



# **Overview and Scrutiny Behaviour Change and Waste Task and Finish Group**

Date: Wednesday, 24 July 2019

Time: 2.30 pm

Venue: The Council Chamber, Level 2, Town Hall Extension,  
Manchester City Council

Everyone is welcome to attend this committee meeting.

## **Access to the Council Chamber**

Public access to the Council Antechamber is on Level 2 of the Town Hall Extension, using the lift or stairs in the lobby of the Mount Street entrance to the Extension. That lobby can also be reached from the St. Peter's Square entrance and from Library Walk. **There is no public access from the Lloyd Street entrances of the Extension.**

## **Membership**

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**Councillors** - Hassan, Hughes, Jeavons, Kilpatrick, Lyons, Reid, Whiston and Wright

## Agenda

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- 1. Minutes** 3 - 8  
To approve as a correct record the minutes of the meeting held on 20 March 2019.
  
- 2. Businesses and Management of Waste** 9 - 34  
Report of the Strategic Lead (Waste, Recycling and Street Cleansing)  
  
This report provides Members with further information about the work being undertaken to encourage and support businesses to effectively manage their waste.
  
- 3. Feedback from Members on their findings**  
The purpose of this item is for Members to feed back on their findings and are invited to propose recommendations based on the evidence they have considered. These recommendations will then inform the final report which will be submitted to the final meeting of the Task and Finish Group which will conclude this investigation.
  
- 4. Terms of Reference and Work Programme** 35 - 38  
Report of the Governance and Scrutiny Support Unit  
  
Members are invited to review and approve the terms of reference and work programme.

## Further Information

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For help, advice and information about this meeting please contact the Committee Officer:

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This agenda was issued on **19 July 2019** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 3, Town Hall Extension (Mount Street Elevation), Manchester M60 2LA

## **Neighbourhoods and Environment Scrutiny Committee – Behaviour Change and Waste Task and Finish Group**

### **Minutes of the meeting held on 20 March 2019**

#### **Present:**

Councillor Hughes (In the Chair)  
Councillors Jeavons and Kilpatrick

**Apologies:** Councillors Reid and Wright

#### **Also Present:**

Councillor Akbar, Executive Member for Neighbourhoods  
Councillor Richards, Executive Member for Housing and Regeneration  
Claire Benson, Littermum  
Roxana Allison, Be Longsight  
Anna Komoniecka, Litter Ambassador  
Debbie Burton, Levenshulme Square Residents  
Sue Hare, Chair of Community Guardians  
Anne Tucker, Upping It

### **NESC/BCW/19/04 Minutes**

The Chair enquired if any analysis had been undertaken to compare the cost incurred to remove fly tipping compared to reducing or removing the charge at recycling centres for commercial waste.

The Strategic Lead: Waste, Recycling and Street Cleansing Services advised that an update on this would be provided following a period of mobilisation from 1 June 2019 as the new Greater Manchester Combined Authority waste disposal contract had been awarded.

#### **Decision**

To approve as a correct record the minutes of the meeting held on 21 January 2019.

### **NESC/BCW/19/05 Discussion item: Examples of good practice**

To help inform the deliberations and the final recommendations of the Group, Members had invited a number of residents groups to attend this meeting so that they could hear of their experiences in addressing waste and litter in their respective communities. This meeting provided an opportunity for Members to hear from; discuss with and share experiences of what residents had done to overcome any barriers they had faced to improving their neighbourhoods.

The Group welcomed a number of invited guests who had agreed to attend the meeting. The Chair invited each guest in turn to address the Members.

Claire Benson, Littermum and Litter Ambassador stated that she became passionate about tackling litter in her local community as she was appalled by the levels of this in her area. She established a Twitter group to connect with other local community groups and to highlight the issue and galvanise action to address general litter and litter associated with the construction industry. She further described that she had worked within her apartment block to engage with other residents to support recycling activity in her block, reporting that in the previous 6 months recycling had increased by 29%. She recommended that this could be replicated across all apartment blocks by engaging with property management companies to have a dedicated tenant/occupier recycling champion or building manager to support and drive this agenda. She further commented that this could also be supported by appropriate information regarding recycling arrangements being issued to tenants when they initially moved into an apartment. Members and guests commented that that this was feasible in apartment blocks with established, long term occupants, however the challenge arose in those apartments with a high turnover of tenants.

The Executive Member for Neighbourhoods stated that he welcomed the increased recycling rates reported by Ms Benson, noting that this was a very significant achievement. He reported that he acknowledged the comment regarding the role of a recycling champion in apartment blocks and the positive impact this could have and consideration would be given as to how this could be progressed and rolled out further, with thought given to a possible incentive scheme for tenants to become a champion in their block.

The Executive Member for Housing and Regeneration acknowledged the comment regarding the challenge due to turnover of tenants and stated that the housing market needed to be flexible, especially in the city centre however she had recently visited a new build site that was in development that would be let to the private rented sector, and the intention of this development would be to offer longer tenancies that would contribute to creating communities within blocks.

A Member further commented that the challenge had been to retrofit recycling facilities into existing apartment blocks and noted the progress that had been made to address this.

In regard to construction litter Ms Benson advised that she had actively engaged with contractors to get them to enter into a litter pledge that committed contractors to undertake regular sweeps to ensure any waste and litter associated with the construction site was collected and removed in a timely manner.

She further commented that in addition to the positive impact the work of her group contributed to the physical environment it also had an impact on people's mental health.

The Group then heard from Roxana Allison from Be Longsight who described that her group had developed, with the support of Upping It in response to the significant issue of fly tipping experienced in her local neighbourhood. She described that by working with local residents, engaging with the local primary school and with the support of local Members they had transformed an alley way. She described that the transformation of the alleyway had increased residents' pride in their area and helped

build positive relationships amongst neighbours. She further commented that the activity days delivered with the support of Active Streets had also had a positive impact on the local community. She stated that the benefits to the area was recognised by other residents and they were keen to replicate this in other alleyways and her group would support them to deliver this and help build community networks.

The Group were shown a video that had been produced to capture and document the work of the residents.

The Executive Member for Housing and Regeneration paid tribute to the work of the group and their achievements, noting that it had not been easy for them and the success could be attributed to the dedication and determination of a core group of individuals.

