



## **Neighbourhoods and Environment Scrutiny Committee**

Date: Wednesday, 19 June 2019

Time: 2.00 pm

Venue: Council Antechamber, Level 2, Town Hall Extension

Everyone is welcome to attend this committee meeting.

**There will be a private meeting for members of the Committee at 1:30 pm in Committee Room 6, Room 2006, Level 2 of the Town Hall Extension.**

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**There is no public access from the Lloyd Street entrances of the Extension.**

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## **Membership of the Neighbourhoods and Environment Scrutiny Committee**

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

## Agenda

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- 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 - 22  
To approve as a correct record the minutes of the meeting held on 6 March 2019 .  
  
To note the minutes of the Behaviour Change and Waste Task and Finish Group meeting held on 20 March 2019.
- 5. [02.05-02.30] Update on the work of the Section 21 team based within the Housing Solutions Team** 23 - 32  
Report of the Director of Adult Services  
  
This report provides an update on the work of the newly created team in the Housing Solutions Service, whose role is to specifically focus upon supporting people who receive a Section 21 notice from their landlord to leave the accommodation.
- 6. [02.30-03.00] Progress Report: Activities to Tackle Flytipping** 33 - 46  
Report of the Director of Neighbourhoods  
  
This report provides Members with progress on activities to tackle flytipping.
- 7. [03.00-03.30] Eco Schools** 47 - 64  
Report of the Director of Neighbourhoods  
  
This report provides the Committee with information about the Eco Schools programme and the work currently being undertaken

with young people in Manchester Schools.

8. **[03.30-03.45] Re-establishment of the Behaviour Change and Waste Task and Finish Group** 65 - 70  
Report of the Governance and Scrutiny Support Unit

The Committee is asked to re-establish the Behaviour Change and Waste Task and Finish Group for the municipal year 2019-2020.

9. **[03.45-04.00] Overview Report** 71 - 88  
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

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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. If you have a special interest in an item on the agenda and want to speak, tell the Committee Officer, who will pass on your request to the Chair. Groups of people will usually be asked to nominate a spokesperson. The Council wants its meetings to be as open as possible but occasionally there will be some confidential business. Brief reasons for confidentiality will be shown on the agenda sheet.

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Smoking is not allowed in Council buildings.

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## Further Information

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

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This agenda was issued on **Tuesday, 11 June 2019** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 3, Town Hall Extension, Manchester M60 2LA

## Neighbourhoods and Environment Scrutiny Committee

### Minutes of the meeting held on 6 March 2019

#### Present:

Councillor Igbon – in the Chair  
Councillors Azra Ali, Appleby, Chohan, Flanagan, Harland, Hassan, Hughes, Jeavons, Kilpatrick, Lyons, Noor, Reid, Sadler, White and Wright

Councillor S Murphy, Deputy Leader  
Councillor Stogia, Executive Member for Environment, Planning and Transport  
Councillor Richards, Executive Member for Housing and Regeneration  
Councillor Paul, Ward Councillor for Withington  
Jonny Sadler, Manchester Climate Change Agency

**Apologies:** Councillor Hewitson

#### **NESC/19/14          Minutes**

A recommendation was proposed and seconded to amend a section within item NESC/19/09 to the following:

The Executive Member for Housing and Regeneration welcomed the support for the stated commitment to deliver social and affordable housing for Manchester residents and reiterated the points made regarding the unfair budget cuts year on year. She said the enforcement team had issued over £250,000 in Civil Penalties to landlords to date and once recovered, this money would be reinvested back into the enforcement team. She further informed the Committee that the Council had been successful in a bid to the Ministry of Housing, Communities and Local Government for further funding for work to address Rogue Landlords.

The Executive Member for Housing and Regeneration further commented that an evaluation of the Selective Licensing scheme would be undertaken and this would inform discussions in regard to if this scheme would be extended into other areas, and due to the broadening of HMO licencing the team would be expanded to cover the new properties now covered by HMO licencing.

#### **Decisions**

To approve the minutes of the meeting held on 6 February 2019 as a correct record subject to the above amendment.

To note the minutes of the Behaviour Change and Waste Task and Finish Group meeting of 21 January 2019.

## **NESC/19/15 Update on Homelessness and Housing**

The Committee considered the report of the Director of Adult Services and the Strategic Director, Development that provided an update on the work that was taking place to tackle homelessness and rough sleeping in the City; the use of temporary accommodation within the homeless service, including the inspection regime; and an update on Manchester Move and the Social Housing Allocations Policy.

The Deputy Leader referred to the main points and themes within the report which included: -

- Homeless presentations had continued to rise compared to the previous financial year, in common with the growing picture across Greater Manchester and the UK;
- Describing the work that was taking place to support people who were sleeping rough in the city;
- An update on the Bed for Every Night initiative and the provision from April 2019;
- An update on the Rough Sleeping Initiative;
- The work progressed to work with the two Coroners for Manchester in order to improve the investigation and monitoring of homeless deaths;
- An update on dispersed temporary accommodation and the ongoing work to improve the standard of this accommodation;
- Information on the inspection of properties and the action plan that was being progressed;
- Describing the activities to safeguard families in dispersed accommodation;
- The approach taken to increase the number of large homes available for rehousing homeless families;
- An update on Bed and Breakfast Accommodation, noting there had been a significant increase in the number of single presentations occurring in January 2019;
- Describing the work to establish a hospital discharge protocol to reduce the number of people who present as homeless upon discharge from hospital;
- An update on Homeless Commissioned Services;
- The joint work with Children's Services to develop a new pathway model which will better meet the needs of all young people in the city, including care leavers and young people with complex needs;
- The work of the Section 21 team that had been established within the Housing Solutions service to work with households who had received a valid S.21 notice but remained in occupation of that property prior to eviction through the courts system;
- An update on the work of the Private Rented Sector team;
- Information on the Homefinder service and how this could be used as a resource to secure accommodation for homeless households;
- Describing the initiative to maximise Social Housing Stock;
- An update on Manchester Move, the Manchester Housing Allocation Scheme that set out the principles and rules by which people apply for social housing, including who qualified to join the housing register and how the Council prioritises who got a home;
- An update on Social Housing in Manchester, noting that there was currently under 68,000 social homes in Manchester; and

- Information on the Manchester Housing Register (MHR) and choice-based lettings (CBL) noting that the allocations scheme was currently being reviewed given the rising levels of homelessness and the cost of providing temporary and supported accommodation.

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

- Homelessness was an issue that was taken very seriously by the Council and despite the continued funding cuts remained committed to addressing;
- Did the Outreach Team work outside of the city centre area;
- What was the current case load for floating support workers;
- A visit for Committee Members to meet the Floating Support Teams and accompany them during visits should be arranged;
- Did people accessing services need to pay any fee and/or travel costs, as there was a conception amongst some members of the public that this was the case;
- Was data available on the age, gender and race of people who were homeless;
- What standards were applied when assessing temporary accommodation to ensure it was appropriate and safe for people;
- The numbers of Section 21 notices issued (notice to quit an assured short hold tenancy) appeared to be increasing and what was being done to support people who were issued with one by their landlord;
- What was being done to understand the lessons learnt following the death of a homeless person;
- Further information was sought on the progress to purchase properties to accommodate larger families;
- What support was offered to people who presented as homeless but did not have a Manchester connection;
- What support was being offered to pay for transport costs for travel to school for those families who were temporarily accommodated out of area;
- Were homeless people involved in the design of services and were homeless people being engaged with in the City Centre Public Space Protection Order consultation exercise;
- Noting that people could have to wait a long time to have their homeless assessments completed when attending the Town Hall and this could be stressful and intimidating for people and what was being done to improve this;
- What was being done to support those individuals and families who were homeless as a result of domestic violence and abuse; and
- What was the time scale to complete the reported action plan that had been put in place to work with emergency accommodation owners to improve standards in accommodation.

The Deputy Leader stated that the A Bed for Every Night (ABEN) had been designed to provide a bed every night for people sleeping rough in Greater Manchester from early November until the end of March and that funding had been secured to extend this service to the end of April. She stated that this service had proved to be very successful and that this had created further demands on the service that presented a challenge. She confirmed that people did not have to pay a fee to access this service and if referred, assistance with transport costs could be provided. She advised that an analysis of the people accessing this service would be undertaken

and this information would be provided in future reports.

