



Neighbourhoods and Environment Scrutiny Committee

Date: Wednesday, 7 October 2020

Time: 2.00 pm

Venue: Virtual meeting – Webcast at –

https://manchester.public-i.tv/core/portal/webcast_interactive/485365

There will be a private meeting for Members only at 11am, Monday 5 October 2020 via Zoom. A separate invite will be sent to members with joining details.

Advice to the Public

The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020

Under the provisions of these regulations the location where a meeting is held can include reference to more than one place including electronic, digital or virtual locations such as internet locations, web addresses or conference call telephone numbers.

To attend this meeting it can be watched live as a webcast. The recording of the webcast will also be available for viewing after the meeting has concluded.

Membership of the Neighbourhoods and Environment Scrutiny Committee

Councillors - Igbon (Chair), Azra Ali, Appleby, Butt, Flanagan, Hassan, Hughes, Jeavons, Kilpatrick, Lynch, Lyons, Razaq, Sadler, Strong, Whiston, White and Wright

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 - 14

To approve as a correct record the minutes of the meeting held on 2 September 2020.

5. Waste, Recycling and Street Cleansing Update

15 - 120

Report of the Strategic Director (Neighbourhoods)

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

6. Highways Maintenance Programme

121 - 170

Report of the Director of Highways

This paper seeks to provide an update to the Scrutiny Committee on the previous Highways Maintenance Programme report of 6 November 2019.

7. Overview Report

171 - 178

Report of the Governance and Scrutiny Support Unit

This report includes details of the key decisions due to be taken that are relevant to the Committee's remit as well as 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 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.

The Council wants to consult people as fully as possible before making decisions that affect them. Members of the public do not have a right to speak at meetings but may do so if invited by the Chair. Speaking at a meeting will require a video link to the virtual meeting.

Members of the public are requested to bear in mind the current guidance regarding Coronavirus (COVID19) and to consider submitting comments via email to the Committee Officer. The contact details of the Committee Officer for this meeting are listed below.

The Council is concerned to ensure that its meetings are as open as possible and confidential business is kept to a strict minimum. When confidential items are involved these are considered at the end of the meeting and the means of external access to the virtual meeting are suspended.

Joanne Roney OBE
Chief Executive
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Further Information

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

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This agenda was issued on **Tuesday, 29 September 2020** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 3, Town Hall Extension, Manchester M60 2LA

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Neighbourhoods and Environment Scrutiny Committee

Minutes of the meeting held on 2 September 2020

This Scrutiny meeting was conducted via Zoom, in accordance with the provisions of The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020.

Present:

Councillor Igbon – in the Chair

Councillors Appleby, Butt, Hassan, Hughes, Jeavons, Lynch, Lyons, Strong, White and Wright

Apologies: Councillors Azra Ali, Flanagan, Kilpatrick, Razaq, Sadler and Whiston

Also present:

Councillor Akbar, Executive Member for Neighbourhoods

Councillor Richards, Executive Member for Housing and Regeneration

Robin Lawler, Chief Executive, Northwards Housing

NESC/20/33 Minutes

Decisions

To approve the minutes of the meeting held on 22 July 2020 as a correct record.

NESC/20/34 Private Rented Sector Strategy 2020-2025

The Committee considered a report of the Strategic Director (Growth and Development) that provided an overview of the new Private Rented Sector Strategy 2020-25. The report was accompanied by the delivery plan.

The Committee had been invited to comment on this report prior to its submission to the Executive on the 9 September 2020.

The Executive Member for Housing and Regeneration referred to the main points and themes within the report which included: -

- Providing a rationale for the strategy and setting out how the Council along with its partners would support the improvement of housing standards within the sector over the next 5 years (2020-25);
- Describing how the strategy had been developed; and
- Describing strategy themes and objectives.

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

- Consideration needed to be given to other methods and opportunities of providing information to tenants on their rights, suggestion that information should be sent out in the annual Council Tax mailing;
- Had there been any indication if the Local Housing Allowance in Manchester would be increased;
- Supporting the ambitious strategy and requesting that the Committee receive regular progress reports;
- Requesting an update on the numbers and location of temporary accommodation across the city;
- More information was sought on the retrofitting of homes;
- Noting the difficulty tenants had obtaining relevant information relating to their property; and
- What was the approach to short term lets.

The Executive Member for Housing and Regeneration stated that she thanked Members for their contributions and suggestions in bringing forward this strategy. She said that the priority of the strategy was to tackle low quality housing in Manchester and to protect the most vulnerable residents who were increasingly reliant on the private rented sector to meet their housing needs, noting that it was anticipated that the impact of COVID-19 would see an increase in those on welfare benefits and the impact this had on their housing options.

The Executive Member for Housing and Regeneration stated that currently there was still no clarification as to what the government intended to do in relation to Section 21 notices (notice to quit), similarly with the Local Housing Allowance following the temporary uplift. She described that lobbying of government would continue on these important issues and despite the budget pressures she remained committed to progressing and delivering this ambitious plan. She called upon the government to adequately fund local authorities and pending further announcements she stated it was the correct decision to focus all available resources on those residents most in need within the city. She said the delivery plan would enable progress to be analysed and mapped and agreed to submit progress reports and updates to the Committee.

The Executive Member for Housing and Regeneration welcomed the suggestion regarding including information on tenant rights in the annual council tax mail out, adding she would take this away to progress. She described that it was important that information was available in languages other than English and she said the local Neighbourhood Teams provided advice and signposting for residents. She described local resident forums and similar community engagement events were opportunities at a local level to signpost residents and provide advice on a range of issues, including tenant rights. The Chair stated that it was important to be able to deliver advice in local community settings to residents in addition to online sources.

The Neighbourhood Manager informed the Members that forums had been established to engage with and create a dialogue with landlords and understand issues and concerns that they were experiencing within the sector.

In response to the issues raised regarding short term lets, the Executive Member for Housing and Regeneration stated that she would encourage residents to report issues and the appropriate action would be taken. She further informed the

Committee that the intention was to launch a Short Term Letting Charter in Manchester to address the issues experienced within this sector and set out expectations and management standards of both hosts and guests in this sector.

Members supported the establishment of a Short Term Letting Charter and commented that all stakeholders and interested parties, including local resident and community groups should be included in this process.

The Head of Compliance, Enforcement and Community Safety described that proactive work was undertaken with short let providers and platforms, such as Airbnb and booking.com, and where appropriate enforcement action would be taken to address issues. She stated that all available powers would be used, including anti-social behaviour legislation, noise abatement notices, fixed penalty notices and consideration was currently being given to using public health powers to close premises. She further made reference to the recent media reports where action had been taken to address problematic premises.

In response to the question requesting further information on the provision of temporary accommodation, the Head of Housing Services stated that this information would be requested from the relevant team and circulated to Members for information following the meeting.

The Head of Housing Services advised that funding bids to deliver retrofitting had been submitted, both at a local and Greater Manchester level and the outcomes of these bids were still awaited. The Executive Member for Housing and Regeneration advised that a report on this important area of work could be provided to the Committee at the appropriate time. She stated that despite budgetary pressures the Council remained committed to meeting its emissions targets.

The Head of Housing Services further informed the Committee that the Building Safety Bill and Fire Safety Bill made provision to access to information relating to a building that tenants had access to.

Decisions

The Committee;

1. Note the report and endorse the recommendations that the Executive approve the Private Rented Sector Strategy 2020-25 and delivery plan.
2. Recommend that the Executive Member for Housing and Regeneration provide advice and information on tenant rights to be included in the annual Council Tax mail out to residents.
3. Recommend that a briefing note on the progress of the Private Rented Sector Strategy 2020-2025 be provided to Members in six months' time and a formal update report be submitted for consideration by the Committee in September 2021.

4. Recommend that the Executive Member for Housing and Regeneration consult with all stakeholders and interested parties, including local resident and community groups when developing the proposed Short Term Letting Charter.

NESC/20/35 Extension to Selective Licensing Schemes - Public Consultation

The Committee considered a report of the Strategic Director (Neighbourhoods) that described that Officers were seeking approval to commence an extensive consultation exercise to establish whether the declaration of a selective licensing scheme was required within the 12 potential areas identified within the report.

The Committee had been invited to comment on this report prior to its submission to the Executive on the 9 September 2020.

The main points and themes within the report included: -

- Providing a context of the Private Rented Sector (PRS) in Manchester;
- The legal framework in the context of The Housing Act 2004, noting that Selective Licensing is intended to address the impact of poor quality property and management standards primarily in areas of low demand or high deprivation and with poor quality housing;
- Describing the measures required to introduce Selective Licensing in a designated area;
- Information on fees and conditions;
- Describing licensing considerations and objectives; and
- An update on the proposed Selective Licensing Consultation.

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

- Welcoming and supporting the proposed extension of the scheme;
- Noting the improvements realised in those areas where Selective Licensing had been introduced;
- Clarification was sought regarding the funding and staff resourcing to undertake property inspections of any agreed future schemes;
- Had consideration been given to increasing the Selective Licensing fee;
- Would temporary accommodation be subject to Selective Licensing; and
- Requesting that a list of all temporary accommodation by ward be circulated to all Members of the Committee.

The Head of Compliance, Enforcement and Community Safety informed the Committee that Selective Licensing schemes were self-funding via the license fee applied. She stated that the license fee had been set in accordance with agreed eligible charges. She stated that the extension of schemes and the corresponding revenue from fees would fund officer posts and the experience and knowledge obtained from the delivery of other schemes in the city had informed the planning for the delivery of the proposed schemes.

In regard to the comment regarding the numbers of inspections required, the Head of Compliance, Enforcement and Community Safety advised that in the initial stages of

a designated licensing period priority was given to processing the applications and this was then followed by a programme of inspections, noting that the programme of planned inspections had been impacted by COVID-19. The Neighbourhood Manager stated that she would circulate a flow chart to all Members that described the licensing process.

The Neighbourhood Manager advised the Committee that the legislation governing Selective Licensing did not extend to temporary accommodation. She acknowledged the issues raised in relation to temporary accommodation and stated that officers would continue to work with partners and colleagues to resolve any issues identified.

Decisions

The Committee note the report and endorse the recommendations that the Executive:

1. Approve a consultation with residents, private landlords, businesses and other stakeholders to designate selective licensing schemes within the geographical areas listed in paragraph 4.2 of this report; and
2. Subject to the outcome of the consultation, delegate authority to the Director of Neighbourhoods in consultation with the Executive Member for Housing and Regeneration and the Executive Member for Finance and Human Resources to approve up to 12 selective licensing areas identified in the report.

NESC/20/36 Housing Compliance and Enforcement - Performance in 2019/20

The Committee considered a report of the Strategic Director (Neighbourhoods) that provided Members with an update on demand for and performance of the Housing Compliance and Enforcement Team during 2019/20.

The main points and themes within the report included: -

- Data on reactive demand compared to the previous year;
- Data on service requests based on area and category of complaint;
- An update on activities to Rogue Landlord Team;
- Data on formal enforcement action;
- An update on the Selective Licensing Pilot, noting that selective licensing areas encompassed approximately 2,000 private rented properties;
- An update on Mandatory Licensed HMO (House in Multiple Occupation), noting that a public consultation was currently ongoing regarding HMO standards;
- Information on illegal evictions and landlord harassment;
- Electrical Safety Checks and the duties imposed on landlords;
- Information on Energy Performance Certificate (EPC) requirements;
- Describing the impact of the pandemic on the service; and
- Providing case studies.

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

- What more could be done through the HMO licensing scheme to encourage landlords and tenants to improve the management and maintenance of their properties;
- Requesting a breakdown by ward of compliance activity;
- Welcoming the inclusion of case studies to demonstrate the breadth of work undertaken by the service;
- All attempts should be made to encourage the return of HMOs to be reverted to family homes;
- What was the difference between a HMO and co-living models; and
- Noting the importance of the Rogue Landlord Team and questioning whether more officers were required for the team.

The Head of Compliance, Enforcement and Community Safety stated that a breakdown of activity by ward could be provided to Members following the meeting. She further acknowledged the work of the Rogue Landlord Team and stated that she would always welcome additional resources to expand capacity within the team. The Executive Member for Housing and Regeneration added that the team provided an important service to some of the most vulnerable residents across the city and lobbying for additional funding to deliver this service would continue.

In response to the question and comments regarding HMO licensing and standards, the Head of Compliance, Enforcement and Community Safety described that the definition of a HMO was prescribed in legislation. She stated that she was confident that the HMO standards and conditions applied in Manchester were robust, however they remained committed to working with and listening to both residents and landlords on this issue. She added that she would also welcome feedback and suggestions on this subject from Members.

The Neighbourhood Manager advised the Committee that officers from across different teams met regularly to share intelligence and identify any problematic HMO properties to then agree an action plan. She said this could include inviting in landlords for discussions.

The Executive Member for Housing and Regeneration reported that work was also currently underway with the local Universities to refresh the Student Strategy that would assist students to access high quality and better managed student accommodation, noting the benefits that could bring to local neighbourhoods. The Chair welcomed this and stated that it was important to recognise the impact of the behaviour of tenants and the management of properties had on communities and neighbourhoods.

The Executive Member for Housing and Regeneration stated that the aspiration would be to return HMOs back into larger family homes as it was recognised that there was a demand for these in areas of the city.

In regard to the question relating to co-living, the Executive Member for Housing and Regeneration stated that this was a model of housing that was distinct from HMOs and she made reference to the report that had been considered by Executive at their

meeting of 3 July 2020 and the approach to co-living adopted in advance of the review of the Local Plan

The Chair concluded this item of business by expressing her gratitude to all staff working within the service for the work they undertook on behalf of the residents of the city.

Decision

To note the report.

NESC/20/37 Fire Safety in High Rise Residential Buildings

The Committee considered a report of the Strategic Director (Growth and Development) that described those activities to address fire safety in high rise residential buildings.

The Committee had been invited to comment on this report prior to its submission to the Executive on the 9 September 2020.

The main points and themes within the report included: -

- The latest information on the removal of unsafe Aluminium Composite Material (ACM) cladding;
- An update on the collection of data on all External Wall Systems;
- Information on other fire safety issues in High Rise Residential Buildings;
- An update on work undertaken on council-owned High Rise Residential Buildings;
- A description of the Council's interdepartmental Fire Safety Group;
- An update on the Council's work with residents and, in particular, the Cladiators;
- A description of the Council's role as an Early Adopter of the Dame Judith Hackitt recommendations; and
- An introduction to the Building Safety Bill and Fire Safety Bill and the implications for Manchester.

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

- Welcoming the comprehensive report and acknowledging the work that had been undertaken to progress this important issue;
- Acknowledging the role of the Executive Member for Housing and Regeneration in leading on this issue and providing a voice for the many affected residents in Manchester;
- Welcoming the Council's role as an Early Adopter of the Dame Judith Hackitt recommendations;
- This approach should apply to all properties, including those under 18 metres;
- Developers should be encouraged to rectify any issues with cladding rather than occupiers; and
- Occupiers access to relevant information relating to the property was important; and

- Noting the difficulties experienced by occupiers who lived in High Rise Residential Buildings obtaining insurance, insurance companies should be lobbied on this issue.

The Executive Member for Housing and Regeneration said that the Council would continue to support residents and work with them to lobby the government for more resources to deal with all fire safety issues in multi-occupied buildings. The Council would continue to argue that leaseholders should not be made to pay to remedy problems in poorly constructed buildings. The Council would also support Greater Manchester Fire and Rescue Service and residents in lobbying the government to provide funding to remedy all fire safety issues in multi-occupied buildings irrespective of the arbitrary 18m height definition. She said the lobbying on behalf of residents extended to insurance companies.

The Executive Member for Housing and Regeneration described that Leader had written to the Secretary of State to suggest that VAT not be charged to developers to encourage them to rectify cladding, however this had been rejected by the Treasury. She further advised the Members that the Council was also a member of the Greater Manchester High Rise Task Force.

The Interim Director of Housing & Residential Growth advised the Committee that Manchester was a member of the national Early Adopters Forum which provided an mechanism for the Council to seek to influence national policy and directly represent the lived experience and views of residents to the government.

The Executive Member for Housing and Regeneration advised the Committee that because of the Council's role as an Early Adopter of the Dame Judith Hackitt recommendations they had undertaken proactive work with premises and managing agents to ensure occupants were aware of fire safety within the premises. She further stated that fire safety advice and responsibilities would also be included in the Short Term Letting Charter that had previously been discussed. The Committee welcomed this.

The Committee welcomed Robin Lawler, Chief Executive, Northwards Housing. He described that all of their high rise properties had been subject to an independent fire risk assessment. He said that the programme for installing sprinkler systems in blocks continued, however tenants did have the right to refuse the installation of these in their flats. He said that whilst every attempt had been made to encourage them to have these installed they respected the views of the tenant. He advised that that installation was such that at the time a property became vacant sprinklers could be installed prior to any re-let.

Decisions

The Committee note the report and endorse the recommendations that the Executive:

1. Note this report;
2. Delegate to the Strategic Director (Growth and Development) in consultation with

the Executive Member for Housing and Regeneration responsibility to develop a process for Mandatory Occurrence Reporting as detailed in section 9.10; and

3. Agree that the Accountable Person for buildings in scope is the Council of the City of Manchester as described in section 9.16.

NESC/20/38 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.

The Chair informed the Committee that following discussions with officers it had been agreed that the budget item listed for the October would be removed from the work programme.

In response to a question regarding the Climate Change Subgroup, the Chair reminded the Committee that at the 25 March 2020 meeting of Council the report 'Constitutional Amendments and Other Matters for Council Business Continuity' was considered and approved. The Committee were reminded that within that report it recommended and agreed that Scrutiny Subgroup meetings should be suspended for the time being.

Decision

To note the report subject to the above amendment.

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Manchester City Council Report for Information

Report to: Neighbourhoods and Environment Scrutiny Committee – 7
October 2020

Subject: Waste, Recycling and Street Cleansing Update

Report of: Strategic Director (Neighbourhoods)

Summary

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

Recommendations

That Members note and comment on the report.

Wards Affected: All

Environmental Impact Assessment - the impact of the issues addressed in this report on achieving the zero-carbon target for the city

By recycling more and wasting less – all Manchurians can contribute towards achieving the zero-carbon target. Replacement of 27 bin collection vehicles in 2020/21 will contribute towards achievement of the Councils carbon reduction plan.

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	Supporting residents and businesses to dispose of their waste responsibly and compliantly will support progress towards becoming a sustainable city.
A highly skilled city: world class and home-grown talent sustaining the city's economic success	The support provided to businesses enables businesses to grow and thrive in Manchester.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Working closely with both residents and businesses to support them in improving the neighbourhoods in which they live, work and socialise.
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	Reducing litter and fly tipping will reduce its impact on the city's infrastructure.

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Background documents (available for public inspection):

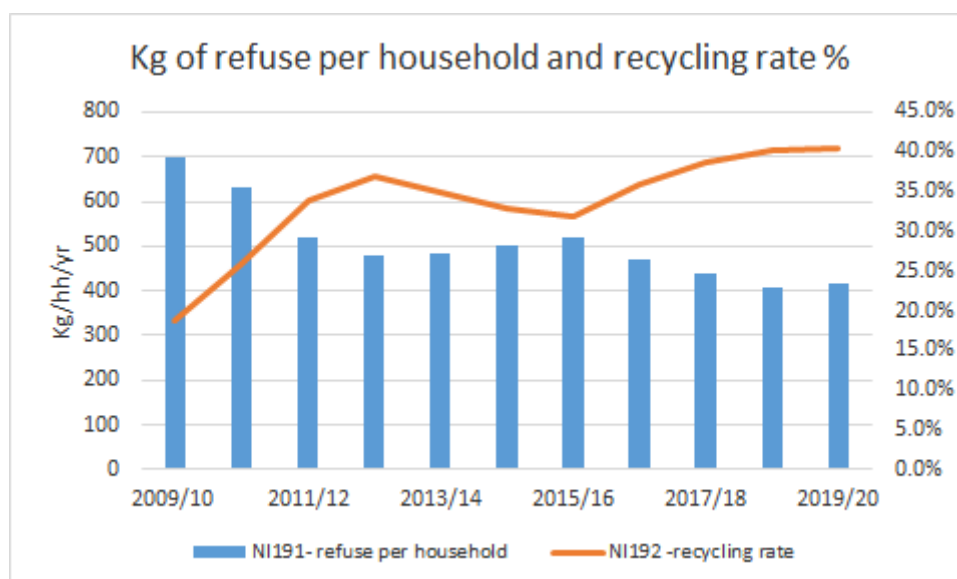
Not applicable.

1.0 Introduction

- 1.1 The Waste, Recycling and Street Cleansing Team sits within the wider Operations and Commissioning Service and is responsible for managing the waste and street cleansing collection contract with Biffa, overseeing waste disposal arrangements, service improvement projects and co-ordination of the 'Keep Manchester Tidy' project. The team works together with the wider neighbourhood services, in particular Neighbourhood Teams and Neighbourhood Compliance Teams to deliver priorities for neighbourhoods.
- 1.2 The report to the Neighbourhood & Environment Scrutiny Committee (NESC) in October 2019, provided a detailed breakdown of the scope of the collections contract, the specification and approach to contract monitoring. This report is intended to provide an update on:
- Service update – last 12 months.
 - Approach to addressing areas identified for improvement at NESC (October 2019) which included: bin returns and spillage; passageway quarterly cleanse; and approach to tackling flytipping.
 - Update on the impact of the changes to the Household Waste Recycling Centres, Cycle Lanes, approach to monitoring of street cleansing and contract performance.
 - Impact on service demand due to COVID-19 and approach taken.

2.0 Background

- 2.1 Manchester maintained a recycling rate of 40% in 2019/20. The City has seen incremental improvements in performance during the three-year budget period (2017-20), through delivery of an improvement programme which achieved the savings target (£4.5m) for this period. The graph below shows the progress made over the last decade to increase recycling and reduce residual waste arisings. Manchester's recycling performance remains one of the highest amongst the core cities.



- 2.2 On 18th December 2018, Government published 'Our Waste, Our Resources: A Strategy for England', which set out Government's interpretation of the European Union's (EU) Circular Economy (CE) package (EUCEP). Consultations during 2019 focused on how the strategy would be delivered, of note, how consistent collections and recycling services will improve both the quantity and quality of municipal waste recycled in England to achieve 65% recycling by 2035. Due to the impact of Brexit and the pandemic, the timetable to progress consultations regarding the implementation of the strategy has been delayed. It is expected that the next phase of consultations concerning the key components: Packaging Tax; Extended Producer Responsibility (EPR); Deposit Return Scheme (DRS); and Consistent Collections will take place in spring 2021. There have been no changes to the expected implementation timetable which is set at 2023. Work is underway with the other GM Authorities and GMCA to understand and model the implications of these proposals. Further details will be shared with the committee when available.
- 2.3 The aims of the Waste and Resource Strategy align with the city's target to become zero-carbon by 2038. By recycling more and wasting less, all Mancunians can contribute towards achieving this target. As part of the city's commitment to reduce its carbon footprint and improve air quality, almost half of the waste and recycling collection trucks will be replaced during 2020 with an electric truck.
- 2.4 Working together to recycle more and achieve a cleaner city is vitally important to protecting the local environment in Manchester. In 2019/20 the city committed a further annual budget of £0.5m to tackle flytipping, and significant progress had been made to develop fly tip reduction plans and implement target hardening measures for wards most affected by flytipping. Unfortunately, the pandemic has led to increases in household waste and flytipping which has created significant operational challenges for Biffa. This report explores the factors affecting this and the approach being taken to maintain service delivery through this challenging period.
- 2.5 The Litter Strategy for England (Defra, 2017), set out the governments ambition to reduce the impact of littering on all aspects of the environment. A significant aim of the Litter Strategy is to affect a wide-scale behaviour change to address the nations littering habits. In 2018 the city embarked on a partnership with Keep Britain Tidy to develop an overarching campaign: 'Keep Manchester Tidy'. This campaign aims to encourage residents, businesses, and visitors to do their bit and deliver interventions for the various types of litter issues experienced across the City and significant progress has been made to date. This has further been supported by continued improvement in street cleansing performance from Biffa. Whilst this year's annual 'spring clean' event had to be cancelled, new volunteers continue to come forward and demonstrate their pride in the city by supporting litter picking in their neighbourhoods. The focus for the remainder of 2020/21 will be to support flytipping reduction, particularly in passageway areas.

3.0 Impact of pandemic (COVID-19)

Household Waste Arisings

- 3.1 The onset of the pandemic and lockdown measures has resulted in a significant increase to household waste arising's. In August 2020 tonnages remained higher than forecast, residual waste (+15%) and commingled (+17%). This is expected to increase waste disposal costs by the end of 2020/21 (+£1.2m¹). The increase in waste is due to a number of factors: more food and drink consumed at home, more people working from home, increased home deliveries, intermittent travel restrictions for holidays in the UK and abroad, and significantly fewer young people attending education settings during the lockdown period.

Biffa's Operations

- 3.2 At the onset of the pandemic Biffa's staff numbers were affected by suspected COVID-19 symptoms and staff shielding due to vulnerable conditions. Agency staff were used where possible to backfill positions, but this was impacted by a surge in demand for HGV drivers at that time. This was further compounded by the increase in volume of material (across all waste streams) and an increase in number of bins presented on collection day. The Waste & Recycling Team worked with Biffa to review staffing levels on a regular basis and adjusted the service throughout this period. The business continuity plan was enacted early on and supported the decision-making process to determine the prioritisation of services. Non-statutory guidance issued by Defra on 7 April, provided advice regarding prioritisation of services.
- 3.3 To date Biffa have continued to deliver the majority of services during the pandemic, but at points some services had to be reduced or suspended. During the first 60 days there was a temporary suspension of bulky waste collections, bin deliveries and green bin collections (food and garden waste). The bulky service was reinstated from 27 April and the green bin collection service from 11 May (winter schedule - fortnightly frequency). To date the collection of waste has been managed within the contract budget, through the prioritisation of services and reduction in collection frequency for green bins (winter schedule applied throughout 2020/21). The number of bins presented on collection day has increased since pre-COVID. The amount of side waste has significantly increased since pre-COVID for both residual and pulvable bins. There is no accurate data available pre COVID or since the onset of COVID to quantify these increases. Biffa estimate 10 – 40% of household's present residual and / or pulvable side waste which varies by round across the city. The effect of increased tonnages, additional bins and side waste has placed significant pressure on collection crews. This has resulted in regular missed collections on day of collection. The contract requires Biffa to rectify 'missed streets' within 24 hours or face penalty. It should be noted that Manchester are the only GM Authority that have continued to collect residual side waste and pulvable side waste to current levels.

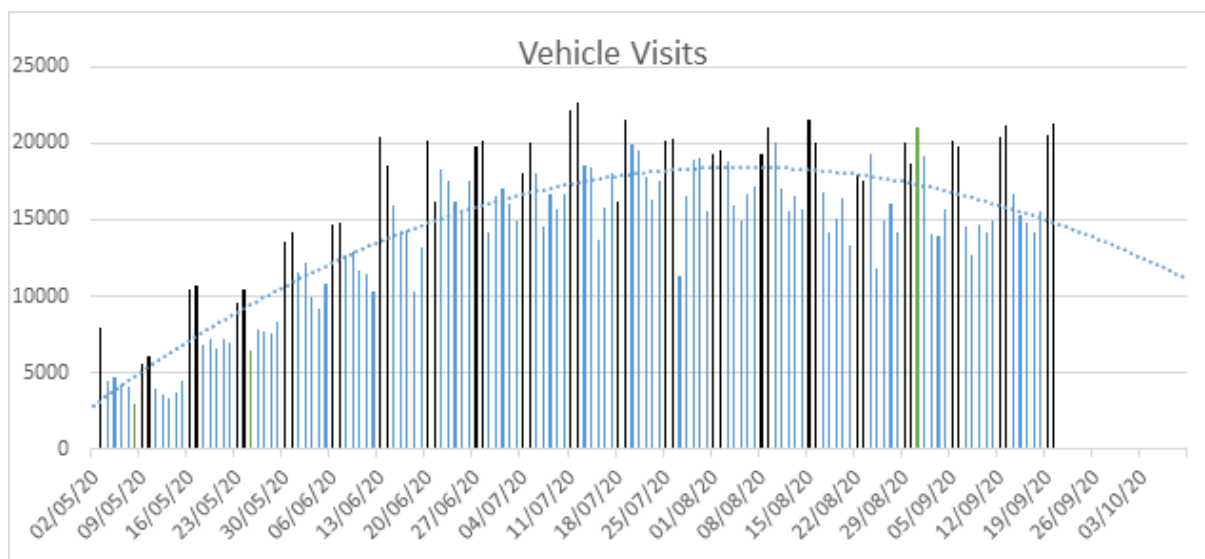
¹ Forecast was made prior to the announcement of further winter lockdown measures on 22nd September 2020.

- 3.4 The safety of Biffa's staff during this period has been a key concern for Officers and Trade Unions. Biffa have worked agilely through this period to ensure that the service was delivered in-line with the latest health and safety guidance from the Waste Industry Safety & Health forum (WISH); Public Health England (PHE) and latterly Government workplace guidance. WISH updated their advice several times during this period and Biffa have complied with the changing requirements.

Household Waste Recycling Centres

- 3.5 All GM Household Waste Recycling Centres (HWRCs) closed on 24 March to comply with Government guidance on essential reasons to leave the house during the initial 3 weeks lock down period. A phased reopening of HWRCs across GM commenced from 2 May 2020. Officers (Waste and Highways) from across GM worked together with GMCA, Suez (the HWRC operator) and contractors, to implement a traffic management plan to support the re-opening of sites. From 13 June all Manchester reopened 7 days a week with most materials available. No serious issues have been reported in connection to the re-opening of the HWRCs, demand was low initially and increased to normal levels over the summer.

Graph showing total no of visits to HWRCs across Greater Manchester (May – September 2020)



Data source: Suez

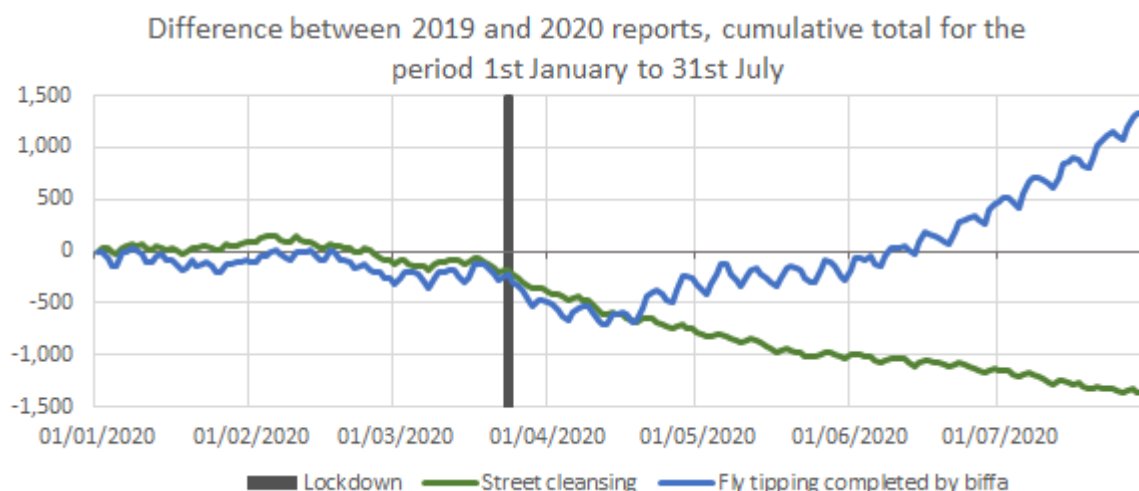
Key	Weekday	Weekend	Bank Holiday
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Fly tipping² and Street Cleansing

- 3.6 At the start of the year, the number of fly tipping and street cleansing requests were very similar to the levels reported in 2019. After an initial decline at the start of lockdown, fly tipping has been steadily increasing, whereas street

² Fly tipping data includes requests with the outcomes completed by Biffa and no outcome yet provided.

cleansing has declined and remained consistently lower than requests in 2019. In the first 7 months of 2020, fly tipping was 10% (+1,331) higher than 2019. The majority of this increase was reported in June and July when reports, compared to 2019, were up 39% (+735) and 45% (+879) respectively. In contrast, over the same period requests for street cleansing had reduced by 23% from 2019 (-1,376).



