0%	40	80.0%	20.0%	0.0%
	Old Moat	20	85.0%	15.0%	0.0%	0				20	85.0%	15.0%	0.0%
	Sharston	20	85.0%	15.0%	0.0%	0				20	85.0%	15.0%	0.0%
	Whalley Range	40	60.0%	40.0%	0.0%	0				40	60.0%	40.0%	0.0%
	Withington	40	72.5%	27.5%	0.0%	0				40	72.5%	27.5%	0.0%
	Woodhouse Park	30	63.3%	36.7%	0.0%	2	100.0%	0.0%	0.0%	28	60.7%	39.3%	0.0%
	Total	474	75.3%	24.7%	0.0%	28	85.7%	14.3%	0.0%	446	74.7%	25.3%	0.0%
Grand Total		3034	66.5%	33.3%	0.3%	1710	72.5%	27.1%	0.4%	1324	58.8%	41.2%	0.1%

Table showing SLA achievement for reactive street cleansing requests

SLA Achievement by Month		Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
Street Cleansing	Pass	720	669	729	778	706	933	790	930	795	728	777	874	870
	Fail	3	6		8	15	131	103	71	91	76	94	81	83
		723	675	729	786	721	1064	893	1001	886	804	871	955	953
	Pass	99.6%	99.1%	100.0%	99.0%	97.9%	87.7%	88.5%	92.9%	89.7%	90.5%	89.2%	91.5%	91.3%
Fly Tip Removal	Pass	2408	2034	2283	2361	1773	2407	2201	2132	2473	2360	2445	2438	2454
	Fail	4	4	11	17	7	16	7	67	47	103	112	129	59
		2412	2038	2294	2378	1780	2423	2208	2199	2520	2463	2557	2567	2513
	Pass	99.8%	99.8%	99.5%	99.3%	99.6%	99.3%	99.7%	97.0%	98.1%	95.8%	95.6%	95.0%	97.7%
Graffiti	Pass	174	243	310	253	167	235	226	295	221	318	301	216	201
	Fail			1			9	23	9	5	31	18	17	11
		174	243	311	253	167	244	249	304	226	349	319	233	212
	Pass	100.0%	100.0%	99.7%	100.0%	100.0%	96.3%	90.8%	97.0%	97.8%	91.1%	94.4%	92.7%	94.8%
Dead Animal	Pass	76	68	92	49	57	55	44	48	91	75	78	74	73
	Fail		3		3	1	14	2	10	8	7	8	10	4
		76	71	92	52	58	69	46	58	99	82	86	84	77
	Pass	100.0%	95.8%	100.0%	94.2%	98.3%	79.7%	95.7%	82.8%	91.9%	91.5%	90.7%	88.1%	94.8%
Fly Posting	Pass	7	8	5	8	7	8	22	14	4	9	2	3	4
	Fail											2		
		7	8	5	8	7	8	22	14	4	9	4	3	4
	Pass	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%
Litter Bin	Pass	11	14	20	17	14	9	4	8	18	12	23	25	20
	Fail						7	6	5	4	11	9	8	5
		11	14	20	17	14	16	10	13	22	23	32	33	25
	Pass	100.0%	100.0%	100.0%	100.0%	100.0%	56.3%	40.0%	61.5%	81.8%	52.2%	71.9%	75.8%	80.0%
		Issues closing down SMT01 jobs at the beginning of December - system/in-cab?												
		Increase in failures following SLA changes; majority of failures on 12 hour jobs.												
		The count of 99 includes 35 duplicates including one dead badger that was reported 7 times.												
		Failure count before mitigation .												
		Restatement of failures following change of SLA to exactly 5 days on Fly Tip Clearance jobs												
		Increase in month due to Student/Landlord issues putting creating additional work												

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Appendix B

Overview of feedback received as part of research undertaken by Eunomia in 2015

Bin Households – Committed Recyclers

- Broadly happy with the service
- They'd like more instructional information about what to with tricky items (different plastics etc)
- More information about what happens to recycling and, in particular, what the local benefits are.
- None of the participants knew what happens to recycling or any benefits that Manchester had achieved as a result. In parallel, some myths were prevalent (e.g. recycling is shipped to China and/or landfilled).
- Incentives for recycling (a topic that was prompted upon because it was not raised spontaneously) are not considered necessary – participants feel that recycling is important to do and don't think that it should be subject to a financial reward.

Bin Households – Aware but undermined

- Issues with service included missed collections and about neighbours not doing the right thing
- More validation and recognition of their efforts from the council. Some participants spoke of a 'quid pro quo' where the council show that they are doing their bit so that residents buy into it more (rather than feeling like they are being required to do it).
- Specific information about the outcomes and local benefits of recycling (i.e. why they are doing it and what good it does). Some participants noted getting feedback on how much money the council had saved, or any local parks or facilities that had been funded with recycling monies.
- Unlike the committed group, participants here liked the idea of personal incentives, since it aligns with their belief they should be thanked for recycling. However, they have relatively high expectations of what the monetary value of the incentives would be and may be de-motivated by small amounts. Of all the groups, they were the least enthusiastic about community-level incentives, fearing that free riders would benefit from their hard work.
- Bin calendar only piece of information that they pin up, obscuring any information on the reverse side.

Apartments

Issue with the systems of recycling in flats – bin storage rooms and getting materials to them

- Participants thought that recycling messages are important (both in terms of what can and can't be recycled, as well as hearing about the benefits achieved), but almost universally felt that leaflets were not appropriate for them. Instead, they proposed utilising apps, facebook and twitter.

Communal Containers

Among this audience, some felt that recycling can be difficult and depressing, and symptomatic of wider problem issues in the area - such as fly tipping, anti-social behaviour and a poor street scene.