Ms Allison described that a barrier they had experienced was engaging with, and obtaining the support of local businesses, however they would continue to work on this. She informed the Group that there were specific issues and concerns related to an individual business in the area. The Executive Member for Neighbourhoods advised that he would ask Neighbourhood Officers to investigate the issues raised.

The Group then heard from Anna Komoniecka, Litter Ambassador who explained that she had established a Facebook group to advertise and promote litter picks and clean up events across Greater Manchester and she encouraged all Members of the Task and Finish Group to join the group and promote this whenever possible. She stated that the Facebook group had helped promote and link a network of groups across all generations that could help motivate each other, share information and experiences. She stated that the Keep Blackburn Tidy Group was a good example of this work and recommended that Members viewed their webpage.

A Member commented that it was important to recognise the role of the online community to support and drive this activity and consideration needed to be given as to how this could be supported further. The Chair commented upon the recent positive outcomes experienced in his ward following information sharing on a local community website.

The Group then heard from Debbie Burton from Levenshulme Square Residents who described the activities delivered in her local neighbourhood to address the issue of litter and develop community activity and awareness around this issue. She described that regular litter picks were organised and these were advertised with posters on communal gates and leaflets delivered to houses. She commented that street parties had been organised that had helped develop a sense of pride in the area which representatives of Biffa had attended to promote good practice around the issue of waste and recycling. She further informed the Group that a calendar of events had been designed and delivered to homes in the area that included information to promote the Council's bulky waste collection service. She stated that local events had also been organised around specific issues, such as the Beeline Network proposals and the popular local market was used to engage with residents and promote community events.

Ms Burton commented that despite their efforts they still experienced fly tipping in specific hotspots and suggested that consideration should be given to installing CCTV cameras to identify perpetrators and assist with any prosecutions. She stated that any prosecutions should then be reported in the local press to support the message that this antisocial behaviour would not be tolerated and the ambition should be to make littering and fly tipping socially unacceptable, in the same way as drink driving campaigns had influenced behaviour change and attitudes.

The Group then discussed the appropriateness of, and their individual experiences in directly challenging people who were witnessed littering, noting that personal safety should always be considered.

Guests reported that the online reporting system, especially when using a phone when out in the neighbourhood was problematic and caused frustration and requested that this system be reviewed to ensure it was fit for purpose.

The Strategic Lead (Waste, Recycling and Street Cleansing Services) reported that the additional investment in Neighbourhood Services would allow for the use of CCTV to target fly tipping hotspots and options for this were being explored. She further acknowledged the comments regarding the online reporting system and advised that a new system would be introduced later this year and she was confident that this would address the reporting issues raised by the guests. A Member commented that it was important that the reporting system was appropriate to enable residents to confidently report any issues that they identified, further commenting that an analysis of the number of abandoned online reports be undertaken by officers.

The Group then heard from Sue Hare, Chair of Community Guardians who described her experience of living in a neighbourhood with a significant student population. She commented that a challenge they experienced was as a result of a transient population and the attitude of both students and private landlords to the local area. She described that residents had sought to influence local planning and licensing applications to improve the area, commenting that the area was now subject to a Cumulative Impact Policy. She said that they had also worked with the local Civic Society to restrict the number of family sized homes being converted into Houses of Multiple Occupation (HMO) and to retain the properties as family homes.

Ms Hare commented that improvements had been realised through a partnership approach developed with the local police and the Universities, that included University funded night time patrols to tackle student related anti-social behaviour. However, she believed the University needed to do more to promote and encourage social responsibility amongst their students living in neighbourhoods, noting the significant impact student house parties had on the area that resulted in noise, litter and damage. A Member commented that Universities should use Freshers Week to positively engage with students around this issue, suggesting that they would be more receptive to this message when they first arrived to study. The Strategic Lead (Waste, Recycling and Street Cleansing Services) advised that they worked with the Universities and this suggestion would be relayed to them.

Ms Hare described that they had produced and delivered welcome leaflets that were distributed at the beginning of the academic year and her group had also

implemented relatively small, but important physical changes to the local area, such as the planting of flowers that have improved the appearance of the area, fostered a sense of pride and had provided an opportunity to engage with residents on the street who had stopped to speak. She said it was important to lead by example to influence behaviour change, however this was a challenge due to the regular turnover of students living in the area.

The Group then discussed the issue of waste generated at the end of the academic year when properties were emptied in preparation for new tenants. Members commented that more needed to be done to encourage the recycling of materials, and the upcycling of household goods. Ms Komoniecka stated that she had contacts with the Students Union who could support this and advertise any such scheme on their website. The Strategic Lead (Waste, Recycling and Street Cleansing Services) further informed the Group that options for organising the collection of upcycled student household goods at the end of the academic year were being explored.

The Executive Member for Neighbourhoods noted the positive impact a welcome leaflet and friendly introduction could have to build relationships and generate a sense of community. He further noted the comments regarding the positive outcomes that could be achieved by upcycling student household equipment at the end of the academic year. He commented that if landlords fly tipped they would be investigated and prosecuted as it was completely unacceptable. The Executive Member for Housing and Regeneration commented that the University had previously supported community payback schemes, whereby students would engage in litter picks and community clean ups. She stated that these had been very positive and had helped establish good relations between students and residents. She stated that community organisations were vital to influence behaviour change, build networks and resilience and local Councillors should actively engage with and support this activity.

The Group then heard from Anne Tucker from Upping It who described that the ethos of Upping It was to focus on solutions and what could be achieved to turn despair into positive actions. She recommended that regular and routine planning inspections needed to be undertaken post development to ensure that all of the required recycling facilities and management arrangements were in place and complied with. She further recommended that communications needed to be improved between waste operative teams to ensure contaminated container bins were emptied in a timely manner and a named contact at Biffa should be provided to resident groups. She further stated that issues had arisen when the extra black bin allocated to HMOs were not collected.

Ms Tucker further informed the Group of a piece of work that her group had undertaken to analyse car ownership in the Moss Side area. She reported that car ownership was low, however the roads during the day time period were fully occupied by parked vehicles from workers using these streets as car parking, adding that they often parked irresponsibly. She stated that this then had an impact on the ability of road sweepers being able to access the roads and footpaths to clean, and consideration needed to be given to this as this gave rise to the perception of the area being dirty but this was not the fault of the residents.

Ms Tucker commented that a significant issue could be attributed to commercial

waste and fly tipping and this needed to be addressed. The Strategic Lead (Waste, Recycling and Street Cleansing Services) advised that proactive work was ongoing to identify perpetrators of commercial waste fly tipping and to ensure that business had the correct waste management arrangements in place, commenting that enforcement action would be taken to address any deficiencies.