- 3.7 Overall the service was delivered broadly in-line with the principles set out in Defra's guidance. Service changes were communicated via the Councils COVID-19 web pages and the Councils twitter accounts. These webpages received significant traffic during the enhanced lockdown period and have proven an effective way to keep residents updated. Key information was shared with Registered Providers and Housing Groups to ensure key changes are communicated as widely as possible. Keep Manchester Tidy (KMT) has provided support to community groups and individuals who have made enquiries about litter picking. The advice has adjusted as lockdown measures have eased. KMT has worked with Keep Britain Tidy, Parks and Communications to develop campaigns regarding new litter challenges which have emerged during this period (further detail in section 8.0).
- 3.8 From mid-September Biffa have reported an increasing loss of staff due to contact from 'Test and Trace', which requires 'contacts' to isolate for 14 days. There is concern that this could have an impact on staffing levels into the winter months. Contingency plans are being reviewed to account for this which will include increased use of agency staff. The potential loss of vulnerable staff, if required to shield would have significant implications for service delivery. The announcement of further lockdown measures (22 September) during the winter months are likely to increase projected waste volumes. This also has implications for collection capacity, which has been supported to this point by capacity released from the green bin collection rounds. Contingency plans are currently under review with Biffa to work through these service implications and will remain under close review to the end of the financial year.

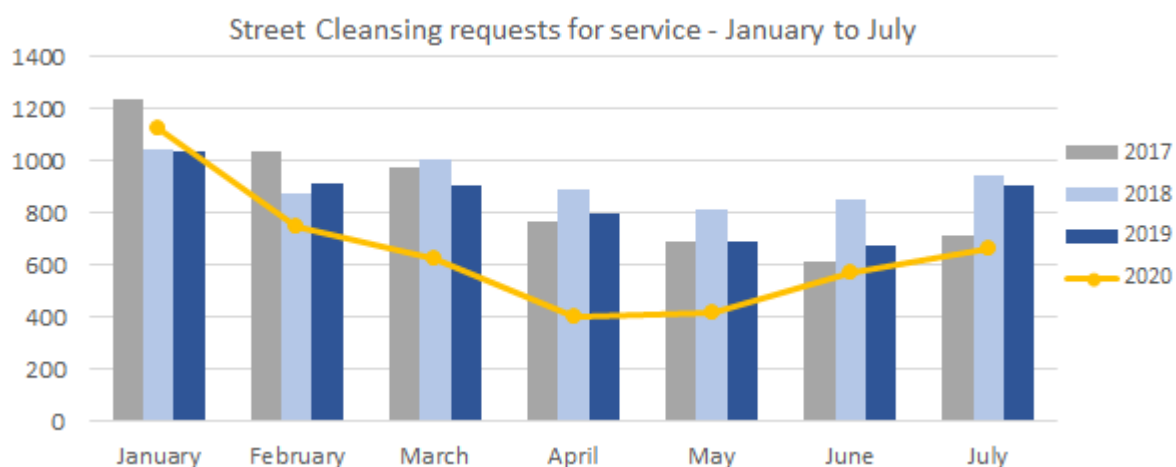
4.0 Service Update

Background

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, except for 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. The contract allows for deductions to be made via the Price Performance Model (PPM). Members have previously received the detail of this model and how it is applied. In 2019/20 application of the PPM resulted in £62,900 of deductions. Further detail regarding delivery of the contract, service specification and approach to contract monitoring can be found in section 3 of the service update report to NESC in October 2019.

Street Cleansing

- 4.1 In the 12 months to July 2020, requests for street cleansing had declined 17% (-1,635) compared to the previous year. A significant majority of this decline came in the last 6 months where requests had reduced by over 1,400. Street cleansing requests in 2020 started in line with the previous years, increased reporting in January and falling through February. Requests in February saw the largest drop in the last four years, down by 375 on the previous month. Before lockdown a further drop was seen in requests in March - as lockdown were introduced and possible fears towards being outside increased.
- 4.2 Requests have continued to stay lower than previous years through April to July, although in recent months they have mirrored historical trends as requests began to increase into the summer months. This was also in line with restrictions being relaxed following lockdown.

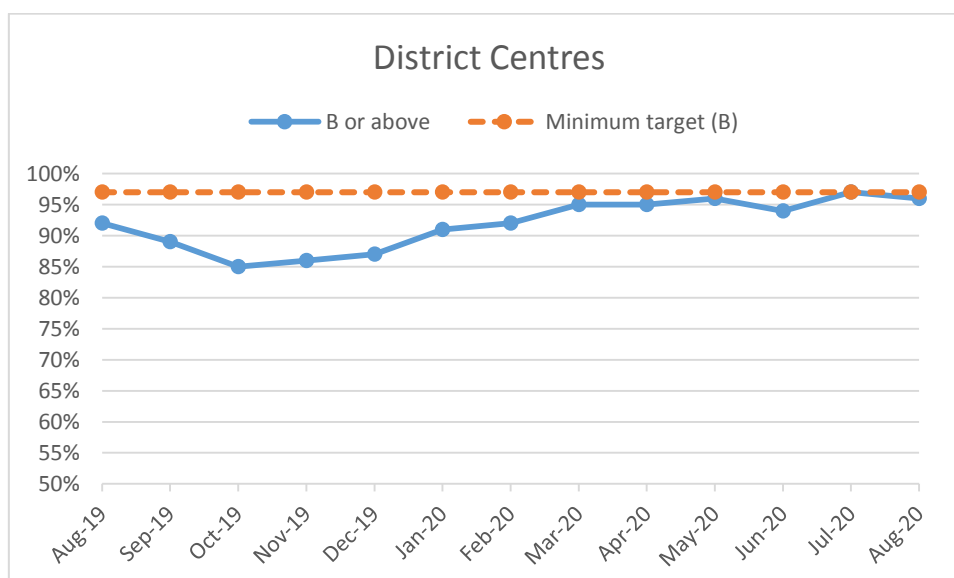


- 4.3 During 2020 lower amounts of street cleansing requests have been reported across the majority of wards in Manchester. The only significant increase was seen in Cheetham, requests were up from 398 in 2019 to 663 in 2020 (Jan-Jul). Street cleansing requests in Piccadilly and Rusholme have so far dropped by over 200 each from 2019. Dust, dirt and litter is still the most prominent type of litter in 2020. Between March and April in 2019 this litter type dropped by 31, however, at the start of lockdown between March and April 2020, it dropped by 110 to 261, less than half of what is seen in April 2019. This figure increased to 406 in July but is still significantly lower than the same month in 2019 (550).

District Centres

- 4.4 The standard of cleanse in District Centres dipped in parts of the city during the last half of 2019. Some areas were found to be lacking detailed cleaning around street furniture which affected scores. Biffa were tasked with changing their operational model to improve operative accountability and the improve detailed cleaning to increase standards. Officers are satisfied that standards have been improving and are now generally being met across the city. The graph below shows how scores have improved consistently since the turn of the year. Infrastructure to enable social distancing has created litter traps which Biffa have endeavoured to adapt to, but in parts cleansing with a mechanical sweeper is not possible. This remains a challenging area that requires close monitoring and Biffa have been asked to focus on building on the performance improvements in the last year.

Graph showing the results of MCC cleansing assessments of District Centres



City Centre

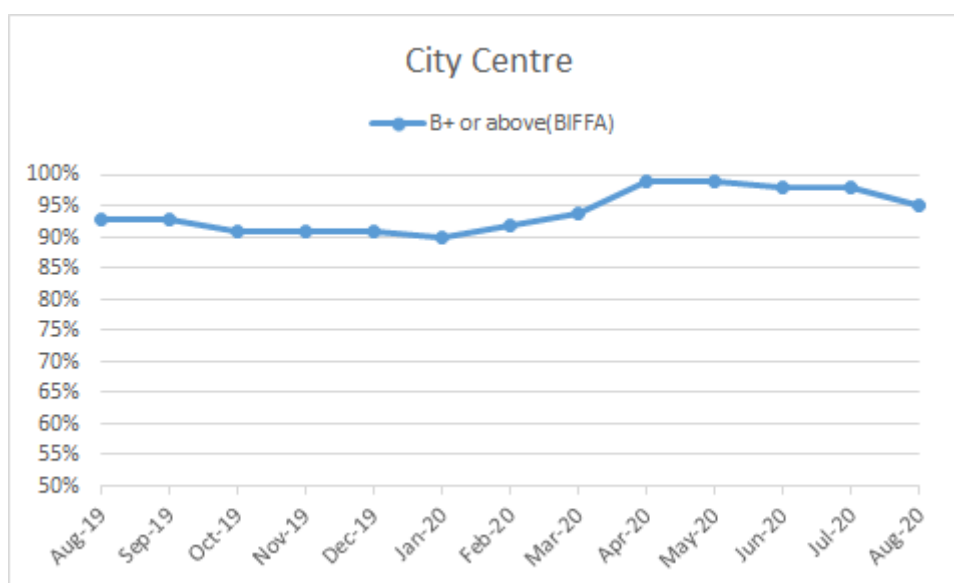
- 4.5 City Centre inspections have shown continued improvement since 2019 and have been consistently high throughout 2020. The addition of smart bin technology in late 2019 has allowed a smarter allocation of resource and

helped maintain and increase high cleansing scores. Moreover, Biffa took advantage of the quieter streets during lockdown to perform detailed cleansing and improve the streetscape within and around the city centre. Areas targeted are normally inaccessible due to parked vehicles and provided an opportunity to undertake a deep cleanse, examples included in appendix 1.

Table showing the average NI195 scores by year for the City Centre

Year	2018	2019	2020 (Jan-Aug)
Ni195 Grade B+ or above	85%	94%	96%

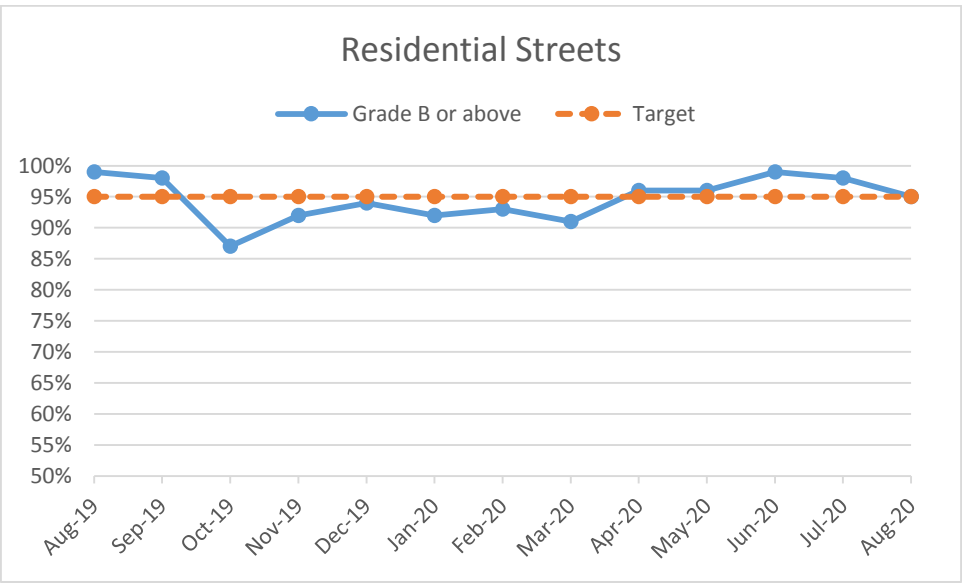
Graph showing the results of NI195 cleansing surveys City Centre



Residential Streets

- 4.6 As previously reported to the NESC (October 2019), in the north and central areas of the city, the scheduled street cleansing is undertaken on a fortnightly basis. In the South wards the frequency is three weekly Biffa undertake an intermediate inspection in-between scheduled cleanse to ensure the area has not dropped below the required standard (B). MCC Monitoring Officers also undertake these checks to ensure Biffa are delivering the service in-line with what is expected. The rate of deterioration in some parts of the city is challenging. Residential streets experienced a slight dip in standards during the first quarter of 2020. This followed the expected seasonal dip during leaf fall season (Oct – Jan). However, following lockdown in March, Biffa took advantage of the lower footfall and as a result scores have been above expected levels since. Generally, performance in this area has been good and standards are being consistently met.

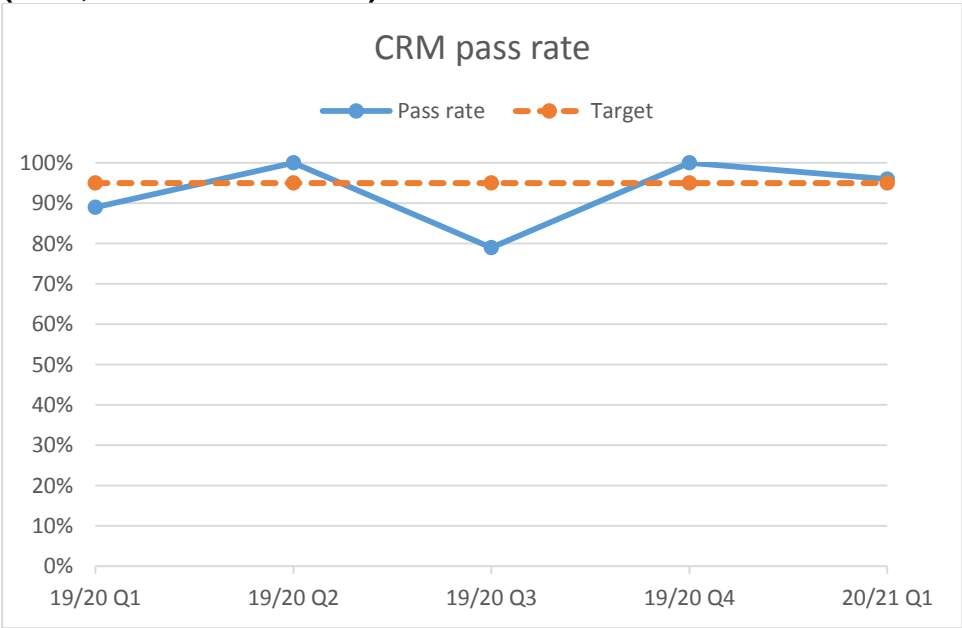
Graph showing results of NI195 surveys in residential streets



CRM jobs (reactive cleansing)

4.7 Biffa have maintained satisfactory performance levels in their CRM job management, mostly meeting targeted levels. However, it continues to be a weaker area of the service that needs further improvement. This is an area that is particularly challenging as involves the combination of locations provided by the CRM system and operatives visiting jobs away from the main schedule and rectifying. MCC ensure these jobs are regularly quality spot checked and results have shown improvement during 2020, yet there are still inconsistencies as shown in the results. The combination of a new CRM system and management changes within Biffa should bring further improvements in this area.

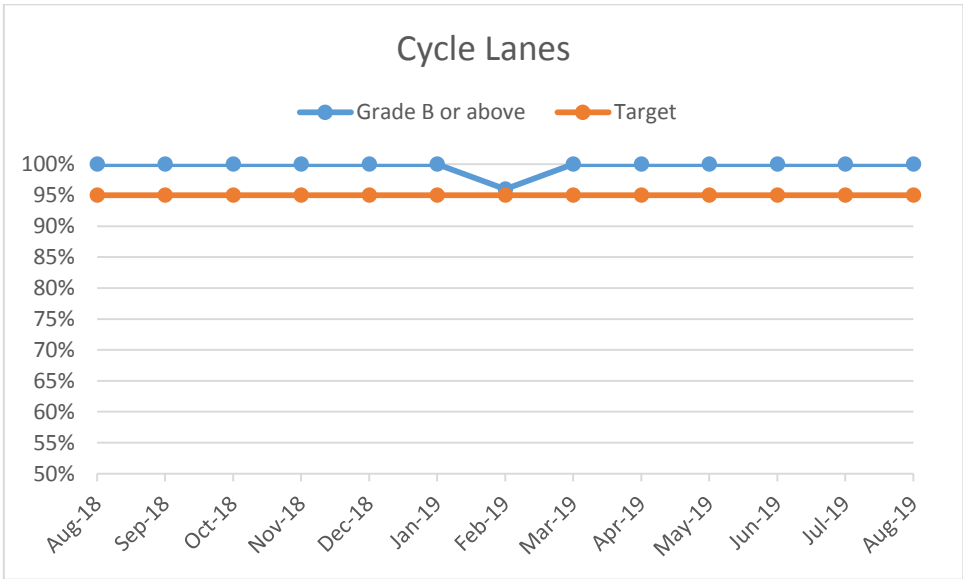
Graph showing results of MCCs quality checks of requests for service (dust, litter & dirt issues)



Cycle Lanes

- 4.8 Cycle lane cleansing is completed as part of the overall street cleansing programme and as such the road type and rates of deterioration directs 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 reviewed monthly. It should be noted that some of the newer schemes which use temporary infrastructure have posed operational issues and the standard has not always been maintained in these locations.
- 4.9 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. 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 have dedicated supervisors for the duration of the programme. MCC also be monitor the standards of the programme.

Graph showing cleansing scores for cycle lanes



5.0 Bin collections

Missed Collections

- 5.1 Biffa empty in the region of 2.5 million bins every month. Outside of periods of service interruption 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. 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. Historically, this was an area of strength within the contract, but increases in missed collections have been observed since Q3 2019/20. Biffa reported that collection rounds had reached maximum capacity following years of incremental levels of low-rise property growth across the city. Benchmarking has shown that Manchester's collection rounds are amongst some of the most efficient in the sector in terms of number of bins collected by round, and outside of covid were assessed as close to maximum capacity.
- 5.2 The pandemic has presented Biffa both staffing and waste volume challenges. To maintain service delivery of all waste and recycling types it was necessary to reduce green bin collection frequency to fortnightly (in-line with the winter schedule). As detailed in section 3.0 household waste and commingled tonnages increased to a peak of +30% at the beginning of the pandemic to the current position +15%. Green tonnages are around -10% less than forecast tonnages despite the reduced collection frequency. Pulpable tonnages have increased +5% over the period but this has been negated by a loss of 10% of this material due to contamination. The number of bins on collection day has increased beyond normal levels. Higher levels of agency staff result in more mistakes being made as they adjust to new collection maps. Increasing traffic since the initial lockdown period and school traffic also affects completion rates – considering the above normal demand. These factors combined have led to higher rates of reported missed collections as shown in the table overleaf.
- 5.3 The contract requires Biffa to rectify missed streets within 48 hours or face a penalty of £1k per street. The number of reported missed collections does not reflect the total number of actual missed collections. Officers instructed Biffa to focus their administrative support towards ensuring missed collections and errors are detected ahead of reports being made and ensure repeated missed collection issues are addressed. As lockdown measures started to ease it was hoped that tonnages would reduce at a quicker rate to improve this performance. As detailed earlier in this report, this position is under review as part of contingency planning and additional resources are likely to be required.

Table showing levels of missed collection reports and SLA achievement (monthly reports average for quarter)³

	Q1 19/20	Q2 19/20	Q3 19/20	Q4 19/20	Q1 20/21
Average Monthly Missed bins (total)	1039	1041	1294	1485	1959
Average Missed bins (low rise) per 100,000	50	60	90	101	137
SLA achievement	99%	99%	99%	99%	99%

Bin Returns

- 5.4 In October 2019, the NESC highlighted concerns regarding the issue of crew attitude and behaviour in relation to poor returns of bins to pavements and spillage. Historically this has been an under reported issue by residents and little data existed to understand the scale of the issue. The traditional approach to monitoring bin returns and spillage was either directly in response to customer reported issues and through proactive supervisor audits – each crew were audited once per month. Biffa were instructed to measure and improve this area of the service.



³ Table shows reported missed collections only, accepted that not all residents report missed collections.

- 5.5 In November 2019, Biffa utilised the existing vehicle 360° cameras and developed a new model to monitor crew performance. Using this technology, Biffa's management team were able to see exactly which crews were not meeting the expected service standard and use the evidence to provide a learning opportunity and reinforce the desired service standard. The new model reduced the time required to conduct an audit which allowed Biffa to increase the number of crew audits to once weekly. Since November 2019, 1409 crew audits have been undertaken. Initially the audits highlighted that bin return performance were particularly poor and there were some minor issues with spillage. The approach has reduced these issues by +50%. The feedback process has had to be adapted since covid.

Passageways (Bin collections)

- 5.6 Communal Container bins in passageways continue to be one of the most difficult areas of the service for both MCC and Biffa. The shared nature of these bins makes them a target for commercial abuse and poor waste management. Moreover, contamination of recycling bins remains a persistent issue that is both costly to the Council as well as being operationally difficult to manage for Biffa. MCC have extensively monitored this area for a number of years now and, despite the persistent challenges, have seen a large improvement of bin emptying in these passages. It must be noted that during late August and through September performance has dipped. Biffa are working to address this issue and Officers continue to closely monitor performance requiring rectification if service is not provided to the required standard.

Table showing percentage of passageway bin collections passing checks against collection schedule

Year	2018	2019	2020 (Jan-Aug)
Pass rate	80%	93%	94%

- 5.7 Officers currently inspects around 400 bins in passages per month and without this level of scrutiny these results would certainly fall. The impact of MCC's monitoring can clearly be shown in the 14% increase in pass rate since close monitoring of this element of the service began in 2018. The sheer volume of work and challenging conditions means crews will attempt to cut corners and need close supervision. An area that highlights this issue clearly is sweeping around containers that should occur on a weekly basis. The table below shows how this is still below standard and requires further work to reach the levels of the bin emptying.

Table showing percentage of passageway bins swept around correctly against collection schedule

Year	2018	2019	2020 (Jan-Aug)
Pass rate	N/A	76%	69%

- 5.8 Biffa have recently had a management restructure and the intention is to reorganise crews to deliver greater accountability through monitoring and measuring crew performance. Furthermore, closer links need to be forged with Biffa reactive teams to work smarter and ensure standards are raised. The Covid crisis has certainly exasperated this already difficult service area with more people staying at home and more waste being generated. There has been a prolonged period of low resident engagement as teams normally engaged in this activity have supported the COVID response. In the coming months targeted projects have been established with Biffa, Keep Manchester Tidy, Neighbourhood Teams and Compliance to tackle service collection issues and fly tippers.

Passageways (Quarterly cleanse)

- 5.9 All publicly adopted passageways should be cleaned by Biffa on a quarterly basis. This is in addition to bin emptying and sweeping around containers in those passages that are containerised. At the NESC (October 2019) Members expressed concern about this area of the service. An audit of this area showed that Biffa were falling significantly short of expected standards for this service. As a result, an escalation to the Strategic Board required Biffa to implement a formal improvement plan in November 2019. Biffa's response to the improvement plan was to significantly increase resources to recover standards and dedicate a supervisor to the service.
- 5.10 Whilst the response was positive and did bring about an immediate upturn in performance, MCC Officers felt the issue was one of productivity and general performance management rather than that of resource. It was felt that to achieve sustainable improvement then there needed to be more transparency and accountability. Officers worked with Biffa to create a schedule for all the city's passageways by ward and broke this down further by zone. The zonal model means, for the first time, an exact date could be given and monitored against for a year ahead. This was a big step forward in terms of transparency and allowed underperformance to be easily identified. The full schedule is provided in appendix 2.
- 5.11 Since the commencement of the improvement plan (commenced Nov 2019), members with passages in their wards are sent pictures and maps showing the completed passageway work examples are shown in appendix 3 - 8. A full cycle of the improvement plan was completed on time and to a good standard. However, that is not to say this did not come without issue. MCC monitoring officers had to check every single passageway and ensure Biffa teams addressed the frequently identified underperformance. It was clear that this area of the service requires close monitoring and constant supervision to be effective.
- 5.12 The schedule went live in February 2020; two cycles have been completed and cycle three is underway. The covid crisis interrupted MCC monitoring between March 2020 and June 2020, however, full monitoring was reinstated in July. Examples of this monitoring are shown in appendix 3 - 8. Monitoring continues to show issues with productivity and the schedule often slips behind

by a number of days before Officers have to intervene and Biffa catch up. Moreover, concern has been expressed that this is not a sustainable approach to deliver sustained improvements and Biffa have been asked to address the flaws in their current operational model for passageways.

- 5.13 In July 2020, Biffa carried out a management restructure and reorganised responsibilities to improve areas of the service, like passageways, that were not working as effectively as they could. Some of the changes so far have seen the appointment of Senior Supervisors for each depot and review of passageway teams to better match staff skillsets to the task. Back office improvements in communications between teams and the use of blowers in passageways have all helped to improve productivity during August. The next step is for the new management team to look at how they can combine all the existing services that go into the passageways to get consistency in their standards and productivity. MCC continue to monitor this area very closely and check Biffa's work against the schedule.

Passageway Container Service Improvement Programme

- 5.14 As discussed at NESC in October 2019, the next focus for service improvement is the passageway container service. This covers 900 sites serving 15,500 properties across the city. At the beginning of August 2020, 52% of sites were complete, with most being converted to reverse lid recycling containers and new locking posts -2% have moved to individual wheeled bins. These are properties where residents have previously expressed an interest in moving back to individual bins or where officers felt individual bins would be a better solution than a communal system and most residents agreed.
- 5.15 As part of this project Officers will assess whether each site is still in the best position, if individual bins would be a better option and whether each street has the correct capacity and collection frequency for their refuse and recycling. Officers work closely with Compliance and the Flytip Investigation Team to ensure that businesses and trades are not misusing containers intended for residents and that communities are engaged and supported to potentially improve and beautify their passageways. Steps are being undertaken to consider appropriate interventions for sites vulnerable to fly tipping -in conjunction with the target hardening programme. Improvements to the facilities includes a new style of recycling container lid that reduces contamination and is more user-friendly. This is coupled with a low-profile locking post, which reduces litter traps. Properties that are already using the reverse-lid recycling container have already seen a reduction in contamination, which encourages participation, makes more space for good recycling, and reduces the number of containers with contents that cannot be recycled. The programme prioritised the sites where the surface of the passageway does not require any remediation works. There is significantly more preparatory work to do at sites that require groundwork, including co-ordinating work with other highways projects, with landowners and homeowners and procuring and programming the services required. Members have received detail of the plans for their ward

Apartments

- 5.16 Following a period of significant growth in the apartment sector and an increase in recycling participation, following the apartment recycling programme in 2018-20, additional resource was approved in 2020/21 to support these additional bin collection requirements. Apartment collection rounds were reviewed and replanned to deliver maximum efficiencies, this resulted in some changes to collection days. Officers worked positively with building managers and Biffa to implement these changes and new collection days are now embedded. Apartment collections were also impacted by covid, as a higher proportion of residents were at home for longer periods of time during March to June. This led to more waste and recycling being produced than the existing system could accommodate. Officers worked with building managers to provide extra resources and support during this period.

Contamination (Blue Bins – Cardboard and Paper)

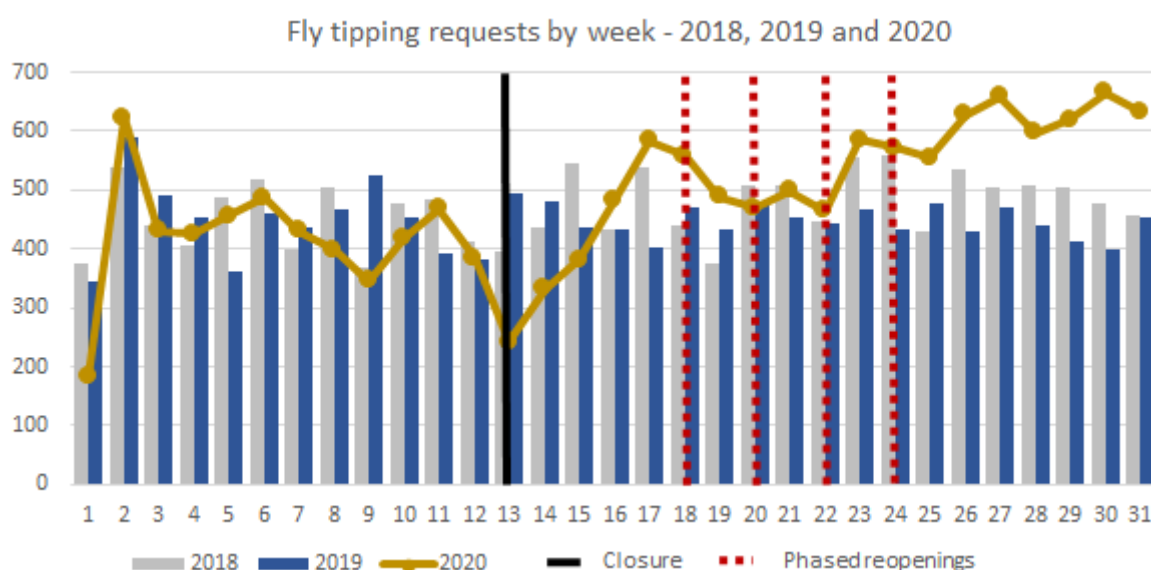
- 5.17 The quality of recycling collected across the city remains a concern - particularly the pulpable stream (blue bin). Low prices and volatilities in both the EU and international paper recycling market are putting the whole of UK's paper recycling sector under strain. This is a consequence of the significantly tighter quality restrictions which have emerged in China and other Asian countries over the last 3+ years. Under the GMCA disposal contract if pulpable recyclable material is rejected, the material will be downgraded to residual and the cost for processing will increase significantly from >£10 per tonne (variable due to market fluctuations). Feedback has been received from the operator that, some pulpable material collected in Manchester contains black bags of rubbish, food and nappies – amongst other non-recyclable materials. Additional pickers have been employed at the disposal point to pick out contaminants, this has reduced levels of contamination, but it is not possible, nor is there the space available to decontaminate all material.
- 5.18 Ensuring bin crews check bins and increasing engagement and education has been the key approach by Officers to reduce this issue. The annual calendar and service leaflet delivered in summer 2020 focused on contamination of the blue bin. A targeted social media campaign was also carried out in July 2020 and this has been supported by improvements to the council's webpages and recycling bin contamination tags. This follows 24 months of campaigns targeting this issue, including: extensive door knocking, billboard advertising and citywide delivery of bin stickers and leaflet by Recycle for Greater Manchester in September 2018. Unfortunately, there is no evidence that any of these campaigns have reduced the level of contamination in blue bins. Officers will continue to engage with local housing providers, local groups and Members to amplify the key messages and reach more residents. Once it is safe to do so, Officers will carry out targeted door-to-door canvassing and promote the use of Household Waste and Recycling Centres, the additional grey bin capacity process for those who need it and other waste outlets, such as charity and reuse. The GMCA have prioritised support the GM Authorities who require it in the next 18 months to support this area. However, it has been highlighted by the GMCA that their research has shown that the most effective

way to improve recycling quality is to undertake more stringent bin checks and reject contaminated bins. It is likely this approach will need to be adopted in the future to secure improvements.

6.0 Fly tipping

6.1 Over the last 12 months, fly tipping has risen 3% (+805) compared to the previous 12 months (Aug to Jul). Although, most of this increase came in the latter half of the year. Requests in 2019 had fallen by over 1,000 (-5%) in comparison to 2018. In the first three months of 2020 fly tipping requests were below the average figure of the three prior years. Requests had also been declining month on month from January to March and over this period requests in 2020 saw the largest drop compared to the last 4 years, down by 457.