- Positive towards community incentives, especially if these are linked back to the street scene (e.g. if the street recycles then the bins are collected/cleaned more frequently).
- Positive feedback about how much the street is recycling. Many like measures linked to their children (e.g. education through schools, or certificates).
- Communications materials without system change (of some kind) would not have a great impact

R4GM – Behavioural Insight Research for Greater Manchester

Recycling Tracker

WRAP have developed a recycling tracker which explores UK householders' knowledge, attitudes and behaviour in relation to recycling. The WRAP waste tracker is a customer survey carried out annually by WRAP to gather data on resident's current attitudes, knowledge and behaviour in relation to recycling. 2017 was the first year that Greater Manchester has had a statistically representative sample. This allows progress of behavioural indicators to be tracked and provides key insights to inform service delivery. This includes:

- % of effective recyclers
- % of householders to whom confusion is a barrier
- % of householders to whom lack of motivation is a barrier
- Missed-capture (and reasons for it)
- Contamination (and reasons for it)
- Confidence and certainty of action
- Residents relationship with recycling
- Information and advertising
- Communication material recognition

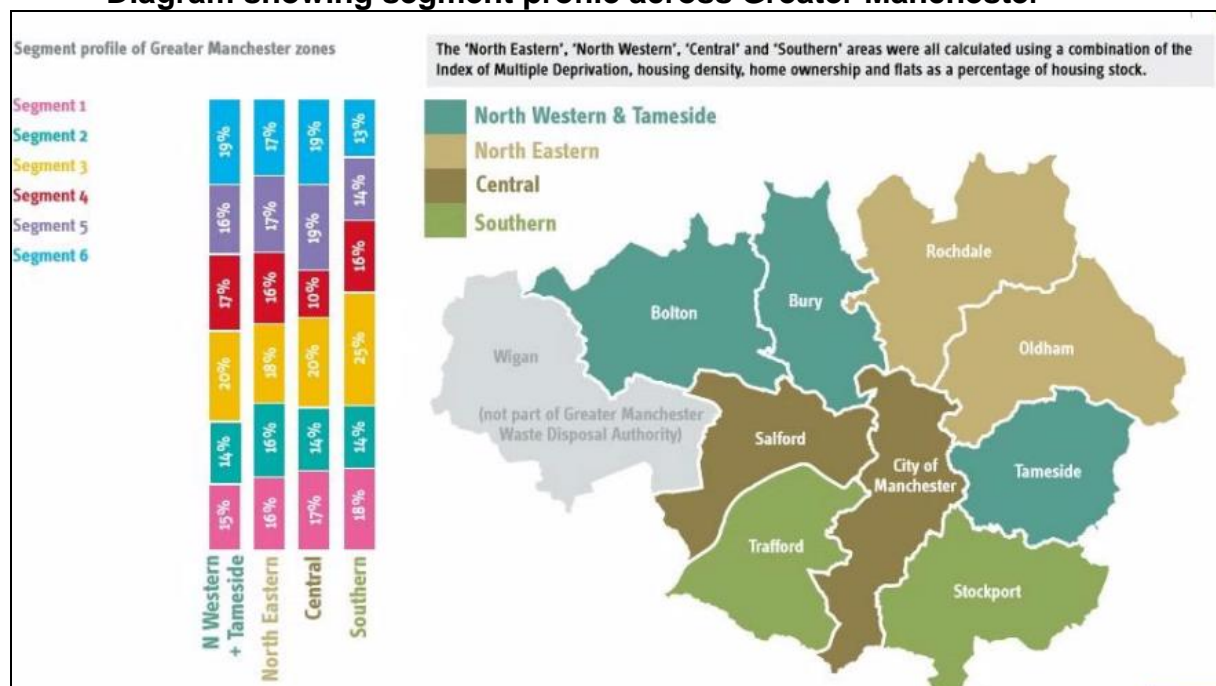
Based on results of the WRAP tracker, there is potential to increase capture – 53% of households in Greater Manchester are not recycling all the items they can in their area. Key materials missed are; foil, 34% of households; aerosols, 21% of households; plastic cleaning bottles, 17% of households and plastic detergent bottles, 14% of households. Recyclable items from across the rooms in a house are still not being fully captured. The bedroom and bathroom are key areas with 22% of personal care bottles such as shampoo not being recycled. There is potential to increase food waste capture. 55% of food waste service users say they sometimes throw food in the general waste, 1 in 5 throw away tea, coffee, egg shells, and unopened food past its best. Of those receiving a food waste service 26% don't use it. Barriers include the perception that recycling food waste is messy / smelly, too busy, don't produce enough, hygiene and not wanting the caddy in their kitchen.

Contamination remains an issue and consumers are still confused about what can and can't be recycled through local services. Only 12% of the Greater Manchester population did not contaminate at all, in their mixed recycling bin. Key items are plastic tubs (42%), plastic pots (39%), clear trays (31%), plastic wrapping (31%), plastic bags and wrapping (29%). A number of serious contaminants are also an issue including dirty pizza boxes (33%), drinking glasses (24%), pots pans and cutlery (16%). 65% of residents are sure that we collect pots and tubs for recycling. 57% of residents regularly or from time to time look at on pack recycling labels (OPRL) for advice – which is generally not in line with services provided by Councils.

Segmentation

Marketing segmentation is used widely across the marketing industry. Following research, WRAP have provided segmentation profiles of Greater Manchester (GM) residents to enable us to tailor our communications. The profiles focus on resident's behaviours and characteristics towards recycling and provides insight into how each group prefer to receive information. The profiles are being used in day-to-day communications and will continue to be embedded into future campaigns. GM is split into 6 segments based on resident's attitude and behaviours to recycling. Understanding the target audience will allow for delivery of targeted campaigns and moves away from "one size fits all" approach. Communication methods, platforms, messaging and tone can be moderated to target specific segments. This means that campaigns can be focused on audiences where there is the biggest potential for change.

Diagram showing segment profile across Greater Manchester



Key findings from Greater Manchester's recycling segmentation profile show that Segment 3 are the largest in Greater Manchester. Segments 3 and 5 are keen to recycle 'difficult' items and Segments 3, 4 and 5 want to learn about food waste. Segments 3, 4 and 5 want to learn more about how recyclable items are turned into something new. Segment 1 are the least motivated to recycle, have the lowest

Item X

capture rate and have the worst contamination. Non-council sources are the only way to reach Segment 1. Overall local councils' websites are the most popular source of information. Leaflets issued by local councils are used by a third of people across Greater Manchester. Segments 2 and 4, are the segments least likely to search out information about recycling. Commuter newspapers are popular in the region – the Manchester Evening News and The Metro is read by 1 in 4 people in Greater Manchester.