The Deputy Leader recognised the comment regarding the increased use of Section 21 notices by landlords in the Private Rented Sector. She said that a dedicated team had been established to work with people who had been served with a notice and to date 58 households had been supported. She informed the Committee that it had been established that approximately half of the notices issued were invalid and, of the ones that weren't, officers negotiated with landlords to allow people to remain in the property whilst alternative, appropriate accommodation was secured. She stated that it was very important to refer people as early as possible for support from this service.

The Director of Housing and Residential Growth further informed the Committee that a wider review of how the Private Rented Sector could be managed and influenced would be undertaken. Members supported this and requested that they be kept informed of this work and consulted with.

The Deputy Leader informed the Committee that the service was working closely with Children's Services to find solutions to the challenges experienced by families who were placed temporarily outside of the area, such as meeting the costs incurred with travel to school. In addition, she reported that work was ongoing with Children's Services to develop a protocol to support young people who were leaving care to protect them from homelessness. She further commented that consideration was being given to commissioning specific housing support for victims of domestic violence and abuse.

The Deputy Leader noted the tragic deaths of homeless people in the city and commented that it was understood that there was a link nationally between deprivation and homeless deaths. She said it would be very difficult to provide analysis of deaths of homeless people by ward level, however there is a thematic Safeguarding Adults Review being undertaken to understand any lessons that could be learnt, noting that this was a very complex issue. Work was also progressing with the Coroner's office to review future any deaths to better understand every incident. She further informed the Committee that she was a member of The Manchester Homelessness Partnership that included people with personal experience of homelessness and Public Space Protection Order would also be discussed at that forum. She stated that the City Centre Public Space Protection Order was designed to address anti-social behaviours and not criminalise homeless people.

The Strategic Lead for Homelessness reported the case-load for floating support staff was currently 36. She said that work was being done to reduce this figure and an additional team had been established to support people moving on into affordable accommodation. She confirmed that the Floating Support Team was proactive and services were delivered in areas outside of the city centre with the same support offered. She supported the recommendation that Members of the Committee visit the Floating Support Team. In response to a request from a Member she confirmed that the Homelessness Prevention Strategy would be circulated to Members for information. She advised the Committee that the Housing Health and Safety Rating System (HHSRS), a risk-based evaluation tool to help local authorities identify and protect against potential risks and hazards to health and safety from any deficiencies



identified in dwellings was used to assess properties and that information on this would be circulated. She further informed the Committee that a tender document was out for a Registered Housing Provider to take over the management of temporary accommodation, noting that this would allow for the maximum housing benefit to be awarded so the Council would be penalised for the move from the Government Temporary Management Fund to the Flexible Support Grant.

The Strategic Lead for Homelessness said that the Authority had a legal duty to provide advice and assistance to those people that did not have a local connection and that a reconnection service was offered whereby travel costs would be paid to allow people to return to their home area. In response to the comments regarding the requirement to present at the Town Hall for a homelessness assessment she acknowledged the concerns expressed by the Committee. She said that consideration was being given to identifying other appropriate locations where this service could be delivered and to simplify the process for applications as a way of better supporting people, commenting that Centrepoint provided a single point of contact for young people.

The Director for Housing and Residential Growth said that the process for purchasing the 62 homes to accommodate larger families had taken longer than expected due to the need to agree a legal mechanism to protect the Council's c£5m stake and legal agreements needing to be signed off by a number of Registered providers, however this was imminent. He said that it was recognised that this programme was a priority and he understood that Registered Providers had already acquired and identified for acquisition around 10 properties in anticipation of the agreement being signed. Additional properties would continue to be identified for possible purchase. He stated that Members would be kept informed of this progress and agreed to submit a written update to the next Committee meeting.

The Executive Member for Housing and Regeneration informed the Committee that a review of the allocations policy would be undertaken that would involve consultation with Members. She said that this needed to be considered in conjunction with the Affordable Housing Policy that had been agreed the previous December. She described that the provision of social housing was being reviewed across Greater Manchester and stated that the Right To Buy scheme needed to end and grant funding was required to build new social housing and replace those properties lost through Right To Buy.

## **Decision**

The Committee;

1. Note the report and support the response to the serious issue of homelessness in the city;
2. Recommend that a visit to the Floating Support Teams be arranged for Members of the Committee;
3. Request the Homelessness Prevention Strategy be circulated to Members; and

4. Request that information on the housing health and safety rating system (HHSRS) be circulated to Members.

[Councillor Azra Ali declared a personal and non prejudicial interest as she is employed by CGL Manchester and the Chair of Saheli Asian Women's Project.]

**NESC/19/16                      Greater Manchester Clean Air Plan – Tackling Nitrogen  
Oxide Exceedances at the Roadside – Outline Business  
Case**

The Committee considered the report of the Deputy Chief Executive and City Solicitor that summarised the key features of Greater Manchester's feasibility study and its Outline Business Case (OBC) to reduce nitrogen dioxide exceedances in Manchester and across Greater Manchester (GM) in the shortest possible time. This OBC had been developed by Manchester City Council collectively with all Greater Manchester local authorities and the Greater Manchester Combined Authority (GMCA), and co-ordinated by Transport for Greater Manchester (TfGM) in line with Government direction and guidance.

The main points and themes within the report included: -

- Describing the context and background to the report;
- Noting that poor air quality was the largest environmental risk to the public's health;
- The legal background;
- Information on the Government's UK Air Quality Plans;
- Noting that TfGM had been coordinating the GM feasibility study on behalf of the ten Greater Manchester local authorities, who remain legally responsible for reducing NO<sub>2</sub> to legal Limit Values; and
- Noting that the feasibility study process comprised a series of steps and processes, namely: Strategic Outline Case, Initial Evidence and Target Determination, Outline Business Case and Full Business Case.

The Committee had been invited to comment on this report prior to its submission to the Executive on the 13 March 2019.

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

- Consideration needed to be given to supporting small business through an appropriately funded vehicle replacement scheme;
- Members questioned the reason why private cars were not included in the vehicles affected by the proposed Clean Air Zone;
- Bus companies needed to take responsibility for their polluting vehicles that had a significant impact on the health outcomes of Manchester residents;
- Had social and economic impact assessments been undertaken;
- Priority should be given to supporting local taxi businesses to improve their fleet;
- Transport poverty was an issue and more investment was required in public transport infrastructure across all of the city to encourage people not to use their car and to link people to employment opportunities;

- Publicity campaigns should be targeted at people not using public transport;
- Electric vehicles remained expensive and there was a lack charging points; and
- The consultation exercise, when launched, should involve ward coordination to ensure that as many residents as possible were engaged with this agenda.

The Committee then heard from Councillor Paul, Ward Councillor for Withington. He stated that he was disappointed with the proposals and the outline timescales, commenting that immediate action was required to address the harmful effects of pollution caused by vehicles. He questioned why private cars had not been included in the proposed plan, commenting that the vast majority of vehicles on the road were private cars, and the many of these were not compliant with emission standards. He further suggested that consideration needed to be given to other courses of action, such as introducing car free days.

The Executive Member for Environment, Planning and Transport stated that buses were one of the biggest contributors to poor air quality, noting the recent press reports that had included statements from local bus companies and said that she had found these to be very disappointing. She described that the objective of any penalty in a Clean Air Zones was for all vehicles which drove within the area of a Clean Air Zone to have engines which complied with emissions standards. The objective of the Clean Air Zone was to bring about reductions in emissions from vehicles and not to raise money. The proposals did not amount to a congestion charge. In regard to the issue of private cars she said that that option would not have delivered compliance any faster than the proposed way forward, and would not perform effectively in terms of reducing human exposure. An important consideration in this respect was that the average private car was not used for 95% of the time whereas other vehicles were used much more intensively.

In response to the comments regarding support for sole traders and small businesses she said that Clean Air Zones would not be introduced without the correct funding package for such businesses being supported by central government.

The Executive Member for Environment, Planning and Transport said that a communications campaign had been launched before Christmas that had been well received and a further campaign would be launched from May to coincide with the public consultation exercise that would then inform the final plan.

The Head of City Policy informed the Committee that work was currently ongoing across Greater Manchester to consider standards for the taxi trade and this included discussions regarding emissions standards. He indicated that funding to help taxi and private hire drivers transition to cleaner vehicles would only be made available to vehicles registered in Greater Manchester. This may be one measure that will support efforts to reduce the number of vehicles that are registered with authorities outside Greater Manchester operating here. He further informed Members that an Equalities Impact Assessment of the proposals had been produced and that this was available as a background document to the report and had been circulated in advance of the meeting. In response to a question from a Member he acknowledged that there were other sources of pollution, however this report specifically dealt with Nitrogen Oxide Exceedances at the roadside, and other policies and strategies would address other sources of pollution.