6.2 The graph below shows weekly reports of fly tipping in the first 7 months of 2020 compared to 2018 and 2019. Also detailed on the graph is the closure of Household Waste and Recycling Centres followed by the phased reopening. In the weeks leading up to when lockdown was introduced (week 13) reports of fly tipping started to decline, but from the start of April requests began to rise. The graph shows fly tipping initially declined then levelled off in the four weeks after recycling centres started to reopen. However, requests increased in June and July: reports were 30% (1,614) higher than the comparable months in 2019.

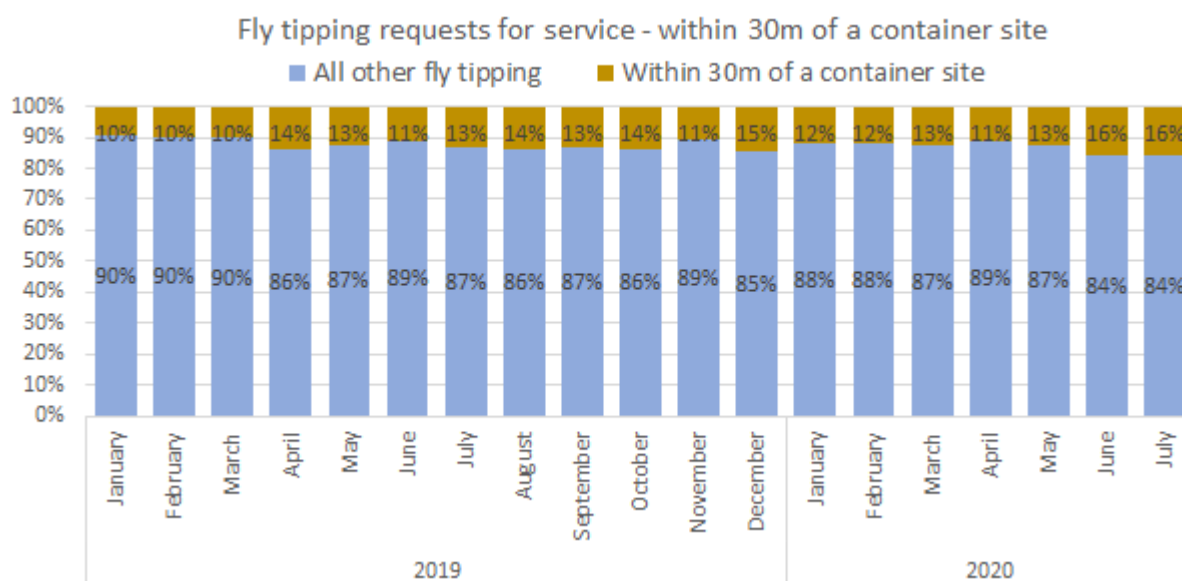


6.3 Fly tipping described as household waste continues to dominate overall reports and has increased by 14% (+766) in 2020. Further investigation of this waste type revealed 42% referred to large household items and furniture, with an additional 38% describing general household waste. Although smaller in count fly tipping of tyres increased from 42 in 2019 to 120 in 2020 (Jan- Jul).

6.4 The majority of fly tipping in 2020 was located on roads and pavements (56%) followed by back alleyways (27%). Percentage breakdowns in 2020 were

comparable to 2019, in both years waste tipped in alleyways increased during the summer months. At the start of the year around 24% of fly tipping was reported in alleyways, this increased to 29% in June and July.

- 6.5 The graph below shows the proportion of fly tipping located near container sites compared to all other fly tipping reports. The number of requests located near container sites have been consistent over the last year, around 200-250 reports per month. However, in June and July this year requests rose to 408 and 452 respectively – this appears to align with an increase in household waste levels during this period. This contributed to 16% of all fly tipping requests compared to 12% of reports during the start of 2020.



- 6.6 At the end of 2019 the Waste and Recycling team worked together with the Performance, Research & Intelligence team produced a deep dive analysis looking into fly tipping in the top 10 wards for highest reports. This was to understand how different factors may be contributing higher reports within each ward and supported Waste and Recycling and Neighbourhood Teams to target resources to tackle the issues identified.
- 6.7 Covid has impacted the delivery of projects and actions that were developed in response to this analysis. Policy changes to recycling centres and the reduced bin collection service have also potentially impacted residents' behaviours. Furthermore, during periods of economic downturn flytipping has historically increased. As a result of these additional challenges fly tipping has increased in the majority of these wards (see table below). This trend is reflective of both local (Greater Manchester) and national trends.

Fly tipping requests for service by ward

Top 10 wards	Jan - Jul 2019	Jan - Jul 2020	Count Change	% Change
Harpurhey	1440	1432	-8	-1%
Clayton and Openshaw	850	1114	264	31%
Levenshulme	928	1074	146	16%
Cheetham	825	1061	236	29%
Gorton and Abbey Hey	926	1004	78	8%
Moston	745	889	144	19%
Miles Platting and Newton Heath	777	855	78	10%
Longsight	549	629	80	15%
Crumpsall	657	613	-44	-7%
Moss Side	685	574	-111	-16%

Fly tip Intervention Investment

- 6.8 In 2019-20 an extra £0.5m was committed by the city to tackle fly-tipping through additional compliance officers, CCTV and 'target hardening' projects. This update will focus on 'target hardening', which is the process of installing physical deterrents that make a fly-tipping target harder to access or less desirable (such as bollards, barriers, and beautification). Since the last update was provided in October 2019, 19 fly tip intervention projects have been completed and 11 further projects are in progress. Further detail of these projects is provided in appendix 9. An update on flytipping compliance is scheduled for presentation at the NESC in December 2020.

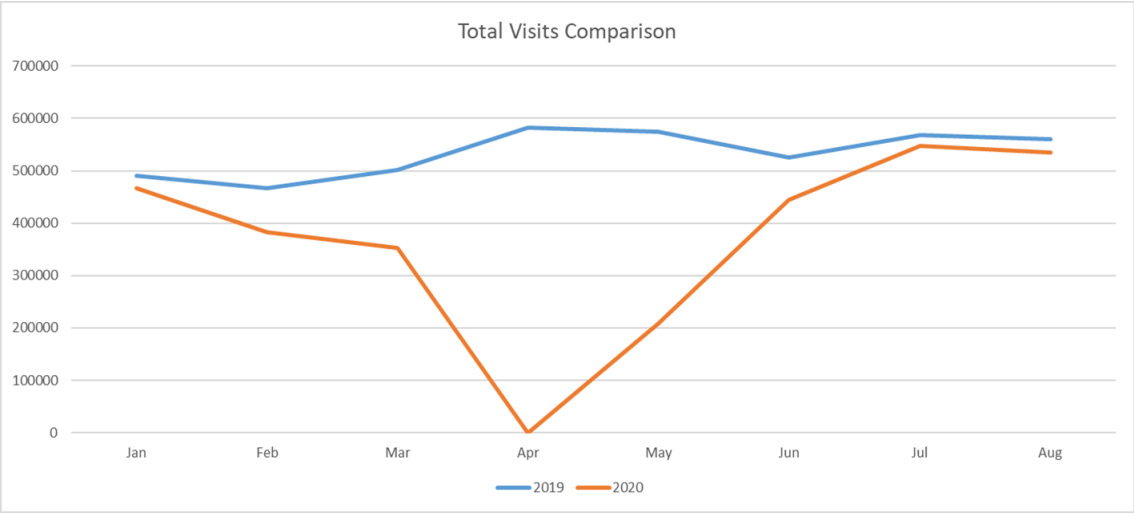
7.0 Household Waste and Recycling Centres

- 7.1 HWRCs or 'tip' facilities are provided for the deposit of household waste by residents. In Greater Manchester, these are operated by Suez on behalf of the Greater Manchester Combined Authority (GMCA). Residents living in Greater Manchester (Bolton, Bury, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside or Trafford) can use any of the 20 Recycling Centres located across GM - free of charge. This includes waste from normal day-to-day household activities and DIY projects. In GM the HWRC costs are allocated to each of the 9 GM Authorities (except Wigan) under the waste levy. The cost of this is ultimately passed onto council taxpayers
- 7.2 The law (Environmental Protection Act, 1990) requires that all businesses and traders, no matter how small they are, must pay for the disposal of their waste either at: licensed waste management facilities or via a commercial collection (skip, container etc.). Any business or trader transporting such waste is subject to the requirements of duty of care (set out at section 34 of the EPA 1990). GM HWRC's do not have weighbridge facilities – which is a requirement to accept trade waste (as it's charged for on a weight basis). Trade waste can be disposed of (for a charge), at the GMCA waste facilities detailed below (operated by Suez), which have weighbridge facilities. Advice is available for traders unsure how to legally dispose of their waste – the most cost-effective method being via skip or other commercial collections.

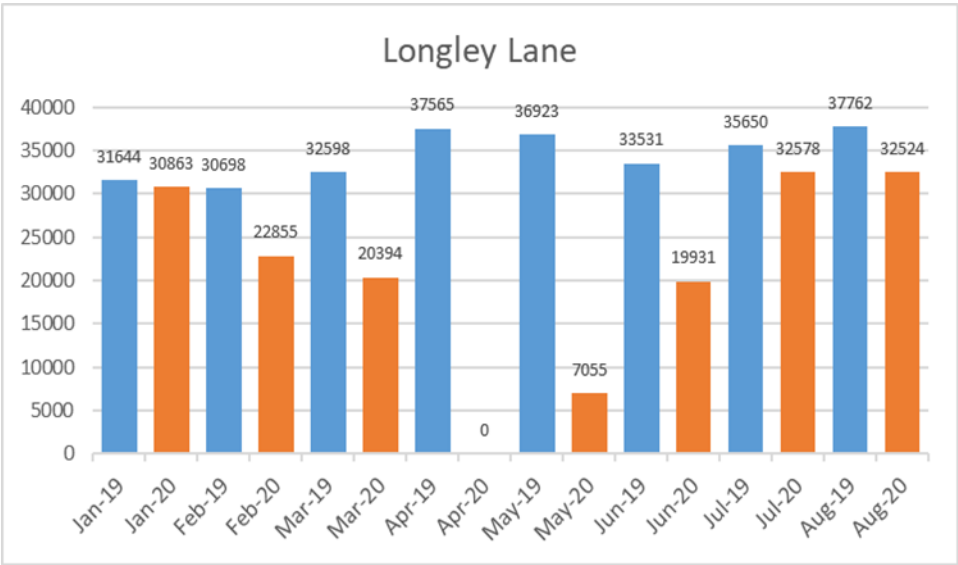
- 7.3 In recent years GMCA investigated why tonnage and the cost of operating the HWRCs was increasing and found a high level of tipping by businesses and traders. As part of the contract specification for the replacement GM waste facilities contract (awarded to Suez in June 2019), the GMCA stipulated that the successful contractor must have robust trade waste prevention measures in place at the HWRCs. To facilitate this a policy change was required to restrict access for certain types of vehicles. The details of these changes were approved by GM Leaders in September 2019. All neighbouring authorities (Lancashire, Derbyshire, West Yorkshire, Merseyside, Cheshire East and Wigan) have permit schemes in place that restrict access for vans, trailers and other commercial type vehicles. The absence of a scheme in Greater Manchester is contributing to movement of trade waste into the GMCA sites from these neighbouring areas and therefore needs to be addressed. The NESG (January 2020) discussed the policy change and requested an update on the implementation of the policy and analysis of impact on flytipping.
- 7.4 Since February 2020, vehicles entering the HWRCs are monitored by Automatic Number Plate Recognition (ANPR) across all 20 sites and these are linked to a central system at the SUEZ regional office in Bolton. Most HWRC users are unaffected by these changes. Suspected traders, or vehicles reaching a trigger level, will be stopped and the load inspected. Suspected traders are given guidance to direct them to licenced trade waste facilities. Continued abuse of the facilities will result in the vehicle being banned from the site. Households / residents are not limited to one visit to HWRCs per week – they can use their allocation as they choose. The policy stipulates a maximum number of visits per year, by vehicle type:
- Cars and cars with single axle trailers (52 visits)
 - Cars with a double axel trailer (18 visits)
 - Vehicles up to 3.5 tonne gross vehicle weight (18 visits)
 - Vehicle above 3.5 tonne gross vehicle weight (12 visits)
- 7.5 Support is available to households who are close to using their allocation of 'free tips' - before the end of the year (52 visits). To date no Manchester resident disposing of household waste has reached this threshold. The GMCA set the limit of 52 visits to help identify those who may be using the HWRC to dispose of non-household waste - the limit was not intended to prohibit legitimate users. Flexibilities exist to allow residents supporting neighbours, friends, or family to dispose of their waste.
- 7.6 A Greater Manchester sub-group was established in January 2020 to tackle unintended consequences of the policy introduction which included: GMCA, Environment Agency, GM Authorities, GMP and Suez. A baseline level of flytipping was established to measure any changes. In Manchester, Compliance Officers worked with Suez to undertake business waste checks at HWRCs. This work has been supported by the Biffa fly tip investigation teams.
- 7.7 From February 10th, 2020, trade waste restrictions were put in place across all Greater Manchester household waste and recycling centres (HWRCs). In response to Covid and lockdown restrictions, recycling centres closed from

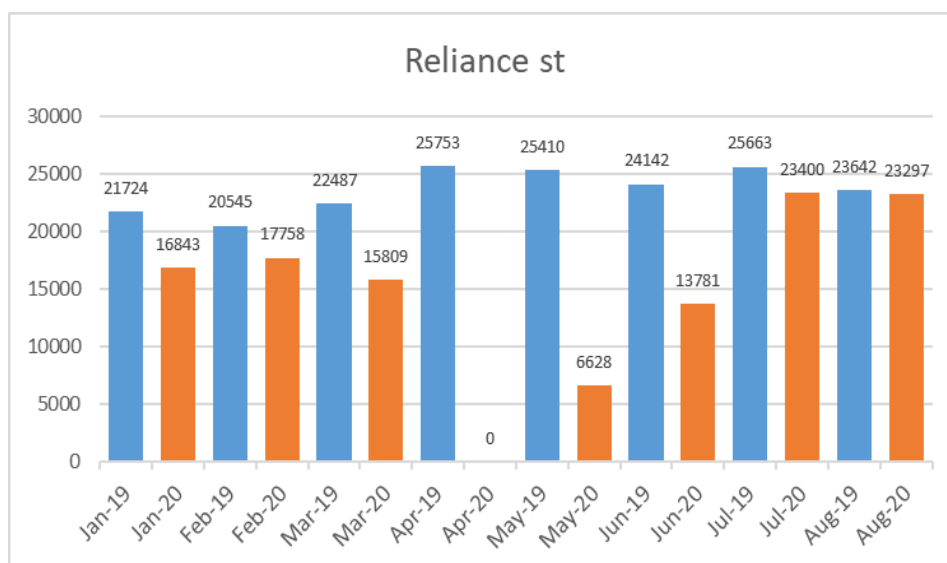
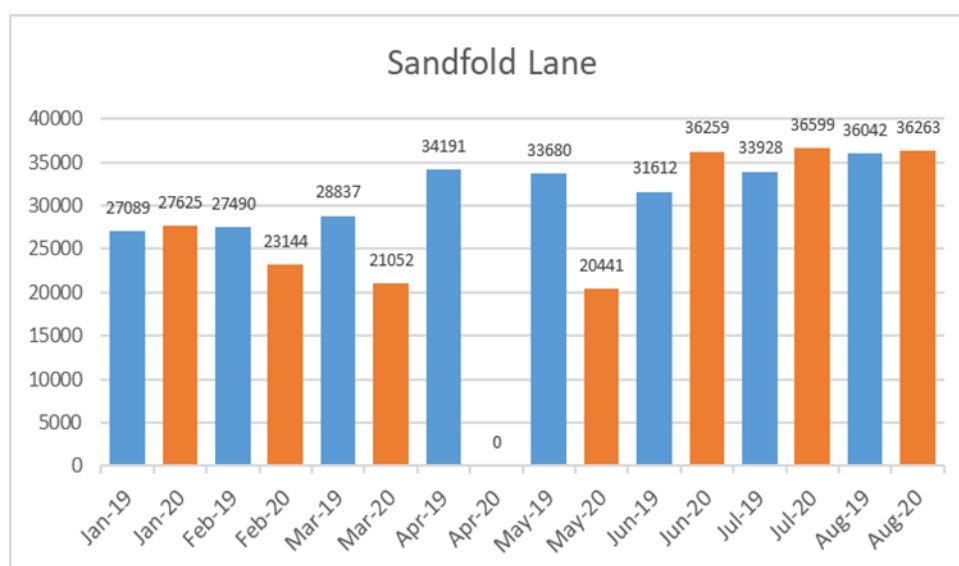
March 23rd. They began reopening from May 2nd, initially for disposal of general waste and bags of rubbish only with reduced opening hours. From May 16th, additional commodities of garden waste, cardboard and wood were accepted. Then commodities were expanded further on May 30th and finally, all commodities were accepted from 13th June. The graph below shows the total number of visits to HWRCs in 2019, compared to 2020. Visits to HWRC's in across GM fell in February and March compared to the same months in 2019. Usage at HWRC's in Manchester has returned to the same levels as 2019 in June and July 2020.

Graph showing total number of visits to GM HWRCs in 2019 and 2020 (January – August)

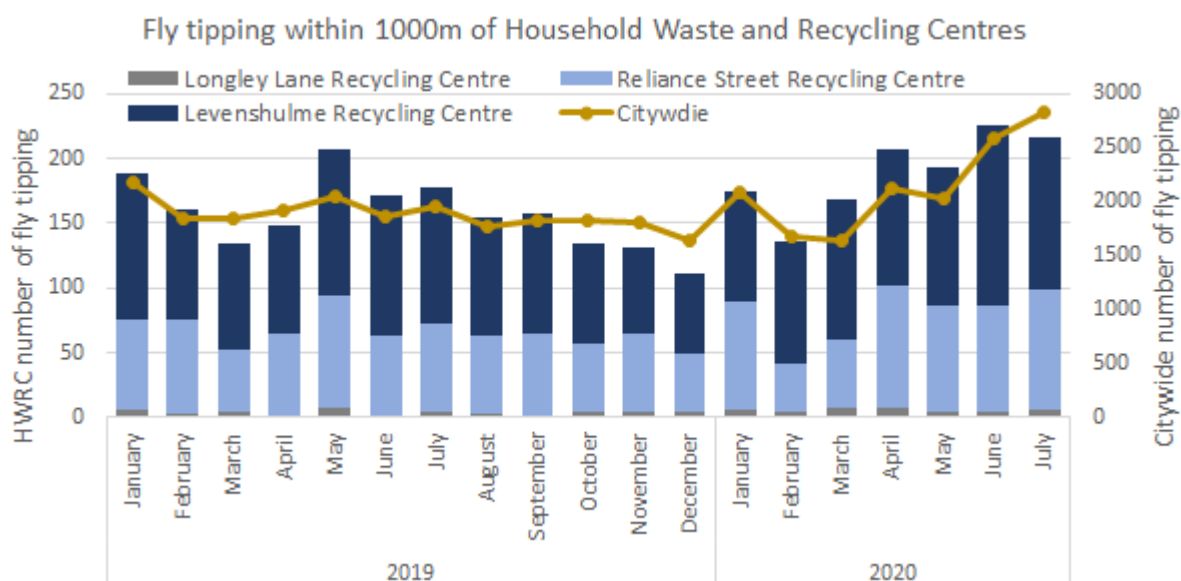


Graph showing no of visits to Longley Lane HWRC 2019 vs 2020



Graph showing no of visits to Reliance Street HWRC 2019 vs 2020**Graph showing no of visits to Sandfold Lane HWRC 2019 vs 2020****Impact of HWRC policy changes on flytipping**

- 7.8 The graph below looks at fly tipping within 1000m of Longley Lane, Levenshulme and Reliance Street recycling centres. After an initial decline at the start of the year requests around these centres increased by 24% (+33) between February and March. In contrast, citywide fly tipping declined from January through to March this year. From this point requests around the recycling centres have continued to increase, although this appears to be aligned with trends observed across the city. Flytipping within 1km of HWRC's was in line with the citywide trend in February but saw a slight increase in March. In April and May flytipping within 1km of the HWRC sites followed the citywide pattern. Flytipping around these sites has continued to increase but is in line with the citywide trend.



- 7.9 Waste Officers and Compliance Officers worked with Suez and GMCA to support the introduction of policy changes at HWRCs. Officers observed significant misuse of public services by trades, landlords and small-scale private household waste collectors. During February 2020 support from GMP and ASB Officers has been required at points to tackle abusive behaviour perpetrated at some of the Manchester HWRCs. Whilst the evidence to date does not provide a direct link between implementation of the restrictions and an increase in flytipping, focus in this area has provided further insight into the extent of criminal behaviour linked to illegal waste disposal across Greater Manchester. There is government recognition that this issue is growing, and 'reform' proposals have been included in the Waste Strategy (Defra, 2018) and in the Environment Bill (2019-20). Whilst this recognition is welcome, it should be noted these tools are not yet available and there is consensus amongst local authorities that these measures do not go far enough and greater government focus and investment is required to bring around meaningful reductions in this flytipping (Keep Britain Tidy).

8.0 Keep Manchester Tidy – COVID Response

Littered PPE

- 8.1 During the course of the pandemic, it was noted that there were significant changes in littering behaviours. In the first few weeks of lockdown, residents noticed large numbers of vinyl gloves discarded in the streets. While this issue did not impact on the city centre, it soon became apparent at parks and green spaces, across residential estates, and in retail areas. Keep Manchester Tidy responded by visually documenting the issue and working with our communications team and Keep Britain Tidy to develop and deliver 2 campaigns. These campaigns were well received by the public. Behaviours then quickly changed and residents moved away from wearing vinyl gloves, mainly due to impracticality of wearing them in hot weather and the scientific evidence indicating that it is better to wash and sanitise your hands when in

community settings, rather than wear gloves. However, as face coverings have become mandatory, we have asked partners to embed the message of responsible disposal as part of their regular communications and we continue to highlight the issue on social media. With more and more residents opting to wear reusable face covering, we are hoping to see a reduction in this type of littering.

Littering in parks and green spaces

- 8.2 The city's parks and green spaces have been well by used by residents during the pandemic. As temperatures soared, residents took to picnicking and barbequing at levels usually seen only on a sunny bank holiday. This created enormous pressure on local facilities, with bins vastly overflowing. Many residents expressed concern about the untidy state that Manchester's parks and green spaces were being left in.
- 8.3 In response, Keep Manchester Tidy tested a litter intervention at Angel Meadow. This involved using Keep Britain Tidy's 'Still Littering' campaign signs at the park entrance. The sign features a litter character which says "leaving me is littering, take me with you". Keep Britain Tidy Clean Up bags were attached to park railings next to the signs (just 12 bags in total). Messages were published on social media's Facebook (using local area group pages) to encourage people to take a bag and to use it to take their litter home when the bins are full. In addition, messaging included a reminder to recycle as much litter as possible (much of the litter is beer cans, bottles, boxes etc.). The focus of the social media messaging was to give people a 'nudge' to do right thing. A local pizza business was also asked to remind customers to take pizza boxes home, or return them to the shop for recycling. They also agreed to put messaging on receipts and on their social media pages.
- 8.4 The response to the intervention was very positive. On Facebook there were 60+ likes and several very positive comments. All bar one bag was used by the public. The parks service then rolled out the intervention to at least 10 other parks across the city. Unfortunately, they did not have capacity to monitor the intervention, but anecdotal evidence would suggest that it was successful and parks Friends Groups and Neighbourhood teams are also currently using this intervention.

Love parks week

- 8.5 July normally sees the start of Love Parks Week; a Keep Britain Tidy campaign encouraging people to come together in parks to litter pick. This year, the campaign could not run under its usual format. However, Keep Manchester Tidy was keen to keep the focus on our parks and therefore developed a new approach by setting up drop-in litter-picking stations.

The litter picking station itself was quite simple and comprised of;

- A table with PPE and hand sanitiser

- Litter pickers arranged individually (so people only touch the one they will use)
- Bag hoops and bags
- A container for people to deposit the equipment they have used
- Sanitising wash and wipes to clean equipment after use
- Promotional banner and flag promoting Keep Manchester Tidy
- One or two station managers to engage potential volunteers (at a distance)
- Tape or small barrier to help maintain distancing at the station
- A risk assessment

8.6 Stations were manned and the public was invited to come along and borrow litter picking equipment between 10 am and 2 pm. Participants could enjoy the park and pick litter for as long or as short a time as they wished as either solo litter pickers, social bubble litter pickers, or small group litter pickers of no more than six socially distanced people. The litter picking stations were a success. Those attending commented that they liked the following:

- Flexibility of being able to turn up to suit, as opposed to having to meet somewhere at a fixed starting time
- Flexibility to pick for just a short while. This meant people didn't feel guilty about leaving a group early or not doing enough for the group. People were also surprised about how much litter can be collected in a short space of time
- full compliance with coronavirus regulations
- Greater inclusivity with no pressure to be part of a group. Several disabled people who got involved would not otherwise have joined an organised litter pick.
- Many of those who took a litter picker had conversations with other members of the public. This proved to be a good way to promote the profile of litter picking as a positive and valuable community activity. Volunteers told us how they were thanked for their litter picking work by passers-by.
- Volunteers agreed with the notion that when the public see volunteers litter picking, as opposed to paid council workers, it 'nudges' the public into doing the right thing by not dropping litter.

8.7 There have been a total of 16 drops-in held in July and August, attracting up to 16 volunteers per station. As there were few challenges in delivering the litter picking drop-ins, this approach has been continued at Wythenshawe Park and Heaton Park every week hosted by Biffa. Biffa have also added information and resources about recycling which has proved popular in attracting passers-by. This approach will form the basis for the delivery of the Great British September Clean, as well as future corporate volunteering events.

Love parks campaign

8.8 To support parks staff over the long summer holiday period, Keep Britain Tidy and its Centre for Social Innovation developed and launched a new campaign under the umbrella of 'Love Parks'. Using behavioural insights that show people respond better to messages from individuals rather than organisations

such as councils, the campaign features images of real parks staff and park users with quotes that talk about how anti-social behaviour makes them feel, with each one urging people to 'be kind' to their park. The images use branding from the Government's national 'Keep it, Bin it' campaign, in which Keep Britain Tidy is a key partner. The creative was made available nationally via the Keep Britain Tidy website. Philips park in North Manchester was chosen as one of 8 national evaluation sites and featured banners and correx signs. The campaign was also launched at Philips park and was part of the BBC Breakfast News programme. Keep Britain Tidy will now interview local people about their perception of the campaign.

Developing current campaigns

- 8.9 As part of the response to increased littering during the pandemic, Keep Manchester Tidy has supported the development of specific campaigns. As well as providing artwork for the Keep Britain Tidy 'spread love not bugs' PPE campaign, Keep Manchester Tidy has worked with stakeholders to develop a 'Bin it, or Take it Home' litter campaign aimed at tackling littering on the outskirts of the city centre. This campaign will launch following the Great British September clean.

Engaging with residents in tackling litter

- 8.10 Although lockdown has presented communities with many challenges, residents have actively sought out opportunities to get involved in creating solutions. There have been residents who have requested litter picking equipment to help keep their own streets clean, as well as residents who have started new litter picking groups. Keep Manchester Tidy has remained engaged with residents and groups by providing advice and guidance and on-line litter hero training. We have handed out nearly 200 litter pickers since the start of lockdown. Organisations such as the National Citizen Service and The message Trust have engaged with Keep Manchester Tidy in order to include litter picking as a key activity in their summer programme. Creativity has also come into play in order to engage residents. Anna Kom, our Keep Britain Tidy Litter Hero Ambassador, hosted a litter picking challenge via social media, which saw 101 bags of litter collected from the streets of Longsight and Levenshulme in only 30 days. Anna hopes to galvanise participants into a group that will continue tackling litter in the area.

Case Study 1 - Introducing Castlefield Litter Pickers



During the course of the pandemic, Castlefield resident Gary Rumens, decided it was time to tackle the mounting levels of litter building up across the historical area of Castlefield. He reached out to Keep Manchester Tidy and other supporters for guidance and support and received equipment and Keep Britain Tidy Litter Hero training. Due to his commitment, energy and determination he quickly encouraged 233 people to sign up to the newly formed 'Castlefield Litter Pickers' Facebook group. So far, he has

hosted 20 litter picking events for small groups, in line with current covid rules. The results have been amazing; the group started in July and has collected 171 bags of rubbish during 31 hours of volunteer time. Gary has also recently featured on BBC Northwest highlighting the good work of volunteers in tackling littered PPE.

Case Study 2 - Veterans keeping tidy and tackling isolation



Last year, Keep Manchester Tidy worked with the National Citizen Service to transform a small piece of fly-tipped land outside St Wilfred's school in Newton Heath. It was hoped that as part of the Great British Spring Clean, young people would once again refresh the site, keeping fly-tipping at bay. Due to the pandemic, it was not possible to organise this. However, a group of veterans, through the veterans charity Walking with the Wounded, volunteered to step in to help. They worked hard to clear weeds, tended to the planters, and tackled litter in the

vicinity. The addition of bird feeders and a new bird box, made by one of the veterans, soon attracted the attention of a robin and her chick; they kept flying in as if overseeing the works. In addition to improving the area, the veterans talked about how engaging with the project had helped to improve their sense of wellbeing by reducing feelings of isolation. Plans for future projects involving veterans were also forged.

Case Study 3 - Introducing Moss Side Eco Squad



Earlier this year, local resident Hafsa Mekki set up a litter picking group in Moss side. After a short pause due to lockdown, Hafsa has started building up momentum again.

‘As well as being densely populated, Moss Side is a through route for many be it for work, visiting the city, the curry mile etc. This has resulted in a fair amount of litter scattered on our streets! I'm hoping we can collectively, as a community, come together to tackle this problem and make the streets a cleaner place for all residents’ says Hafsa

So far, Hafsa has galvanised 41 volunteers, held 8 events and attracted new volunteers to every event.

Hafsa attended the Keep Britain Tidy Litter Hero training last month and is moving forward with the ambition to;
‘inform, educate and help residents to reduce their waste and live more sustainably in a way that can help them save money as well as help the environment’.
 By the end of September, Hafsa is hoping that the Moss side Eco Squad will have collected 100 bags of litter.

Keep Manchester Tidy has produced an annual report detailing activity over the last year. The report highlights the various campaigns that have been developed and delivered and focuses on a wide range of engagement activity. It introduces the work that underpins Keep Manchester Tidy and concludes by outlining priorities for the coming year. The annual report can be found in Appendix 10.

9.0 Conclusion

- 9.1 Prior to covid significant work was undertaken by Biffa to improve service areas identified for improvement at NESC, October 2019. This included a reduction in bin return and spillage issues, significant improvements to the quarterly passageway cleansing programme and improved scores across street cleansing services. The onset of covid has created new, and it is hoped temporary, operational challenges for Biffa. In the coming months Biffa will need to work smarter to maintain service delivery across all areas and reduce the number of missed collections. It is anticipated that Biffa will require enhanced support from Officers during this period.
- 9.2 Members requested an intelligence led approach be adapted at ward level to make reductions to flytipping in the wards most affected. Officers from across Neighbourhood Services and Policy, Research & Intelligence worked together to develop ward action plans and identify hotspots where target hardening interventions could be implemented to reduce flytipping. Significant work was

undertaken to review available datasets and local intelligence pertaining to the ward. Whilst some improvements were secured prior to the onset of the pandemic, and a number of intervention projects have been completed, the significant increase in flytipping during recent months has put back progress in this area. Work is now underway to progress these fly tip reduction plans and tackle the areas currently most affected.