Targeting communications by property sector

WRAP have identified that 52% of all moves across GM are into the private rented sector. Renters are predominately segment 1 "What's in it for me?" whereas home owners are predominantly segment 5 "Global ideas". 54% of people prefer to receive information about recycling services within their first week of moving home and their preferred way of receiving info is a leaflet from the council. WRAPs research suggests that there is a 3 month window of opportunity for communication after relocation. Major life disruptions can be a good opportunity to embed new behaviours. People in social or privately rented properties prefer information to be provided by the housing association or landlord.

Appendix C

Table provides an overview of the outcome of waste complaints by offence type investigated by the NCTs (2017/18)

Request for Service Type	Outcome of complaints investigated 2017/18			
	Complaint investigated insufficient evidence to take enforcement action	Formal enforcement action taken	Compliance achieved without formal enforcement action	Grand Total
Untidy Private Land	624	574	1539	2737
Commercial waste offence	42	66	145	253
Domestic Waste Issue	7	32	30	69
Fly tipping	408	199	573	1180
Grand Total	1081	871	2287	4239

Table provides an overview of the outcome of waste complaints by area investigated by the NCTs (2017/18)

Requests for Service by Area	Outcome of complaints investigated 2017/18			
	Complaint investigated insufficient evidence to take enforcement action	Formal enforcement action taken	Compliance achieved without formal enforcement action	Grand Total
Central	369	210	600	1179
City Centre	15	25	101	141
North	480	479	923	1882
South	217	157	663	1037
Grand Total	1081	871	2287	4239

Table provides an overview of the outcome of waste complaints by area investigated by the NCTs (2017/18)

Proactive Activity	Outcome of proactive investigations carried out 2017/18			
	Investigated insufficient evidence to take enforcement action	Formal enforcement action taken	Compliance achieved without formal enforcement action	Grand Total
Commercial waste	45	306	458	809
Domestic Waste	18	360	523	901
Flytipping	16	53	184	253
Littered Gardens	0	74	18	92
Waste on Land	6	80	129	215
Grand Total	85	873	1312	2270

APPENDIX D

Planning: Planning Applications - Residential Quality Guide

Incorporating an integrated waste solution within developments is of paramount importance and the Council's Waste Guidance must be adhered to by all residential developments.

Each individual household must be able to contain a minimum area that would house 4 x 240L bins externally.

WASTE CAPACITY

Bins and bin stores should be well designed and not dominate the threshold of a property. If possible, bin stores should be located to the rear of properties, or within communal waste storage areas so they are not visible from the street.

Waste storage areas must be accessible to the local authority refuse collection service, or be collected by a private contractor. Waste management strategies will be secured via Planning Conditions or Planning Obligations to ensure they are maintained for the life of the consent.

In higher density developments other options should be considered, such as chutes, communal collection points and mini recycling hubs.

Larger scale projects may also consider the use of integrated Combined Heat and Power (CHP) systems or anaerobic digestion, if practical and can be maintained for the life of the building.

Planning: Short Term Lets - Legislation and Planning Guidance (additional information)

The Government reviewed the situation of temporary sleeping accommodation but this was for Greater London only in 2015 - making subsequent amendments under the Deregulation Bill, following extensive consultation. The policy review document from the Department of Communities and Local Government was published in February 2015 and stated that (in its view) there are no planning issues in relation to temporary sleeping accommodation outside of London, the opening paragraph reads:

"While in all other parts of the country residents are able to let out their homes for short periods as a matter of course, in London short-term use is strictly regulated under legislation dating back to the 1970s. Short-term use as temporary sleeping accommodation is only permitted once planning permission is obtained from the local authority, which is a bureaucratic and disproportionate process for all concerned."

These controls were officially relaxed by s.44 of the Deregulation Act 2015, with s.25A providing exceptions with certain conditions. One of the new conditional

requirements in London is that the person or persons providing the temporary accommodation are liable to pay Council Tax.

On 22 February 2018, the Government updated the National Planning Practice Guidance, and confirmed that *'Planning permission is not required elsewhere in England to short-term let a dwellinghouse... In addition, and irrespective of its planning status, where the short-term letting is causing disruption that could be a "statutory nuisance" under the Environmental Protection Act 1990, a local authority is required to take reasonably practicable steps to investigate the complaint and where it is satisfied that such a nuisance exists, it must issue an abatement notice against the person responsible'*

The interpretation of 'dwellinghouse' for planning purposes primarily comes from the judgement in *Gravesham BC v SoS & O'Brien* 1982, this was expressed clearly in the now cancelled Circular 10/97: Enforcing Planning Control. This stated:

*"Where a single, self-contained set of premises comprises a unit of occupation, which can be regarded as a separate planning unit from any other part of a building containing them; are designed or adapted for residential purposes, containing the normal facilities for cooking, eating and sleeping associated with use as a dwellinghouse: and are used as a dwelling, **whether permanently or temporarily**, by a single person or more than one person, living together as, or like, a single family, those premises can properly be regarded as being in use as a single dwellinghouse, for the purposes of the 1990 Planning Act."*

Manchester City Council Report for Information

Report to: Neighbourhoods and Environment Scrutiny Committee – 10 October 2018

Subject: Keep Manchester Tidy Update

Report of: Chief Operating Officer

Summary

To provide the Scrutiny Committee with an update on the Keep Manchester Tidy campaign.

Recommendations

To consider and comment on the content of the report.