## Decision

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

1. Note that the Council is legally obliged to produce a feasibility study to identify the option which will deliver compliance with the requirement to meet legal limits of nitrogen dioxide following the Secretary of State issuing a direction under the Environment Act 1995;
2. Adopt the feasibility study undertaken to date;
3. Approve the OBC (for submission to the government's Joint Air Quality Unit);
4. Note that further stakeholder engagement and public consultation is an essential part of the process to help inform and refine ongoing work to produce a Full Business Case by the end of the calendar year;
5. Approve the commencement of the public conversation and engagement activity from 15 May 2019;
6. Note that further reports will be submitted to Executive on:
  - a) the proposals for statutory consultation, informed by the outcome of the public conversation and engagement.
  - b) formal approval of the Full Business Case.
7. Agree that Transport for Greater Manchester continue with the activity to produce the Full Business Case on behalf of the ten Greater Manchester authorities, under the direction of the Greater Manchester Clean Air Steering Group; and
8. Delegate to the Chief Executive, in consultation with the Executive Member for Transport, Planning and the Environment the approval of submission of supplementary information.

[Councillor Hughes declared a personal and non prejudicial interest as he is employed as a bus driver.]

### **NESC/19/17                      Manchester Zero Carbon 2038 – Manchester City Council's Commitment**

The Committee considered the report of the Head of City Policy, that noted that in November 2018, the Committee and Executive had agreed to the establishment of a science-based carbon reduction target for Manchester. This required the city to become zero carbon by 2038. Since then, the Manchester Climate Change Board, with the support of Anthesis, had developed a guide to support organisations in Manchester to play their full part in achieving this commitment. They had also developed a draft zero carbon framework 2020-2038 and started work to produce a draft action plan for 2020-25. This report set out a framework for future action, the citywide progress that had been made since November 2018 and the specific contribution being made by the Council.

The Committee had been invited to comment on this report prior to its submission to the Executive on the 13 March 2019.

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

- Noting that the Our Manchester Strategy set out the vision for Manchester to “be in the top flight of world-class cities by 2025” and committed the city to “playing our full part in limiting the impacts of climate change.”
- The Council supported the Manchester Climate Change Board (MCCB) to take forward work to engage partners in the city to address climate change;
- Noting that the Council had adopted a science-based carbon budget which was developed by the Tyndall Centre for Climate Change Research and committed the city to becoming zero carbon by 2038;
- Manchester’s carbon budget was broken down into short, medium and long term allocations. Each carbon budget outlined the emissions not to be exceeded for each period, in order to ensure that Manchester met its overall emission reduction commitments to 2038;
- Information on the Draft Zero Carbon Framework 2020-2038 and Action Plan 2020-22;
- Information on the Council’s Draft Action Plan, noting the initial action plan which outlined the high level actions that the Council would undertake between April 2019 and March 2020 in order to produce a comprehensive action plan by March 2020;
- This topic should be a regular agenda item at ward coordination meetings to ensure that as many residents as possible were engaged with this agenda; and
- It was recognised that residents needed to be engaged in a meaningful way to ensure they are able to contribute to the ambitious targets.

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

- The importance of retrofitting domestic properties and what was being done to support this activity;
- Consideration needed to be given to developing green jobs that could then link into local colleges to develop green skills and employment;
- It was important to engage all sections of the community in this agenda to deliver the required outcomes and Ward Coordination meetings and Neighbourhood Teams should be utilised to raise awareness of this important issue;
- More needed to be done to raise awareness as to the urgency of this issue;
- Expressing concern that the Greater Manchester Pension Fund continued to invest in fossil fuels and what was being done to address this;
- Park and Ride schemes should be established to encourage people to use alternative forms of transport, rather than cars; and
- The Chair suggested that she would meet with the Executive Member to discuss options for progressing this work through neighbourhoods.

The Executive Member for Environment, Planning and Transport said that she welcomed the continued support and suggestions from the Committee to deliver this important commitment. She informed the Committee that a comprehensive delivery plan would be presented in 2020, however it was important that actions were taken straight away that involved all residents of Manchester in an ‘Our Manchester’ approach. She said the importance of achieving the carbon reductions could not be underestimated and all citizens of Manchester would play an active role in delivering

this. She said the bold and pioneering commitment given by Manchester to adopt a science based carbon budget was recognised both nationally and internationally.

The Executive Member for Environment, Planning and Transport said that discussions were ongoing with the Greater Manchester Pension Fund regarding their investment in fossil fuels and an announcement on this issue could be imminent. Further information is expected at the Greater Manchester Green Summit on 25 March 2019.

Jonny Sadler, Manchester Climate Change Agency set out the urgency of this agenda; Manchester has formally agreed a science based carbon budget of 15 million tonnes CO<sub>2</sub> for 2018-2100. Annual emissions are currently approximately 2 million tonnes, meaning that the carbon budget will be spent by 2025 unless urgent action is taken. Mr Sadler commented that the leadership in this area expressed by Manchester and the Council was widely recognised nationally and internationally; but that work was needed to maintain this leadership. He noted the carbon budget and the emissions against this to date, stating that actions needed to be implemented immediately to improve emissions and that it was important that Members, with their local knowledge engage with their local residents and businesses to promote this activity, raise awareness and influence behaviour change. In regard to retrofitting housing he advised that Social Housing providers were committed to delivering this, however challenges existed for home owners and those in the private rented sector. He said there were a number of small initiatives to support this but scaling this up is urgently needed, through working with MCC and partners.

Mr Sadler fully endorsed the comments regarding green skills and employment and said that there was an opportunity to ensure these important connections were made in the city's Industrial Strategy. He advised that the importance of reducing carbon emissions was recognised and incorporated into a range of wider policies, such as health, noting that this would also allow partners to think creatively regarding funding opportunities. In regard to comments made regarding the membership of the Manchester Climate Change Board he stated that all partners acted to reduce their own emissions (MCCB members are responsible for 20% of the city's total) and to influence behaviour change across the city. He said that he fully supported Members engaging with their communities to promote this activity and said he would be very keen to encourage them to do more by providing examples of community activities for Members to consider utilising or adapting. He further supported the recommendation proposed by the Chair that carbon reduction should be a standing item at ward coordination meetings.

## **Decision**

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

1. Endorse the draft Manchester Zero Carbon Framework as the city's overarching approach to meeting its science-based climate change targets over the period 2020-38, as part of the wider Our Manchester policy framework;

2. Commit to work with partners to develop the final Framework and Action Plan for 2020-22 by March 2020, at the latest;
3. Commit to implement the Council's actions for 2019/20, as set out in Appendix 2;
4. Commit to produce a detailed action plan for the Council's climate change work during 2020-22, in terms of both direct, organisational emissions; and the influencing and enabling role that the Council can play through its planning, procurement, regulatory and other powers.
5. Commit to work with partners to secure the resources the city requires to commence full implementation of the Framework 2020-38 and Action Plan 2020-22, from April 2020.

### **NESC/19/18            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.

Member's noted that an Annual Work Programming Session was scheduled for the May meeting and requested that the following items should be scheduled for consideration at the appropriate time in the new municipal year; Section 21s, an update on the City Centre Public Space Protection Order consultation exercise, an update on the landlord licensing schemes, Highways Investment Programme update, Cycle Lanes and an update on waste and recycling.

### **Decisions**

The Committee notes the report and approves the work programme subject to the above comments.

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

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

#### **Present:**

Councillor Hughes (In the Chair)  
Councillors Jeavons and Kilpatrick

**Apologies:** Councillors Reid and Wright

#### **Also Present:**

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

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

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

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

#### **Decision**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

### **Decision**

To note the discussion.

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

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

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

### **Decision**

To approve the work programme and terms of reference.

**Manchester City Council  
Report for Information**

**Report to:** Neighbourhoods and the Environment Scrutiny Committee – 19 June 2019

**Subject:** Update on the work of the Section 21 team based within the Housing Solutions Team

**Report of:** Director of Adult Services

### Summary

This report provides an update on the work of the newly created team in the Housing Solutions Service, whose role is to specifically focus upon supporting people who receive a Section 21 notice from their landlord to leave the accommodation.