Ms Tucker informed the Group that she had submitted a list of recommended actions to address issues associated with students and student accommodation to the Executive Member for Neighbourhoods for consideration.

Ms Tucker reported that a recent exhibition, Rubbish Night at the Museum, hosted at the University of Manchester had been very successful, informative and very well attended. She said that it was hoped that a similar event could be organised next year. She further commented on the positive impact that Patrick Hanfling, the local Neighbourhood Officer had played in developing and supporting community resilience in the Hulme area and she expressed her thanks for his continued commitment and hard work.

The Chair closed the meeting and thanked all of the invited speakers for their hard work, dedication and commitment and the positive contribution they had made to their neighbourhood and the city. He thanked them all for attending the meeting and contributing to the discussion. He advised that the content to this meeting would inform the Group's deliberations and inform the final recommendations of the Group.

### **Decision**

To note the discussion.

### **NESC/BCW/19/06 Terms of Reference and Work Programme**

The Task and Finish Group considered the terms of reference and future work programme and were invited to make any amendments.

Members noted that the Group would be re-established in the new municipal year and the date for the next meeting would be agreed, in consultation with the Chair and Members would be informed.

### **Decision**

To approve the work programme and terms of reference.



**Manchester City Council  
Report for Information**

**Report to:** Behaviour Change Task and Finish Group – 24 July 2019

**Subject:** Businesses and Management of Waste

**Report of:** Strategic Lead (Waste, Recycling and Street Cleansing)

**Summary**

To provide members further information about the work being undertaken to encourage and support businesses to effectively manage their waste.

**Recommendations**

To note the contents of the report.

**Wards Affected:** All

**Alignment to the Our Manchester Strategy Outcomes (if applicable):**

<b>Manchester Strategy outcomes</b>	<b>Summary of how this report aligns to the OMS</b>
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	Ensuring that the city is clean is a key requirement for thriving and sustainable city. This report highlights positive action in this area.
A highly skilled city: world class and home grown talent sustaining the city's economic success	The systematic management of waste requires skilled people to work together with businesses and communities to implement practical and innovative approaches. This report demonstrates the positive outcomes of such work.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Our communities support initiatives that enhance the cleanliness and desirability of the city. Their work is highlighted through the case studies in this report.
A liveable and low carbon city: a destination of choice to live, visit, work	Effective waste management is a priority for a clean low carbon city. The case studies in this report illustrate positive action that will help to make Manchester a destination of choice.
A connected city: world class infrastructure and connectivity to drive growth	The work undertaken, as described in this report, contribute to the development of more effective systems for waste management which are required of city with a sound infrastructure and ready for

	growth.
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## 1.0 Introduction

Businesses across Manchester are required to effectively manage their waste and ensure that their activities do not have a negative impact on the surrounding area. This report highlights some of the work being undertaken to encourage and support businesses to act effectively. Included in this report are programmes of work being undertaken by Neighbourhood Services as well as initiatives underway with partner organisations. These are;

- City Co Clean Your Doorstep Guide
- Keep Manchester Tidy High Street Week
- Cheetham Hill Project (North Neighbourhood Team)
- Longsight Commercial Waste Project (Central Neighbourhood Compliance Team)
- Moston Lane Commercial Waste Initiative (North Neighbourhood Compliance Team)
- ChinaTown Commercial Waste Initiative (City Centre Compliance Team)
- Commercial Waste Consolidation Project - Circus Development (City Centre Compliance, Environmental Health and Planning)
- Commercial Waste Provider Consolidation Pilot (CityCo, MCC and TfGM)

## 2.0 Background

The Neighbourhoods Directorate brings together the services responsible for activities, engagement, education and enforcement. These services fulfil the Council's statutory duties in respect of ensuring businesses comply with the requirements set out in the Environment Protection Act (1990), to reduce escape of litter and ensure that waste is disposed of correctly.

The city takes an Our Manchester approach to tackling business waste and litter control issues, working on the principle that most businesses in Manchester want to do the right thing. Through the work undertaken by the Neighbourhood Directorate and Keep Manchester Tidy (KMT) project; campaigns and events are being delivered to raise awareness about the behaviours which constitute littering and flytipping; and the impact this has on the environment. The KMT campaigns seek to empower citizens and businesses alike to clean up their neighbourhoods and encourage others to do the same and dispose of their waste responsibly. Sometimes businesses are not sure what they need to do and our approach to achieving compliance includes working with people and giving them the chance to get it right. However, when evidence is found linking poor waste management, litter offences or a fly-tip occurrence to a business - appropriate enforcement action is taken.

The teams which work collaboratively to deliver these services include:

- **Biffa** are responsible for responding to reports of fly-tipped waste on public land (as defined in the contract specification) on a proactive and reactive basis.
- **Waste, Recycling and Street Cleansing Team** are a Citywide support team which manage and monitor the waste collection and street cleansing contract,

monitor waste and recycling disposal arrangements, deliver service improvement projects and deliver the Keep Manchester Tidy project.

- **Neighbourhood Teams (NT)** – based within the three neighbourhood areas of North, Central, & South, the teams work collaboratively with other service areas to tackle poor business waste management practices and flytipping hotspots through engagement and enablement activities with a range of stakeholders which make up the community.
- **Neighbourhood Compliance Teams (NCT)** – based within the neighbourhood areas of North, Central, South and City Centre the teams are responsible for waste compliance & enforcement across these areas. Their particular focus is resident & business compliance with waste disposal & recycling; untidy private land; visual disamenity of private buildings & land; and fly-tipping. The City Centre team provide cover in the evenings and weekends.
- **Environmental Crimes Team (ECT)** - responsible for enforcement support; prosecutions.
- **Neighbourhood Project Team (NPT)** - responsible for investigating incidents of flytipping in conjunction with Biffa and undertaking enforcement action against those who illegally dispose of their waste.

In addition, the City Council has formed a partnership with Keep Britain Tidy with the aim of becoming the first 'Tidy City' in the UK by the end of 2020. The business community has a significant role to play in the City's Tidy journey and several campaigns are being delivered by Keep Manchester Tidy enabling businesses to easily engage. Many businesses are also actively involved with Keep Manchester Tidy as part of their corporate social responsibility. More detail about the campaigns which businesses can adopt and support can be found in Appendix A of this report.