- 9.3 The next 6 months will be a challenging period for the service. Maintaining delivery of services through the next phase of restrictions, reducing missed collections, and tackling flytipping are key priorities. It should be noted that the programme to replace 27 rubbish collection vehicles with electric models will coincide with this period and planned redevelopment of Hammerstone Road depot which is scheduled to commence early 2021.

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Biffa Street Cleansing Photos – City Centre

Ward/Location: Mancunian Way/ Piccadilly Industrial Estate/ Temperance St/Hoyle St - City Centre
Inspection: Straight after street cleansing
Time/Date of inspection: April 2020
Piccadilly Trading Estate





Temperance Street Area.



Appendix 1



Appendix 1

Mancunian Way



Page 50

Appendix 1, Item 5

Appendix 1



Appendix 1



Appendix 1





Appendix 1



Overall Comments:

The lockdown presented Biffa an opportunity to clean areas that had access issues. So they were able to clean areas that have been left for some time on the outskirts of the City due to parked cars etc. Biffa did a deep clean of industrial areas and the Mancunian way. In the above photos there is a mixture of before and after photos of litter, detritus and weed removal.

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Appendix 2 – Quarterly Passageway Cleansing Schedule

North and Central Quarterly Passageway Cleansing

WARD	Cycle 1 Completed	Cycle 2 Completed	Cycle 3 Scheduled completion	Cycle 4 Scheduled completion
Moss Side	10/03/2020	09/06/2020	09/09/2020	09/12/2020
Rusholme	13/03/2020	12/06/2020	14/09/2020	14/12/2020
Cheetham	20/03/2020	19/06/2020	21/09/2020	21/12/2020
Longsight	30/03/2020	29/06/2020	29/09/2020	31/12/2020
Ardwick	30/03/2020	29/06/2020	29/09/2020	31/12/2020
Moston	02/04/2020	02/07/2020	02/10/2020	06/01/2021
Harpurhey	09/04/2020	09/07/2020	09/10/2020	13/01/2021
Higher Blackley	14/04/2020	14/07/2020	14/10/2020	18/01/2021
Miles Platting & Newton Heath	16/04/2020	16/07/2020	16/10/2020	20/01/2021
Clayton & Openshaw	21/04/2020	21/07/2020	21/10/2020	25/01/2021
Gorton & Abbey hey	30/04/2020	22/07/2020	22/10/2020	26/01/2021
Crumpsall	22/04/2020	30/07/2020	29/10/2020	02/02/2021
Levenshulme	18/05/2020	17/08/2020	17/11/2020	19/02/2021

Appendix 2 – Quarterly Passageway Cleansing Schedule

South Passageway Cleansing schedule

WARD	Cycle 1 Completed	Cycle 2 Scheduled completion	Cycle 3 Scheduled completion	Cycle 4 Scheduled completion
Chorlton Park (Zone 1) West Didsbury (Zone 1) Northenden (Zone 1) Burnage (Zone 1) Old Moat (Zone 1)	26/06/2020	18/09/2020	11/12/2020	05/03/2021
Chorlton (Zone 1) West Didsbury (Zone 2) Burnage (Zone 2)	03/07/2020	25/09/2020	18/12/2020	12/03/2021
West Didsbury (Zone 3) West Didsbury (Zone 4) East Didsbury (Zone 1) East Didsbury (Zone 2) East Didsbury (Zone 3)	10/07/2020	02/10/2020	31/12/2020	19/03/2020
Chorlton Park (Zone 2) Burnage (Zone 3) Old Moat (Zone 2)	17/07/2020	09/10/2020	31/12/2020	26/03/2021
Chorlton Park (Zone 3) Withington (Zone 1) Withington (Zone 2) Withington (Zone 3)	24/07/2020	16/10/2020	08/01/2021	02/04/2021

Appendix 2 – Quarterly Passageway Cleansing Schedule

Fallowfield (Zone 1) Fallowfield (Zone 2) Whalley Range (Zone 1)	31/07/2020	23/10/2020	15/01/2021	09/04/2021
Chorlton Park (Zone 5) Old Moat (Zone 3) Old Moat (Zone 4)	07/08/2020	30/10/2020	22/01/2021	16/04/2021
Fallowfield (Zone 3) Chorlton (Zone 2)	14/08/2020	06/11/2020	29/01/2021	23/04/2021
Chorlton Park (Zone 4)	21/08/2020	13/11/2020	05/02/2021	30/04/2021
Chorlton (Zone 3) Chorlton (Zone 4)	28/08/2020	20/11/2020	12/02/2021	07/05/2021
Chorlton (Zone 5) Chorlton (Zone 6)	04/09/2020	27/11/2020	19/02/2021	14/05/2021
Whalley Range (Zone 2) Whalley Range (Zone 3) Whalley Range (Zone 4) Whalley Range (Zone 5) Whalley Range (Zone 6) Whalley Range (Zone 7)	11/09/2020	04/12/2020	26/02/2021	21/05/2021

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Appendix 3 – Quarterly Passageway Cleansing (Gorton & Abbey Hey)

WARD: Gorton & Abbey Hey (after cleanse)

INSPECTION DATE: 05 and 06 February 2020



Acheson (Zone 1)



Azalea (Zone 1)



Hobart (Zone 1)

Appendix 3 – Quarterly Passageway Cleansing (Gorton & Abbey Hey)

WARD: Gorton & Abbey Hey (after cleanse)
INSPECTION DATE: 05 and 06 February 2020

		
Jessop (Zone 1)	Havers (Zone 1)	Carberry (Zone 1)

Appendix 3 – Quarterly Passageway Cleansing (Gorton & Abbey Hey)

WARD: Gorton & Abbey Hey (after cleanse)
INSPECTION DATE: 05 and 06 February 2020

		
Bread (Zone 2)	Freshwater (Zone 2)	Corrigan (Zone 2)

Appendix 3 – Quarterly Passageway Cleansing (Gorton & Abbey Hey)

WARD: Gorton & Abbey Hey (after cleanse)
INSPECTION DATE: 05 and 06 February 2020

		
Burstead (Zone 3)	Greenfold (Zone 3)	Sandown (Zone 3)

Appendix 3 – Quarterly Passageway Cleansing (Gorton & Abbey Hey)

WARD: Gorton & Abbey Hey (after cleanse)
INSPECTION DATE: 05 and 06 February 2020

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Appendix 3 – Quarterly Passageway Cleansing (Miles Platting & Newton Heath)

WARD: Miles Platting & Newton Heath (after cleanse)

INSPECTION DATE: 30 and 31 January 2020

		
Douro (Zone 1)	Fletcher (Zone 1)	Partington (Zone 1)

Appendix 3 – Quarterly Passageway Cleansing (Miles Platting & Newton Heath)

WARD: Miles Platting & Newton Heath (after cleanse)

INSPECTION DATE: 30 and 31 January 2020

		
Leng (zone 2)	Queensferry (Zone 2)	Gaskell (Zone 2)

Appendix 3 – Quarterly Passageway Cleansing (Miles Platting & Newton Heath)

WARD: Miles Platting & Newton Heath (after cleanse)
INSPECTION DATE: 30 and 31 January 2020

		
Droylsden (Zone 2)	Heathfield (Zone 3)	Henthorn (Zone 3)

Appendix 3 – Quarterly Passageway Cleansing (Miles Platting & Newton Heath)

WARD: Miles Platting & Newton Heath (after cleanse)

INSPECTION DATE: 30 and 31 January 2020

		
Penzance (Zone 4)	Brookhill (Zone 4)	

Appendix 3 – Quarterly Passageway Cleansing (Miles Platting & Newton Heath)

WARD: Miles Platting & Newton Heath (after cleanse)

INSPECTION DATE: 30 and 31 January 2020

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Appendix 5 – Quarterly Passageway Cleansing (Whalley Range)

WARD: Whalley Range (after cleanse)
INSPECTION DATE: 15th January 2020.

		
Beresford (Zone 2)	Caythorpe (Zone 2)	Henbury (Zone 2)

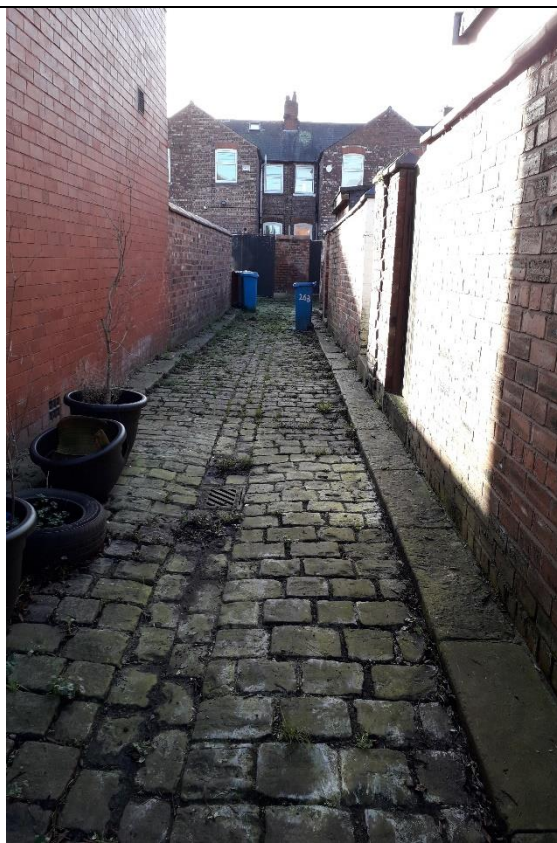
Appendix 5 – Quarterly Passageway Cleansing (Whalley Range)

WARD: Whalley Range (after cleanse)

INSPECTION DATE: 15th January 2020.



Alexandra (Zone 3)



Burdith (Zone 3)



Regent (Zone 3)

Appendix 5 – Quarterly Passageway Cleansing (Whalley Range)

WARD: Whalley Range (after cleanse)

INSPECTION DATE: 15th January 2020.

		
Edith (Zone 3)		

Appendix 5 – Quarterly Passageway Cleansing (Whalley Range)

WARD: Whalley Range (after cleanse)
INSPECTION DATE: 15th January 2020.

Appendix 6 – Quarterly Passageway Cleansing (Longsight)

Ward/Location: Longsight
Time/Date of inspection: 6th to 10th July

Comments. Generally a good overall standard is being achieved as demonstrated in the below pictures taken across the Longsight ward.

Balmoral Street



Buller Street



Farrer Street



Appendix 6 – Quarterly Passageway Cleansing (Longsight)

Hector Street



Montgomery Road



Palm Street



Appendix 6 – Quarterly Passageway Cleansing (Longsight)

Elgar Street



Giles Street



Slade Grove



Appendix 6 – Quarterly Passageway Cleansing (Longsight)

Purcell Street



Smart Street



Meade Grove



Appendix 7 – Quarterly Passageway Cleansing (Moston)

Wars: Moston
Dates Works : 15th July to 20th July.
Date of inspection: 20th to 22nd July

Comments. Generally a good overall standard is being achieved as demonstrated in the below pictures taken across the ward.

Adrian Street.



Chinley Avenue



Hough Hall Road



Appendix 7 – Quarterly Passageway Cleansing (Moston)

Silton Street



Wilfred Street



Langworthy Road



Appendix 7 – Quarterly Passageway Cleansing (Moston)

Fold Street



Spreadbury Street



Herechel Street



Appendix 7 – Quarterly Passageway Cleansing (Moston)

Romney Street



Attleboro Road



Levens Street



Appendix 8 – Quarterly Passageway Cleansing (Cheetham)

Ward/Location: Cheetham Hill

Dates Works Completed : June 2020

Comments. Generally a good overall standard is being achieved as demonstrated in the below pictures taken across the ward

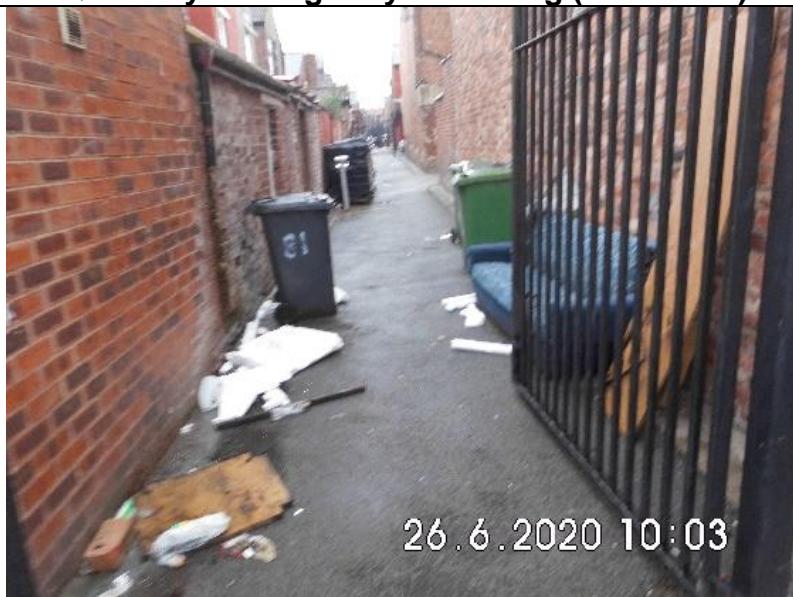
Egmont Street Before



Egmont Street After

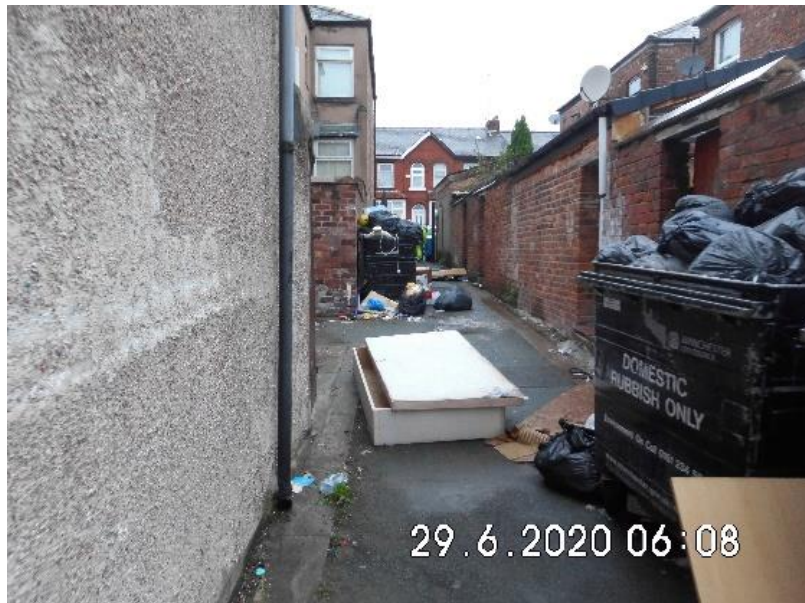


Appendix 8 – Quarterly Passageway Cleansing (Cheetham)



Appendix 8 – Quarterly Passageway Cleansing (Cheetham)

Shirley Road Before



Shirley Road After



Appendix 8 – Quarterly Passageway Cleansing (Cheetham)

Avondale Street Before



Avondale Street After



Appendix 8 – Quarterly Passageway Cleansing (Cheetham)

Hayley Street Before



Hayley Street After



Brideoak Street Before



Brideoak Street After

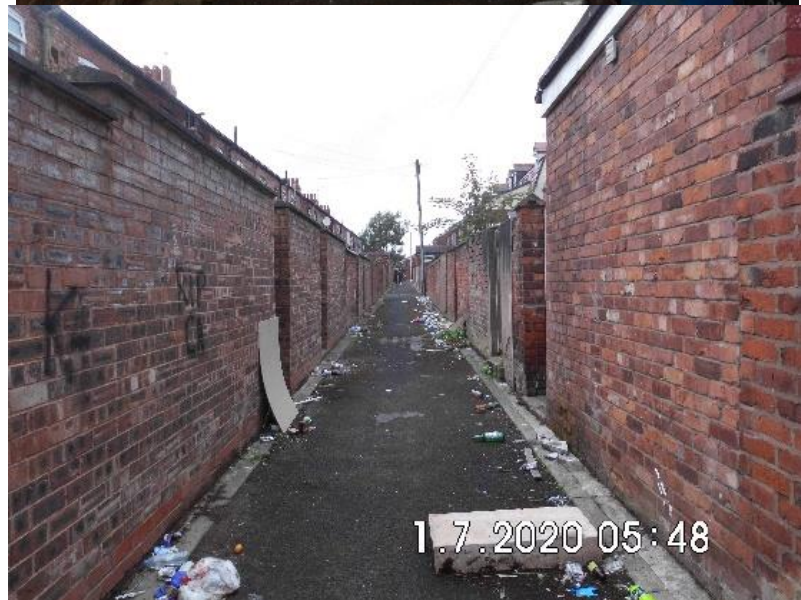


Appendix 8 – Quarterly Passageway Cleansing (Cheetham)



Appendix 8 – Quarterly Passageway Cleansing (Cheetham)

Cheetham Hill Road Before



Cheetham Hill Road After



Appendix 8 – Quarterly Passageway Cleansing (Cheetham)

Galsworthy Avenue Before



Galworthy Avenue After



Appendix 8 – Quarterly Passageway Cleansing (Cheetham)



Appendix 8 – Quarterly Passageway Cleansing (Cheetham)

Clibran Street Before



Clibran Street After



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Appendix 9 - Fly-tipping Target Hardening

Date 22 September 2020

Background

In 2019-20 an extra £500k was committed by the City to tackle fly-tipping. This is being spent on a range of measures, including compliance officers, CCTV and 'target hardening'. This report will focus on 'target hardening', which is the process of installing physical deterrents that make a fly-tipping target harder to access or less desirable (such as bollards, barriers and beautification).

A framework has been developed to determine how the fund will be applied within legal constraints and the available resources of the authority. A governance structure has also been set up in the form of a steering group, which will consider requests from officers, make recommendations and then refer to a group of senior managers for approval.

Progress Update - September 2020

Some of the interventions put in place include:

- barriers to restrict vehicular access
- bollards to restrict vehicular access
- kick-rails and greening around disused land
- posts and H-bars to deter parking in front of legitimate waste collection points (to reduce the chance of missed collections and escape of waste)
- removal of objects that attract fly-tipping (such as old disused planters and other items of street furniture)
- beautification to deter misuse



The first request was for Vauxhall Street in Harpurhey, which now looks very different from the [image used in a recent MEN article](#) (above).

Some images of the interventions are shown below. We will also be using fly-tipping data to identify emerging hotspots where target hardening may be viable.

Vauxhall Street (Harpurhey)**Ridings Street (Clayton & Openshaw)**

Henderson Street (Levenshulme)



Hartington Street (Whalley Range)



Swayfield Avenue (Longsight)



Park Grove (Levenshulme & Longsight)

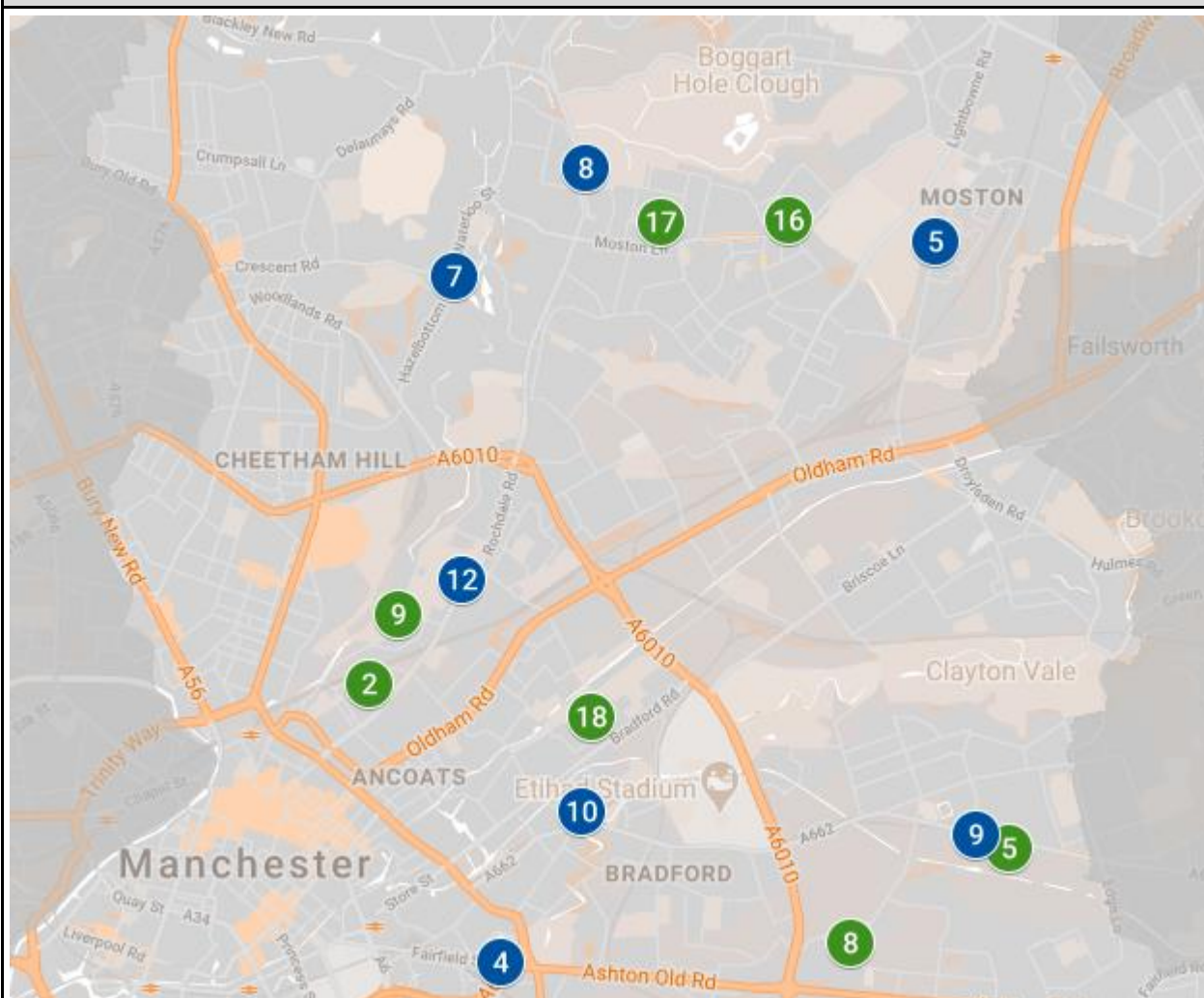


Willenhall Road (Northenden)**Billbrook Street (Piccadilly)**

Redgate Lane (Longsight)



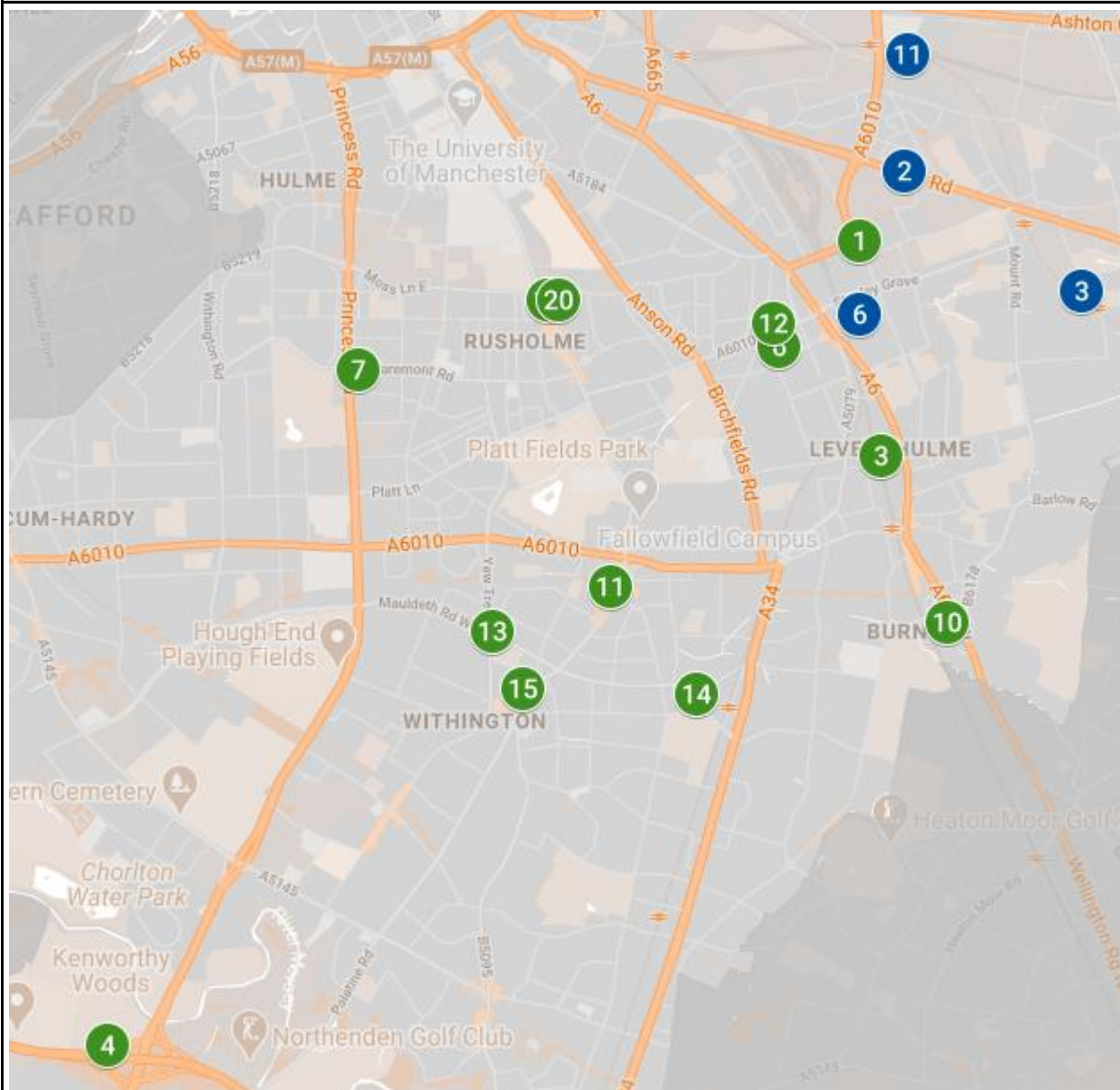
Map showing the location of existing and future interventions in the North



[Click here](#) for a live version of the map.

Completed sites		In progress	
2	Billbrook St barriers	4	Gt Northern St bollards and kickrail
5	Bebbington St barrier	7	Crescent St barrier reinforcement
8	Ridings St bollards	8	Tudor Ave barrier
9	Vauxhall St barrier	9	Turner St barrier
16	Rosslyn Rd street furniture removal	10	Weston St barriers
17	Melbourne St street furniture removal		
18	Queensbury Ct posts and H-bar (white line)		

Map showing the location of existing and future interventions in Central and South



Green markers are complete, blue markers are in progress - [click here](#) for a live version of the map.

Completed sites		In progress	
1	Redgate Lane barrier	1	Barrass St barrier
3	Park Grove posts and kickrail	2	Fenton St barrier
4	Willenhall Rd barrier	3	Glencastle Rd barrier *
6	Swayfield Ave bollards	6	Parry Rd barrier **
7	Hartington St kickrail and bollards	11	Clayton Ln South barrier *
10	Henderson St bollards	* Glencastle Rd and	

11	Wynnstay Grove bollards and H-bar	Clayton Ln South are very close to completion ** Parry Rd consultation stage
12	Honor St bollard	
13	Yew Tree Rd bollards	
14	St Georges Rd planters	
15	Easthope Close bollards	
19	Banff Rd bollard	



Keep Manchester Tidy

Annual Report 2019/2020

1. Introduction

Keep Manchester Tidy is the innovative partnership between Manchester City Council and renowned environmental charity, Keep Britain Tidy. The aim of the partnership is to develop interventions to tackle all forms of littering across the city. To mark the partnership, Manchester will become the UK's first 'Tidy City' by the end of 2020. It is anticipated that other UK cities will also form similar partnerships, thereby creating a network of Tidy Cities across the country that innovate, build systems, and share knowledge in order to keep Britain tidy.

This report sets out the activities and ambition of Keep Manchester Tidy. It highlights the campaigns being delivered and developed in order to influence behaviour change. It details work underway to support communities and to encourage businesses to get involved in keeping Manchester tidy. It highlights activity being undertaken with schools and other educational settings and notes how that links in with the wider youth action on climate change. It introduces the various surveys and reports that underpin the work of Keep Manchester Tidy. Finally, the report concludes by outlining the priorities for the coming year.

2. Campaigns

Keep Manchester Tidy has focused on campaigns to tackle the following issues:

- 'On-the-go' food and drink litter
- Cigarette litter
- Gum litter
- Dog fouling
- Fly-tipping
- Littering from vehicles
- Discarded personal protective equipment (PPE).

'On-the-go' food and drink litter



Our main campaign each year is the **Great British Spring Clean**. This a national event that runs during March and April and encourages people to litter-pick in their community. The event is particularly useful in tackling 'on-the-go' food and drink litter. The 2019 event attracted over 7,000 volunteers at more than 200 clean-up events across the city. We also followed up the GB Spring Clean with the **Keep Manchester Tidy High Street Week**, in which a community clean-up was held in Cheetham Hill, Withington, the city centre, and Sale Circle. High Street funding then enabled neighbourhood teams to continue to carry out activities linked to a tidy high street. This year's GB Spring Clean was set to be even bigger than last year, with Manchester as the host for the national launch. Owing to the current pandemic, Keep Britain Tidy has rescheduled the clean-up for September, and Keep Manchester Tidy is ready to deliver this campaign as soon as it is permissible to do so.

The **#Still Littering** campaign first ran in Manchester during 2018. The aim of the campaign is to remind those people who 'politely' litter (leaving food and drink packaging behind believing it will be cleared away by someone else) to do the right thing. Some further campaign assets were purchased and have been placed at hotspots following clean-ups. Signs were also placed at strategic points throughout the 2019 Christmas Markets. Neighbourhood officers and Friends groups have reported that these campaign posters have had a positive impact.



Keep Manchester Tidy is continually responding to emerging issues and has used this campaign as part of a successful pre-test trial to encourage people to take litter home when public bins are full. A complete trial will start in June 2020 in collaboration with the parks service. It will see people being encouraged to take a free litter bag so they can easily take their litter home as well as recycle it.

Cigarette litter



Cigarette litter is the world's number-one most-littered item, and most people are unaware of the devastating environmental impact caused by a single cigarette butt. The very striking 'Flicking Blue Murder' campaign was launched in Manchester in 2018. Evaluation of this campaign by Keep Britain Tidy showed positive results, with eight out of ten smokers stating they would now think twice before throwing a cigarette end in the street.

A campaign event was held in St Peter's Square as part of the 2019 GB Spring, and this popular campaign also features on our stalls at community events and at the Christmas Markets. A group of young people from the National Citizen Service also took the campaign out onto the city centre streets in August 2019, providing smokers with free pouches in which to dispose of their cigarette ends. More recently, Keep Manchester Tidy

has been working with the construction industry, which employs high numbers of smokers, and planned campaign events with the workforce will be rescheduled for later in the year.

Gum litter



This year, Keep Manchester Tidy wanted to tackle gum litter and make the public aware of the environmental costs of plastic-based gum. We forged a research partnership with Mars Wrigley and have begun evaluating a behaviour-change campaign, which was due to be launched in the city centre in March. We also created a partnership with Gum-Tech to recycle chewing gum collected in the Northern Quarter. Surprisingly, the plastics in gum can be turned into all sorts of things, including cups and boots. Our campaign work was due to start as part of the Great British Spring Clean and will therefore take place once the go-ahead is given.