Wards Affected: All

Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	
A highly skilled city: world class and home grown talent sustaining the city's economic success	
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	
A liveable and low carbon city: a destination of choice to live, visit, work	Increasing recycling rates across the city will reduce Manchester's carbon footprint. Reducing litter will make the city cleaner.
A connected city: world class infrastructure and connectivity to drive growth	

Contact Officers:

Name: Heather Coates

Position: Strategic Lead: Waste, Recycling and Street Cleansing Services

Email: h.coates@manchester.gov.uk

Background documents (available for public inspection): None

1. Introduction

- 1.1. The consultation on The Manchester Strategy showed how passionately people feel about environmental issues and this feedback has been incorporated into the 'Our Manchester' vision to reduce littering, increase recycling and create a cleaner city. Whilst the City has a statutory obligation to keep streets clean – residents, businesses and visitors to Manchester have a key role to play in keeping it tidy.
- 1.2. In February 2017, Department for Environment, Food & Rural Affairs (DEFRA) launched England's first Litter Strategy. The strategy has been developed in response to the huge challenge litter poses to the nation. The paper sets out aspirations to reduce the impact of littering in every aspect of the environment and deliver a national campaign intended to drive a significant behaviour change.
- 1.3. Following the broadcasting of BBCs Blue Planet II at the end of 2017, there has been an extraordinary impact in raising awareness of the threat of plastics to our oceans and wider environment. A shift in consumers' attitudes towards single use plastic items is now starting to build momentum for positive environmental change. The City recognises that if this awareness could be linked to littering - this could provide the catalyst to achieving the stepped change in behaviour required to achieve a cleaner city.
- 1.4. In order to achieve our ambition to be a cleaner, litter-free city, recycling more, with better-quality parks, green spaces and waterways; and play our part in limiting the impacts of climate change – the City recognised it needed a clear plan of action to affect a behaviour change. In March 2018, Manchester City Council and Keep Britain Tidy formed a partnership 'with the aim of making Manchester the country's first 'Tidy City' by 2020.

2. Keep Manchester Tidy: Background

- 2.1. Keep Britain Tidy (KBT) are an independent environmental charity with three goals to eliminate litter, improve local places and prevent waste. In 2015, the charity established a Centre for Social Innovation. The Centre's work focuses on understanding the root causes of problems and uses behavioural science to create real and lasting change. They work in partnership with private, public and academic organisations across the country to better understand why people behave the way they do and use this evidence to help develop positive and impactful interventions.
- 2.2. The City has a longstanding relationship with KBT, with shared values that closely align with our vision for Manchester. The "Keep Manchester Tidy" campaign is the first formal partnership between a UK city and the national charity and is a potential trailblazer for a national network of 'Tidy Towns & Cities' in the future. It will involve public sector organisations, businesses, schools and residents' groups working together to tackle littering in all its forms.

2.3. Part of the City's partnership work is to assist Keep Britain Tidy to launch some National litter focused campaigns in Manchester. This provides us with an opportunity to engage with their campaigns and have some conversations about litter in our city. To support engagement with these campaigns, an independent taskforce has been formed, with local organisations and businesses invited to get involved to make their contribution to keeping Manchester tidy. These partners have been identified because they have responsibility for managing infrastructure, buildings and open spaces which are impacted by litter; deliver key public services and / or have the ability to amplify key messages through their communications platforms. The City's committed and hardworking residents and community groups are also key partners in translating these campaigns into action across the City.

3. Campaign Schedule (2018/19)

3.1. The table below provides an overview of the campaign schedule

Month	Campaign Launch / Event	Notes
March	Keep Manchester Tidy	Partnership launched 15 March 2018
May	Vehicle littering campaign	National campaign launched w/c 21 May
July	Left behind litter campaign Love Parks Week	National campaign launched 18 th July 2018 13-22 July
August	Smoking related litter campaign	National campaign launched 28 th August 2018
September	Eco Schools	New Eco School website launched. Work stream to commence
October	Flytipping Dog Fouling campaign	'Insights into flytipping behaviour' – KBT workshop in Manchester. Wider research to commence in October 2018. Target: end of October 2018
November	MCC Be Proud Awards – 16 th November 2018	Friday 16 th November, 6pm at the Midland Hotel
February	KBT Annual Conference and Awards in Manchester	

3.2. Further detail about these campaigns are provided in Appendix A.

4. Measuring & Monitoring Progress

- 4.1. To ensure the partnership is able to effectively and robustly measure the impact of campaigns and interventions - a monitoring framework is being developed. This will include data the City already collects as part of annual customer surveys, service request information and street cleansing surveys. Surveys will also be undertaken by KBT to establish a baseline in conditions. Individual campaigns will be measured using communications data to measure impact and reach.

Local Environment Quality Survey of England (LEQSE)

- 4.2. Keep Britain Tidy has carried out the Local Environmental Quality Survey of England (LEQSE) and published the results annually since 2001. There was a pause for two years during 2015/16 and 2016/17. Many stakeholders expressed an interest in this research being repeated, and so in 2017/18, Keep Britain Tidy carried out the survey again. The survey measures the presence of litter, and it also measures other indicators of cleanliness such as detritus, graffiti and fly-posting.
- 4.3. Keep Britain Tidy use a sampling framework that delivers a statistically robust sample of sites across England, using a range of structured and random sampling. This provides data that is representative of England. 7,200 sites were surveyed between April 2017 and March 2018 by a dedicated team of experienced assessors with a wealth of experience in conducting local environmental quality surveys. Sites are assessed using a grading system based on the same principles used in Defra's Code of Practice on Litter and Refuse. Using the grading system A - D. This is the same methodology employed by Biffa and Officers to monitor the cleansing contract.
- 4.4. Other information such as the type of land use and the presence or absence of particular litter types is recorded, providing further insight into the litter issues impacting England. It is through using this type of research that KBTs Centre for Social Innovation is able to identify key issues around waste, place and litter and find innovative solutions to improve our environment As well as grading sites, supplementary data on litter and land use are recorded.