### 3.0 Information and Case studies on initiatives

#### 3.1 City Co- Clean Your Doorstep Guide

Cityco, the city centre business membership organisation, has a strong track record in promoting a clean city amongst their members. As well as hosting clean ups with the business community, Cityco is keen to see a standardised approach to the cleanliness of the business perimeter. They are currently working on a guide which gives businesses the following messages;

- everyone can do their bit to help the City look clean.
- there are no rules and regulations preventing cleaning the business perimeter.
- Be safe and have fun.

The guide gives some ideas of what can be done, such as planting, washing bollards and reporting abandoned bikes. Cityco will continue to develop the guide by working with officers to ensure the guide has an Our Manchester feel. The guide will then be distributed to the membership.

### **3.2 Keep Manchester Tidy High Street Week**

Following the success of the Great British Spring Clean and in response to the High Street Fund allocation, Keep Manchester Tidy promoted a week of clean ups on the High Street.

Clean ups included general litter picking, cleaning of lampposts, bollards and street furniture, removal of flytipping and drugs related litter. There was also cleaning and planting up of planters, graffiti removal and street washing. Campaign work was undertaken in the city centre to draw attention to the huge number of discarded cigarette ends, while businesses at Sale circle were encouraged to support the Still Littering campaign which addresses 'on the go' food and drink litter. This activity enabled officers to engage with businesses in order to promote the business community's role in Keeping Manchester Tidy.

### **3.3 North Neighbourhoods Team Cheetham Hill Project**

The North Neighbourhood Team have made links with Cheetham Hill Traders Association and are putting a plan of works together for the next 12 months. Salford City Council are also linking in with the Traders Association helping to bring services and resources together on the border point with Salford.

As part of the Keep Manchester Tidy High Street Week, The Traders Association joined the Neighbourhood Team and community members to carry out a clean-up on Cheetham Hill.

A day of action is currently being planned for a section of Cheetham Hill Road between Avondale and Esmond Road which will involve a range of agencies and services. The aim is to engage businesses in relation to their waste contracts. Councillors and officers will also engage with residents concerning waste, areas of flytipping will be cleared and litter enforcement officers will provide a presence on the high street to deter littering.

Neighbourhood Officers are also meeting with local representatives in the next two weeks to increase the number of resident and business volunteers to tackle the problems of litter and flytipping in Cheetham. This will complement the above work with traders and businesses.

### **Strangeways Business Forum (Derby/Knowsley Street area)**

The Neighbourhood Team are working with Compliance and GMP and attended the launch of the new CCTV system which the businesses have invested in. They will continue to work with the Strangeways Business Forum to help reduce crime, flytipping and increase recycling of commercial waste. Derby Street has also been the focus of community clean ups led by the Waste and Recycling Team.

### **Bury New Road, Strangeways**

As part of the Great British Spring Clean, volunteers from Friends Groups and other Associations from Manchester and Greater Manchester united under the Keep

Manchester Tidy banner and were supported by the Neighbourhood Team and GMP to clean up Bury New Road and Strangeways area. Several businesses supported the clean up and some awareness was raised in the area. This was followed up with enforcement officers making their presence known in the area. Given the success of this partnership, further clean ups are planned this summer which will help to send a message to the business community that everyone has a role to play in Keeping Manchester Tidy.

### **3.4 Longsight Commercial Waste Project; Stockport Road / Rainforth Street (North Neighbourhood Compliance Team)**

This project was started following a Compliance Officer proactively inspecting their area and noting that there were a large number of problems with commercial waste storage and disposal. Over 30 business premises were identified within this block, as well as a number of domestic properties set amongst them, particularly on Rainforth Street, Longsight.



Checks were carried out on our Business Rates system as well as Companies House to verify the occupancy of each business. Visits were then carried out to gather and record information about how each premises dealt with its commercial waste. This information was verified with the relevant commercial waste contractors, and officers were able to determine whether the arrangements in place were sufficient. This was done on a case-by-case basis depending on the size and nature of the business.

The officer also identified that domestic waste mismanagement was an issue: both from properties on Rainforth Street and from Stockport Road. Council Tax checks confirmed that there were 6 flats above the Stockport Road shops, and none of these appeared to have a means of disposing of their waste.

Assistance was then brought in from a number of different teams and partners in order to start tackling the problems at this location in earnest:

- Biffa Flytipping Investigation Team: who regularly checked the alleyway and search dumped waste for evidence.

- Food Team: several premises were identified using one building where there were concerns about food hygiene / cleanliness and the premises not being properly registered for food preparation.
- Biffa: to ensure the flats above the shops were provided with bins, and also that the alleyway was being properly cleaned.
- Business Rates: a number of businesses were referred to this team to enable them to make further enquiries regarding the occupancy of the premises.

This work continued over a 6 month period and achieved some great outcomes. In total, 43 legal notices have been served on both business and domestic properties in relation to waste management. This includes over 22 notices requiring businesses to put adequate waste arrangements in place. To date, there has been only 1 x £110 fine issued for breach of these notices in the project area, which demonstrates a good level of compliance. 16 notices have also been issued to the occupiers of domestic premises in the block to ensure they are managing their waste properly. Our Biffa Flytipping Team have searched and removed a large amount of rubbish from the alleyway, but the main issue has been a lack of evidence. Despite this, 16 referrals have so far been made where information has been found and 5 further legal notices have resulted from this, including 2 x £80 paid fines. The Biffa Flytipping Team continue to visit the area regularly.

As a result of this direct intervention the area has greatly improved thanks to the collaborative work undertaken by the Compliance Officer, who continues to monitor the alleyway as part of their proactive work. This approach means that they can deal with any breaches quickly and help prevent the area deteriorating back to its former condition.