### Recommendations

Members are invited to consider and comment on the information contained within this report.

**Wards Affected:** All

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

<b>Manchester Strategy outcomes</b>	<b>Summary of how this report aligns to the OMS</b>
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	Helping people to stay in their accommodation through prevention work will help them to thrive. Reducing the number of people who are homeless, or placing them in appropriate accommodation with help to access employment and learning opportunities will contribute to Manchester become a thriving and sustainable city.
A highly skilled city: world class and home grown talent sustaining the city's economic success	
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Helping families remain in their accommodation will ensure that children are not moved from schools or travelling distances to attend. This will improve standards and attainment levels.
A liveable and low carbon city: a destination of choice to live, visit,	Helping people to remain in their locality will reduce the amount of travelling that will occur if they have

work	to move into homeless accommodation.
A connected city: world class infrastructure and connectivity to drive growth	

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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 the Environment Scrutiny Committee – Wednesday 5 September 2018 - Update on the work to tackle homelessness and rough sleeping

Health Scrutiny Committee – 4 December 2018 - Homelessness Business Planning: 2019/20

Neighbourhoods and the Environment Scrutiny Committee - Wednesday 6 February 2019 - Homelessness Business Plan 2019 - 2020

Executive Meeting - Wednesday 30 May 2018 - Executive Priorities 2018/19

Neighbourhoods and the Environment Scrutiny Committee – Wednesday 6 March 2019 - Update on Homelessness and Housing

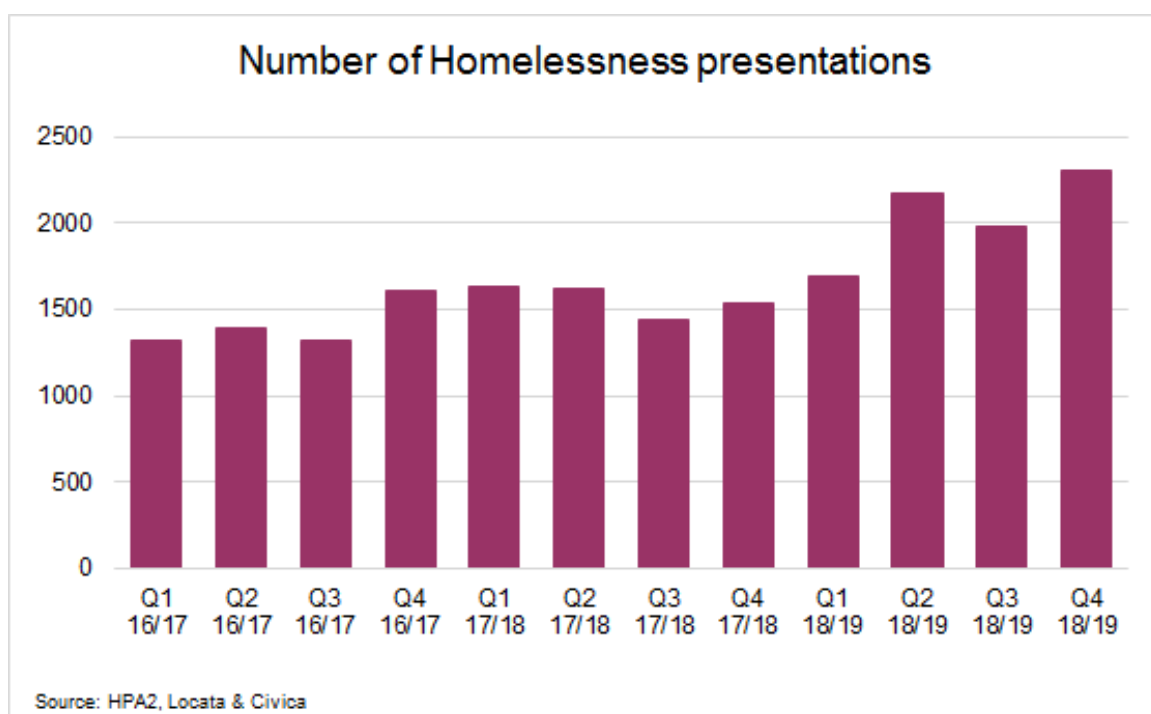


## 1.0 Introduction

1.1 This report is further to the update on homelessness that went to the Neighbourhoods and Environment Scrutiny Committee on the 6th March 2019. In that report it was mentioned that a team had been created to focus specifically upon people who are presenting to homeless services with a Section 21 notice. Members asked if they could have more detail about this service.

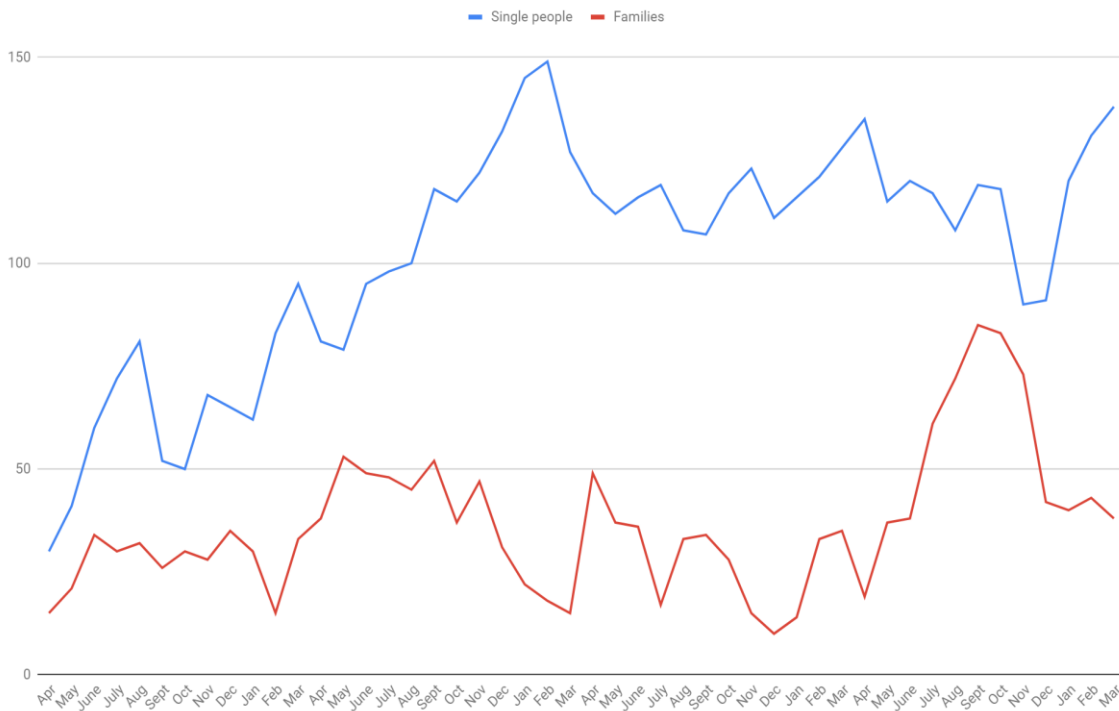
## 2.0 Background

2.1 The number of homeless presentations in Manchester has continued to rise, in line with the national picture.



- 2.2 A significant number of people who have presented and been accepted as homeless have entered the system by having been evicted from a private tenancy. This accounts for approximately a quarter of people (23%) who were accepted as homeless in 2018/19 and overtook domestic abuse as the main cause for homelessness in 2015/16.
- 2.3 The property market in Manchester continues to be buoyant, and whilst the Council is investing in affordable housing, the number of properties that are unaffordable at the Local Housing Allowance rate continues to rise.
- 2.4 The market forces of demand outstripping supply, and the increased pressure that the Government are putting on small landlords, means that landlords will continue to ask tenants to leave either to relet the property for a higher amount, or to sell the property in the foreseeable future.

- 2.5 This has placed increased pressure on the emergency accommodation budget and the dispersed temporary accommodation supply.
- 2.6 The following table shows the emergency accommodation numbers for single people and families month by month. Figures are taken on the last day of the month.



- 2.7 Moving into emergency accommodation, and subsequently temporary accommodation, before permanent accommodation, can be a traumatic process for families. The Section 21 procedure has been designed to remove the emergency accommodation stage in the process, and also maximise as much time as possible to find an alternative for the family rather than them becoming homeless.