Dog fouling

Dog fouling is one of the most detested forms of litter, and tackling it requires a range of approaches, including education, community engagement, and enforcement. In early 2019, we launched the **We're Watching You** campaign. Underpinned by behavioural science, the campaign makes dog owners feel they are being watched and therefore they are 'nudged' into doing the right thing. Campaign assets were installed at more than twenty-five sites across Manchester. This campaign was successful, with some sites reporting a total reduction of incidences of fouling. Residents stated that they like the 'eyes', as they give a powerful message that glows in the dark – perfect for the winter evenings when dog walkers might be tempted to just walk away. However, the results could not be sustained long term. In some areas, particularly wooded areas, signs were quickly removed. Through delivering this campaign, we learnt that success was dependent on working with community groups or key individuals and enlisting their help in monitoring the rates of dog fouling. We found that as well as checking on the signs it was important to move them to new locations to prevent dog walkers becoming 'blind' to them. We also learned that our data on dog fouling shows levels of official reporting of dog fouling is quite low, despite the scale of the issue suggested by communities. This fits with Keep Britain Tidy research indicating that the perception of the scale of dog fouling is often enlarged due to the severity of the impact it has on the community. Currently, the campaign is run in areas where the neighbourhood team have received complaints, or it is directly requested by the public by contacting Keep Manchester Tidy by email or through the Facebook page. Recent examples include requests from the Northern Quarter Forum for three locations in the city centre, requests from residents living near Nuthurst Park, and requests from residents using open green space in Ancoats.





As previously mentioned, community engagement is key to tackling dog fouling, and Keep Manchester Tidy has had the pleasure of supporting a dog fouling campaign designed by pupils at Unity Community School. Their campaign included producing a book and video animation. They even held a book launch at Waterstones book store with special guests in attendance, including Councillors Naeem Hassan, Shazia Butt and Shaukat Ali, Cath Keane from the neighbourhood team, and 'Rizzo' the Labradoodle

who helped to launch the We're Watching You campaign. Keep Manchester Tidy has also been working with residents in Chorlton, who have been monitoring dog fouling and using bright identification paint to warn the community about the potentially dangerous mess on their streets. The residents have collected data for over a year, and this has resulted in a significant reduction in fouling attributable to the campaign, combined with regular reporting and cleansing.

Keep Manchester Tidy is due to trial a new dog fouling campaign in 2020. The campaign, developed by Keep Britain Tidy, features a number of dogs, including a Mancunian Boxer. The dogs 'talk' to their owners encouraging them to pick up the poo. This new campaign will supplement the existing campaigns, meaning there will be a range of interventions available to tackle the problem. Initially, this campaign is likely to be launched on social media in July 2020. Particular hotspots will be identified through existing data, and Correx signs can be posted in those areas.



Fly-tipping



Fly-tipping has presented a significant and costly problem for the city. The **Crime Not To Care** campaign, developed by Keep Britain Tidy, reminds people that they have a duty of care when it comes to getting rid of their waste and they could end up facing criminal proceedings if their waste is fly-tipped by a third party. The campaign signs have been used on alley gates in Gorton and Levenshulme, but despite some initial success, fly-tipping still occurs significantly at those locations.

Keep Manchester Tidy undertook some preliminary research at shopping centres in north, south and central Manchester, which indicated the following:

- The majority of people know what fly-tipping is and describe it as 'dumping rubbish where it should not be'.
- Most people were unaware they have a duty of care and were very surprised when we told them about it.
- There was a high degree of satisfaction with the household recycling facility (the tip), with lack of transport being the main reason why people didn't use it.

- Leaving things out for the scrap man is the most popular method of waste disposal.
- The majority of people are happy with the Council's free collection service, although it was not widely used. Some people wished to see the service extended and wanted more clarity about the terms and conditions of service.

This research was used by Keep Britain Tidy to inform two focus groups, which helped to formulate insights into fly-tipping behaviour in Manchester. A number of recommendations followed. These were:

- Use value-based communications that highlight how the money spent on clearing fly-tipping could be better spent on the things that matter to communities.
- Include images of side waste (black bags), because people do not recognise this as fly-tipping.
- Trial the use of crime tape to show that fly-tipping is a crime.
- Conduct journey mapping to understand the different routes for bulky disposal, and promote the bulky waste service.
- Consider trialling a service that acts as a direct competitor to the 'white van man'.
- Develop the website to provide information on the social, environmental and economic consequences of fly-tipping.

Keep Manchester Tidy is now working with internal and external partners to implement these recommendations.

Targeted campaign – 'Fly-tipping is a crime'



Our internal communications team developed and delivered a targeted campaign to reduce fly-tipping at known hotspots. This focused on the following objectives:

- To raise awareness of lesser known criminal fly-tipping behaviour, namely leaving out white goods for scrap and dumping bin bags
- To promote the bulky waste service
- To encourage residents to report fly-tipping via the website
- To provide a strong message for communities that all forms of fly-tipping are a crime and that the local authority will take action against offenders.



The campaign ran in two phases. Phase 1 ran in December 2019 to mid-January and consisted of animated and static creatives on social media. Phase 2 ran in March 2020 and included billboard advertising at ten sites, as well as social media. Keep Manchester Tidy was due to

stage a fly-tip crime scene to complement the campaign, but unfortunately this was cancelled because of the current pandemic.

The campaign was deemed to have had mixed success. Some reduction in fly-tipping was noted at four of the sites, while it remained or increased at others. The campaign had good reach, with 8,808 views on the website for the bulky collection service during the campaign period. It was shared more than 100 times. However, some of the comments on Facebook were very negative. Some respondents deemed the campaign to be an excuse for the Council to make money and defended their right to leave things out for the scrap man, who they believe provides a worthwhile service for the community. Some respondents were angry that the Council has not done more to tackle fly-tipping. Overall, the campaign received more likes than negative comments, and several respondents said they wanted to see more of this type of campaigning in their area.

Developing values-based messaging



Keep Manchester Tidy has been part of a small group working with Keep Britain Tidy to develop a values-based messaging campaign. People who displayed fly-tipping behaviour in Longsight, as well as in Hackney and Bradford, were recruited to help inform the campaign. The messaging will focus on the idea that less money spent on cleaning up rubbish means more money is available for things the community really value, such as green spaces. The final designs are still to be worked on (the image shown here is a mock-up of what the final campaign might look like) and designers are looking at images taken of real fly-tipping sites across Manchester.

Keep Britain Tidy additional material

Keep Britain Tidy is keen to support local authorities through the coronavirus pandemic and has produced various kinds of free material that can be downloaded and used as posters or as part of a social media campaign. Keep Manchester Tidy will therefore be using these to supplement our existing campaigns.



Littering from vehicles



The controversial **Don't be a Tosser** campaign has featured on Manchester billboards since 2018. The campaign reminds motorists that the registered keeper of the vehicle could face a fixed penalty notice if the driver or passengers throw litter. It is targeted at young adult males who are deemed most likely to engage in this type of littering behaviour. Campaign material has been put up at a small number of litter hotspots, namely car parking areas adjacent to green spaces. Signs on Church Street in Moston, Brookdale Park in Newton Heath, Piccadilly, and Ancoats Green, for example have seen a reduction in litter. However, more clarification is required from central government regarding enforcement action, before this campaign can be more fully utilised.

Keep Manchester Tidy participated in the trialling of the new Keep Britain Tidy **Death Trap** campaign. This campaign highlights the fact that 2.8million small mammals are killed every year by discarded litter. Although the trial showed a reduction in litter by more than half (in both quantity and weight) at the test site, it was felt that much of the reduction was due to the high level of cleansing involved in the trial. Feedback indicated that the death of wildlife struck a chord, particularly with young people in Manchester, but that there was little sympathy for the mammal in the campaign poster, which most people thought was a rat. Keep Britain Tidy will now further develop this campaign based on this feedback.



Discarded personal protective equipment (PPE)



Within weeks of the start of the coronavirus lockdown, changes in littering behaviour became very noticeable. The city centre was almost litter-free. However, elsewhere, a new litter issue started emerging. Disposable gloves and masks began appearing on pavements, at kerbsides, along grass verges and in parks. In response, Keep Manchester Tidy worked with colleagues in Communications to develop a campaign that was delivered through the Council's Facebook

page.

This generated:

45,042 impressions, 96 likes, 85 shares, 34 link clicks

There were also 16 comments that mainly highlighted residents' frustration with this type of littering, including:

'The amount of discarded disposable gloves I'm seeing around the city is infuriating indeed.'

'As I was going to work today there were 20 gloves discarded on my road. It's getting worse every day.'

'I have seen so many disposable gloves taken off outside and thrown on the pavements and in grassy areas – so thoughtless.'

Keep Manchester Tidy also helped develop the creative for a national campaign, which has been shared over a thousand times via Keep Britain Tidy's Facebook page.

The campaigns have been shared widely and are being used, eg. by Adactus Housing and CityCo, as part of their communications with residents and businesses preparing for the easing of the lockdown.



3. Communities and volunteering

A priority for Keep Manchester Tidy is to engage with communities and to promote volunteering. To achieve this, Keep Manchester Tidy attends community events and informs residents about campaigns and how to get involved in reducing litter. Keep Manchester Tidy often works directly with Biffa to provide a co-ordinated and comprehensive approach to informing residents about waste and recycling. Particular examples include engaging the public at Eid in the Park, Benchill and Mersey Bank Community Days, and keynote speaking at the Our Faith, Our Planet conference.

Keep Manchester Tidy also attends several Active Streets events every year, where residents meet, have a clean-up, and then enjoy socialising, street games, and refreshments. These events provide a great opportunity to speak directly with residents and encourage them to get involved. As part of this, Keep Manchester Tidy will run its own on-street cafés designed to get residents talking about how they can get more involved in tackling litter on their street.



Keep Manchester Tidy also enjoys supporting established community groups and has built relationships with groups such as Wythenshawe Waste Warriors and Sustrans, as well as with groups like Clean Team Prestwich, which is based outside Manchester but comes into the city to help clean up. It was great to be able to celebrate the valuable contribution of these groups at a networking event held at the People's History Museum last summer. The work of litter heroes is also acknowledged as part of the Manchester Be Proud Awards and the national Keep Britain Tidy Network Awards. In 2019, Manchester won the Great British Spring Clean Award, and Claire Benson, aka Littermum, made the Litter Hero shortlist.

Employers supported volunteering



Keep Manchester Tidy is keen to provide opportunities for employer-supported volunteering and employee group clean-ups. Some employee groups are happy to arrange their own clean-ups and just require equipment loan and bag collections, while others require advice and guidance to organise a suitable clean-up. We always provide groups with support and advice around risk assessments for their clean-up.

Some examples of recent employee group clean-ups include Selfridges department store at Platt Fields,

TK Maxx at Philips Park, and Cloudwater Brew Co at Piccadilly. Many employee groups also took part in the GB Spring Clean, such as McDonald's, Marks & Spencer, Tesco, Crowne Plaza Hotel, National Car Parks, and Frog and Bucket Comedy Club, to name just a few.

Working with parks and Friends groups

Keep Manchester Tidy continues to work with parks and Friends groups to offer campaign assets and support with litter-picking. Following an independent survey of Manchester's parks, Keep Manchester Tidy arranged for park staff to access NI195 training, enabling them to grade the quality of cleanliness of their parks.

A good example of co-ordinating work between Friends groups and the Council has been Bury New Road. A call to action was advertised by a member of the public on the Keep Manchester Tidy Facebook page. The call was answered by community clean-up groups and Friends of Parks groups. Activities were then co-ordinated by Keep Manchester Tidy and the Neighbourhood Team with the support of Salford City Council. Greater Manchester Police also got involved litter-picking on the day and engaged with volunteers and shop traders. Members of the public joined the litter-pick as it headed towards the Manchester arena, and some 100 bags of litter were collected and disposed of. Businesses such as Grosvenor Casinos and Travelodge provided volunteers with access to facilities and refreshments. A further clean-up was carried out by Manchester Cathedral interfaith conference to help maintain a positive presence in the area. Although it was not possible to carry out clean-ups as part of this year's GB Spring Clean, Biffa has concentrated clean-up efforts in the area, and volunteers have expressed interest in working on long-term solutions later in the year.



Working with CityCo and other partners



CityCo are committed to supporting the city's clean and green agenda and have become strong partners of Keep Manchester Tidy. CityCo have delivered environmental audits, clean-up days and drugs litter training; they also arranged jet washing of 20,280sq.m of retail areas, removing 608,400 pieces of chewing gum. A key aspect of this partnership is the communication gateway with the business community in Manchester, which has helped to link Keep Manchester Tidy with flagship retailers and independent stores, securing their commitment to Keeping Manchester Tidy.



Keep Manchester Tidy has developed a growing partnership with veterans' charity **Walking with the Wounded**. Litterforce is Walking with the Wounded's joint initiative with Keep Britain Tidy. Recently, Litterforce was rebranded as OpReg, with the aim of getting veterans involved in wider regeneration projects rather than just litter-picking. This means the organisation has much to offer in terms of sustaining the tidiness of the city. Keep Manchester Tidy and Walking with the Wounded were set

to galvanise their partnership by co-hosting the now postponed GB Spring Clean national launch event. However, we are still looking forward to other collaborative events later in the year, which will involve engaging communities in improving their local area.

Keep Manchester Tidy continues to work on clean-ups and projects with a range of partners, such as Lancashire Wildlife Trust, which can share its specific skills and expertise, adding value to Keep Manchester Tidy's activities.

Helping to develop litter-picking equipment

Keep Manchester Tidy has been working with leading supplier Helping Hand Environmental to help develop litter-picking equipment. Keep Manchester Tidy has sought feedback from groups about new products at the prototype stage, including a community litter cart and gel-handle litter-pickers. This feedback has been used to help develop the products further, better meeting the needs of the litter-picking community. Keep Manchester Tidy also joined Helping Hand Environmental at the Chartered Institute of Waste Management's Cleaner Communities Day 2019 in Wigan, giving a presentation on the true value of volunteer litter-picking.



Securing social value and corporate social responsibility

Businesses understand the importance of 'giving something back' and are keen to demonstrate how they can benefit the community. By working with Keep Manchester Tidy, businesses have been involved in the following activities:

- building work, free of charge, at a park to help tackle drugs litter and antisocial behaviour
- tarmacking land outside a school, free of charge, to help reduce dog fouling
- free transportation and siting of planters to help reduce fly-tipping
- free skips for community clean-ups
- volunteer staff hours to assist with clean-ups and community projects
- free access to facilities and refreshments for clean-up volunteers
- free access to city centre digital screen to advertise campaigns.



4. Schools, education, and climate change



Children and young people are passionate about the planet and keen to be involved in environmental activities and programmes. Keep Manchester Tidy has worked with colleagues to promote litter-picking as part of the **Skills for Life** programme in schools. By participating in clean-ups, children and young people develop organisational skills, team skills, communication skills, problem-solving skills, and self-belief – all of which are sought by employers. Most of all,

children and young people seem to enjoy litter-picking, which is evident when they are reluctant to hand back the equipment they have borrowed.

Keep Manchester Tidy is working with partners Biffa to support the Eco Schools programme, the largest international educational programme, which is managed in the UK by Keep Britain Tidy. It has been particularly good to be involved with Dean Trust Ardwick, which went on to win an Eco Schools Award thanks to its efforts in tackling plastic waste. Eight members of the Council have now been trained as Eco Schools Assessors and will help to promote Eco Schools across the city.

Keep Manchester Tidy also worked with young people on the National Citizen Service Challenge programme. This led to a fly-tipped area outside a school in Newton Heath being redesigned and physically transformed into a flowering nature spot. The group also learned about litter campaigns and delivered the Bin the Butt campaign to the public in the city centre.





Keep Manchester Tidy has developed links with further and higher education establishments and has delivered workshops at adult education classes and information stalls at Manchester University. More recently, Keep Manchester Tidy acted as the client for students studying for a Masters degree at Hyper Island, which is an innovative international education provider for the digital age. The students were tasked with applying design thinking in order to create practical solutions to littering in Manchester. The students presented their products and ideas at a workshop held in the Council Chamber. A panel of professionals chose the winning pitch, which aimed to tackle cigarette litter, and it is hoped the students' work could be implemented in the city centre.

Youth action on climate change

There is an important role for Keep Manchester Tidy in tackling climate change, particularly as scientists are just beginning to uncover the true impact litter has on the production of greenhouse gases. Keep Manchester Tidy has helped to organise the two youth summits that have been held in the city, and has delivered workshops focusing on campaigning for change. Keep Manchester Tidy will remain a partner in sharing good practice and encouraging dialogue and action to help the city achieve its carbon-reduction targets.



5. Surveys, reports and scrutiny

Keep Manchester Tidy has been guided by independent work and scrutiny. Below are brief details of the guiding reports produced over the past year:

Neighbourhood and Environment Scrutiny Committee, Behaviour Change and Waste Task and Finish Group – The group considered a range of evidence about campaigns, the experience of community groups, and waste options for businesses. Recommendations included a focus on tackling fly-tipping, working with the student community, working with landlords, and adopting an integrated management approach to improve the local environment. These recommendations are now being implemented, with the priority being tackling fly-tipping.

Keep Britain Tidy has produced a number of independent surveys. These are detailed below:

Street Survey – The survey was undertaken in August 2019 and covered 919 transects of 50-metre length randomly selected across all wards, including 103 in the city centre. The survey assessed the four key elements from the NI195 assessment: litter, detritus, fly-posting and graffiti, as well as staining, weed growth, and leaf and blossom fall. Information was also collected on litter bin fill, condition and cleanliness, and the individual types of general litter found on each transect. Overall, graffiti and flyposting were assessed as good, while bin cleanliness and detritus were deemed unsatisfactory. All other elements, including litter, were assessed as satisfactory. Smoking-related litter was the most prevalent across the city, affecting 83% of transects. Just over half of transects contained soft drinks and confectionery packaging. The survey also noted a high number of nitrous oxide canisters. Cheetham ward was identified as having significant litter issues, and Didsbury West,

which had scored well in previous surveys, showed far fewer good scoring transects. Chorlton and Chorlton Park had the highest number of good scoring transects. The state of carriageways was cited as an issue in creating detritus across the city, with Rusholme being noted as an area of high detritus. The Wilmslow Road area of Fallowfield was highlighted as having graffiti. Overall, standards have improved compared to previous years. The city centre also had good scores, which were higher than transects across other parts of the city. Industrial areas were identified as requiring some attention. Recommendations included focusing on cigarette litter and cleansing tree pits and cigarette bins. Jet washing was advised for high-footfall areas and bin cleansing. Enforcement was recommended to deter flyposting, graffiti and fly-tipping, which had been noted across the city.

Airport Survey – The survey was undertaken in August 2019 and covered 130 transects of 50-metre length close to Manchester Airport. The survey assessed levels of litter, detritus, flyposting and graffiti, as well as taxi-related litter, signs of urination, and poor parking. The highest form of littering noted was smoking-related litter, which was found at 95% of the transects surveyed. Confectionery and soft drinks packaging were evident at more than half of the transects. Levels of detritus were low across the area, with the exception of detritus in grassed public-land areas. Flyposting and graffiti were not an issue in the area. Taxi-parking hotspots (Sunbank Lane, Hasty Lane and Wilmslow Road) suffered significantly from littering and signs of urination. Partnership working was highlighted as key to addressing the taxi-related issues, and this is something the area neighbourhood team has been involved with. Overall, poor parking was not deemed to be a problem across the area.

Parks Survey – This survey was also undertaken in August 2019 and covered 291 transects of 50-metre length within the city's parks and green spaces. As well as assessing litter, detritus, flyposting and graffiti, the survey looked at the condition of public bins, weeds, staining, and leaf and blossom fall.

Overall, parks scored well, with satisfactory levels of litter and little sign of flyposting and graffiti. Confectionery wrapping, smoking-related litter and soft drinks packaging were the main littered items found in nearly half of all transects. There were more balloons found (20) than coffee cups (9) and glass bottles (8). Dog fouling was found at 3% of transects, with bagged dog fouling found at a further 5%. Gartside Gardens Ardwick, Hulme Park, and Philips Park Clayton were found to have had the highest unsatisfactory gradings for litter. Longsight and Brooklands wards had the highest number of unsatisfactory sites: 5 and 4 respectively. Many of the wards scored well for detritus, staining, and leaf and blossom fall. There were marginally more unsatisfactory scores for weed growth, with Gorton and Abbey Hey having four sites that failed. The majority of bins surveyed were adequate. Seven out of 66 bins were in poor condition, and three were deemed below the required standard of cleanliness. Keep Manchester Tidy is currently engaged with the Parks service, particularly in relation to tackling on-the-go food and drink litter.

6. Keep Manchester Tidy: priorities for 2020/2021

This report has highlighted the range of activities undertaken by Keep Manchester Tidy for the period 2019/2020. Much of the work has focused on developing and delivering campaigns, and establishing Keep Manchester Tidy as the leading partnership tackling all forms of litter across the city. Four key priorities have been identified that will steer Keep Manchester Tidy into 2021. These are outlined in the table overleaf.

Keep Manchester Tidy key priorities 2020/2021

<p>Responding to the impact of lockdown on littering behaviour</p> <ul style="list-style-type: none"> • Maintain awareness of current issues through regular communications and on-street observation • Design, deliver, share and evaluate campaigns, including PPE litter campaign and Left Behind Litter campaign • Deliver support for new and existing volunteers to engage in litter-picking within the current coronavirus guidelines. 	<p>Focus on fly-tipping</p> <ul style="list-style-type: none"> • Lead on high-level fly-tipping action plans underpinned by data from PRI • Continue to develop and deliver fly-tipping campaigns • Implement recommendations from Keep Britain Tidy insights • Ensure community engagement is a key factor in fly-tipping solutions • Complete case studies on areas of high fly-tipping, illustrating the interventions used and highlighting the use of the fly-tipping intervention fund.
<p>Stakeholder engagement</p> <ul style="list-style-type: none"> • Develop and launch a membership scheme that enables businesses and organisations to pledge their support for Keep Manchester Tidy and become actively involved in helping to make Manchester a Tidy City • Work with a wide range of partners to boost participation in the Eco Schools programme and to support youth action on climate change • Explore new areas for engagement, such as the construction industry, the sport and leisure sector, and community health • Create a calendar of events for 2021 that showcases stakeholder engagement, such as the GB Spring Clean and Manchester Day Parade. 	<p>Becoming a Tidy City</p> <ul style="list-style-type: none"> • Work with the Comms Team and Keep Britain Tidy to develop the narrative around becoming a Tidy City • Capture the Tidy Journey through case studies and evaluation • Explore results of previous Environmental Quality Surveys and implement actions. Conduct in-house survey for 2020 and compare the results with previous years to give an evidence base for environmental quality of the city • Link with other Tidy Cities to share good practice • Host a celebration event to mark becoming a Tidy City.

Manchester City Council Report for Information

Report to: Neighbourhoods and Environment Scrutiny Committee - 7 October 2020

Subject: Highways Maintenance Programme

Report of: The Director of Highways

Summary

This paper seeks to provide an update to the Scrutiny Committee on the previous Highways Maintenance Programme report of 6 November 2019. The report includes updates on:

1. The Highways Service Key Achievements and Challenges
2. Inspections and Repairs
3. Highways planned Maintenance Programme update – year 4 progress and year 5 programme confirmation;
4. Major projects update;
5. Dashboard Performance Monitoring;
6. Social Value;
7. How information about how major schemes is provided to both local Ward Councillors and residents;
8. Managing disruption caused by major projects;
9. An update on the Winter gritting programme;
10. Motorcycle Parking; and
11. Covid response and Active Travel.

Recommendations

The Neighbourhoods and Environment Scrutiny Committee is asked to note:

1. The various highways service updates and progress on delivery of the highway investment programme and reactive maintenance service;
 2. An update on the development and delivery of major highways projects and programmes and how this is communicated with members and residents; and
 3. The positive way that the team has reacted to the significant challenges of a Covid environment.
-

Wards Affected: All

Manchester Strategy outcomes	Summary of the contribution to the strategy
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	A well maintained highway infrastructure will encourage business growth, creating jobs and opportunities
A highly skilled city: world class and home grown talent sustaining the city's economic success	The Highways Investment Strategy will provide opportunities for the development of skills.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	The improvements to the roads in the Community Network will contribute towards this strategy.
A liveable and low carbon city: a destination of choice to live, visit, work	Safe and improved highways will encourage people to visit, live and work within the City.
A connected city: world class infrastructure and connectivity to drive growth	The maintenance of highways is a major contribution to this strategy.

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Background documents (available for public inspection):

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

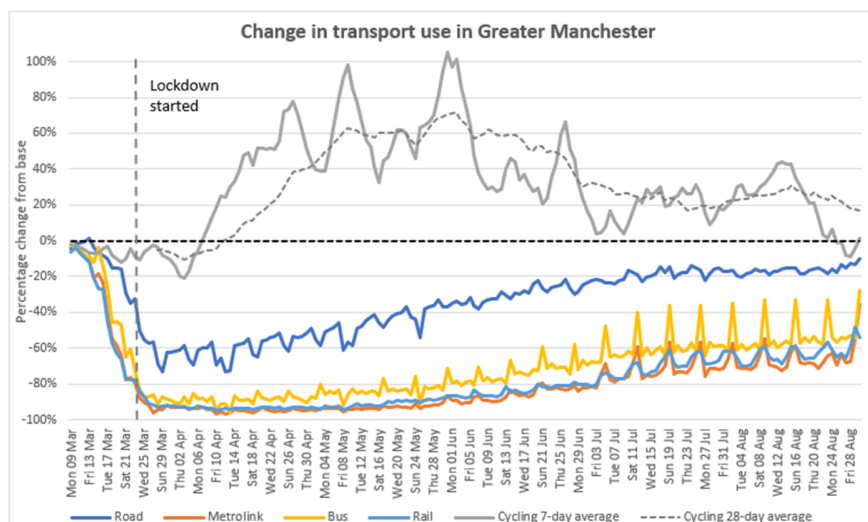
Neighbourhoods and Environment Scrutiny Committee Report 6th November 2019 - Highways Reactive Maintenance Programme.

Resources & Governance Scrutiny Committee 18th June 2019 - Highways Maintenance.

1 The Highways Service Key Achievements and Challenges

- 1.1 This paper sets out the progress of the Highways Maintenance Programme and other areas over the last three years and provides an overview of the approach being taken to ensure ongoing communication and engagement with residents, stakeholders and members. The update is provided in the context of a service that has progressed well through an improvement journey and provides an overview of both key successes over this period alongside some ongoing challenges and areas that continue to need further improvement.
- 1.2 The Highways service redesign has now been completed, and we are now recruiting to the posts and refreshing policies, processes and introducing and embedding new ways of working. This has introduced the right level of leadership and management capacity as well as filling service areas where there were previously gaps, for example Traffic and Road Safety and Contract Management. The Project Management Office (PMO) has been set up to ensure major projects are managed effectively by introducing a programme and project management approach which includes, cost management, technical expertise and project support. The Highways service is now embedded in the Neighbourhoods Directorate which has facilitated greater opportunities and improved connections to support working at a ward and neighbourhood level for example in terms of consultation, communication and engagement. The service has now appointed a neighbourhoods liaison lead which will strengthen this further.
- 1.3 Key Achievements
 - 1.3.1 Despite the major disruption and service challenges caused by the COVID-19 pandemic this year and in comparison to many other GM highways teams we continued without a break in service to meet the challenge of maintaining our highway network as well as progressing several major schemes on site. The support of our supply chain to keep our projects progressing has been significant. Our business as usual and project work was supplemented by the addition of planning and implementing a new programme of specific social distancing and other safety measures across the City to maintain public safety as well as safety of our staff and contractors.

The impact on transport usage across Greater Manchester since the onset of the pandemic can be seen in the graph below:



- 1.3.2 After reviewing the service to ensure there is a safe environment for our staff and contractors, we made good use of the time where there was a significant drop in traffic levels between April and September to bring forward and deliver highway maintenance schemes on key routes, including Kingsway, Trinity Way, Bridge Street and Princess Street. In the 5 months we resurfaced about 280,000 square meters of carriageway (equivalent to 39 football pitches) and about 24,000 square meters of footway as well as carrying out preventative treatments on over 100,000 square meters (14 football pitches).
- 1.3.3 Our bread and butter highway maintenance service continued through the support of Manchester Contracts and a number of subcontractors meaning we repaired over 16,000 potholes, cleansed nearly 15,000 gullies and carried out about 6,000 other footway, ironwork, kerb and signage repairs.
- 1.3.4 The projects team have been successful in being awarded about £75.9m worth of bids to the Mayor's Challenge Fund to improve walking and cycling facilities across the city. All of those projects are underway with some on site and others being consulted upon.
- 1.3.5 The service is on course to successfully deliver the first 4 years of the 5 year highways £100 million capital investment programme.
- 1.3.6 Other successes include significant progress in embedding and monitoring Social Value across the workforce and our supply chain, which has resulted in support to the community, helping ex-offenders into employment and new apprenticeship opportunities, and support to respond to Covid-19. Carbon reducing initiatives are underway with our supply chain and the service has re-written tender documents taking a leading role in the Council with the inclusion of environmental proposals as part of the award criteria.

1.4 Challenges

- 1.4.1 The Covid-19 pandemic has had a major impact on all services and our highway network plays a vital role in ensuring that workers can travel safely to

and from work and for the reliable deliveries of essential supplies.

To protect both staff and the public, we have liaised with all our contractors and staff that work on the highway to ensure that government guidance and social distancing rules are applied on all of our sites.

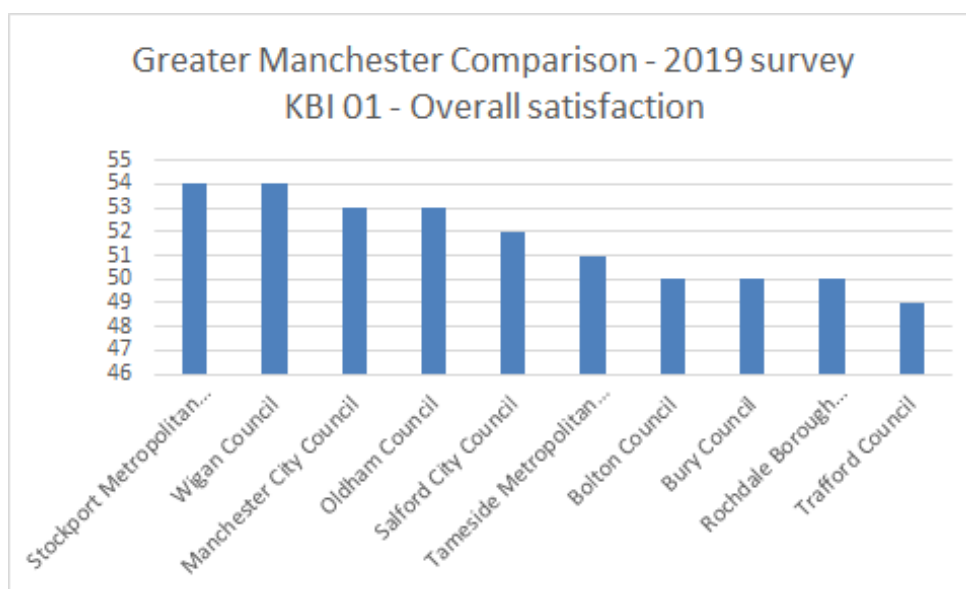
- 1.4.2 As well as managing the Covid-19 issues on major schemes there are a large number of other works taking place across the city which continue to result in significant challenges when delivering highway improvement schemes. These include events, emergencies, the reallocation of road space to enable people to safely socially distance, maintenance works and new developments which can take a number of years to construct and require the associated utility works. They all generate a reduction in the amount of highway space and makes the coordination of work even more difficult.
- 1.4.3 There is a significant challenge in delivering major projects in an urban environment where construction operations need traffic management and cause a great deal of noise. There needs to be a balance between reducing disturbance to residents and increasing traffic management to avoid bringing parts of the city to a standstill. This issue is discussed later in the report.
- 1.4.4 The service continues to develop its approach to infrastructure projects and how they can be even more inclusive and take into account the needs of all. The team currently works with the disability reference group set up by TfGM to review projects at the design stage to consider improvements. Discussions are underway for highways to lead in the establishment of a Manchester City Council reference group as an evolution of the current approach.
- 1.4.5 Mistakes due to human error represent a challenge whether they come from the highways service, suppliers, contractors or partners. Where those occasional slips have happened in the service, the inconvenience that they cause is acknowledged. They can take the form of omissions (eg to share work details with everyone interested in advance), delivery of works (eg expecting some works to take a period of time and they take longer), technical problems (eg a plant making tarmac breaks down) and misunderstandings (eg when a message isn't received in the way it was intended). This is more challenging at the moment due to ways the service and partners are having to work to remain Covid-19 secure. The service is working hard to bring in systems and processes to reduce the frequency of slip ups as well as working with our partners towards the same aim. Human error will always play a part in a busy and complex service however.