### 3.5 Moston Lane Commercial Waste Initiative 2019

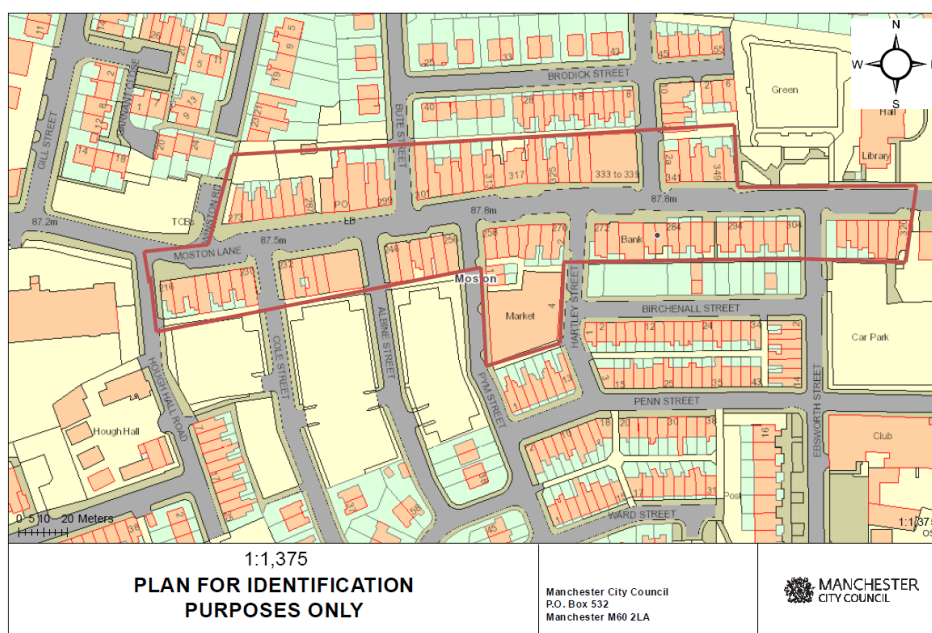
**Officers:** Tracy Dumville, Bernard McMenamin, Peter Murray, Christine Kigongo, Asha Farrah (North Compliance Team)

#### Background to Initiative

The main section of Moston Lane was chosen for the waste contract initiative through discussions held at Cluster meetings between Neighbourhood Compliance officers and Neighbourhood officers, following a number of requests for service in relation to commercial waste and untidy private land.

67 businesses were highlighted as requiring a visit in relation to commercial waste.

The map below highlights the area covered.



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The initiative required working in partnership with others partners and MCC departments in addition to the Neighbourhoods Team. Partners included GMP, UK Border Agency, Trading Standards, Housing Compliance and Licensing. NCT Officers were expected to take on a hands on approach whilst working within the principles of 'Our Manchester'.

#### Key Aims, Risks and Actions of the Initiative

<p>For all commercial premises within the officers allocated area to have an appropriate waste contract with no escapes of waste.</p>	<p><u>Risk:</u></p> <ul style="list-style-type: none"> <li>• Businesses not having an appropriate waste contract.</li> <li>• Businesses using residential bins to dispose of waste.</li> <li>• Businesses stock piling waste inside/outside of property.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Businesses leaving cardboard on the pavement.</li> <li>• Business fly tipping or transporting waste themselves.</li> </ul> <p><u>Actions to reduce risk:</u></p> <ul style="list-style-type: none"> <li>• Advisory discussions with local businesses on the most appropriate contract for their needs.</li> <li>• Section 34 and/or Section 47 notices to be issued to any business with no contract in place or one which is not suitable.</li> <li>• CPN or PDPA to be served on any premises which has a build up a litter or waste.</li> </ul>
To achieve a cleaner environment to live and work in, with changed behaviours of businesses, which will include taking greater responsibility of reporting issues in the community.	<p><u>Risk:</u></p> <ul style="list-style-type: none"> <li>• For businesses within the community to isolate themselves from the issues surrounding them as they are not necessarily residents.</li> <li>• Businesses failing to report issue in.</li> </ul> <p><u>Actions to reduce risk:</u></p> <ul style="list-style-type: none"> <li>• Officers to educate businesses on the issues they can report by having a My Account</li> <li>• Officers to encourage community engagement and participation, with the possibility of forming/contributing to a traders forum.</li> </ul>

### Outcomes of Initiative

On completion of the visits, the team can now confirm that 3 premises have closed down with no current occupiers and 10 businesses were fully compliant on the initial visit. Below is a breakdown of the enforcement action taken by the North Neighbourhood Compliance Team.

41 x EPA s.34 Duty of Care Notices served	5 x EPA s.47 Waste Receptacle Notices served
7 x Fixed Penalty Notices Served for failure to provide waste documents	6 x PDPA 1949 Section 4 Notices served for waste on land
2 x LG(MP)Act 1976 S16 Notices served for owners to provide details of their tenants	3 x referrals to the Environmental Crimes Team for prosecution

EPA s.47 Waste Receptacle Notice & PDPA 1949 Section 4 Notice served on a  
PDPA 1949 Section 4 Notice served on a food outlet convenience



FPN Issued for breach of s.47 Waste Receptacle Notice



### **3.6 China Town Commercial Waste Initiative: City Centre Compliance Officers - Paul Bonner, Michael Ripley**

#### **Commercial Waste Initiative - Time Banding**

Neighbourhood Compliance Officers (NCO) have engaged with Chinatown commercial premises to reduce the number of receptacles for each premises, encouraging businesses to use pre-paid sack collections and to share a singular container to store the sacks, assisting with street scene environment and cleansing.

Officers have worked with Chinatown businesses to try to harmonise commercial waste contracts, working with local business groups to identify preferred waste contractors / suppliers to increase air quality and reduce heavy traffic into the area, reducing costs to businesses. Officers have also implemented time banding of commercial pre-paid waste sack collections in the area, only permitting sacks to be presented on the highway between 7:00 hours to 12:00 hours and use of internal bins stores for storage. This was enforced under S47 of the Environmental Protection Act 1990 to stipulate presentation times, which was followed up with £110 fixed penalty notices for non-compliance of the presentation conditions.



### **Chinatown Oil Waste Project**

28 premises identified in the project area and were visited in March advising Waste Transfer Notes (WTN) required for disposal of waste oil. 17 premises were compliant at the first visit and provided the WTN detailing how they dispose of their oil. The 11 premises that could not produce the required documentation on the first visit were revisited in March and of those 8 supplied the required WTN. On the 4 April the remaining 3 premises were visited with a view to initiating formal action and all 3 provided the WTN. United Utilities were informed of the 11 premises that did not supply WTN at 1st visit and have contacted the businesses independently as they were also looking at enforcement/prosecution.

Therefore, all 28 premises within the project area are now compliant with the requirement to have a waste contract for the disposal of oil and officers are actively monitoring to ensure that waste oil is being disposed of appropriately. Any incidents of tipping waste oil witnessed could now result in FPN or potential prosecution.