### 3.0 Section 21 Notices

- 3.1 In England and Wales, a section 21 notice, also known as a no fault notice, is the notice which a landlord must give to their tenant to begin the process to take possession of a property let on an assured shorthold tenancy. The landlord does not need to provide a reason for ending the tenancy.
- 3.2 Throughout the process the tenant continues to have the rights of an assured shorthold tenant and has to continue to pay rent. The notice has to follow certain rules to be valid and give the tenant at least 2 months notice.
- 3.3 If the tenant stays in the property beyond the date given on the notice, the landlord can apply to the court for a possession order, which they must do within 6 months of serving the tenant the Section 21 notice. The expiry of a

section 21 notice does not end the tenancy; the tenancy can only be ended by a landlord obtaining an order for possession from a court, and then having that order executed.

- 3.4 The court decides if a hearing is needed upon receiving the landlord's claim and a defence form from the tenant. The court makes a decision by looking at the papers and there is only a hearing if a Judge thinks there is something in the claim or defence that needs examining in court.
- 3.5 The court can decide to:
- Dismiss the case if the section 21 notice is not valid.
  - Order the tenant to leave if the notice is valid.
- 3.6 In Manchester there is a Court Service, which sits within the Homeless Service. They will help any tenant who is going to court through the Section 21 process as well as through other proceedings. The role of the Court Service is in section 4.0 below.
- 3.7 Many people believe that if the section 21 is invalid, then the Judge will automatically not give a possession order. Unfortunately, due to the way section 21 notices are enforced through the court by the accelerated possession procedure, there is no court hearing. This can result in wrongful possession orders being made that the court team then have to apply at court to get set aside.
- 3.8 If the case is dismissed, the landlord has to start the possession process again if they still want the tenant to leave. If the court orders the tenant to leave, it usually gives a 2 week notice, but can allow up to 6 weeks. It is normal practice for the court to request that the tenant pays the landlord's court costs as they have caused the case to go to court by not leaving. The court records its decision and any leaving date in a possession order.
- 3.9 Only bailiffs can evict people from the property, this is normally court bailiffs. Landlords can apply for private bailiffs but this is more expensive and difficult to do. If the tenant has not left the property by the date set out in the possession order made by the court, the landlord can apply to the court for bailiffs to evict the tenant. The tenant has to leave the property upon arrival of the bailiffs.

#### **4.0 The Court Service**

- 4.1 The Court Service is based in the Manchester Civil Justice Centre and is run on a combination of a drop in service and appointments.
- 4.2 The Court Service deals with people facing evictions due to mortgage or rent arrears, a private landlord seeking possession (Section 21 notices are included in this) and also when a tenant is losing their home if the landlord has not paid the mortgage.

- 4.3 An adviser at court will go through the person's case with them and then make an application to court to suspend or set aside the order and where appropriate represent them in court.
- 4.4 The Court Service can make an application to suspend right up until the moment the eviction is about to happen. As long as an application is in, then nothing will happen until a judge considers the case (which can be done on the day as an emergency application).
- 4.5 The service have made applications to suspend where the court has telephoned the bailiff outside the house to say an application as gone in and the bailiffs have had to wait until a Judge has considered the case.
- 4.6 To access the service people can just drop in but it is recommended that people make an appointment as otherwise there is no guarantee that staff will be available.

## **5.0 The new process for homeless applicants who present with a Section 21 notice**

- 5.1 Where a household approaches the Local Authority as homeless with a section 21 notice, they are referred to the new Section 21 team. This service will assess if the Section 21 notice is valid or invalid.
- 5.2 If the notice is invalid, the team will advise the tenant and the landlord. Even if the notice is invalid they will still try to work with the tenant and landlord to prevent a repeat presentation.
- 5.3 If the notice is valid, the team will ring the landlord and try and negotiate for the tenant to remain in the accommodation. This may be possible through Discretionary Housing Payments, or other incentives, such as rental payments being made directly to the landlord rather than the tenant.
- 5.4 If the notice is valid, and the Landlord refuses to agree to keep the tenant in the property, a decision is made on whether it is suitable for the household to remain in the property until the County Court Possession date. If this is possible the Council will advise the household that because they have a valid section 21 notice they are going to be treated as homeless.
- 5.5 At this point the household will be supported by a Housing Solutions Officer until alternative accommodation can be secured or temporary accommodation is needed. As part of the homeless prevention work, a personal housing plan (PHP) will be produced and agreed by the Housing Solutions Officer and household, which will outline actions that both parties will need to complete; the PHP will be reviewed at least every 2 weeks. At this point, appropriate referrals will be made for safeguarding, to the Early Help Hub, to benefits advice or other suitable services where needs are identified.
- 5.6 As the household is effectively homeless from the date they present with a valid Section 21 notice, this decision is about increasing the length of time the

local authority can work with the household to either extend the current tenancy with a new assured shorthold tenancy or secure alternative accommodation, most likely to be in the private rented sector.

- 5.7 Unlike previously, the household will not be placed in B&B or emergency accommodation when the Section 21 notice expires but instead will wait until the date specified by a County Court Possession order, using this time to find alternative provision. To avoid any costs being incurred by the household, the Council will pay the court fee for an accelerated possession claim (which is currently £355). This will be paid from the prevention fund. By using this method, the local authority can reduce the use and expenditure of emergency B&B accommodation.
- 5.8 On the day of presentation the household will be referred by the Housing Solutions Officer to the Private Rented Sector (PRS) Team and support will begin with the household, whilst they continue to reside in the Section 21 property, to identify a different PRS property. The PRS Team will conduct an affordability assessment to ensure the household can afford a PRS tenancy and that it is sustainable.
- 5.9 Where a PRS property is identified, it is inspected by the team and checks are made on the landlord; where these checks are successful the team will negotiate any available incentives which may be required to secure the tenancy. The household will be in a position to move directly from their Section 21 address to the new private rented sector property, thereby avoiding emergency and temporary accommodation completely. This will reduce the strain and trauma of 'being homeless' to the family, whilst reducing costs to the Local Authority.
- 5.10 Where the applicant fails the affordability assessment or for another reason is not suitable for a private rented sector tenancy, the PRS Team must inform the Housing Solutions Officer.
- 5.11 A referral will be made early in the process by the Housing Solutions Officer to the Allocations Team, informing them of the potential need for dispersed accommodation. This referral will outline the temporary accommodation need for the household. Where needed, by staying in the Section 21 property for a longer period, the household will be able to go straight into dispersed accommodation and avoid B&B. The need will be confirmed to the Allocations Team by the Housing Solutions Officer, once it is clear that prevention cannot be achieved and that a private rented sector offer is not feasible.

#### Case study

The person did not want to remain in central Manchester. A referral was made to the private rented sector team and the person was encouraged to look for alternative private rented properties at the same time. The team investigated the eviction notice and referred to the Court Team. With the teams assistance, the customer sourced an affordable private property in

Reddish via Easy homes. The Private Rented Sector team liaised with the letting agent to sort out fees and a viewing. Person has now moved into the new property.

## 6.0 Outcomes from the Section 21 Team

- 6.1 Since the Section 21 team started, they have dealt with just over 300 cases (up and including 23/05/2019).
- 6.2 Of the 300 cases, 52% were found to be invalid, and so homelessness was prevented in these cases.
- 6.3 Of the valid notices:
- 43 households have been prevented through negotiation with the landlord;
  - Nine households have been rehoused directly into a PRS tenancy;
  - Five households have had DHP payments to maintain their tenancy; and
  - Two have moved into temporary accommodation, avoiding emergency accommodation, and moving directly into a dispersed property.
- 6.4 The remaining households are still at the point that they are remaining in their section 21 property and are being worked with, they may still get a private rented sector offer or be able to remain in the tenancy.
- 6.5 Of the other households who have valid section 21 notices the team will continue to work with them to try to prevent homelessness before possession is taken. This may be by reaching an agreement with the landlord, being offered alternative accommodation or if the landlord doesn't enforce the section 21 notice after 6 months that notice becomes invalid.