2 Inspections and Repairs

- 2.1.1 This section of the report gives an update on the progress of our reactive maintenance programmes since the previous Neighbourhoods and Environment Scrutiny Committee report in November 2019. We are now into the 4th year of our 5 year highway capital investment programme. Good progress is continuing in addressing the number of defect repairs although this work is still ongoing.

2.2 Customer Satisfaction

- 2.2.1 We commission the National Highways and Transport (NHT) Public Satisfaction Survey each year. The survey is carried out by IPSOS/MORI and provides comparison on performance at a local, regional and national level. 2020 is the fourth year that we have taken part in the survey, which enables us to compare our performance against last year, as well as benchmarking against other authorities in GM and nationally.
- 2.2.2 We are currently awaiting the results of the 2020 survey, however the 2019 results showed that the overall satisfaction with our highway services was measured at 53%, which is the same as the 2018 score, as well as the national average (NA) score.
- 2.2.3 The chart below shows that in 2019 Manchester was joint third among all 10 authorities within GM, just 1% lower than the top 2 authorities. This is a positive result given that we have one of the largest road networks in the region and the busiest regional centre, which causes heavy demand on our highway infrastructure.



- 2.2.4 The overall condition of our roads and footways is improving as the investment programme progresses, which should be reflected in continued improvement of our satisfaction scores this year and in the coming years.

2.3 Safety Inspections

- 2.3.1 Our highway inspectors carry out walked and driven safety inspections across all of our adopted highway network at regular frequencies as defined in the Greater Manchester Highway Safety Inspection Framework document and the accompanying MCC Highway Safety Inspection Policy. Roads and footways with a higher volume of usage generally have a higher inspection frequency to mitigate safety risks. The frequency of inspection is also governed by other

factors, including the proximity to schools, hospitals or other vulnerable users as well as condition data, claims & accident data etc.

2.3.2 The inspectors will record observed defects using a risk based approach in accordance with the Well Managed Highway Infrastructure code of practice. The classification of the defect will depend upon the assessed risk posed by:

- The depth, surface area or other degree of deficiency of the defect or obstruction;
- The volume, characteristics and speed of traffic;
- The location of the defect relative to highway features such as junctions and bends;
- The location of the defect relative to the positioning of users, especially vulnerable users, such as in traffic lanes or wheel tracks;
- The nature of interaction with other defects;
- Forecast weather conditions, especially potential for freezing of surface water;

2.3.3 In the 5 month period between 1st April and 31st August 2020, we carried out 13,332 safety inspections across the city, equating to an average of 87 inspections per day, despite the restrictions imposed and challenges Covid-19 has thrown to the service.

Customer Relationship Management (CRM) Reports

2.3.4 As well as planned inspections, we also carry out additional inspections following reports received from members or the public, usually via our CRM interface, although these may also be received by various other communication methods.

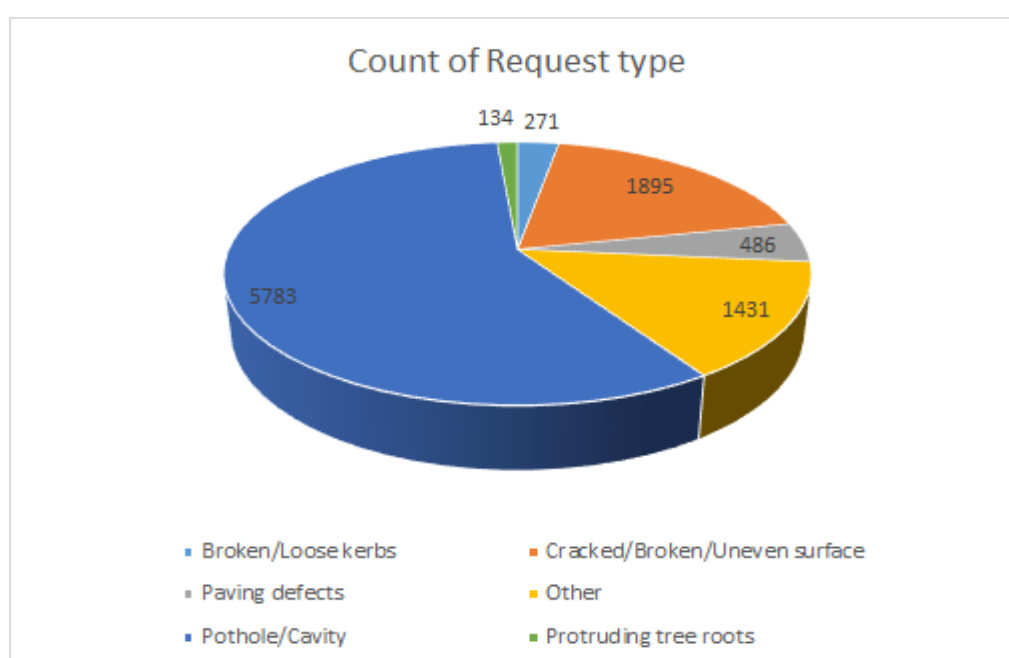
2.3.5 Since July 2018, there has been an overall decrease in the number of defect reports recorded on CRM. Comparing the most recent 5 months (April '20 to August '20) with the same 5 months from last year, total reports of defects are down by about 37% (see table below). This is likely to be attributable to the ongoing highways investment programme and all the work undertaken through the year to address the number of highway defects, all of which are helping to improve the condition of our roads and footways.

Month	2019	2020	% Difference
April	951	402	-57.7%
May	880	468	-46.8%
June	842	569	-32.4%
July	804	671	-16.5%

August	759	554	-27.0%
5-month total	4236	2664	-37.1%

2.3.6 The chart below shows the total number of highway defects reported on our CRM system between 1st September 2019 and 31st August 2020, split between the different types of defect identified:

2.3.7 Of the 10,001 defects identified in total during the period, 9,489 (95%) were repaired within the designated timescale.



2.4 Repairs

Highway repairs are carried out by two different teams, Balfour Beatty and our in-house Highways Maintenance Services team (formerly known as Manchester Contracts).

2.4.1 Highways Maintenance Services

2.4.1.1 Working in tandem with the Cyclical Gully cleansing programme (see 2.5 page 20), since January 2020 to the end of August, the repairs teams have cleansed 889 faulty drains that required inspection and clearing, and in some cases excavation and repair.

2.4.1.2 The repair teams are concentrating on the more specialised defect repairs across the city, including high quality paving, kerb repairs and other non

bituminous works. Bituminous defects are repaired as part of the small patching programme (see 2.3.5).

- 2.4.1.3 In total 5,123 actionable non bituminous repairs have been undertaken between January and the end of August 2020, including 2,338 paving and kerb repairs.

2.4.2 Balfour Beatty - Small patching repair programme:

- 2.4.2.1 As part of the highway investment programme, we are continuing with the delivery of the patching programme to fulfil the Council's legal obligations to maintain a safe highway across Manchester. Over the past twelve months we have successfully completed about 19,000 repairs. From December 2019, we have appointed a new Highway Maintenance contractor, Balfour Beatty Living Places (BBLP), who have made an impact since starting their contract.
- 2.4.2.2 This new contract has an improved specification including the roll out of 'mobile working' using handheld computers across the contractors teams which enables work to be ordered, scheduled and completed whilst on site and recorded onto our asset management database, as well as the uploading of 'before', 'during' and 'after' images. This is continuing to improve real time reporting which also adds value to our contract monitoring, tracking and reporting which takes place each week.
- 2.4.2.3 Our repair techniques have also been improved with tighter quality control on the sealing and overbanding of the edges of the repair. This is one of the key elements in maximising the longevity of patch repairs. BBLP are also looking to introduce more efficient and effective repair materials that will be more durable over the winter period for the call out teams including cold lay technology.
- 2.4.2.4 BBLP has the latest in technology, investing in a highways master JCB 3CX which is new to the market place in 2019 and purposely designed for defect patch repair planing. This also further reduces the risk of hand arm vibration to the operatives working as part of their goal of Zero Harm.
- 2.4.2.5 We empowered the Contractor from April of this year to carry out a new initiative known as the 'find and fix'. When the repairs teams are carrying out planned works across the City we have an agreed scope in place whereby the teams can record pothole defects which meet the intervention levels that the Highway Inspectors have not yet ordered as part of their planned safety inspections.
- 2.4.2.6 Find and fix teams are also deployed daily to the accident claim hotspots as part of a jointly developed process further reducing possible claims against the Council. Regular coordination meetings are held to ensure that all works are aligned to other Council highways programmes to mitigate as far as we possibly can against duplication of work. The works programme is updated fortnightly and circulated to Neighbourhood teams and local ward members.

A presentation giving a full update on the benefits generated by the contract is shown as Appendix 1.

2.4.2.7 The repair teams record and complete defect repairs whilst they are on site via the mobile working process which is in place across the highway maintenance contract (3 defect photos uploaded for each repair). These are then reconciled back within the asset management database to monitor compliance and costs to ensure that the repairs meet the code of practice.

2.4.2.8 Case Studies of our Footways and Carriageways Defect repair Improvements

Case Study No1 - Local Repairs

The photos below are an illustration of the repair works our subcontractors carry out on the footways. Our priority is always to ensure the best quality repair using only the most effective and long-lasting materials whilst ensuring minimal noise, traffic and environmental disruption to the network and local residents. Operatives undertaking the work are exceptionally highly trained, with full relevant certification and equipment, they are also employed locally to ensure that they are familiar with the area's in which they are working.

The repair methodology is that we; -

- remove existing material to a minimum depth of 60mm to ensure that the repair is bonded to the sub-structure.
- use a substance called 'tack coat' and 'bond coat' to prime the base and edges to help the new material to bond for a longer lasting repair
- typically use an Asphalt Concrete (formerly dense macadam) incorporating a 6mm aggregate as the backfill material.
- compact the repair using a roller.
- 'over band' the edges of each repair to seal the patch and protect it water ingress and from wear and tear which extends the life of the repair.



Case Study No2 - Local Carriageway Defect Improvements

The photos below are an illustration of the repair works carried out in the carriageway. In order to carry out works on the highway network we must always first ensure that we have sought the relevant legal approvals to carry out the works. Before our contractors programme the works they request a permit from the Council Highways Permit Team to occupy the locations.

In the permit the Traffic Management requirements are stipulated which can range from two way lights to a full road closure depending on location, expected duration of the works, size or scope of the works and any special considerations such as schools or hospitals nearby. Once the works are permitted works are programmed for completion.

The methodology for a carriageway repair is:

- Remove existing material to a minimum depth of 40mm.
- A substance called 'tack coat' and 'bond coat' is used to prime the base and edges to help the new material to bond for a longer lasting repair
- The usual backfill material is an Asphalt Concrete (formerly dense macadam) incorporating a 10mm or 14mm hardstone aggregate.
- The repair is compacted using a roller.
- 'Over banding' of the edges of each repair is carried out to seal the patch and protect it from water ingress and from wear and tear which extends the life of the repair
- Our contractors take a before, during and after picture to show the works have been carried out to a good standard and in line with the specification.
- If the repair is carried out on a section of road which previously had road markings the lining is refreshed potentially at a later date

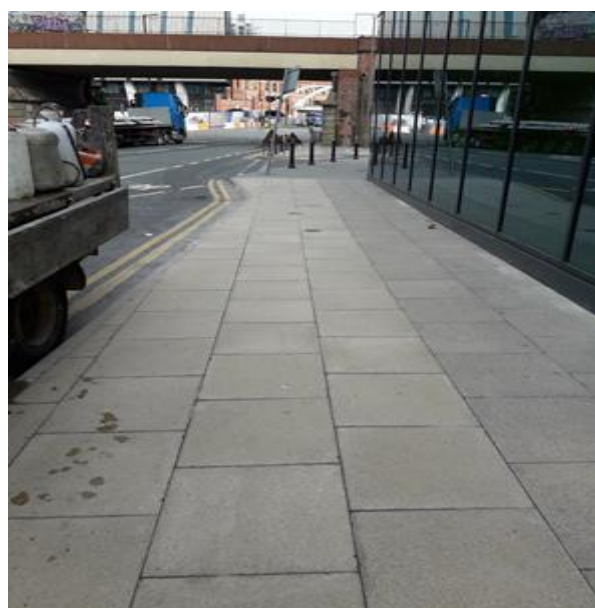
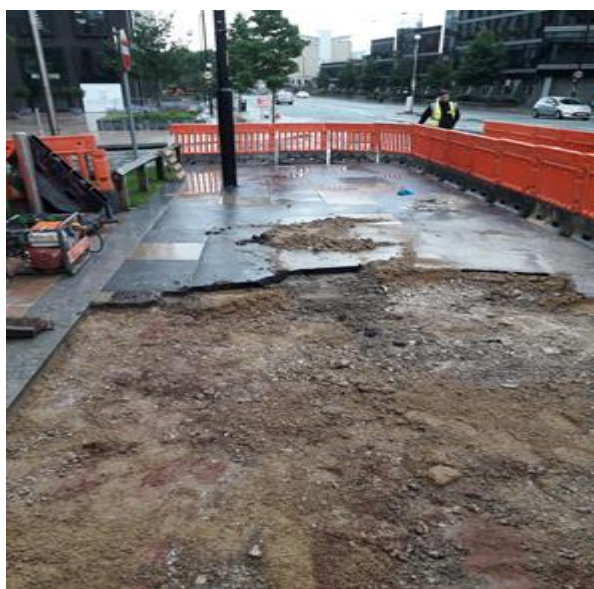


Case Study No3 - City Centre Defect Improvements

As part of our mission to enhance the quality of the areas in which the community of Manchester work, live and play we have been carrying out works to improve the city centre.

Working in busy urbanised areas we have also used higher quality materials and have had to ensure that the works were coordinated in a manner that would not affect any of the local businesses. This involved working nights and weekends as a way to minimise disruption. We have to also ensure that effective traffic management was in place, especially during peak times.

The pictures below show some examples of the improvements being made to pedestrianised areas within the city centre including Piccadilly Gardens.



2.4.2.9 Consultation and communication:

A google sites dashboard is used to inform members of the repairs carried out in their ward (see section 5) and in addition have engaged with colleagues in communications so that the programme of work is also shared with external stakeholders via social media and using similar digital platforms. BBLP are also developing a post card type information leaflet to inform residents of the impending works and what they can expect to happen. In addition to this if any TTRO's are required to temporarily close sections of road to safely carry out the work, the Contractor also notifies all affected properties as part of a pre-start notification, which enables any residents or businesses to make contact with the Contractor or ourselves should they wish to discuss anything pertaining to the work or arrange access / egress.

2.4.2.10 Performance Monitoring:

a. Defects once work has been completed:

- The new highway maintenance tender that was awarded on the 3rd December 2019 has an improved specification which places the responsibility on the contractor to upload all works into the highway asset management database via mobile working. In addition to this each repair comes with a 24 month defect liability period. Our contractors management team, BBLP, selects a sample of at least 30% of all completed repairs across the City to check that the works are deemed acceptable. A 5% contract retention which is compliant with the industry standard applies to all repairs and is not released until these checks have been carried out as part of the post completion stage.
- Both BBLP and Highways Officers carry out desktop audits on 100% of the completed repairs to check that works are completed to the contract specification and that before, during and after photographs have been uploaded Symology. Applications for payments are then made on this basis. MCC checks these applications and once we are satisfied that the work has been completed in full and charged as per the tendered rates, interim payment certificates are arranged.
- An MCC QS, Technician and Engineer are also involved with carrying out quality and measurement checks. If any remedial works are identified these are passed back to the Contractor to rectify within a 3 week timescale.

b. Clearing of the area after completion:

- As well as checking the 'before, during and after defect' photos uploaded into the asset management database on a weekly basis, the contractor also checks completed sites to ensure that all signs, debris etc. have been cleared upon completion, this is the contractors internal quality check that takes place prior to an MCC officer inspection. MCC Site Staff carry out further quality checks and if any items have been left on site the contractor is notified to remove them within 24 hours.

c. Overall performance:

- The performance of work against the contract is summarised monthly on a performance report dashboard. The report for August 2020 is shown in Table 1 below which gives an executive summary as well as performance figures including number of repairs carried out, outputs per gang, number of repairs within SLA timescales and budgets / spend.

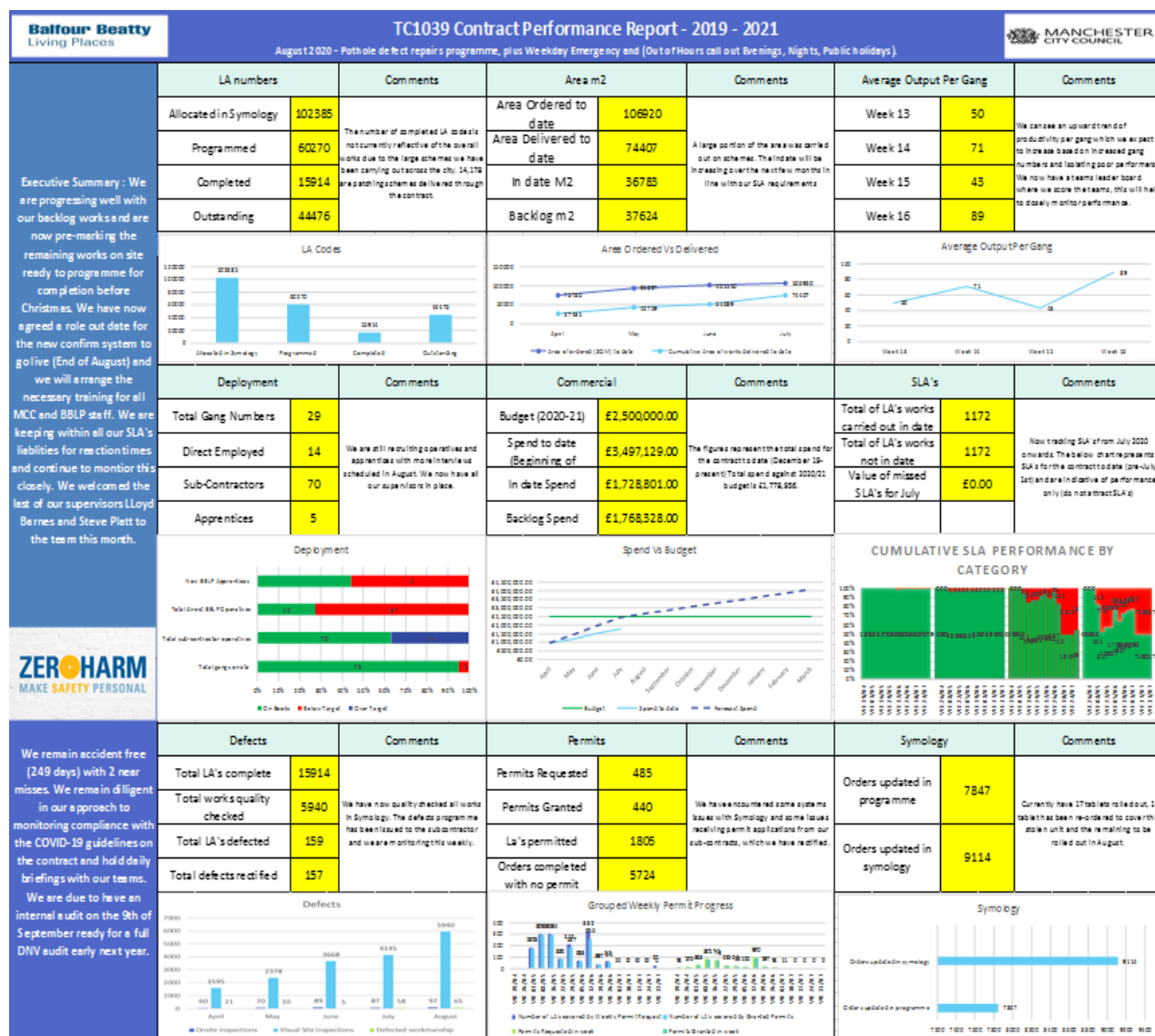


Table 1

2.5 Utility Works

- 2.5.1 Utility companies must submit an advance notice on our GMRAPS permit system prior to undertaking any works on the highway. The only exception to this is where the works are for emergency repairs.
- 2.5.2 A fixed penalty notice (FPN) is issued under S95A of the New Roads and Street Works Act 1991 (NRSWA) to companies who do not provide us with accurate and timely notification of works on the highway. Between 1st April and 31st August of this year, a total of 212 FPN's have been issued.
- 2.5.3 We employ a team of street works inspectors who are responsible for assessing and approving all permits and licence applications, as well as carrying out routine and sample inspections of utility works.
- 2.5.4 Each year, the top five companies who register the highest amount of works in the highway over the preceding three years are sampled. We then carry out inspections on all of the identified works attached to the samples where we assess the quality of the works in line with legislation. These inspections are either passed or failed as a defect. If it is the latter, we instruct the utility company to carry out further repairs in order to bring the works up to the standard to pass further inspection. Utilities can carry out temporary repairs for up to a 6 month period, but we encourage first pass repairs to be completed wherever possible.
- 2.5.5 The chart below shows the total number of inspections carried out this year for these five companies (April-September 2020) and the failure percentage found.

Promoter Organisation Name	Number of works inspected	% of Failures
UNITED UTILITIES WATER LTD	2080	10.2
ELECTRICITY NORTH WEST	646	8.5
CADENT GAS LIMITED	729	9.1
BT	947	17.4
VIRGIN MEDIA	589	11.7
Grand Total	4991	

- 2.5.6 We issue a NRSWA Section 81 notice where any highway defects relating to defective third party apparatus (chamber lids, stop tap covers, hydrant covers etc.) are identified, either by our inspectors or via reports from the public. These are reported to the relevant utility using the new Street Manager software system. Once a defect is issued a fine must be paid and the repair must be removed and replaced.
- 2.5.7 Where performance issues have been recorded from a particular contractor, they are notified and warned that repairs need to be more responsive and to an

improved quality. An increased number of inspections may be scheduled, which will be charged to the utility company, until performance improves.

2.5.8 Quarterly coordination meetings are held where representatives of contractors and the Council where details of major works for the forthcoming year are shared. This is a forum where works are coordinated and performance issues are discussed.

2.5.9 Some case studies of the work that has been carried out are shown below:

Case Study No4 - Virgin Media Fibre Network Expansion in Newton Heath

Background

Virgin Media have begun their programme of works in North Manchester to deliver their network expansion project.

In anticipation of their works, pre-works meetings were held at the beginning of this year with Virgin and their contractors along with site visits to walk the route of the works along with highways receiving assurances from Virgin regarding resident engagement. Due to past experience with similar types of works, Highways placed restrictions on Virgin Media with regards to the length of excavation they could have open at any one time on each street.

Issue

Works began onsite following approvals being given by highways. Shortly after the works began our inspections identified issues with Virgin Media's traffic management and specifically the management of pedestrians at a number of their sites.

The issues were raised by a number of parties including residents and local members. We acknowledged these complaints and implemented further working restrictions on Virgin Media to ensure that they made immediate improvements to their works onsite.

Enforcement

A number of meetings with senior management at Virgin Media Network Expansion have been held to highlight the concerns we have and we have also placed further restrictions on their works to ensure that the impact on residents is kept to a minimum whilst at the same time encouraging Virgin Media to manage their contractors to a higher standard. These measures include:

- limiting the number of permits and in turn the number of work gangs allowed to be active in individual ward areas.
- the issuing of Fixed Penalty Notices for non-compliance - £1800
- the issuing of Charges for presence on the highway without permission - £2000
- increasing the number of inspections carried out on their works ensuring that, where practical, Virgin Media open up footways following daily works so they are returned to use for pedestrian



Case Study No5 - Victoria Station Drainage Works

Network Rail needed to do urgent drainage works outside Victoria Station to prevent flooding issues within the station. This involved digging up the whole of Victoria Station approach. They wanted to do the works under a full road closure for a period of six weeks but this was not practical as the road closure impacted too much on access to the station and its approach as a through route. There were also works starting at New Victoria on nearby Corporation Street, development works on Long Millgate to the front of Chethams as well as works to install rising bollards which would increase the likely impact.

We had to look at other options and carrying out the works in two halves under 2-way lights worked best, although the works would take a little longer and be closer to eight weeks duration.

This was not without some logistical issues as there is a skip currently being used by Victoria Station for roof works which made the siting of the lights more awkward. Also when the lights were set up it quickly became apparent that taxis were parking along Hunts Bank which made traffic queue back into the single lane stretch outside the steps to Manchester Arena causing congestion for buses and taxis alike.

Meetings were quickly held with colleagues in Licensing, Public Realm and TfGM to look at a new location for the taxi rank and reduce the congestion and it was decided to move the taxi rank to the layby next to the Football Museum as this would prevent traffic queueing onto Hunts Bank. We then liaised with Network Rail to ensure that adequate signage was in place to ensure that the taxi rank was well signed. It was also decided with TfGM to divert buses travelling from Victoria Street to further ease the congestion.

The works started in August with a completion date expected on 09 October, however, they now look likely to complete by 25 September. After the initial issues, which were quickly sorted out through discussion with our colleagues, both inside and outside the Council, traffic has flowed well and pedestrians have been able to access the station and taxis.



2.6 Cyclical Drainage and Improvement Programme

2.6.1 Cyclical cleansing

2.6.1.1 A cyclical gully cleansing programme began in August 2018 and consisted of a 1st and 2nd pass cleanse of all our gullies. The 2nd pass cleanse was completed in May 2020 and all the data is recorded on the Kaarbontech gully asset management system. A 3rd cleanse will take place this financial year with regular reviews of data obtained of silt levels to ensure high priority locations are targeted first.

2.6.1.2 Having emptied all 118,359 gullies during the 1st pass cleanse, a dip test was carried out and recorded as part of the 2nd pass cleanse to ascertain the silt level of all gullies between the two visits. From this data, we are able to categorise which gully pots fill with silt and debris quicker than others and along which routes, which will allow us to accurately develop recommendations for a new gully cleaning programme for the city with better intelligence and a more accurate forecast of costs.

2.6.1.3 From the 118,359 recorded gullies within the city's highway infrastructure, 113,473 were cleaned to the end of August 2020. From this figure, 15.7% of these were found to be blocked and not running and requiring further work.

2.6.2 Performance Monitoring

2.6.2.1 The Council has appointed a Contract Manager who is responsible for monitoring the performance and provision of the service. Performance Monitoring focuses on the key aspects of the service delivery, including overall performance, quality, delivery and customer service.

2.6.2.2 We have a process where a Clerk of Works attends a minimum of 10% of gullies cleaned over a seven day period to assess the standard of the work carried out against the information recorded. This also includes reviewing any recommendations, the Contractor may have made with regard to any future work required. These inspections are documented with photographic evidence attached. We are only just in the process of implementing this new process so as yet we have no results to measure against.

2.6.2.3 To manage all of the data, a gully asset management system is used called KaarbonTech.

2.6.2.4 A reactive service provided by Highways Repairs teams will continue to respond to service requests and will initially run in parallel with this framework.

2.6.2.5 The following table details the progress of the cyclical drainage cleans on a ward by ward basis as of 2nd September 2020. Explanation of each column is given below.

- **Grand Total:** Total number of gullies recorded within the asset register.
- **Working:** Number of gullies running and working.

- **Blocked:** Number of gullies blocked and not running following a cleanse, with further work required.
- **Not Accessed:** Unable to access gully due to parked vehicle, gully lid stuck won't open etc.
- **Not Attended:** Gullies yet to be visited as part of a cyclical cleanse. These are predominantly district centres, around hospitals, the university and where commuter parking is an issue. Gully cleanses in these areas are carried out in one off work packages, with the aid of Temporary Traffic Regulation Order (TTRO).

2.6.2.6 Where a vehicle is parked over a gully, the contractor will make a maximum of two visits to empty it. On the first visit, pre-printed leaflets which have been provided are placed under the windscreen wiper of the vehicle blocking access to the gully. These leaflets inform the driver of the vehicle that an attempt was made to clean the gully in question and a second attempt to clean the gully will be made, with the contractor inserting a date when they intend to return (a photograph of the vehicle parked over the gully with the leaflet placed under the windscreen wiper is taken following the first attempt and uploaded to the Kaarbontech System).

2.6.2.7 When the contractor returns, if the vehicle or a different vehicle is parked over the gully, then the location will be placed in a separate package of work. Where necessary we will work with our Neighbourhood teams to agree a targeted day of action. This will involve promoting a temporary traffic regulation order to restrict parking, where contractors would arrive early to cone out areas as cars leave, preventing new cars from being parked. We would also involve the street cleansing team as traditionally they would also have had issues with street cleaning so this would present a real opportunity to promote co-ordinated and joined up working.

2.6.2.8 As we have not been able to operate a comprehensive cyclical cleansing programme for several years, not surprisingly, during the 1st pass we found that the majority of gullies had high silt levels, 67% of which were greater than 75% full. During the second pass cleanse the silt levels of the gullies were also recorded and were considerably lower than those previously recorded.

2.6.2.9 Monitoring and recording silt levels will allow us to intelligently set up more effective drainage cleansing frequencies in the future by targeting those gullies that fill up with silt and detritus quicker, as well as those on more strategic routes. The third cleanse is set to be carried out this financial year.