Local Environment Quality Survey of Manchester (LEQS)

- 4.5. This year Keep Britain Tidy has carried out two Local Environmental Quality Surveys in Manchester during 2018. The first was carried out in Manchester City Centre in March 2018. Following on from that a city-wide survey was carried out across a total of 31 wards in Manchester in late July and early August 2018. 26 sites were surveyed in each of the 31 wards to make a city wide total of 806 transects. The surveys provide detail about the types of littering behaviours that exist across the city; types of litter dropped; and a series of recommendations to

reduce these issues. This information will form a baseline for measuring the impact of litter interventions.

5. Next Steps

- A dedicated 'Keep Manchester Tidy' Project Manager will be in post from early October 2018.
- Support for resident and community groups to deliver the litter interventions in their neighbourhood.
- Further work with the Litter Task Force to deliver litter interventions and identify how stakeholders can work together to make the City cleaner.
- KBT to undertake research into behaviour of flytippers in Manchester to gain insights which can be used to develop a Manchester specific campaign.

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APPENDIX A

Further detail about the KBT campaigns:

1) Vehicle Litter

Background

Littering from vehicles is a significant problem for land managers charged with keeping our highways clean. It is an anonymised behaviour, so people feel that they will not be judged for their littering and are unlikely to be caught. The law changed in April 2018 so that if litter is seen being thrown from a vehicle, the registered keeper can be fined but there is a low level of awareness of this.

Objectives

To raise awareness of the issue of vehicle littering, to draw attention to the behaviour so that those who do it feel that they are not able to do it without judgement from those around them and to raise awareness of the change in the law.

Insight

- Highways England collects approx. 200,000 sacks of litter from the strategic roadwork every year, or about 7,500 tonnes.
- In the most recent Local Environmental Quality Survey of England (2014-15)
 - 82% of main roads had smoking-related litter on them
 - 66% had confectionery packaging on them
 - 62% had plastic bottles/cans on them
 - 50% had fast-food packaging on them
- Hotspots include points at which traffic is moving slowly or queuing including motorway slips road and commuter routes, lay-bys
- Littering from vehicles happens at all times of day due to the anonymised behaviour but may be more prevalent at night when people feel that they are even less likely to be seen/judged
- Young men are most likely to litter from vehicles but the behaviour is not confined to one group so the messaging applies to all

Audiences

As this is an awareness-raising campaign, the target audience is all motorists but obviously the creative message is designed to appeal to younger, male drivers and their passengers. In testing, the creative resonated particularly well with this demographic.

Key messages

- Littering from vehicles is a crime and you can be fined £80 if litter is thrown from your vehicle
- Keep your rubbish in your vehicle and bin it when you can
- #DontBeATosser

Channels

- PR
- Social media

- Keep Britain Tidy website
- Email
- OOH advertising

2) Left Behind Litter

Background

KBT's research has shown that people often litter by carefully placing or leaving their rubbish behind, such as on a bench where they have been sitting or on a surface they are walking past, like an electricity box.

KBT believe that leaving litter behind is a behaviour that has not previously been effectively targeted with behaviour change interventions. They think that this is a less overt and more disguised way of littering and that people litter in this 'careful' way as it is seen as more acceptable to do so than throwing or blatantly dropping items.

The charity's new intervention addresses this behaviour directly, highlighting that 'leaving is littering' at the moments at which people are likely to carry out this behaviour. For example, using large floor stickers which can be used around seating areas, benches and bus stops; wall and window stickers to be used on ledges and window sills and; posters to be used on lampposts and fences in high street areas where people tend to eat on the go. These eye-catching materials feature those items which tend to get left behind including coffee cups, sandwich boxes and drinks cans.



Intervention objectives

- Raise awareness that leaving litter behind is still 'littering'
- Reduce litter in target areas

Audiences

This is a behaviour change intervention; it targets those who eat 'food on the go'. This is a wide range of audiences. However, our insights show this tends to be younger age groups. This was considered in the design of intervention materials.

Key messages

- Leaving litter behind is still littering
- Litter should be put into a bin

Available intervention materials (part of pilot interventions)

- Floor stickers (approx. $\frac{3}{4}$ metre²)
- Wall/other surface stickers
- Window stickers
- A3 Correx signs/posters – with a supporting message

Additional materials to up-weight the intervention

- Social media assets
- Digital artwork to be used in digital advertising spaces bus stops/billboard
- Bin stickers
- Smaller posters or stickers (e.g. inside local businesses, outside on lampposts)

Communications channels

- Intervention materials
- Outdoor advertising
- PR
- Social media
- Keep Britain Tidy website
- Email

3) Cigarette Litter**Background**

Research shows that 80% of the litter found in the sea was originally dropped on land. Following David Attenborough's Blue Planet 2, there has also been a surge of public and media interest in the issue. However, we felt that there was a disconnect between people's concerns about the environment and the impact of their own behaviour, particular in relation to how items littering inland, such as cigarette butts, can become marine litter.

This year KBT have developed a new national campaign to focus on the important issue of cigarette litter. In addition to being a priority litter issue for local authorities, there are wider impacts which make this a key issue we have chosen to focus on. These include the fact that cigarette butts can easily wash into the water system and seas through processes such as run-off and via the sewerage system, becoming marine litter and causing wider environmental damage. The extent of this damage is only now beginning to be understood, for example, with new studies demonstrating that metals such as arsenic and cadmium trapped in cigarette filters leach into the water causing acute harm to organisms.

To underpin the development of the new campaign, we carried out research with YouGov comprising a national survey with 2000 adults with further questions being

asked of 500 smokers. This explored in particular, the perceived acceptability of littering cigarette butts on street and into drains and gutters and whether people understood that cigarette butts littered on street could make their way into waterways and seas.

The research was successful in uncovering new and relevant insights. The research confirmed that people don't like to see cigarette butts – 89% of people hate to see them on street and 93% hated to see them floating in the sea. However, public perceptions of cigarette littering is not consistent – 93% of respondents to the research think it is unacceptable to through a butt from a car window but only 75% think it is unacceptable to put a butt down a drain. A significant 22% of the public actually classed putting a butt down a drain as acceptable, rising for those who smoke every day to 52%. Linked with this, there is inconsistency in what people consider 'littering' with 90% of people classing dropping a cigarette butt on street or throwing it from a car as littering, but only 63% classing putting a cigarette butt down a drain as littering. Looking just at smokers responding to this question, only 38% of smokers classed putting a cigarette butt down a drain as littering.