## 7.0 Financial Impact

- 7.1 Although the team has only been in place since mid-January, they are having a significant impact in reducing the growing numbers of people being placed in emergency B&B accommodation and therefore stabilising expenditure in this area. This is through prevention - keeping people in their property, and through reducing spend on Bed & Breakfast as people who need to leave their accommodation are going straight into either a permanent private rented sector tenancy or dispersed accommodation in a managed process, rather than going into emergency B&B.
- 7.2 Without the introduction of the Section 21 team the indicative additional expenditure incurred by Homelessness is estimated at £272k based on the average length of stay in B&B accommodation:
- 156 households with invalid cases have avoided going into B&B altogether for 23 days saving £196k;

- 43 Households with valid cases have avoided going into B&B altogether for 23 days and remained in their current tenancy following negotiations with the landlord saving £54k;
- 9 Households with valid cases have avoided going into B&B altogether for 23 days and rehoused directly into PRS saving £11k;
- 5 Households with valid cases have avoided going into B&B altogether for 23 days and remained in current tenancy following a DHP payment saving £6k; and
- 2 Households with valid cases have avoided going into B&B altogether for 23 days moving directly into dispersed accommodation saving £2.4k.

#### Case Study

A landlord had served a section 21 as the tenant had rent arrears, but the Landlord was quite happy with the tenant generally. The Section 21 team contacted the landlord and explained that the notice they had served was incorrect. In the meantime, staff applied for a Discretionary Hardship Payment, which cleared the arrears. The outcome was that the landlord was happy for the tenant to stay, as was the tenant.

## **8.0 Conclusion**

- 8.1 Although the team have only been in place for 4 months, they are making a significant impact.
- 8.2 The outcome of this service is that more people are able to remain in their accommodation longer; are avoiding emergency accommodation; and having more opportunity to access a property in the area of their choice.

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**Manchester City Council  
Report for Information**

**Report to:** Neighbourhoods and Environment Scrutiny Committee – 19 June 2019

**Subject:** Progress Report: Activities to Tackle Flytipping

**Report of:** The Director of Neighbourhoods

**Summary**

To provide members a progress report on activities to tackle flytipping.

**Recommendations**

To note the contents of the report.

**Wards Affected:** All

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

<b>Manchester Strategy outcomes</b>	<b>Summary of how this report aligns to the OMS</b>
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	Supporting residents and businesses to dispose of their waste responsibly and compliantly will help 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	The services in the Neighbourhoods Directorate work closely with both residents and businesses to support them in improving the areas in which they live work and socialise.
A connected city: world class infrastructure and connectivity to drive growth	Reducing flytipping will reduce its impact on the city's infrastructure.

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**Background documents (available for public inspection):** None

## **1.0 Introduction**

- 1.1 Flytipping blights neighbourhoods and is a selfish act committed by a minority of unscrupulous individuals. Litter is waste in the wrong place and flytipping describes the dumping of waste in the wrong place and can be anything from a bin bag of household waste to larger quantities of domestic, commercial or construction waste. It impacts on residents' sense of wellbeing and can negatively affect the perception of a neighbourhood.
- 1.2 The creation of successful neighbourhoods is fundamental to the city's priorities for economic growth, improving resident's wellbeing and satisfaction with their area. Creating a cleaner city which is free of litter and flytipping is key to achievement of this aim. Feedback from residents, visitors and businesses show how passionately people feel about environmental issues.
- 1.3 There has been a significant shift in the public's awareness of environmental issues following the broadcasting of the BBC's Blue Planet series in 2017 and 2018. People are now starting to make the link between the impacts of the things they buy and get rid of, to the depletion of resources; harming wildlife the natural environment and ultimately contributing towards global climate change.
- 1.4 In February 2017, Department for Environment, Food & Rural Affairs (DEFRA) launched 'The Litter Strategy', which recognises the huge challenge litter (and flytipping) poses to the country. The paper sets out aspirations to reduce the impact of littering in all its forms and on all aspects of the environment.
- 1.5 In order to achieve Manchester's ambition to be a cleaner city, recycling more, with better-quality parks, green spaces and waterways; and play our part in limiting the impacts of climate change – the City recognised it needed a clear plan of action to affect a behaviour change. In March 2018, Manchester City Council and Keep Britain Tidy formed a partnership to deliver: 'Keep Manchester Tidy'. This overarching campaign will encourage residents, businesses and visitors to do their bit and deliver interventions for the various types of litter issues experienced across the City.

## **2.0 Background**

- 2.1 The Neighbourhoods Directorate brings together the services responsible for responding to incidents of flytipping and the work undertaken to reduce its occurrence through; engagement, education and enforcement. These services fulfil the Council's statutory duties in respect of ensuring flytipping is removed from public land, protecting the environment and ensuring that businesses and residents comply with a range of legislation to ensure that waste is disposed of correctly.
- 2.2 The city takes an Our Manchester approach to tackling flytipping, working on the principle that most residents and businesses in Manchester want to do the right thing. Through the work undertaken by the Neighbourhood Directorate and Keep Manchester Tidy (KMT) project; campaigns and events are being

delivered to raise awareness about the behaviours which constitute flytipping and the impact this has on the environment. This KMT campaign seeks to empower citizens and businesses to clean up their neighbourhoods and encourage others to do the same and dispose of their waste responsibly. Engaging with young people is key, they are passionate about the environment and managing waste correctly is an important message which can be taken home to family and friends. Sometimes people are not sure what they need to do and our approach to achieving compliance includes working with people and giving them the chance to get it right. However, when evidence is found linking a fly-tip occurrence to a business or individual(s) responsible - appropriate enforcement action is taken.

2.3 The teams which work collaboratively to deliver these services include:

- **Biffa** are responsible for responding to reports of fly-tipped waste on public land (as defined in the contract specification) on a proactive and reactive basis.
- **Waste, Recycling and Street Cleansing Team** are a Citywide support team which manage and monitor the waste collection and street cleansing contract, monitor waste and recycling disposal arrangements, deliver service improvement projects and deliver the Keep Manchester Tidy project
- **Neighbourhood Teams (NT)** – based within the three neighbourhood areas of North, Central, & South, the teams work collaboratively with other service areas to tackle flytipping hotspots through engagement and enablement activities with a range of stakeholders which make up the community.
- **Neighbourhood Compliance Teams (NCT)** – based within the three neighbourhood areas of North, Central, & South, the teams are responsible for waste compliance & enforcement across these areas. Their particular focus is resident & business compliance with waste disposal & recycling; untidy private land; visual disamenity of private buildings & land; and fly-tipping.
- **Environmental Crimes Team (ECT)** - responsible for enforcement support; prosecutions.
- **Neighbourhood Project Team (NPT)** - responsible for investigating incidents of flytipping in conjunction with Biffa and undertaking enforcement action against those who illegally dispose of their waste.

### 3.0 Progress Update:

3.1 Since the last update was provided to the Neighbourhoods and Environment Scrutiny Committee in October 2018, a great deal of work has been undertaken to get a detailed understanding of flytipping in Manchester.

- 3.2 Detailed analysis was undertaken by the Council's Performance, Research and Intelligence Team to examine the context of changes in the number of fly-tipping requests, looking into - source of reporting; enforcement activity, Biffa outcomes, geographic variance across the city and changes to the volume / type of waste tipped.
- 3.3 As part of the 'Keep Manchester Tidy' partnership, Keep Britain Tidy and Manchester City Council have worked together to carry out in-depth qualitative research to better understand why residents fly-tip in Manchester. The research aimed to gather insights to better understand the triggers and barriers to fly-tipping behaviour to inform the development of new interventions to reduce fly-tipping.
- 3.4 A Project Manager was recruited in October 2018 to deliver the 'Keep Manchester Tidy Project'. By having this dedicated resource, it has been possible to build on existing work undertaken by services within the Council, with residents and businesses to better link and co-ordinate efforts. As a result of this there have been a number of high-profile campaigns and events. Details of the most recent event is detailed in Caste Study 1 overleaf.
- 3.5 As part of this year's budget setting process The Treasurer and Executive agreed additional investment in 2019/20 to tackle flytipping (£500k). This additional budget will be used to fund additional Enforcement Officers who will be focused to undertake a programme of business inspections to ensure appropriate and sufficient arrangements are in place to dispose of commercial waste. Additional CCTV cameras will be procured and target hardening projects, where it is possible, design out flytipping hotspots by installing physical measures to deter fly-tippers. This funding will also support beautification projects and schemes to make it easier to clean passageways through re-surfacing.
- 3.6 A detailed review of student end of year waste removal programme has been undertaken and several new approaches will be taken this year to encourage those leaving the city to dispose of unwanted items responsibly. Significant work has been undertaken to link the impact of incorrectly disposed waste on the environment and local communities. The communications have focused on the enforcement action which will be taken if individuals do not comply. Work with landlords will also focus on their responsibility to ensure any waste left behind at the end of a tenancy or created as a result of property refurbishment - is disposed via a compliant route. Compliance Officers from across the service will support targeted monitoring and inspection of hotspot areas at key student departure weekends - to gather evidence linking fly-tipping to perpetrators and take enforcement action as appropriate. Over the summer period, there is traditionally a spike in fly-tipping of builders and refurbishment waste; the aim this year will be to reduce occurrences.
- 3.7 The passageway collection service will be reviewed this year. Three times more residual waste is collected from this property type than compared to a 4 bin household.