Name	Working	Blocked	Not Accessed	Not Attended	Grand Total
Ancoats & Beswick	2565	666	109	0	3340
Ardwick	4045	747	492	13	5297
Baguley	1736	573	227	2	2538
Brooklands	2535	538	102	0	3175
Burnage	2671	721	456	3	3851
Charlestown	3016	476	270	0	3762
Cheetham	3312	879	573	0	4764
Chorlton	1351	371	910	0	2632
Chorlton Park	3148	745	431	0	4324
Clayton & Openshaw	3718	1289	512	3	5522
Crumpsall	2632	455	435	0	3522
Deansgate	1982	592	368	15	2957
Didsbury East	2623	557	263	0	3443
Didsbury West	1751	972	266	0	2989
Fallowfield	1614	563	330	0	2507
Gorton & Abbey Hey	3621	849	598	6	5074
Harpurhey	3689	1000	446	0	5135
Higher Blackley	2714	635	340	0	3689
Hulme	2858	474	234	0	3566
Levenshulme	1610	876	873	1	3360
Longsight	2173	954	797	0	3924
Miles Platting & Newton Heath	3880	1239	587	1	5707
Moss Side	2391	549	888	3	3831
Moston	2916	811	552	0	4279
Northenden	2143	1234	400	0	3777
Old Moat	1997	676	255	0	2928
Piccadilly	2105	762	252	30	3149
Rusholme	1791	572	509	0	2872
Sharston	2702	633	203	0	3538
Whalley Range	1800	592	661	0	3053
Withington	1822	685	372	0	2879
Woodhouse Park	2323	511	86	53	2973
Not Known	2	0	0	0	2
Totals	81236	23196	13797	130	118359

2.6.3 Drainage Repair Works

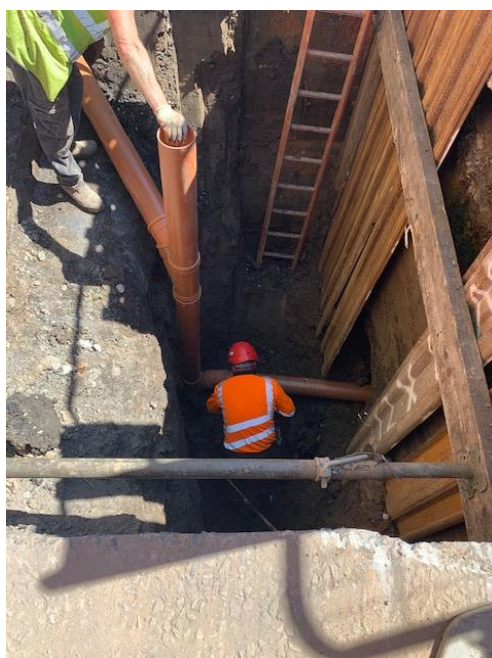
2.6.3.1 In addition to the cyclical gully cleansing programme, a second Framework Contract has been procured, to carry out highway drainage repair and improvement work that has been identified as part of the 1st and 2nd Pass gully cleansing work. This contract began in January 2019, for 18 months, with an option to extend for an additional 2 years which has now been triggered.

2.6.3.2 As part of the cyclical gully cleansing programme, any defects found are recorded on the Kaarbontech asset management system. These defects are then processed and work packages are set up and allocated to the framework contractors.

2.6.3.3 These defects include replacement gully lids and frames, pipe repair and replacement, damage to brickwork, CCTV studies and gully pot replacement. In addition, as some of the gullies had not been cleaned as part of a maintenance programme for several years, over 20,000 gullies had to be emptied by hand as the silt and slurry had condensed to such an extent that the suction funnel on the gully wagon was unable to remove it.

Case Study No6 - Hyde Road drainage repairs:

The photographs below show the recent drainage repairs on Hyde Road in Longsight. Following complaints about pooling in and around a bus layby opposite the B&M Store, our drainage contractors were dispatched to the site to investigate the issue. The brief history of the problem is that following repeated attempts over a number of months, using a gully wagon to clear the gullies adjacent to the bus stop, the pooling continued to be an issue for passengers using the bus stop.



Drainage repairs on Hyde Rd outside B&M Store, Gorton

The contractors were instructed to trace and locate the expected blockage or collapse in the drainage system. They managed to establish that this would be no easy fix as

the drainage line was linked into a complex network of gullies that included connecting to the opposite side of Hyde Road. This led to extensive investigation works taking place including exposing parts of the drainage system.

By temporarily closing the traffic lane and excavating the area in question, they discovered that not only had the line been damaged / broken but the ground around it had moved creating a small cavity under the carriageway. Over time this could have resulted in the road partially collapsing. The contractors were able to expose the damaged line and joint and replace them with new hard wearing plastic replacements. The system was then tested and the cavity filled with the final stages including making good the carriageway to open the lane back up to traffic.

2.6.4 The spend to date on drainage improvement work totals £6.8m.

2.6.5 Since the beginning of the Cyclical Cleansing Programme and the Drainage Improvement Programme, a comparison of gully defects and complaints, taken from the Symology System and compared against the previous 12 month period, identified a reduction in reported faults and complaints of 38%.

2.6.6 Further comparisons for the second year of the programme confirms a further reduction in reported faults and complaints bringing the total reduction in reported faults and complaints of 47% in the first two years of the works.

- 1st August 2017 to 31st July 2018 = 3338 CRM's/defects
- 1st August 2018 to 31st July 2019 = 2047 CRM's/defects
- 1st August 2019 to 31st July 2020 = 1762 CRM's/defects

3 Highways planned Maintenance Programme update – year 4 progress and year 5 programme confirmation

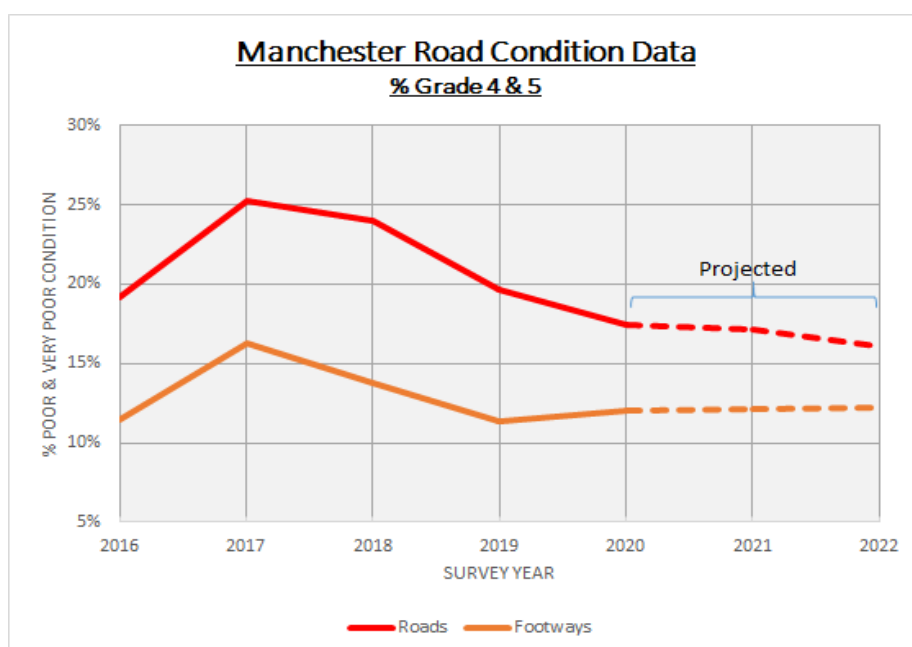
3.1 In terms of resurfacing work, we are currently on target to deliver year 4 of the 5 year highway investment programme, despite the challenges brought about by the Covid-19 pandemic. The preventative programme has been delayed somewhat due to the contractor framework coming to an end and needing to be replaced in uncertain times, but we have treated several sites with surface dressing and the remaining programme is now ongoing and scheduled for completion in the next calendar year.

3.2 In the three and a half years of the investment programme, we have now treated over 1,500 roads and footways comprising nearly three million square metres. To help visualise this, this is the equivalent to treating an average 6m wide road that would stretch (as the crow flies) between Manchester City Centre and the outskirts of Paris in France.

3.3 Network Condition

3.3.1 Our annual condition surveys measure our roads & footways between grade 1 (as new) to grade 5 (very poor); grade 4 & 5 condition means that failure has occurred and structural repairs are needed. In 2017, the overall percentage of grade 4 & 5 roads and footways was 25% and 16% respectively; These percentages have improved significantly and deterioration modelling suggests that by the end of year 5 of the investment (2021/22), these percentages will have improved to around 16% and 12% respectively (see graph below);

3.3.2 As can be seen, the investment has succeeded in halting the overall deterioration of the network, with just under 18% of roads now rated as 'poor' condition. This is actually better than the modelling forecasts had predicted by the end of year 3 (which was that 23% would be in a poor condition).



3.3.3 We are currently working with the finance team to quantify the benefits achieved and make a strong case for further investment beyond year 5 to continue the network condition improvements that we have already seen.

3.4 Current year (year 4) update

3.4.1 A summary of the current status (at the end of August) of the planned maintenance programme is listed below and shown in the table following;

- Carriageway resurfacing works: We have completed 75 schemes in this year's programme with 58 more to be completed by the end of the financial year.
- Carriageway preventative works: Due to the Covid-19 restrictions, the preventative programme had to be deferred and the majority of schemes are now scheduled for Spring / Summer 2021. We have completed 7 surface dressing schemes on some of our busier routes.

- Footway Works: 13 sites have been completed, comprising around 23,000m², with another 33 scheduled for completion by the end of the calendar year.
- Drainage: For all planned maintenance schemes, gullies are checked, cleaned and where necessary repaired by the contractor before works commence. A record of all work carried out is entered onto the Kaarbontech system to align with our cyclical gully cleansing programme (see 2.11). The gullies are covered over when new material is laid and then uncovered and cleaned when the works are completed.

MANCHESTER CITY COUNCIL 5 YEAR HIGHWAYS INVESTMENT PROGRAMME SUMMARY OF CARRIAGEWAY SURFACING, CARRIAGEWAY PREVENTATIVE, FOOTWAY AND LARGE PATCHING 31st AUGUST 2020								
COMPLETED WORKS								
Year	Carriageway Surfacing		Footways		Carriageway Preventative		Large Patching	
	Number of Sites	Total Area m ²	Number of Sites	Total Area m ²	Number of Sites	Total Area m ²	Number of Sites	Total Area m ²
Year 1	103	287,290	24	63,351	588	886,000		
Year 2	105	169,176	22	40,879	220	456,210	30	29,192
Year 3	130	253,607	30	49,984	219	324,543	19	19,570
Year 4	75	208,791	13	22,779	7	53,400		
TOTALS	413	918,864	89	176,993	1,034	1,720,153	49	48,762
REMAINING WORKS								
Year	Carriageway Surfacing		Footways		Carriageway Preventative		Large Patching	
	Number of Sites	Total Area m ²	Number of Sites	Total Area m ²	Number of Sites	Total Area m ²	Number of Sites	Total Area m ²
Year 4	58	104,600	33	53,340	279	315,162		
Year 5	142	220,000	46	57,674				
TOTALS	200	324,600	79	111,014	279	315,162		

3.5 Supervision & Monitoring of Highway works

- 3.5.1 An initial meeting between the contractor and our engineer takes place on site to agree the scope of the work and materials to be used. When the works are underway, regular inspections are made to check the quality of the work and that the appropriate traffic measures are in place. Following completion of the scheme, especially for those that have had a preventative treatment, it may be a couple of weeks before the lining is reinstated because the material needs 'bedding in' by traffic so that the lining will adhere.
- 3.5.2 The contractor will clear away any barriers, cones or other material from site once all the different work stages are completed, which may be a few weeks after the initial surfacing.
- 3.5.3 A site 'snagging' inspection is scheduled a few weeks after the scheme has been completed with one of our Engineers and the contractor. All identified defects that need rectifying on the completed scheme are agreed and documented along with a timescale for completion of this work, which is usually a few months.

- 3.5.4 Payment to the contractor is only authorised once the final inspection has been completed satisfactorily and we withhold 5% of the invoice cost as a retention to allow for any defects that subsequently occur (which the contractor is obliged to rectify). This retention is then paid, subject to a further site inspection, 2 years later.

3.6 Year 5 update

The year 5 carriageway and footway resurfacing programmes have been approved, following consultation with Ward Members. We are currently drafting the scheme drawings, specifications and compiling the detailed estimates for the carriageway surfacing sites, totalling 188 schemes.

4 Major Projects Update

Three significant major projects have been completed in 2020. These were the following schemes:

- MSIRR Regent Road improvements
- A6 Stockport Road widening and,
- CCAG2 Chorlton Phase 1a cycling

Feedback on the benefits from the Regent Road scheme has been very positive and the benefits look to have exceeded initial expectations with significantly reduced congestion. The Chorlton scheme included a new cyclops signal junction at Royce Road / Chorlton Road, the first of its kind in the UK (see photo below). It is an “orbital cycle route”, separating cyclists from motor traffic and providing more space for pedestrians, reducing the possibility of collisions or conflicts with traffic.



The major projects that are currently on site or shortly to be on site include:-

- Great Ancoats Street

- Princess Road/Medlock Street Roundabout
- A57 Hyde Road
- CCAG2 Chorlton Phase 1b - and then Phase 2
- Airport City Green Bridge
- 6 Walking & Cycling Schemes
- 5 Residents Parking Schemes

4.1 **Great Ancoats Street**

4.1.1 The main works started on site in January 2020 with completion programmed for January 2021. This involves both carriageway and footway improvements for pedestrian access from the Northern Quarter to Ancoats and East Manchester. The contractor is Colas. The overall scheme budget is estimated at £9.5m. Challenges on this scheme have included the complex traffic management needed to safely construct the works while mitigating congestion, locating trees when the exact locations of underground pipes and cables are not known and maintaining safe pedestrian access through the site. The project benefits include:-

- Supporting economic growth by enabling an environment for commercial development with nearly 9,000 new jobs estimated to be created and over 25,000 new homes forecast to be built over the next 20 years in the wider Gt Ancoats Street area
- 70 new and high specification trees incorporating a variety of species
- Removal of barriers to pedestrian movement through improved pedestrian crossings and enhanced public realm
- Fit for purpose crossings installation along the route, making travelling by foot or bike from the city centre to the surrounding neighbourhoods easier and safer
- Resurfacing of the road with new, modern materials will reduce the noise from motor traffic by 40 per cent

4.2 **Princess Road/Medlock Street Roundabout**

4.2.1 The works started on site in 2019 and are planned to be completed in October 2020 and involve the infilling of the roundabout bowl, introducing two new spur roads to facilitate direct access to the City Centre and Mancunian Way and provide a safer and more accessible environment for both cyclists and pedestrians. The contractor is Colas. The overall scheme budget is £8.8m. The scheme challenges have included traffic management to reduce the impact of the scheme, working hours in a location surrounded by properties and sharing information with the public and members during the works. Information sharing early in the project could have been better and the concerns that caused residents, particularly in Rockdove Gardens, was regrettable and so the project team took a different approach and the design of landscaping measures was being finalised by involving the public more. The projects benefits are expected to include:-

- Reduced congestion
- Improved traffic flows

- Improved safety and accessibility through additional facilities for both cyclists and pedestrians

4.3 A57 Hyde Road

4.3.1 The works started on site in January 2020 and are planned to be completed in November 2020. The works incorporate carriageway lane widening from two lanes to four at a localised pinch point and the replacement of a footbridge (see below). The contractor is Eric Wright Construction and a recent unannounced site visit by the HSE in July to check on Covid-19 compliance confirmed EWC to be an exemplar contractor. The overall scheme budget is around £6m. A particular challenge was the prevention of rat running by drivers avoiding traffic management and so the team worked with local members to agree mitigation measures. The benefits are expected to include:-

- Reduced traffic congestion
- Reduced journey times, and particularly during the peak travel hours
- Improved pedestrian crossing facilities



4.4 CCAG2 Chorlton Phase 1b

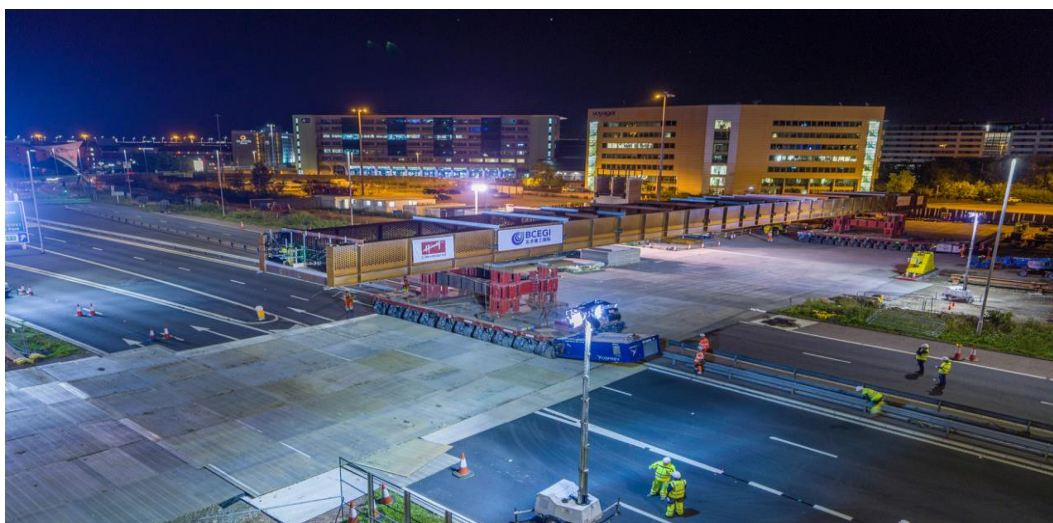
4.4.1 The works recently started on site and are programmed to be completed in December 2020. They incorporate cycling improvements to the section of Chorlton Road from Chester Road to Royce Road. The contractor is Colas. The overall scheme budget is £2m. The benefits include:-

- An improved walking and cycling infrastructure.



4.5 Airport City Green Bridge

4.5.1 The works started in late 2019 and are due for completion in late 2020. The new bridge will create a walking and cycling link between the airport and Woodhouse Park. The new bridge was installed in July. The contractor is the Manchester Ltd JV Partner. The overall scheme budget is £3.5m.



4.6 Other Walking & Cycling Schemes

4.6.1 Manchester is committed to improving the walking and cycling facilities across the city and has developed a number of projects and bid for funding from the Mayor's Cycling Fund. The successful bids include programme entry for the following projects:-

- CCAG2 Chorlton - the remaining Phases
- The Northern Quarter (Piccadilly to Victoria) scheme
- Northern Gateway East - West scheme
- Rochdale Canal linking the City Centre to Newton Heath

- Beswick Filtered Neighbourhood
- Levenshulme & Burnage Filtered Neighbourhood
- Fallowfield Loop (Manchester Cycleway)
- Medlock Street Roundabout
- Oldham Road Inner Radial
- North Manchester connectivity jointly with Rochdale

CCAG2 Chorlton - the remaining Phases:

The detailed design is complete and just undergoing a final review and we expect to go out to tender in late 2020. The total scheme cost is £9.7m.

4.6.2 Northern Gateway East - West (Cheetham Hill to Pollard Street)

The scheme is at outline design stage having achieved programme entry within the Mayors Challenge Fund. It will shortly go out to public consultation. The overall scheme budget is £4.3m.

4.6.3 Rochdale Canal

This scheme is at final design stage having achieved programme entry within the Mayors Challenge Fund. We are currently working with the Canals & River Trust, Arcadis and Amey to develop the final design. Once this is completed we will go out to consultation. The works are scheduled to be delivered in 2020. The overall scheme cost is £1.3m.

4.6.4 Beswick Filtered Neighbourhood

The scheme is still at design stage with several trial interventions being planned to be implemented in late 2020 using a 6-month Experimental Traffic Regulation Order. The permanent works will be delivered in 2021/22. The overall scheme budget is £1.4m.

4.6.5 Levenshulme & Burnage Filtered Neighbourhood

The scheme spans both Levenshulme and part of Burnage wards and will bring about safety improvements and active travel opportunities. The scheme development got off to a great start and it collected several national awards. Recently we appreciate that the scheme has encountered some difficulties because of negative feedback to the outline designs in the initial phase of consultation. The team has listened to the feedback and temporarily paused the project to continue getting the views of the community, so that the proposals have the widest possible engagement before we move to a trial in the coming months. We also took the opportunity to strengthen the governance arrangements, revise the designs and refresh our approach to engaging with residents and businesses. The next stage is a second phase of consultation and engagement in late September. In the meantime several trial interventions in Levenshulme will be implemented over Christmas 2020 using a 6-month Experimental Traffic Regulation Order then based on the outcome of the second consultation in Burnage we hope to implement similar follow up trials around easter 2021. The overall scheme budget is £2.5m.

4.6.6 Fallowfield Loop (Manchester Cycleway)

This scheme is at initial design stage having achieved programme entry within the Mayors Challenge Fund. We are currently working with Sustrans to develop outline design before going out to consultation. The works are scheduled to be delivered in 2021. The overall scheme cost is £4.9m.

4.7 **Overall update**

- 4.7.1 The Highways Design and Major Projects teams are currently involved with over 50 major projects that are at various stages within the overall design and delivery process. The future pipeline for the next 5 years also looks very healthy with around £150m of projects to deliver to support the city achieving its ambitions.
- 4.7.2 This programme of work represents a huge increase in activity from previous years reflecting not only on the availability of funding and the growth of the city but also the refreshed emphasis on delivery from the Highways service.
- 4.7.3 In order to address this huge programme the Highways team has had to grow through a combination of recruiting new staff and utilising short term agency consultants.
- 4.7.4 The combination of the impact of major projects, third party developments, and utility repairs and investments is a huge challenge to manage in terms of traffic delays and disruption, and allocating valuable road space for delivery of the overall programme of work.

5 **Dashboard Performance monitoring**

- 5.1 A Highways Performance Bulletin Site has been set up on Google Sites specifically for Members, to deliver a more user-friendly and easily-accessible source of information on key Highways performance metrics.
- 5.2 This site collates highways performance data across all wards under the following headings:
 - Headlines
 - *New* A-Z reference list
 - Completed Works
 - CRM Logs
 - Parking
 - 2020/21 Surfacing Programme
 - Street Lighting
 - S38 and S278s
 - Social Value Projects
 - Accidents Dashboard
- 5.3 In addition, we collect various performance indicators in relation to highways schemes to evidence the benefits realised. An extract of these is shown below:




Major Project	Performance Measures to be set / Indicators / Baselines	Benefits / outcomes (including those to be established)
Regent Road (Junctions A-D)	Reduced congestion and journey times	<p>AM Peak 2019 Average decrease in journey times of 3 minutes 21 seconds equating to 37%. This represents an increase in speed of 3mph</p> <p>PM Peak 2019 Decrease in journey times of 7 minutes 21 seconds equating to 51%. This represents an increase in speed of 8.8mph</p>
Gt. Ancoats Street	<p>Safer pedestrian and people with bikes crossing - fewer accidents</p> <p>70 additional trees to be planted as part of the scheme</p>	<p>Scheme under construction</p> <p>20 trees planted so far</p>
NPIF	<p>Reduced congestion and journey times</p> <p>AM Peak 2017 08:01 start</p> <p>PM Peak 2017 16:22 start</p>	<p>Scheme under construction but Interim Evaluation 2019</p> <p>AM Peak Average decrease in journey times of 3 minutes 34 seconds equating to 45%.</p> <p>PM Peak Average decrease in journey times of 7 minutes 21 seconds equating to 66%.</p>


Green Bridge	<p>Local jobs created and opportunities taken up by local residents.</p> <p>Summary of expected daily usage of the bridge for the four user groups (trips in each direction). The detailed calculations behind these numbers are available from TfGM</p>	<p>Scheme under construction and benefits expected are:- Proposed Increase in Wythenshawe jobs to 3765</p> <p>Economic savings, pedestrian journey time savings 1355hrs per day once installed</p> <p>Overall estimate of job to increase Forecast 41838 jobs</p> <p>Increase in footfall for additional commuters and visitors to retail areas. 15629 daily trips to Airport city forecast</p>
Deansgate Temporary Closure	<p>Improve air quality including in 5 or the top 6 worst areas in the city centre</p> <p>Create public realm</p> <p>Help deliver CCTS</p> <p>Possibly 12 new trees to be planted</p>	<p>Significant reduction in vehicles - awaiting air monitoring results;</p> <p>Established on a temporary basis</p> <p>Actively working with Salford to assist with the planned New Bailey Street Bus gate</p>
Manchester Arena	<p>Increased safety for public attending events at arena</p>	<p>Planters and barriers installed along Hunts Bank and New Bridge Street</p>
Northern Quarter Walking and Cycling Scheme	<p>Increased pedestrian and cycling movement</p> <p>Crossings and turning totals by hour</p> <p>Proposed 50 new trees to be planted;</p>	<p>Scheme being designed</p>
Rochdale Canal	<p>An increase in the number of walking and cycling trips</p> <p>Community engagement with possible outdoor gym and seating areas</p>	<p>Scheme is being consulted on</p>

6 Social Value

- 6.1 Highways approach during Covid-19 was to ensure that social value priorities continued to be delivered during the lockdown period wherever possible and that alternatives were found so that benefits were still realised. Some social value commitments were not achievable; for example school engagement due to school closures. Highways communicated with the contractors to ensure social value commitments were maintained through either deferment or equivalent alternative activities. The supporting table below shows the social value activity undertaken by Highways contractors during Covid-19:

Contractor & Project	Social Value Offer
<p>J.Hopkins TC040 - Surfacing Carriageways</p> <p>(additional social value)</p>	<p>Helped with signage at the Nightingale hospital and donated PPE equipment.</p> <p>Supported Manchester Central charity with food deliveries using a Hopkins van and driver</p> <p>£2,000 donation towards the Read MCR transition read initiative</p> <p>Provided 10 crowd barriers on a temporary basis to the Tree Life Centre in Wythenshawe for social distancing.</p>
<p>Rosgals TC975 - Drainage and subcontracted work from Mancon using TfGM framework</p> <p>(additional social value)</p>	<p>Set aside a financial fund of £5,000 to support their workers and families during this difficult time. Nobody has accessed this fund as of yet. If this is not accessed at all, the money will be given to a charitable cause.</p> <p>Donation of PPE and face masks to local Manchester hospital</p> <p>Food donations to local volunteers preparing food for the elderly and vulnerable who are self isolating</p> <p>Employee from Rosgals has supported the Bread and Butter Charity delivering food parcels to the vulnerable for 6 weeks in his van equating to the value of £13,000.00.</p> <p>Feedback from Bread and Butter:-</p> <p><i>"I cannot thank you and Rosgal's enough for providing John to us as a driver during the Covid-19 pandemic. John has been attending every weekday and assists us with the collection of essential foods that is then distributed to young families and individuals who are having to shield due to the virus."</i></p>
<p>Colas Q202363 A6 Stockport Road - Major Project</p> <p>(Alternative social value commitments due to difficulties with delivering planned school engagement)</p>	<p>In partnership with Mancunian Way Charity, a donation of £2,000 (£1,000 in April 2020 and £1,000 in May 2020) provided to Cornerstone charity and Booth Centre to purchase food parcels for vulnerable Manchester residents.</p> <p>Mancunian Way Charity donated 56,000 items of toiletries to homeless shelters and food banks on behalf of Colas.</p> <p>2 vehicles and drivers for the entire month of May to support the Council with the immediate food response, delivering food parcels across the City. This equates to the value of £11,840.</p>

	Donation of 12 barriers to St. Philip's school to support social distancing for the school reopening in September.
NSL Parking enforcement (Additional social value)	4 drivers and vehicles provided to support the delivery of food parcels across the City
Balfour Beatty TC1039 Highways Maintenance (Additional social value)	1000 magazines paid for and sent in May and June 2020 from publishers. Magazines included BBC Garden, TV Choice, Bella, Good housekeeping etc. as well as bedding and socks donated. These have been shared between food parcels, homeless centres and to the Nightingale hospital for staff.
Sapphire Utility Solutions TC975 Drainage (Alternative social value due to difficulty with the planned work experience)	<p>£200 contribution towards the transition read initiative as part of Read MCR</p> <p>Manchester signage supporting clap for carers and key workers as per below</p>  <p>A huge thank you to all our NHS workers from everyone at Manchester City Council #ClapForNHS</p>  <p>MANCHESTER CITY COUNCIL</p> <p>#StayHomeStaySafe</p>  <p>Sapphire Utility Solutions</p>
Lanes Group TC975 Drainage (Additional social value)	<p>Shared educational resources to keep children occupied during homeschooling. All items free to download with parent guidance also. These were advertised via our online google site to support working parents during Covid-19.</p> <p>https://www.lanesfordrains.co.uk/commercial/help-advice/educational-resources</p> <p>https://www.lanesfordrains.co.uk/commercial/help-advice/educational-resources/educational-resources-for-primary-schools/</p>

	https://www.lanesfordrains.co.uk/commercial/help-advice/educational-resources/educational-resources-secondary-schools/
<p>Manchester Contracts & Northern Marking</p> <p>(Additional social value)</p>	<p>Line marking carried out at the Manchester Central Nightingale Hospital in honour of our NHS heroes. Organised by Manchester Contracts and delivered by Northern Marking.</p> 
<p>Dowhigh TC040 Surfacing Carriageways</p> <p>(Additional social value)</p>	<p>Purchase of 100 books in relation to the Read MCR transition read equating to the value of £410</p>
<p>Eric Wright TC1029 - Hyde Road Pinch Point Widening - Major Project</p> <p>(Redirected social value)</p>	<p>Donation of £10,000 towards the Read MCR transition read initiative.</p> <p>This money was meant to be paid to a charity who was supporting Eric Wright with the delivery of their commitments. The charity did not have capacity due to furlough, Eric Wright donated to a Manchester initiative instead.</p>
<p>Tarmac TC040 Surfacing Carriageways</p> <p>(Voluntary social value, not working for MCC at the time)</p>	<p>£500 towards the transition read project as part of the Read MCR initiative.</p> <p>250 cones, 100 barriers and tape offered as part of social distancing measures for schools reopening.</p>

6.2 Existing Highways Contracts

- 6.2.1 Conversations are underway with suppliers for all live major schemes to discuss which of their existing social value commitments are not achievable due to Covid-19 and what alternatives can be provided in the current climate.
- 6.2.2. Monthly social value progress meetings are generally held with the suppliers to discuss support and guidance during this time. For those projects that are coming towards an end, the suppliers generally offer to transfer those social value commitments not achieved over to another project and agree to continue to deliver social value even after the project is finished if necessary. If there are any commitments that cannot be achieved, an alternative will be provided and stated. For larger frameworks there is flexibility to revive social value at a later date once Covid-19 eases.
- 6.3 The Highways service has put together a list of Covid-19 commitments which suppliers can contribute towards during the current crisis. These commitments will be prioritised for new tenders going forward and are being monitored as part of established social value reporting mechanisms and monthly update meetings with contractors.

- Donations to We Love Manchester charity (Covid-19 fund page)
- Support with community projects in line with social distancing rules
- Online mentoring for students via career ready, one million mentors, SCAPE work experience platform
- Donations of books, games, care packages/ parcels to care homes and older people to prevent social isolation
- Educational resources shared by suppliers to support homeschooling
- Project Recce (Ex-military charity) who are trying to support veterans preparing them for the world of work. Contribution to webinars, online training and Q&A sessions
- Supporting enhanced social distancing measures for the city in order to keep the public safe
- Volunteering at homeless shelters in case staff need to self isolate
- Construction & highway maintenance support to the NHS nightingale hospital
- Delivery of food parcels using company vehicles and man power
- Targeting employment for those who have lost their jobs at this difficult time
- Contribution towards the Read MCR transition read initiative.