Encouragingly, KBT found that 77% of smokers surveyed are concerned that cigarette butts dropped on the ground may end up in the sea and leach toxins into the water, killing or injuring marine life and 70% saying that knowing this would be more likely to take the time to find a bin or ashtray for their cigarette butt. This insight has therefore formed the basis of our new campaign.

All campaign creatives are being tested with smokers as part of the development process.

Campaign objectives

- Raise awareness of the fact that smoking-related litter can enter waterways from drains and gutters
- Encourage smokers to dispose of the cigarette butts correctly
- Stimulate public debate about smoking-related litter

Audiences

- Smokers
- Wider public

Key messages

- Smoking-related litter can get into waterways and seas via gutters and drains causing damage to wildlife
- Cigarette butts constitute litter and should be correctly disposed of in a bin like other types of litter

Channels

- Outdoor advertising
- PR
- Social media

- Keep Britain Tidy website
- Email

4) Dog Fouling ('we're watching you') - target launch October 2018. Further details available at: <http://www.keepbritaintidy.org/local-authorities/reduce-litter/dog-fouling/solutions/were-watching-you>

Next steps: Preliminary discussions with Parks & Grounds Maintenance to identify areas where dog fouling is a particular challenge.

5) Flytipping

Keep Manchester Tidy will undertake a research project in Manchester. This will include focus groups; analysis of current services provided, review of communications used and analysis of flytip data.

On 24th September, KBT hosted an event in Ardwick, Manchester - 'Using Behavioural Insights to Tackle Flytipping'.

6) Eco Schools

Background:

Eco-Schools is a global programme engaging millions of children across 64 different countries, making it the largest environmental schools programme in the world. 18 million children attend an Eco-School worldwide. The scheme is run by Foundation for Environmental Education (FEE) was launched in 1994 in response to the 1992 UN Rio Earth Summit. Keep Britain Tidy is the Eco-Schools National Operator for England, where more than 18,000 schools are registered and 1,200 schools currently hold the internationally recognised Eco-Schools Green Flag.

How it works:

The Eco-Schools Programme follows a very simple international Seven Step process that forms the criteria for the Eco-Schools Green Flag Award. The Eco-Schools Programme is pupil-led; involves hands-on, real-world learning and gets the whole school and the wider community involved in exciting environmental projects.

Seven steps:

- STEP 1 Set up an Eco-Committee
- STEP 2 Undertake an Environmental Review
- STEP 3 Develop an Action Plan
- STEP 4 Monitoring and evaluation
- STEP 5 Informing and involving
- STEP 6 Link the Eco Schools programme to the curriculum
- STEP 7 Eco-Code - the Eco Committee's Mission Statement

The programme provides Schools with free resources for each of the Seven Steps to help the school progress to the internationally recognised Eco-Schools Green Flag Award within 12 mths of registration. Along the way, the school can achieve a Bronze Award, followed by a Silver Award, through self-assessment. This provides recognition of the work pupils have completed towards their Eco-Schools Green Flag.

The programme covers ten topics. Schools can achieve bronze status by completing the first three steps above - to progress further they must cover one topic for the Silver Award, three topics to gain a first Green Flag and five topics for Green Flag renewals, every two years. All topics can be easily incorporated into school life and curriculum regardless of the age of your pupils.

Topics covered:

1. Waste (opportunity to promote 'recycle more, recycle right' message)
2. Litter (Keep Manchester Tidy campaigns)
3. Energy
4. Biodiversity
5. Transport
6. Healthy Living
7. School Grounds
8. Air
9. Marine (plastic litter - link to sea)
10. Global Citizen

The webpages have recently been updated:

<https://www.eco-schools.org.uk/>

Next steps:

There are c168 educational establishments in Manchester including primary, secondary and specialist schools. 78 of these schools are registered with the scheme. Eco Schools presents MCC an opportunity to engage young people to understand the key priorities for the city. It's free for Schools to register with the scheme and no fees are incurred until a School applies for 'green flag' status - £200. Working with the Head Teachers forum, Officers will engage with Schools about the City's aspiration to develop and grow the Eco School scheme as a vehicle to engage with young people about the key priorities for the city. The proposal is to develop an Eco Schools forum and invite representatives from all Manchester schools to engage with Officers from various MCC departments and GM bodies to showcase and promote how schools can receive support to achieve Eco Schools status by supporting campaigns and initiatives which link to Our Manchester priorities.

**Manchester City Council
Report for Resolution**

Report to: Neighbourhoods and Environment Scrutiny Committee – 10
October 2018

Subject: Overview Report

Report of: Governance and Scrutiny Support Unit

Summary

This report provides the following information:

- Recommendations Monitor
- A summary of key decisions relating to the Committee's remit
- Items for Information
- Work Programme

Recommendation

The Committee is invited to discuss the information provided and agree any changes to the work programme that are necessary.

Contact Officers:

Name: Lee Walker
Position: Scrutiny Support Officer
Telephone: 0161 234 3376
Email: l.walker@manchester.gov.uk

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.

None

1. Monitoring Previous Recommendations

This section of the report lists recommendations made by the Neighbourhoods and Environment Scrutiny Committee. Where applicable, responses to each will indicate whether the recommendation will be implemented, and if it will be, how this will be done.