### **Case Study 1: Great British Spring Clean**

Thousands of people took to the streets of Manchester to join the fight against litter and fly-tipping, during this year's Great British Spring Clean.

Schools, businesses, organisations, community groups and individuals all answered the call from Keep Britain Tidy and Manchester City Council to help to keep their neighbourhoods clean, with more than 200 events taking place.

More than 500,000 people took part in the national Spring Clean, between 22 March - 23 April. In Manchester, more than 7,000 volunteers took part in over 200 events, using equipment provided by the council.

In north Manchester, schools came out in force to back the campaign, including Crab Lane Primary and St Augustine's Primary, who were featured on CBBC's Newsround. At Boggart Hole Clough, volunteers were encouraged to tackle litter and improve their physical health through a series of 'Fitterpicks'.

In the south of the city, volunteers from Wythenshawe Park, Alderman Rogers Park and the Wythenshawe Waste Warriors removed litter from Hollyhedge Bridge, while pupils from Rack House Primary School, Wythenshawe took part in a day of action at a local shopping district.

In central Manchester, staff from Marks and Spencer collected litter on a walking route from Exchange Square to Castlefield, while Cityco, the city centre management company, brought businesses together to tackle litter and grime on Oxford Street.

This year's Spring Clean officially closed in Manchester with an event on Shudehill, involving volunteers from MacDonald's, Crowne Plaza, NCP, NSL and the council, plus city centre residents.

Claire Benson, from Hulme, took part in two community events during this year's Spring Clean - a clean-up conducted by residents in the Britannia Basin area and a day of action with 30 Year 2 pupils from St Philip's Primary School.

Claire, who tweets as @littermum, said: "It's fantastic that so many people took part in the Great British Spring Clean this year. It shows that people really do care about litter and are ready to do something about it, given the opportunity.

"Meeting people at the events was really enjoyable and I hope we will see more clean-ups in the future, as a result of the new friendships which have been made.

"I'm a firm believer that taking part in events such as these is great for your mental health. It gets you outdoors, keeps you active and allows you to mix with your neighbours - all of which is vital for mental and physical well-being."

## 4.0 Getting rid of waste

4.1 The Environmental Protection Act (1990), places a 'duty of care' on all individuals (citizens and businesses) to dispose of any waste they create responsibly. Manchester residents have access to a range of refuse and recycling collection services collected at the kerbside or via communal arrangements. For larger household items which are no longer wanted, residents have several options:

- **Re-use and Charity Donations:** In Manchester a network of re-use organisations and charities, collect furniture from residents that can be used again. These include; The Mustard Tree (Ancoats); The Wesley (Hulme) and Tree of Life (Wythenshawe). Most supermarkets across the City also provide a range of recycling options including collections for textiles and shoes. At some of the larger apartment developments, building managers now also provide charity textile recycling containers as part of the communal waste facilities.
- **Bulky Collection Service:** A 'bulky' waste removal service is provided for removal of large household items (which are not suitable for re-use), via the Biffa collections contract. All residents are entitled to one free bulky collection per annum of up to 3 items – additional collections are chargeable (£27 for up to 3 items). Bookings for this service are provided on an appointment basis, within a 10-day SLA and can be made online: [manchester.gov.uk/bins](http://manchester.gov.uk/bins).
- **Tip Facilities:** there are 21 Household Waste Recycling Centres (HWRCs) or 'tips' across Greater Manchester which are free to use for all Manchester residents. There are 3 HWRCs located within the city's boundary: Reliance Street (Newton Heath & Miles Platting), Sandfold Lane (Levenshulme) and Longley Lane (Sharston). Residents can take unwanted household items and other domestic waste types to these facilities for recycling and disposal. Further details available at [recycleforgreatermanchester.com](http://recycleforgreatermanchester.com). From 1<sup>st</sup> June 2019, these facilities will be managed by Suez on behalf of Greater Manchester Combined Authority (GMCA).

4.2 **Business Waste:** Any waste that comes from a commercial activity is classed as business waste. Commercial waste collections are chargeable and do not form part of Business Rates. There are a wide range of commercial waste providers which offer a range of collection options for businesses.

- **Transporting business waste:** Some businesses choose to transport their own waste to a disposal point – for this to be legally compliant they require a waste carrier's licence. Registration is usually free if businesses are only transporting their own waste - otherwise registration costs £154 (<https://www.gov.uk/waste-carrier-or-broker-registration>).

- **Tipping facilities:** In addition to private commercial tipping facilities, businesses can tip at larger HWRCs (where there is a weighbridge facility); in Manchester this includes Longley Lane (Sharston) and Reliance Street (Newton Heath). The cost to tip varies dependent on material, the minimum charge for 'general' residual waste is £80.60 (half tonne). Further advice for businesses is available on the Councils webpages and direct.gov.

4.3 **Removal of Flytipping:** Biffa, are responsible for responding to reports of fly-tipped waste on public land (as defined in the contract specification). Reports of incidents are logged via the Councils webpages or by telephone / email to the Contact Centre. Requests are made by members of the public; businesses; other public bodies; Registered Providers and by Officers. These requests are logged on the CRM system and routed depending on the information provided. Some requests are passed for investigation to the Neighbourhood Compliance Team (NCT) if evidence is provided which may lead to the identification of the perpetrator, or if waste has been deposited on private land – in which case the relevant landowner is contacted. Most reports have insufficient information to pursue enforcement options and are passed to Biffa for removal – they are required to remove non-hazardous fly-tipped waste within 5 working days. There are some land types, which form part of the corporate estate and open green space network which are not included in the street cleansing contract with Biffa. These are managed by other service areas and are not included in scope of this report.

4.4 **Biffa Fly-tip Investigation Team / Neighbourhood Project Team:** Fly-tipped material is also removed proactively by Biffa's flytip investigation team. Biffa currently receive £182,000k, a variation to the main contract to provide a fly tip investigation team, who search through dumped rubbish to find evidence to link incidents to the perpetrator and then work together with dedicated Neighbourhood Project Compliance Team resource to pursue enforcement action (a further £218k). Prior to the creation of the Flytip Investigation Team, fly-tipping was collected via two set processes – 1) perpetrator known and person reporting issue willing to give a statement to that effect and 2) perpetrator unknown – waste to be removed (not searched for evidence). The Neighbourhood Project Team (NPT) was set up to bridge the gap between these processes. This arrangement has proven effective in driving an increase in enforcement action taken against perpetrators of flytipping. Since the initiative started in May 2016 to March 2019, a total of 11,960 fly-tip cases with evidence have been identified and as a result 12,256 Notices have been served and 639 successful prosecutions.

#### 4.5 **Biffa Performance & Achievement of SLA**

- The service standard requires Biffa to remove reported flytipping within 5 working days – unless the material is of a hazardous nature which requires a quicker response rate. The contractual KPI target for fly tipping requires Biffa to achieve the SLA at a minimum rate of 95%. During 2018/19 Biffa consistently achieved this SLA.



- 30,351 bulky jobs were requested in 2018/19 an increase of 11% compared to 2017/18 (27,045). This is a positive increase and shows that residents' awareness of the service is increasing. The increase is linked to the apartment project which saw the bulky service promoted to residents. The service standard requires a customer should be offered an appointment for collection on a day which falls within 10 working days (from date of booking). The flow of requests varies across the year with the peak number of jobs being logged in April – when the bulky count is reset to zero. Following issues early in the contract, Biffa have introduced a mechanism to respond to demand and ensure more appointments are available – performance did not fall below 96.1% during the period.
- The passageway cleansing programme has proven difficult for the contractor to deliver against the agreed SLA and this is an area of weaker performance. The programme is currently running around 6 weeks behind schedule and is an area which the contractor has been requested to make improvements. Some passageways are affected to a greater extent by fly-tipping, poorly managed commercial waste and low rates of recycling at communal waste facilities. This has led to delays in the cleansing programme as some locations are taking significantly longer to cleanse. A project has been commissioned to trial different approaches in small pilot areas to review the factors which are leading to a faster rate of deterioration of passageways in some parts of the city.