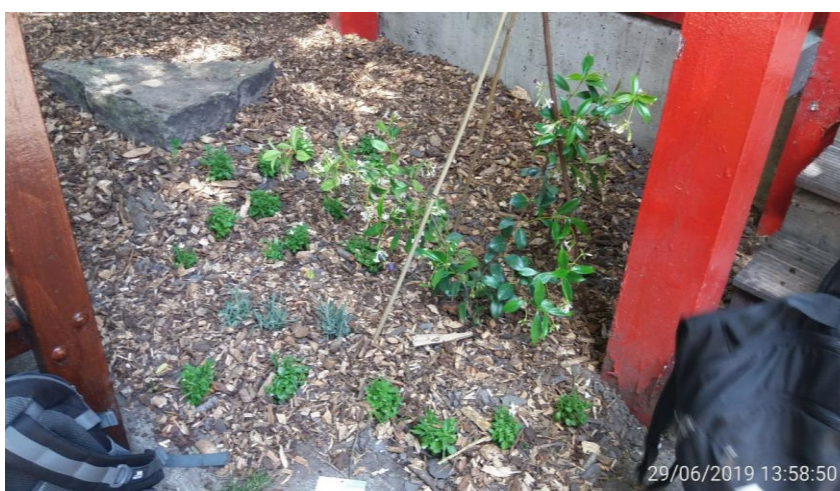
### **Community Engagement**

Officers have organised a number of community litter picks to increase civic pride in the area, starting from the initial clean up in August 2018, with no volunteers attending, this has grown from zero volunteers on the first occasion to over forty volunteers on the fourth occasion. These volunteers were not only from local businesses but also universities, BBC and the Chinese Consulate. Officers have assisted The Federal Chinese Association of Manchester (FCAM) to apply for Neighbourhood Investment funds to drive improvements in the area such as lighting,



street signage and Pagoda Improvements. These improvements are due to be completed Q3 2019. Partnership working with FCAM to engage with businesses to pay into a Neighbourhood Management Fund for future investment in the area and to match fund any NIF applications.

Officers have led on organising grounds maintenance work including planting of area immediately in front of the Pagoda alongside bark chipping the ground to improve the smell and aesthetic of the area. Other works included coordinating the cutback and cleanse of the green spaces around the NCP Car Park, completed in partnership with GMP to reduce Crime and Disorder and increase visibility, especially during the night.





### **Partnership Work with Biffa to Improve Street Cleansing**

Officers worked with Biffa to establish a new cleansing round as part of the Keep Britain Tidy audits, incorporating a dedicated street cleansing operative for China Town/Portland Street area. Biffa have installed an 1100L receptacle in the area to prevent street arising bags stored on the highway for long periods, which has since been rolled out across the city. This has had a positive reduction in the number of pests in area and was done so following recommendations from partners in Pest Control.

Officers have harmonised waste collection points in the area from 5 to 2 which has assisted in driving standards up in the area and reduced risk of spillage and damage by pests.

### **Domestic Waste**

Officers launched a project in the area which sought to re-educate residents living in the area about presentation times for purple sacks to prevent late / early collections. This has meant that since May 2019 no purple sacks have been presented outside the allotted times. Officers also worked with owners of residential buildings to provide a secure location for purple sacks to be deposited which has prevented abuse by businesses.

### **3.7    The Circus Development Waste Consolidation Project**

#### **Background to project**



Located on Oxford Street, at one of Manchester's most prominent city centre junctions, the Circus is a 14,492 sqm multi-level leisure scheme incorporating a selection of bars and restaurants on the ground floor, a casino in the basement and a hotel on three upper floors. The scheme retains listed facades. Tenants include Premier Inn, Turtle Bay, The Paramount, Boots the Chemist, Gentin Casinos and Tops Restaurants. Workman manage the above property on behalf of the landlord.

Over the past twelve months there had been significant issues on site regarding waste management. Each of the six tenants at the property were responsible for their own waste management, and there were a total of 82 bins on site. These bins were poorly managed by some tenants, resulting in pest infestations, unsightly appearance and several complaints from the local business and residential community. Further impacts to the unsightly waste management was impacting on the businesses themselves as the bins were visible to customers. Officers from Manchester City Council patrolled the site on multiple occasions and had served S47 Notices to all the businesses outlining conditions for better waste management, however after several weeks there was very little improvement.



## Site Plan



### Key issues with waste management:

- 82 bins situated on St James Street to the rear of the building taking up a large area and obstructing the highway.
- Multiple waste management companies collecting waste at different times, creating traffic and noise pollution, as well as the impact of increased CO2 emissions from heavy duty vehicles.
- Restrictions due to contractual agreements, leasehold conditions, licensing conditions and planning conditions.
- Lack of recycling and lack of accountability for the management of bins.
- Disposal of waste in bins belonging to other premises.
- Food waste mixed with general waste causing odour.
- Environmental hazards from overflowing bins, leakage of food waste, broken glass and liquid seepage which leaks into the water table and creates odour, attracts vermin etc.
- Unpleasant pedestrian environment/public realm, negative visual amenity.
- Lack of pride in the area and lack of contribution to the objectives for 'Our Manchester' to be a clean city, which recycles waste to reduce environmental impacts, and cares for the impact on others in the community.

### **Key objectives**

The main aim of this project was to consolidate the management of waste to reduce vehicles accessing St James Street, and change business behaviour in relation to disposal of waste in order to improve the environment.

- Consolidate waste management.
- Reduce the impact of multiple bins.
- Reduce poor waste management.
- Reduce vehicular traffic relating to waste collections on St James Street.
- Create better pedestrian environment/public realm.
- Improve visual aspect of the street scene for the neighbouring buildings and properties overlooking the area/street.
- Change poor waste management behaviour and ensure accountability for recycling and waste management/realise corporate responsibility for waste in the city.
- Meet objectives for 'Our Manchester' to be a clean city, which recycles waste to reduce environmental impacts, and cares for the impact on others in the community.

### **Action Taken**

From the onset of the project Neighbourhood Officers were in discussion with the businesses and Managing Agent and had met on site to discuss the issues and concerns.

Initial action involved serving Notices to all the businesses under **Section 47 of the Environmental Protection Act**. Where businesses failed to meet the conditions specified, warnings would be served then fines issued. However, with a construction site opposite the bin storage area and access issues on St James Street, waste collections and management of multiple bins was becoming increasingly challenging. Several meetings and discussions took place with Planning, Environmental Health and with the Managing Agent. In order to consolidate waste management on site, Workman were able to alter the lease agreements and negotiate with businesses to agree an additional service charge to bring waste management into the terms and conditions of the lease for the whole development.