Date	Item	Recommendation	Response	Contact Officer
19 July 2017	NESC/17/31 Manchester Climate Change Agency: progress report 2015-17	That a performance dashboard be established that could be used to provide a summary of progress against the citywide climate change strategy.	A response to this recommendation has been requested and will be circulated once received.	Richard Elliott Head of Policy, Partnerships and Procurement
6 September 2017	NESC/17/39 Food Hygiene Inspection Programme	The Committee recommended that the Executive Member for Neighbourhoods should make representations to ensure that all food premises are required to display their current food star hygiene rating.	An update is provided at section 3 of this report.	Fiona Worrall Chief Operating Officer - Neighbourhoods
6 September 2017	NESC/17/42 Taxi Licensing Enforcement	The Committee recommends that the Director of Neighbourhoods provide an update to the next meeting on the progress made with GMP to co-opt a police officer to work with the Taxi Compliance Team.	An update is provided at section 3 of this report.	Fiona Worrall Chief Operating Officer - Neighbourhoods
6 September 2017	NESC/17/42 Taxi Licensing Enforcement	The Committee recommends that the Executive Member for Neighbourhoods should make representations for the introduction of a national registration scheme for all taxi drivers.	An update is provided at section 3 of this report.	Fiona Worrall Chief Operating Officer - Neighbourhoods

2. Key Decisions

The Council is required to publish details of key decisions that will be taken at least 28 days before the decision is due to be taken. Details of key decisions that are due to be taken are published on a monthly basis in the Register of Key Decisions.

A key decision, as defined in the Council's Constitution is an executive decision, which is likely:

- To result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council's budget for the service or function to which the decision relates, or
- To be significant in terms of its effects on communities living or working in an area comprising two or more wards in the area of the city.

The Council Constitution defines 'significant' as being expenditure or savings (including the loss of income or capital receipts) in excess of £500k, providing that is not more than 10% of the gross operating expenditure for any budget heading in the in the Council's Revenue Budget Book, and subject to other defined exceptions.

An extract of the most recent Register of Key Decisions, published on **2 October 2018**, containing details of the decisions under the Committee's remit is included overleaf. This is to keep members informed of what decisions are being taken and to agree, whether to include in the work programme of the Committee.

Decisions that were taken before the publication of this report are marked *

Decision title	What is the decision?	Decision maker	Planned date of decision	Documents to be considered	Contact officer details
Clean and Green Fund Ref: 15/025	Long-term improvements to cleanliness and environment of the city.	City Treasurer	March 2018 or later	Requests from Growth and Neighbourhoods Directorate	Carol Culley 0161 234 3590 carol.culley@manchester.gov.uk

<p>Cycle City Ambition Grant Phase 2 – 2015 to November 2018 (part of the Velocity 2025 Programme)</p> <p>Ref: 15/061</p>	<p>To approve the Cycle City Ambition Grant to be delivered within the allocated budget which is set by TfGM. Delegated powers approval(s) to undertake the required works on the highway and Traffic Regulation Order amendments.</p> <p>There are 2 corridors included in this scheme: Chorlton Cycleway Regional Centre.</p>	<p>Citywide Highways Manager in consultation with the Executive Member for the Environment</p>	<p>March 2018 or later</p>	<p>Delegated Approvals Report</p>	<p>Mark Stevenson 0161 219 6215 m.stevenson@manchester.gov.uk</p> <p>Nichola McHale 0161 219 6278 n.mchale@manchester.gov.uk</p>
<p>Great Ancoats Street Growth Deal Funding</p> <p>Ref: 15/064</p>	<p>To obtain approval to carry out the associated highway alterations and statutory legal procedure to process the Traffic Regulation Orders.</p>	<p>Citywide Highways Manager (in consultation with the Executive Member for the Environment)</p>	<p>March 2018 or later</p>	<p>Delegated Approvals report</p>	<p>Mark Stevenson 0161 219 6215 m.stevenson@manchester.gov.uk</p> <p>Val Edwards 0161 219 6522 v.edwards@manchester.gov.uk</p>

<p>Greater Manchester Growth Deal 2, Minor Works Programme</p> <p>Ref: 2016/12/19B</p>	<p>Greater Manchester Growth Deal 2 grant funding has been made available by the Greater Manchester Combined Authority (GMCA) for a programme of minor works projects. The minor works will comprise highway improvement works which will include a range of measures from pedestrian crossing facilities, parking and footway improvements and traffic calming.</p>	<p>Director of Highways</p>	<p>March 2018 or later</p>	<p>Report and Recommendation</p>	<p>Emma White 0161 219 6521 e.white@manchester.gov.uk</p> <p>Kevin Gillham 0161 234 5148 k.gillham@manchester.gov.uk</p>
<p>Highways Investment Programme 2017-18 to 2021-22</p> <p>Ref: 2017/03/21B</p>	<p>The approval of the programmes of planned maintenance works for the purpose of improving the condition of the highways network within the City.</p>	<p>The Executive</p>	<p>March 2018 or later</p>	<p>Report and Recommendation</p>	<p>Paul Swann 0161 219 2220 p.swann@manchester.gov.uk</p>

3. Items for Information: Responses to previous recommendations

Subject: NESC/17/39 Food Hygiene Inspection Programme

Recommendation: The Committee recommended that the Executive Member for Neighbourhoods should make representations to ensure that all food premises are required to display their current food star hygiene rating.

Response: Following the meeting Councillor Nigel Murphy wrote to the Chief Exec of the Food Standards Agency requesting that display of the FHRs score be made mandatory in England as it already is in Wales and Northern Ireland. In addition, although food businesses cannot currently be required to display their food hygiene rating they are actively encouraged to do so following inspections. Those with a level 4 or 5 will usually display their score, as it makes good business sense to do so. It is more hit and miss with businesses with a level 3 and businesses will generally not display a low score at level 0 - 2 until it becomes mandatory as it would be counter productive for them to do so.

The food safety team is also doing food safety coaching sessions with businesses who get a low score entitled 'How to achieve a level 5' which informs businesses of the actions they need to take and benefits of achieving a high score and how display of it can attract customers and support the growth of their business. We also warn business of the negative impact on them of a low score when mandatory display is eventually implemented.

Provided by: Strategic Lead Compliance, Enforcement and Community Safety
The Neighbourhoods Directorate

Subject: NESC/17/42 Taxi Licensing Enforcement

Recommendation: The Committee recommends that the Director of Neighbourhoods provide an update to the next meeting on the progress made with GMP to co-opt a police officer to work with the Taxi Compliance Team.