6.4 New Tenders

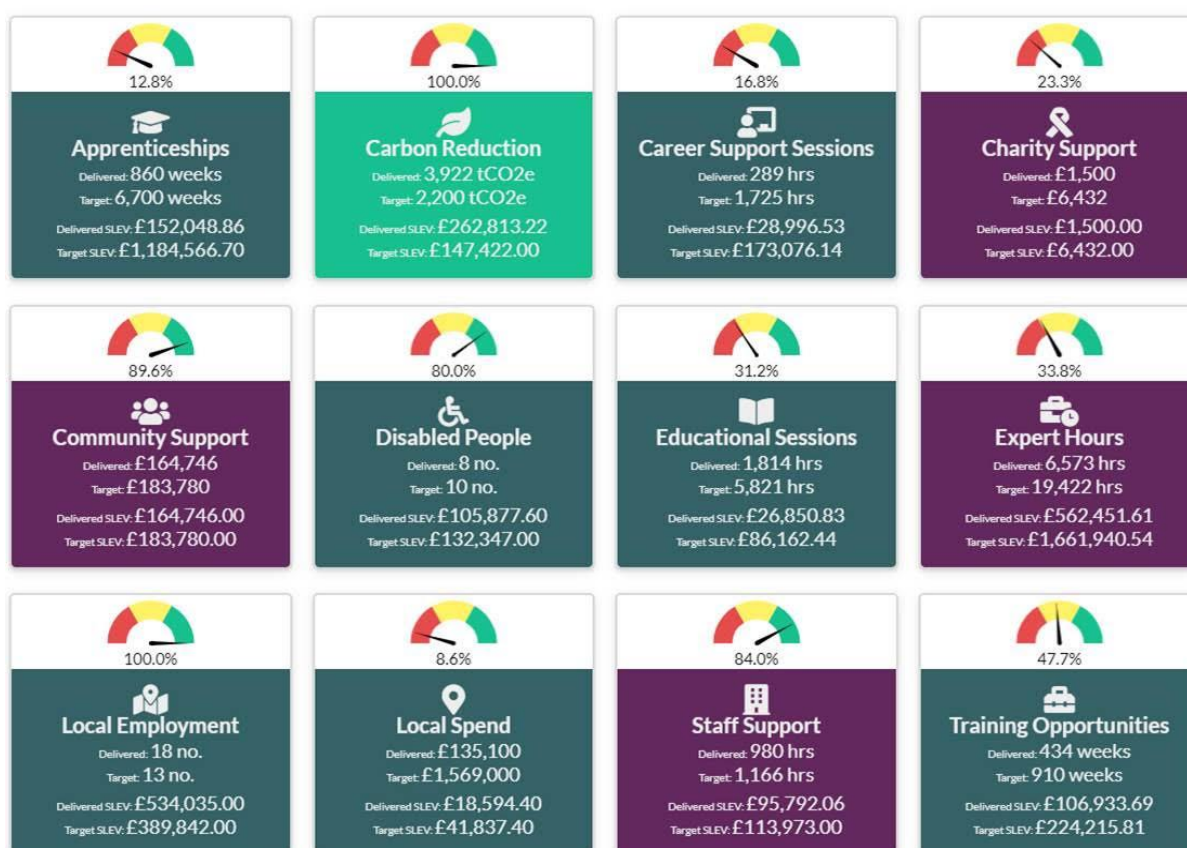
- 6.4.1 Highways are continuing to deliver schemes and currently accelerating works whilst there are fewer vehicles on the road.
- 6.4.2 The following projects will be tendered over the next 6 months:
- Chorlton Areas 3 & 4
 - Northern Quarter
 - North Eastern Gateway

- City Centre Corridors (junction improvements along road corridors) - 2 packages for consultancy services

6.4.3 We work with and encourage our suppliers to change the way they work to deliver social and environmental value. On assessment of all new contracts, Highways will continue to use a 30% social value weighting to maintain the level of commitments as well as introducing a 10% weighting towards environmental sustainability on all new projects. This will help to drive the Council's target of making Manchester a zero-carbon city by 2038 or before.

6.5 Measuring Covid-19 Social Value

6.5.1 Highways are transitioning over to the Social Value Portal reporting system, which allows organisations to procure, measure, manage and maximise their social value. As part of this, a Covid-19 plug-in has been added to start to record and measure Covid-19 related social value commitments. This social value will be tracked for each supplier during this time. A Covid-19 dashboard for Highways will be produced once we are fully integrated into the new system. An example dashboard can be seen below, which shows clear benefits achieved against the defined targets using a RAG rating system.



7 How information about how major schemes is provided to both local ward Councillors and residents

7.1 Highways Communication and Consultation Summary - September 2020 - Version 2

- 7.1.1 This is a summary of a detailed highways communications and consultation approach that has been developed early in 2020 to address the significant number of projects and also as a result of listening to comments from members and residents. Members were invited to discuss the approach on 12 February 2020. It should be noted that the original version developed in February has had to be updated to respond to Covid-19.

7.2 How information about how major schemes is provided to both local ward Councillors and residents

- 7.2.1 The increase in projects over the last 12 months has meant that previous communication approaches have had to be revised in real time and this has created opportunities to review and improve how we communicate with members and residents.

- 7.2.2 All major projects (over £1m or lower value but with a higher profile) will have the following named representatives:-

- Project Manager
- Highways Consultation Lead
- Central Communications Lead
- Neighbourhoods Representative
- Contractor Public Liaison Officer

7.3 Project Consultation

- 7.3.1 It is understood that communications are very important and as our major projects portfolio has increased and so to react to that we recruited a Consultation Lead in 2019 to manage the consultation stage of our major projects, working closely with central Communications and Neighbourhoods staff.

- 7.3.2 In 2020, we have so far carried out 13 consultations around major projects and resident parking zones, which drew more than 9,000 responses from residents, along with major information exercises around temporary closures and other measures to allow social distancing in response to COVID 19.

7.4 Planned Maintenance Works

- 7.4.1 For the planned investment resurfacing works the approach is different to that of individual major projects at a specific single site as for resurfacing works it is all about communicating about the timing of the works. The approach to communications in this case is:-

- Works identification stage – members are advised of a draft list of works locations in advance of the programme being finalised
- Pre-works letters – residents and members are advised of timing of works through letter drops 2 weeks before work is scheduled
- Advance signing – signs are erected on street 2 weeks before works to advise of the planned works

7.4.2 There are particular difficulties with the resurfacing and micro asphalt works being disrupted by weather in being able to advise residents and members of both the delay and at the same time the reprogrammed dates. This is due to the extensive and unpredictable impact of weather eg not knowing how long the bad weather will last and so how many streets it will impact on. Once the programme has been disrupted the work originally planned has to be reprogrammed and then slotted into already scheduled future packages of work. The communication of such changes is still a challenge as it takes some time to reprogramme the works. Highways are currently working with the communications team to find a way of effectively communicating programme changes in such circumstances.

7.5 Major Improvement Projects

- 7.5.1 For each major project a specific communications strategy will be developed and will include background information including why the project has been developed and the particular issues that are being addressed. This will include insight from traffic modelling and other relevant information that highlights the challenges currently being faced.
- 7.5.2 All of the staff in the roles mentioned previously will work together to deliver the following broad approach to major projects which is not intended to be prescriptive or exhaustive.

7.6 Major Improvement Projects Consultation and Engagement

- 7.6.1 The consultation and engagement process has 4 stages as described below:-
1. **Concept Development stage** - co-production over a short period of 2 - 4 weeks
 2. **Pre – design stage** – of member engagement at a single meeting of all ward members
 3. **Design Consultation stage** - member consultation at a meeting of all ward members, a Consultation process of a minimum 4 weeks (desirable 6-8 weeks), then Consultation analysis and Final design consultation of minimum 2 weeks
 4. **Construction Engagement stage** – possible combination of monthly project updates, unplanned project updates, members meetings & site walk throughs, a project specific inbox, TfGM Regional Co-ordinator liaison, a website, a named contractor Public Liaison Officer, TfGM website travel advice and residents engagement
- 7.6.2 Note that consultation for residents parking schemes take a modified approach

7.7 Other Highways Communication Activity

7.7.1 Below are examples of other communication activities:-

- **Members Performance Dashboard** – shared monthly information about highway activity in their ward
- **FAQ's and Highways A-Z** - include details in Performance Dashboard to support members with self-help or to sign post residents
- **Publicise planned maintenance works**; signpost where to get more information to affected audience – working also with Contractors (where applicable) and TfGM
- **Develop a series of short films** to explain in easy and informative way key activities. e.g.: Potholes, the story of Grit, Bridges etc.,
- **Create dialogue with residents and businesses affected by works**: example - Gully cleaning - undertake a letter drop to all affected groups with information and signpost where to go for further information (online, social media, roadshow/engagement event for large scale disruption)
- **Tie-in with national activity** such as Road Safety Week, cycling initiatives, Clean Air/Environment, etc., Use the national or regional activity to promote what highways is going to support and raise Highway profile further
- **Annual Highways Takeover day** – usually in February
- **Annual report to Scrutiny** – detailed report usually in October or November

7.8 Communications for Temporary works

7.8.1 Members are currently informed of temporary works where Temporary Traffic Regulation Orders (TTRO) are required. There have recently been instances where some significant works have taken place where TTRO's have not been required which means that local members have not been notified in advance of the works taking place. Whilst it would not be practical to notify local members of all works that take place (last year there were over 82,500 works), we are reviewing the best way to keep members updated where significant works take place where a TTRO is not required. Members can keep updated on all permitted works by using the GMRAPS website - www.gmroadworks.org

8 Managing disruption caused by major projects

- 8.1 The Highways team meets with TfGM colleagues on a monthly basis to share programmes of major work and the future pipeline. Any initial concerns are tabled and are dealt with thereafter on an individual basis.
- 8.2 As part of these meetings we also share an early indication of what the anticipated traffic management may look like for each project so that the TfGM “Highway Forecasting and Analytical Services” service can model snapshots on a regular agreed basis and look at traffic flows and potential congestion, disruption, pinch points, etc so that we have the opportunity to adjust any traffic management, diversions and programmes of work.

- 8.3 A TfGM representative is invited to our major projects boards and progress meetings to further enhance liaison.
- 8.4 TfGM attends the City Centre Infrastructure Working Group that meets monthly and is chaired by the Leader of the Council. This forum discusses the forward programme of our major projects and also any other projects within the surrounding districts that may influence traffic conditions within the city centre.
- 8.5 All works across the city are carefully coordinated to minimise and manage congestion and delay. This includes highways maintenance works, improvement works, utility works, development works, events, and emergencies where practicable. All works require a permit and the team carefully assess each application and impose conditions around how works should be completed, the times permitted, the duration and any traffic management that can be used.
- 8.6 The highways service has to be mindful of the need for property developments and so works closely with third party developers and their contractors to get the work completed without delay and where possible minimise disruption being mindful of planning requirements.
- 8.7 Coordination can be very complicated especially with the significant and increasing amount of work taking place in the city and to ensure that we have the right resources in place we have recruited a number of additional officers who can both support the assessment of permits but also then check that the applicant is complying with the conditions and terms agreed as part of the approval. Works are coordinated to seek to prevent any clashes or duplicate works. We have forward plans of planned major works and where necessary works can be brought forward or delayed to ensure that a road is not dug up a few months after being resurfaced. Note that despite our best efforts we can never avoid minor clashes and associated disruption.

8.8 Contractor Working Hours / times.

- 8.8.1 Major highway projects are vital to improve the condition and quality of the highway asset but unfortunately they cannot be constructed without some disruption to traffic and noise. There is always a balance between a longer programme where disturbance is less but over a lengthier period or a short programme where the disturbance is greater but out of the way sooner.

Night working is also unavoidable on some projects in order to maintain safe working conditions on site but also to minimise disruption to traffic that perhaps may bring the city to a standstill if the work was done during the day. The downside to this is that noisy operations during the night can cause disturbance to nearby residents so cognizance of the Control of Pollution Act 1974 should be followed.

- 8.8.2 Section 61 of the Control of Pollution Act 1974 states that normal working hours on construction sites are between 0700 - 2200hrs Monday to Friday and 0800 - 1400hrs on a Saturday. The reason for stating this is to ensure that contractors employ the 'best practicable means' as defined in the Control of Pollution Act

1974 to minimise noise and vibration resulting from the operations and shall have regard to British Standard 5228:2009 (Noise and Vibration Control on Construction and Open Sites). Any work outside of these hours requires the approval of a Council Environmental Health Officer (EHO) and this requirement is written into all our highway works contracts.

Case Study No 07 - Medlock Street Roundabout Scheme

The council has almost completed the improvement works at the junction of Princess Road and Mancunian Way that involved the surfacing the new carriageway and footways that needed extensive lane closures to keep the workforce safe whilst undertaking the work. In order to minimise overall disruption and complete the works as soon as possible an application was made by the project team to the EHO to undertake the works overnight between the hours of 2000 - 0500hrs and this was duly granted.

The contractor posted letters (the letter had been also approved by the EHO) to the local residents explaining what was happening and social media posts were sent out by the Council's corporate communications team. Local Councillors were also contacted explaining that overnight works were taking place and provided with the dates on when this would occur. This all happened in advance of the work taking place.

However, the impact of the extended working hours on residents was more disruptive than expected and so in liaison with local members the contractors working hours for the surfacing operations was restricted to 1830hrs - midnight. This restriction unfortunately caused the surfacing works to take longer than through the originally planned working hours due to less work being able to be done each shift, resulting in the programme being extended by approximately 2 weeks, and in addition, the Council will be liable for extra costs.

Whilst the national guidance can offer a framework to adhere to in general terms it can be adjusted locally via formal approval from the EHO. The lessons learnt from this project, in terms of utilising the local adjustment and working outside the standard times, will wherever possible be incorporated into future contracts and project budgets where the works are similarly close to residential properties so that the level of disruption is kept to minimum.

9 An update on the winter gritting programme

9.1 Manchester's Highway Winter Service Plan, determines how we respond to forecast ice or snow and the type of operation to be carried out. It is dependent upon a number of factors which include the forecast road surface temperature, the prolonged nature of a weather event, its severity and the resources available to treat the highway.

9.2 To enable accurate local weather forecasting weather stations are required. As well as our usual weather station, located on Queens Road, we have now added a second station on Styal Road. These stations take their data readings from sensors embedded in the carriageway surface.

9.3 Carriageways

9.3.1 Manchester's carriageway gritting strategy, as described in the operational plan, determines the type of operation to be carried out and is dependent upon a number of factors including; the forecast road surface temperature, the duration of a forecasted weather event, its severity and the resources available to treat the highway. The two main operations are:

a) Full Network:

- In severe conditions, we grit our full Winter Network which equates to a road length of 704 km, about 52% of the total road network. This is more than any of the other local authorities in Greater Manchester.

b) Partial Network:

- We have also identified a 'cold' Winter network comprising around half the full network (350 km); This was identified using thermal mapping which showed the differences in actual temperature between the weather stations and other parts of the network; When a weather station reading is at plus two degrees, the roads in the 'cold' Winter network may have fallen to zero degrees. On marginal nights, which is when the temperature just falls into the threshold to trigger gritting, we only need to grit the 'cold routes' rather than the full network, generating considerable cost savings in milder winters.

9.4 Footways and segregated cycleways

9.4.1 Footways & cycleways are now treated using a potassium acetate liquid de-icer and this can be carried out up to three days in advance of any adverse weather conditions. Once it has been applied, the liquid de-icer remains effective for up to four days and down to a temperature of minus 30 degrees centigrade. It is therefore more effective than rock salt. It is much more expensive than rock salt, however, which is why we do not use it for all our network.

We treat about 50 km of the heaviest footfall footways, which includes district centres and busy shopping areas, as well as around 10 km of segregated

cycleways. Because of the cost of this treatment, we have to target the most heavily used footways using a risk based approach.

9.5 Information Sharing

We use social media, specifically 'Twitter' using #grittertwitter to inform the public of gritting operations. We also use email to provide our stakeholders with the same information. This year, we also launched our 'track-my-gritter' website which allows residents to see a live feed of where our gritters are. This can also be accessed by 'asking Alexa'.

9.6 2019/20 Winter Operations

The following table summarises the work done over the last Winter (2019/20):

	Number	Area treated (Km)
Full gritting operations	36	704
Partial gritting operations (Cold Routes)	15	350
Tonnes of salt used	3,915	-
Cycleway treatments	9	9
Footway / footbridge treatments	7	90

The number of gritting operations carried out over the last five years has remained fairly consistent. The average annual number of gritting operations was 49, with an average annual salt usage of 4,017 tons.

10 Motorcycle parking

- 10.1 This subject came to our attention due to a number of motorcyclists parking in cycle stands. We reviewed this and it was immediately clear that there were a number of issues and indeed there were some discrepancies both on street and on our web pages as to where motorcyclists could and could not park their motorcycles.
- 10.2 Over the last few months we have undertaken a number of short term actions to ensure that the traffic regulation orders are up-to-date, the council's website accurately reflects where motorcycle bays are available and all restrictions are properly marked.
- 10.3 Over the next 12 months we will review where there are 'gaps' in current motorcycle parking provision, and if necessary will make recommendations for any additional on street and off street secure parking spaces. Once this work is completed we will be in a position where enforcement of cycle parking stands could be undertaken.

11 Covid Response and Active Travel Update

11.1 In response to the Covid-19 pandemic a number of Social Distancing Measures (SDMs) to support public safety have also been implemented at various city centre and district centre locations as listed below:-

- London Road North & South
- Princess Street
- Ashton Old Road in Openshaw
- Cheetham Hill Road
- Wilmslow Road in Rusholme
- Manchester Road in Chorlton
- Withington Village
- Hulme High Street

11.2 These measures were part funded through TfGM allocating £5m across GM for such activities and the £500k allocation to Manchester which was not enough to fund all the sites or requests. A process was introduced to review requests for SDMs using an inbox (saferstreets@manchester.gov.uk) where they could be sent and those were assessed against specific criteria. Almost every request did not meet the criteria due to them being too localised.

11.3 As part of the Department for Transport response to Covid a limited amount of funding was made available to all Local Authorities to support active travel as an alternative to using public transport which the government advised against. We were invited to bid for funding through TfGM for EATF (Emergency Active Travel Funding) which came in two tranches. For tranche one we bid for a number of interventions and were awarded funding in the city centre for the temporary closure of Deansgate, Stevenson Square and Dale St / Ducie St.

11.4 As noted above we have installed temporary closures of Deansgate, Thomas Street, Stevenson Square & Ducie Street along with a one-way on Withy Grove to support social distancing.



Stevenson Square



Thomas Street

- 11.5 Our teams have supported Education colleagues along with those from Neighbourhoods to work with schools to make the return to school as safe as possible for pupils and parents. The main interventions by schools have not needed highway interventions we have provided advice when asked.
- 11.6 The highways team supports active travel as a business as usual activity and a small number of example of this include:-
- Supporting the new Community Play Streets scheme
 - Working with Schools and Education to support road safety, encourage children to walk and cycle to school and more recently enable the safe return of pupils to school
 - Last financial year 4,655 children received Bikeability training
 - Promoting active travel as part of any new developments - encouraging sustainable travel plans that support walking and cycling
 - Creating more safe and secure cycle parking across the city as part of any highway improvement schemes

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**Manchester City Council
Report for Information**

Report to: Neighbourhoods and Environment Scrutiny Committee
– 7 October 2020

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
9 October 2019	NESC/19/39 Waste, Recycling and Street Cleansing Update	Recommend that the Executive Member for Neighbourhoods reviews the Biffa contract to ensure that it stipulates that Biffa operatives to replace emptied bins in a safe and appropriate manner so as not to cause a hazard or obstruction to other users of the highway and pavement.	A response to this recommendation has been requested and will be circulated once received.	Cllr Akbar
5 February 2020	NESC/20/13 Planning Conditions and Enforcement	The Committee recommend that the Executive Member for Neighbourhoods and the Executive Member for Environment, Planning and Transport work together to ensure that appropriate measures are in place to mitigate the disruption to residents and services delivered in neighbourhoods that result from building construction.	A response to this recommendation has been requested and will be circulated once received.	Cllr Akbar and Cllr Stogia

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 **25 September 2020**, 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 *

There are no Key Decisions currently listed within the remit of this Committee.

Item for Information: Scrutiny Covid Sitrep Updates - October 2020 (information correct at 25 September 2020)

Neighbourhoods & Environment Scrutiny (2.00pm) - Wednesday 7 October

Workstream		Issues and challenges experienced	Current position: Has recovery activity closed down (been mainstreamed / returned to BAU), or is continuing? Please give detail.
Residents at risk			
	Shielded Residents and the Food Response (communities)	<p>Food Response community transition has been effective. Only 42 households still require food support on an ongoing basis</p> <p>Resourcing continues to be a challenge but plans are being developed to deploy staff from elsewhere in the Council to support the approach in the medium term.</p> <p>Preparation for any recommencement of shielding underway. Still awaiting final framework and self assessment from government, including any re-defined definition of shielding.</p> <p>The Community Hub remains in place for those who need it if they have to self isolate.</p> <p>Helpline now operating for 26 weeks.</p> <ul style="list-style-type: none"> • Calls to date = 21,780 • Calls in the last 4 weeks = 1,180 	<p>Further consideration as to the role of food response (when not in lockdown / shielding) as a broker to community provision and to collate intelligence around the volume of need and whether this is being met.</p> <p>For those residents identified who require a broader support offer to help with other issues in their lives:</p> <ul style="list-style-type: none"> - Those with children in the household should be connected effectively to the city's Early Help offer - Those with primarily health conditions should be connected to the Integrated Neighbourhood Teams and multi-agency meetings in neighbourhood - Those with wider issues should be connected to the emerging multi agency prevention meetings as part of BST PIP. This will be raised at the BST city-wide meeting with partners

		Call volumes have now reduced significantly.	<p>on 28/9/20</p> <ul style="list-style-type: none"> - Discussions in place with key leads to ensure elements in place for Local Authority to manage support to those that are shielding.
	Domestic Violence & Abuse (communities)	<p>DA providers report concerns about their ability to respond to increased demand for service without further funding in place. The DA helpline reports additional calls from friends and family seeking support for victims.</p> <p>DA providers adapting to new restrictions as quickly as possible to ensure safety for staff and service users</p>	<p>DA providers are continuing to plan recovery to ensure covid safe workplaces, covid safe refuges, covid safe children's service. Staff returning to normal duties as near to commissioned service as possible</p> <p>Recovery plans to be reviewed at the DA forum on 24th Sep and changes to activity will be considered in light of increased lockdown restrictions</p>
	Welfare Provision (communities)	<p>We continue to administer referrals for goods through the carers budget we have received. Main issues we are experiencing are around unrealistic expectation of what can be provided within a limited budget. This needs to be discussed further with Care Managers who can help to manage a carers expectation.</p> <p>No current spike in referrals received</p>	<p>Aware that there may be a sudden spike in referrals due to the current revised lockdown rules. We still have HB visiting officers working within the team and therefore if there is a spike in referrals service levels can be maintained</p>
	Homelessness (neighbourhoods)	<ol style="list-style-type: none"> 1. Funding for covid hotels and accommodating people from the streets 2. Lack of move on accommodation for the 'everyone in' cohort 	<ol style="list-style-type: none"> 1. Bid to MHCLG was partially successful and Manchester has received £2million towards accommodation, PRS access and some furniture for RP

		<ol style="list-style-type: none"> 3. People are not engaging via electronic / telephone once placed in emergency accommodation, and we need to ensure people in B&Bs are supported appropriately in a covid safe way, and HB forms are completed to maximise income. 4. Cessation on evictions continues to be a concern, as does people losing employment 5. Discharge of people to create hospital beds 6. Lack of space in the town hall to bring teams back as some teams need to be in the town hall full time. 	<p>properties for the period to March 2021.</p> <ol style="list-style-type: none"> 2. Bid has been submitted for capital funding. We are still waiting for the outcome of the longer term funding. 3. Rooms have been identified in all emergency accommodation and screens erected. 4. Regular comms to encourage people to access advice early planned 5. Hospital homeless discharge team working closely with ABEN and covid hotels to prioritise hospital discharge 6. Utilising the customer support centre whilst a longer term option is found
Resilient communities			
	Resilient Communities	<p>Continuing to promote MCRVIP opportunities given the link to step down of food support. This will continue particularly if shielding is reinstated as MCRVIP is likely to play a part in providing support. Project Manager is due to leave the organisation and backfill arrangements are being made.</p> <p>BST work through the TANs continues and continues to make progress. Workshop on the 28th September will provide visibility of each Neighbourhood's priorities and understand blockages/ challenges that need to be addressed.</p>	

	Libraries, Galleries and Culture (communities)	<p>No new issues with the 20 open libraries.</p> <p>A challenge being faced by the city is the level of digitally excluded people who are more vulnerable during the pandemic. People most likely to be facing this have one or more of the following protected characteristics: Elderly, first language is not English, disabled, low income.</p> <p>The number of volunteers offering digital support telephone calls is not currently sufficient to support the 400 chromebook donations successfully. We have advertised via MCRVIP and Macc, and working with partner agencies.</p>	<p>New rules relating to Test and Trace data collection, and face masks being mandatory for staff being implemented in 24/9</p> <p>Device donation scheme is being progressed. Donations of 400 chromebooks with 6 months of Internet access will begin in mid-October.</p>
	Parks, Leisure & Events (communities)	<p>1. Breaches of guidance/ measures relating to social distancing in community sports settings (non Council buildings).</p> <p>2. Permissions for planned events in the Autumn and Winter.</p> <p>3. High demand for online booking in leisure centre resulting in some level of failures or</p>	<p>1. Regular comms activity underway to reinforce the current guidance and targeted ongoing conversations with leagues and clubs where issues are arising.</p> <p>2. A Briefing Paper is being prepared (24/9/20) for circulation to the Exec Member with recommendations on further event cancellations or curtailment over the next period.</p> <p>3. A Call Centre has been mobilised to deal</p>

		<p>disruption to customers</p> <p>4.Low uptake on the return to swimming lessons.</p>	<p>with additional volume and demand for bookings.</p> <p>4.Further messages scheduled to go out this week to reinforce the COVID Safe and Secure measures in place within leisure centres.</p>
	Youth (communities)	<p>Youth providers are still facing challenges from young people about the wearing of face coverings within centres.</p> <p>Additional challenge is expected this week with the introduction of the NHS app for those over 16.</p>	<p>Working with youth providers and comms to provide young people friendly messaging about the benefit of wearing masks. Youth providers are also planning for more provision outside so that the barrier is removed.</p> <p>All centres are displaying the NHS QR code. Given the physical barrier preventing free entrance details are already collected for each person.</p>
VCSE (Communities)		<p>Ongoing communication and engagement with the VCSE sector, particularly around Covid response and recovery plans.</p> <p>Impact of Covid 19 on the VCSE sector (and those that they serve)</p>	<p>No further MCC (Residents & Communities) and VCSE update sessions scheduled at present - being picked up via BAU forums and networks.</p> <p>Macc (VCSE Infrastructure) has produced 'No going back' report bringing together leaders of Manchester based charities to share their experiences of Covid 19 and their thoughts for the future - see link to report below https://manchestercommunitycentral.org/new</p>

	<p>VCSE future funding (both MCC and external) - Good range of emergency covid reponse funds made available but concerns around longer term funding of the sector e.g MCC OMVCS grant</p> <p>A Covid Health Equity Group (CHEG) has been established with partners (including the VCSE sector) across the city to improve experiences of and outcomes for communities that suffer disproportionate adverse impacts from COVID-19. This involves reducing the risk of transmission, severe disease and death among groups of people who have been identified as most risk including*;</p> <ul style="list-style-type: none"> ● Black African, Black Caribbean and Asian people ● People born outside the UK or Ireland ● People in specific occupational groups ● Disabled people ● People with learning disabilities ● Inclusion health groups -Asylum Seekers and Refugees, Gypsies & Travellers, Sex Workers, Ex-offenders <p>*This will be kept under review based on</p>	<p>s/%E2%80%9Cinvest-crucial-sector-or-risk-losing-it%E2%80%9D-say-manchester%E2%80%99s-voluntary-sector-leaders. Will be pickefd up via BAU</p> <p>Manchester VCSE funding partnership group set up and currently being supported by the OM Funds Team</p> <p>VCSE Covid Recovery Fund being developed by MCC, MHCC, Young and Manchester and Macc (£700k) due to launch in Autumn and will be managed via BAU - OM Funds governance.</p> <p>Participation and engagement grant being developed with VCSE partners. This will continue via the new Covid Health Equity workstreams (new normal)</p>
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	emerging and evolving understanding of the disease. Note the needs of other vulnerable groups e.g. people who are homeless, older people, clinically at risk/shielded groups are being addressed through other workstreams.	
Transport and Infrastructure (Neighbourhoods)	<p><i>Transport Usage Data</i></p> <ul style="list-style-type: none"> • Bus +1.6% trips from the previous week, network mileage -13.9% from the same month last year. • Metrolink Network had a week on week patronage decrease of 1.3% GM-wide. East Didsbury line was -2.7% trips. • Highways in Manchester, the weekly average private vehicle trips was -16% from the same period last year. • Rail - Piccadilly footfall close to -50% from last year and Victoria daily footfall around +30% from the start of month. • Cycling & Walking - Cycle volumes were unchanged compared to the previous week, remaining 15% below the annual average. Increased pedestrian activity was seen in the Regional Centre on Wednesday evening, Friday, Saturday and Sunday compared to the previous week. <p><i>Face Coverings on Public Transport</i></p>	

	<ul style="list-style-type: none">• Compliance across the transport network remains around 80% on bus and is now between 90-95% overall on rail. Compliance on Metrolink last week was near 89% in the AM peak, but fell to just below 77% in the evening peak.• The main area of non compliance is among school age children. Days of action to encourage compliance and enforce against non compliance are being undertaken by GMP/TfGM	
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**Neighbourhoods and Environment Scrutiny Committee
Work Programme – October 2020**

Wednesday 7 October 2020, 2:00pm (Report deadline Friday 25 September 2020)				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Highways Maintenance Programme	To receive an update report on the Highways Maintenance Programme. The report will include information on the following areas of activity: - Highways reactive maintenance update; - Managing disruption caused by major schemes; - Major schemes update; and - Highways planned Maintenance Programme update.	Cllr Stogia Cllr Akbar	Steve Robinson	
Waste, Recycling and Street Cleansing Update	This is the annual update report, previously considered by the Committee at their meeting of 9 October 2019. - At their meeting of January 2020 the Committee had further requested an evaluation of the revised service at Household Waste and Recycling Centres that had been introduced from February 2020.	Cllr Akbar	Fiona Worrall	See minutes of the Neighbourhoods and Environment Scrutiny Committee Ref. NESC/20/02
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.			

Wednesday 4 November 2020, 2:00pm (Report deadline Friday 23 October 2020)				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Budget Related item	Precise details to be confirmed.	Cllr Akbar Cllr Stogia Cllr Rahman Cllr Richards	Fiona Worrall	
Active Travel	To receive a report on the activities undertaken to promote active travel across the city. This report to include information on the work undertaken with schools and neighbourhoods. The report will also provide information on the delivery to date of physical infrastructure to support active travel and future plans.	Cllr Stogia Cllr Akbar Cllr Bridges	Fiona Worrall Steve Robinson Amanda Corcoran	
Planning Conditions and Enforcement	To receive a report which provides the Committee with information on the following areas of activity: -Known active construction sites across the authority; -The city's start and end times for construction works to be undertaken and the rationale for those times; -How many neighbouring local authorities and other core cities have the same permitted construction times as Manchester; and - Information on the monitoring of construction sites and the approach taken to enforcement, including examples of types of breaches identified and how these were addressed.	Cllr Stogia	Julie Roscoe	

Overview Report				
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Wednesday 2 December 2020, 2 pm (Report deadline Friday 20 November 2020)				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Annual Compliance and Enforcement Service Performance Report	To provide members with an update on demand for and performance of the Compliance and Enforcement service during the previous 12 months.	Cllr Akbar	Fiona Sharkey	
Homelessness	<p>To receive a report on the work that is taking place to tackle homelessness and rough sleeping in the city. This will include:</p> <ul style="list-style-type: none"> - Data on the number of homeless presentations since the last report to Committee, including a breakdown by families, single people and how many present from outside of Manchester; - Information on the number and location of facilities to support and accommodate homeless people (both provided by Manchester City Council and independent providers) and how long the support/ accommodation is provided for; - An update on the A Bed Every Night service and the preparations to support homeless people through the winter period; - Information on the activity and progress to accommodate and support homeless people who had been housed in hotels and other temporary accommodation during the covid crisis; - Information on inspections undertaken of temporary 	Cllr Rahman	Mike Wright	

	accommodation to ensure they are safe for residents occupying them; and - Data on the length of time people stay in temporary accommodation.			
Overview Report				

Items to be scheduled				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Behaviour Change and Waste 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 Behaviour Change and Waste Task and Finish Group that were endorsed by the Committee at their meeting of 9 October 2019.	Cllr Akbar	Fiona Worrall	