Following on from discussions about consolidation of waste management, Workman proposed to replace the 82 bins with one shared waste compactor.



### Enviro-Teck compactor supplied by B&M now on site



### Compactor replaces 82 bins

The compactor was delivered on site in February 2019 following on from a period of consultation with businesses and Manchester City Council's Planning and Environment teams. There was also a period of time allowed to resolve contractual issues.

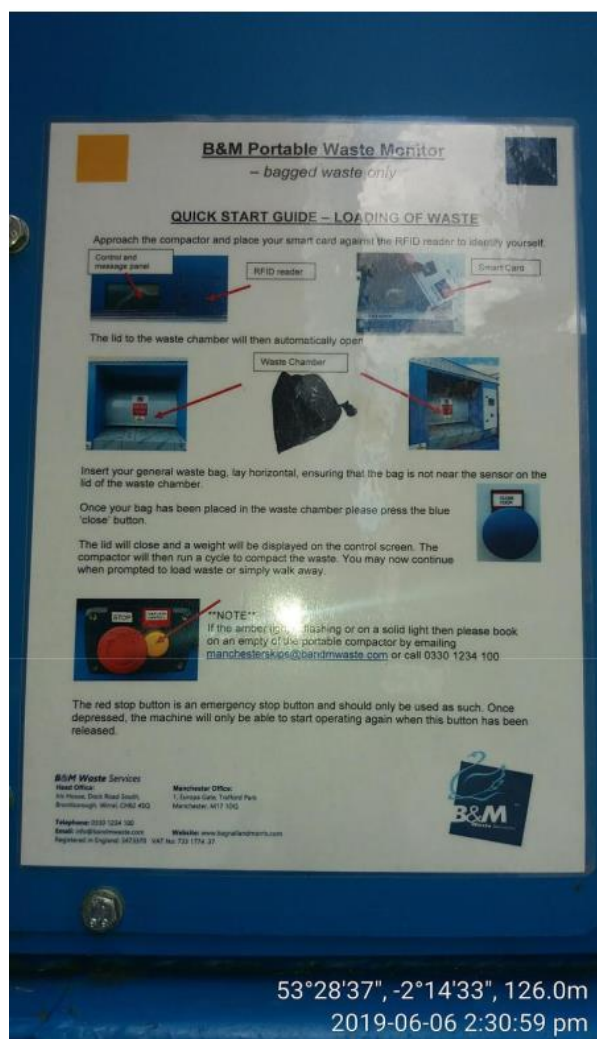


### **Compactor Specifications**

The ET-WM10 Portable Waste compactor features user-friendly controls to allow simple, safe and secure disposal of individual customers' waste in a multi-tenant/customer environment. Access to the machine is restricted to authorised users who have a unique pin or swipe card to open the door allowing bagged waste to be deposited on the weighing platform. When the door is closed, the waste is weighed and the amount recorded against the user. Businesses can manage their account online and monitor waste production. As businesses each have a separate bill for waste according to weight, this system will promote the reduction of waste from source as each business attempts to reduce the amount produced. The machine then tips the waste into the hopper to compact the waste and is ready for the next user. Features include:

1. A key card, key fob or PIN number can be used to access the system.
2. Contact-free identification display with clear instructions.
3. Monitor, Weighing, recording & Charging Systems.
4. Easy to reach 500 litre weighing chamber opens and closes automatically.
5. High Compaction Ratio. Approximately 4 tonnes of waste in one container is equivalent to 75 Industrial (1100 litre) waste bins.
6. Optional internal sanitising/odour reduction spray.
7. Internet access gives users and managers access to current data using their login name and password. The user can download statistics and reports including date, time user and weight of waste deposited. Manager can then allocate costs against individual users and interface with existing invoicing systems.
8. The compactor has a built-in sensor which will notify the supplier (B&M Waste Services) when it is nearing full capacity so they can schedule a collection.





### How did the arrangements for waste change?

- An allowance was made in the service charge budget year (24.06.2018) for the hire and maintenance of the compactor.
- Each tenant was issued with a fob/fobs which activates a sensor, allowing them to open the compactor and deposit their waste.
- Each tenant was required to take out a contract with B&M Waste Services.
- Each tenant is billed directly for their own waste removal; the cost will be calculated based on the weight of the waste they have deposited each month.
- Responsibility for the management and removal of glass and food waste will remain with the tenant at present, with a view to bringing this under the next service charge budget year (commencing 24.06.2019).

## **Evaluation**

To date there have been significant improvements to the overall waste management for the Circus Development. Business have reported the ease of use and the improved ability to manage and control waste for their businesses. The bin storage area is now much cleaner and accessible. Any issues with the compactor have been resolved within a 2 hr time frame and businesses are satisfied with the new arrangements. Officers have seen the improvements to the quality of the environment, as well as the reduced traffic congestion and pollution from multiple journeys. Officers have not had to issue any formal warnings or fines for the period of January-June 2019 for this location.