Response: Following a review of the previous approach/decision (taken in 2016) as well as the current budgets, further discussions with GMP resulted in an agreement that the Taxi Licensing Unit would have access to a team of specially trained Specials to work covertly in conjunction with Uniformed Officers and Taxi Compliance Officers on Illegal Plying for Hire Operations on at least a monthly basis. This activity mirrors the 'best practice' observed in Birmingham when the suggestion of a co-opted officer was first raised. These operations began in April 2018 and details have been discussed and fed back directly to Members and the Taxi trades. In addition, GMP's Licensing Team (previously focused solely on Premises) would provide additional support accessing systems and providing statements in evidence to support MCC proceedings against Taxi and Private Hire Drivers as necessary. It is considered that the new arrangements provide more flexibility and resilience of resource than would have been possible with one dedicated officer.

Provided by: Licensing Unit Manager Planning, Building Control & Licensing

Subject: NESC/17/42 Taxi Licensing Enforcement

Recommendation: The Committee recommends that the Executive Member for Neighbourhoods should make representations for the introduction of a national registration scheme for all taxi drivers.

Response: Representations were made and the LGA commissioned the creation of a National Register of Taxi Licence Revocations and Refusals, hosted by the National Anti-Fraud Network (NAFN). The register went live September 2018 with guidance being issued in August 2018. The Licensing Unit are now taking the necessary steps to implement the use of this within the service (updating data governance and retention schedules, policies, procedures, forms and letters and staff training). Whilst the register remain voluntary at present for local authorities, there is a bill presented to Parliament by Daniel Zeichner MP due a second reading in October 2018 to make the use of such a register mandatory.

Provided by: Licensing Unit Manager Planning, Building Control & Licensing

**Neighbourhoods and Environment Scrutiny Committee
Work Programme – October 2018**

Wednesday 10 October 2018, 10am (Report deadline Friday 28 September 2018)				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Waste, Recycling and Street Cleansing Progress Report	<p>To receive a report updating on progress in delivering waste and recycling and street cleansing services. Report also to include:</p> <ul style="list-style-type: none"> • Update on Apartment Service Changes; • Cycle Lane Cleansing Update - this report will also provide information on the proposed programme for cleansing of cycle lanes of leaf / grit / ice and other debris; • Fly tipping – private property and residential properties and commercial waste; • Street cleaning outside the city centre and at ward level; • Air B&B and the increase of fly tipping in city centre; • How to influence behaviour change to improve waste and recycling and address fly tipping; • Weeds control and clearing. • Planning conditions regarding waste disposal for both domestic and commercial premises; • Impact of permitted development on waste – role of planning in this. 	Cllr Akbar Cllr Stogia	Matthew Bennett Heather Coates Julie Roscoe	
Keep Manchester Tidy Campaign Overview	This report will provide an overview of the City's' partnership with Keep Britain Tidy and the 'Keep	Cllr Akbar	Heather Coates	

	Manchester Tidy' campaign.			
Overview Report	This is a monthly report which includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.	-	Lee Walker	

Wednesday 7 November 2018, 10am (Report deadline Friday 26 October 2018)				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Annual report on Compliance and Enforcement Activity	<p>To receive the annual report setting out activity in Compliance and Enforcement Services. Report to include information on the activities undertaken around:</p> <ul style="list-style-type: none"> • Enforcement in relation to double yellow line tickets, blocked highways, Hot Food providers and waste contracts and how these are policed; • Enforcement activity undertaken by the Licensing and Out of Hours Compliance Team outside of the city centre area; • Tackling counterfeit goods, with particular reference to the Strangeways area. 	Cllr Akbar	Fiona Sharkey	
Highways Reactive Maintenance	<p>To receive a report on the Highways Reactive Maintenance Programme. The report will include information on:</p> <ul style="list-style-type: none"> • Pothole repairs; and • Drainage and gullies clearance and repairs. 	Cllr Stogia	Steve Robinson	
Highways and the Flow of Traffic in the	<p>The report to include information on:</p> <ul style="list-style-type: none"> • Impact of traffic flow in the City Centre on clean air; 	Cllr Stogia	Richard Elliott	

City Centre	<ul style="list-style-type: none"> Pavement and footpath conditions – and information of how planned maintenance work is communicated with local residents and businesses. 		Kim Dorrington	
Overview Report	This is a monthly report which includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.	-	Lee Walker	

Wednesday 5 December 2018, 10am (Report deadline Friday 23 November 2018)				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Greater Manchester Clean Air Plan	The Committee will receive the full Business Case for consideration and consultation.	Cllr Stogia	Richard Elliott	To be confirmed.
Cycle City Ambition Grant	An update on work to increase safe cycling routes across the city. Report to include information on the Cycling Policy.	Cllr Stogia	Richard Elliott	
Overview Report	This is a monthly report which includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.	-	Lee Walker	

Wednesday 9 January 2019, 10am (Report deadline Friday 28 December 2018)				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Green and Blue Infrastructure Strategy	To receive the annual progress report on the implementation of the Green and Blue Infrastructure Strategy. This report will include information on the Principles of Tree management.	Cllr Stogia	Richard Elliott	
Overview Report	This is a monthly report which includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.	-	Lee Walker	

Wednesday 6 February 2019, 10am (Report deadline Friday 25 January 2019)				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Shisha Bars	Update on work to tackle the challenges and issues presented by the City's Shisha Bars.	Cllr Akbar	Fiona Sharkey	
Overview Report	This is a monthly report which includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.	-	Lee Walker	

Items to be scheduled				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Greater Manchester Clean Air Plan	To present the outline business case for consideration and comment.	Cllr Stogia	Richard Elliott	
Air Quality Task and Finish Group – Update report	To receive a report that provides the Committee with an update on the actions taken to progress the recommendations made by the Air Quality Task and Finish Group. The report will include a section specifically on air pollution around schools.	Cllr Stogia Cllr Craig	Richard Elliott	See minutes of NESC November 2017. Ref: NESC/17/53 Invitation to Cllr Paul, Chair of the Air Quality Task and Finish Group