### **St James Street bin storage area Before and after compliance and enforcement**



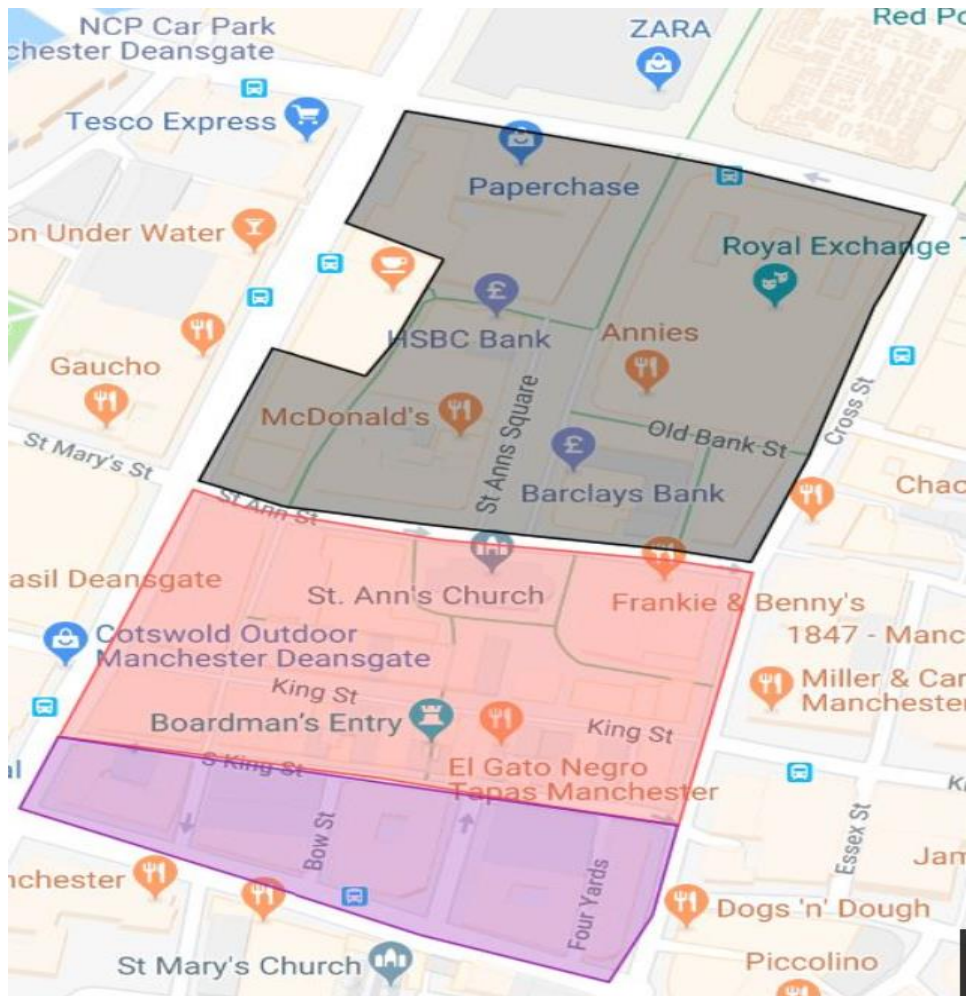
## **3.8 Commercial Waste Provider Consolidation Pilot**

### **Background**

This is a joint project with City Co, Manchester City Council and TfGM to reduce the number of commercial waste vehicle movements in a pilot area of the City Centre. The aim of the pilot is to reduce the number of vehicle movements and consolidate waste collection times. The project will also support clean air targets and improve the streetscene by creating fixed waste collection times.

### **Update**

A partner has been appointed to work with businesses in the pilot area to understand their commercial waste needs and then identify a target model of commercial waste collection times. The partner will support development of preferred commercial waste provider framework for businesses in the pilot areas to procure waste collection services from.

**Geographical area of pilot**

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## Appendix 1: Further detail about the KBT campaigns

### 1. Vehicle Litter - 'Don't be a Tosser'



Littering from vehicles has become a costly and problematic issue in both urban and rural areas. Litter also becomes a death-trap for creatures such as voles, shrews and hedgehogs who crawl into discarded cups and bottles and then can not get out and birds are at risk of becoming entangled in discarded plastics. In April 2018, local authorities gained new powers to fine the registered keeper of the vehicle from which litter has been thrown.

#### Intervention objectives

- Raise awareness that littering from vehicles is not acceptable
- Raise awareness that the registered keeper is responsible for litter from the vehicle regardless of who has thrown it
- Reduce the incidents of small mammal deaths
- Reduce litter in target areas

#### Audiences

This is a behaviour change intervention; it targets those who allow litter to be thrown from their vehicles.

#### Key messages

- Littering from vehicles is not acceptable
- Litter damages the environment and kills wildlife
- If litter comes from your vehicle, you are responsible



## 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



### 3. Cigarette Litter - # Bin the Butt



#### 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 throw 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 contains toxins and microplastics that can enter the waterways and seas via gutters and drains having a devastating effect on marine life
- Cigarette butts constitute litter and should be correctly disposed of in a bin like other types of litter

**Neighbourhoods and Environment Scrutiny Committee – Behaviour Change and Waste Task and Finish Group  
Work Programme – 2019**

<b>Meeting 3: Wednesday 24 July 2019 2.30pm in the Council Antechamber</b>				
<b>Deadline for reports: 15 July 2019</b>				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Influencing Businesses	The group will review examples of good practice amongst businesses to manage their waste and ensure their activities do not negatively impact on the surrounding environment. Identify further opportunities to support businesses to help reduce waste and associated litter.	Councillor Akbar	Fiona Worrall Heather Coates	
Feedback from members on their findings	Members are invited to feed back on the findings of this investigation and make recommendations that will inform the final report of the Task and Finish Group.	-	Lee Walker	

<b>Meeting 4: Date / Time and Venue to be confirmed</b>				
<b>Deadline for reports:</b>				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Final Report and recommendations	To agree the final report and recommendations of the Task and Finish Group.	-	Lee Walker	

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Title	Behaviour Change and Waste Task and Finish Group
Membership	Councillors Hassan, Hughes, Jeavons, Kilpatrick, Lyons, Reid and Wright
Lead Executive Members	Councillor Akbar, Executive Member for Neighbourhoods
Strategic Directors	Fiona Worrall, Chief Operating Officer – Neighbourhoods
Lead Officers	Heather Coates, Strategic Lead: Waste, Recycling and Street Cleansing Services
Contact officer	Lee Walker, Scrutiny Support Officer
Objectives	To examine examples of good practice, the lessons learnt and how this experience can be used to support groups across the city and businesses to influence behaviour change.
Key Lines of Enquiry	<p>1. Hearing from Keep Britain Tidy on campaigns that have proven to have worked.</p> <p>2. The group will hear from a number of invited community groups to hear of their experience.</p> <p>3. Examples of how businesses can be influenced to reduce levels of waste.</p>
Operation	This Task and Finish group will report its findings to the Neighbourhoods and Environment Scrutiny Committee by submitting minutes to the Committee. The Committee will be asked to endorse any recommendations from the Task and Finish group.
Access to Information	<p>Meetings of the Task and Finish group will be open to members of the media and public except where information that is confidential or exempt from publication is being considered.</p> <p>Papers for the Task and Finish group will be made available to members of the media and public on the Council's website and the main entrance to the Town Hall except where information which is confidential or exempt from publication is being considered.</p>
Schedule of Meetings	To hold three substantive meetings with one additional meeting to agree the final report.
Commissioned	December 2018

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