## **5.0 Key Flytipping Statistics**

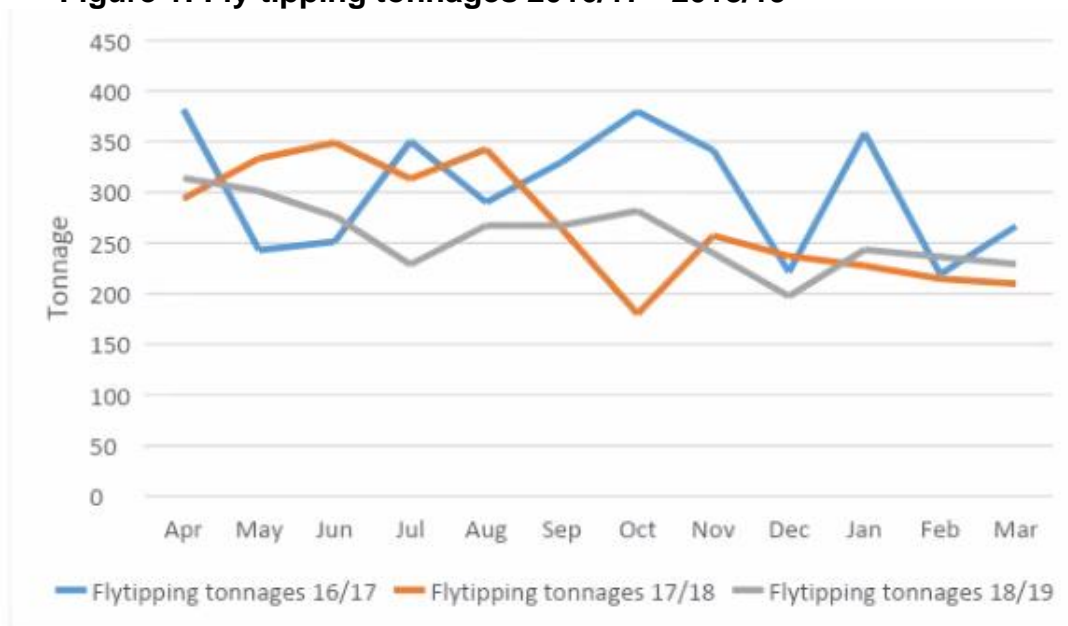
- 5.1 For the 2017/18 year, Manchester dealt with 17,497 fly-tipping incidents. This represented a decrease, following an increase in 2016/17 which saw Manchester rank 3<sup>rd</sup> in rates of fly-tip incidents for Local Authorities (LA) in England. Following a reduction in incidents in 2017/18, Manchester ranked 8<sup>th</sup> – as shown in Table 1 overleaf. The ranking information for 2018/19 will be available in Qtr 3 2019/20.

**Table 1: Fly-tipping – LA Performance Table (2017/18)**

LA Name	Region	Total Incidents 17/18	16/17 rank
Leeds	Yorkshire and The Humber	26831	11 <sup>th</sup>
Haringey	London	23549	2 <sup>nd</sup>
Liverpool	North West	20576	6 <sup>th</sup>
Croydon	London	19198	4 <sup>th</sup>
Hammersmith and Fulham	London	18652	12 <sup>th</sup>
Brent	London	18609	9 <sup>th</sup>
Northampton	East Midlands	18393	8 <sup>th</sup>
Manchester	North West	17497	3 <sup>rd</sup>
Hounslow	London	17063	5 <sup>th</sup>
Birmingham	West Midlands	15993	13 <sup>th</sup>

Source: Waste Data Flow

- 5.2 Figure 1 shows that fly-tipping tonnages have fallen from an average of 302 tonnes per month in 2016/17 to 256 tonnes per month in 2018/19; a 15% reduction.

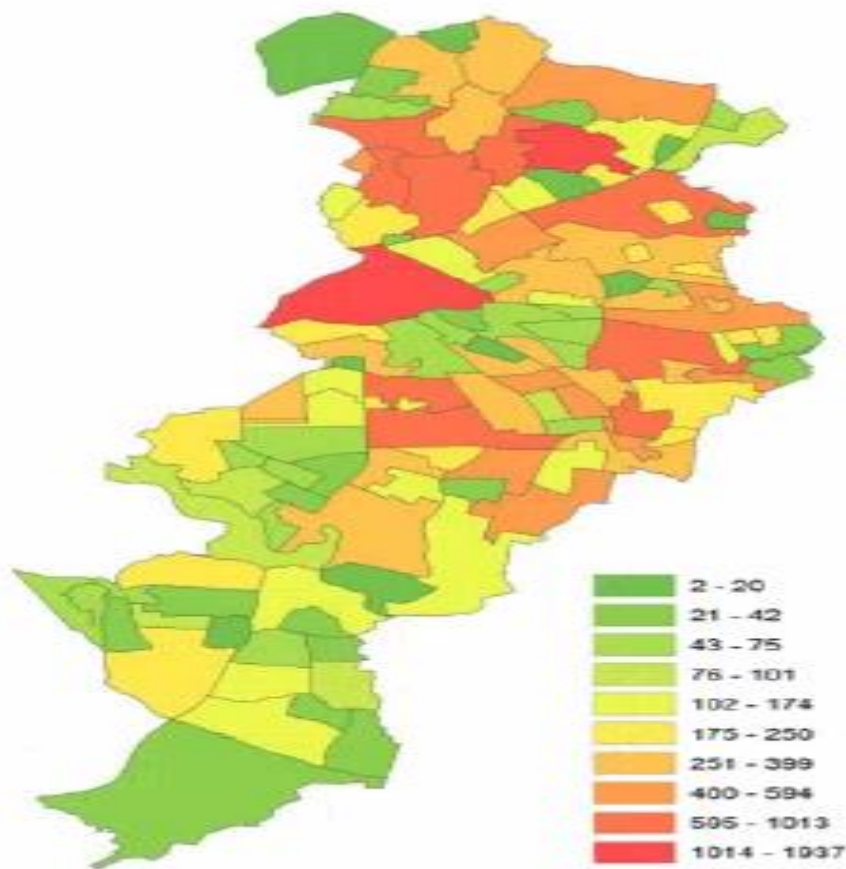
**Figure 1: Fly-tipping tonnages 2016/17 - 2018/19**

Source: Weighbridge data – Redgate Holdings

5.3 A detailed analysis of flytipping was undertaken for the period November 17 – October 2018.

- Fly tipped waste the size of a small van and transit van load are by far the biggest reported sizes. However, in the previous 12 months both sizes have declined, -8% and -1% respectively. In contrast, waste the size of a car boot load (+282), significant/multiple loads (+234) and single black bags (+206) have all risen. Officials statistics from the Defra show “significant [or] multi-loads” of waste in 17/18, increased of 43% on the previous year’s total of 10,120.

**Diagram 2** Shows requests for flytip removal across the city



- The analysis showed that fly tipping requests are highest across the City Centre, Cheetham, Moston Lane, Openshaw and Fallowfield. The lowest requests come from non-residential areas, as well as Wythenshawe in general.
- Fly tipping requests in the City Centre have increased as a result of proactive reporting from MCC officers. Reports from officers have more than doubled from 310 to 747 and issues relating to commercial waste has risen 61%. Requests from residents have fallen -24% (-72) compared to the previous year.

- Across the city reports from residents make up the biggest proportion of fly tipping requests. However, reports from registered providers and MCC officers have been increasing. MCC officers have become increasingly proactive and the number of reports has risen year on year. Between Nov 14 –Oct 15 and Nov 17 – Oct 18 reports have almost doubled (+80%).
- Although low in count commercial waste has risen 24% (+548) in the last 12 months, whilst household and other waste has declined, -1% and -9% respectively. Fly tipping described as building waste is up 10% on a year ago.

## 6.0 Key Findings from Qualitative Research (May 2019)

- 6.1 The research was undertaken by Keep Britain Tidy, using focus groups with residents from each of the North, Central and South areas of the city. Where possible, they were recruited from fly-tipping hotspot locations, as identified by data provided by the council. All the focus group participants had fly-tipped unwanted items or waste over the past year, as this was a requirement for participation in the research. The first draft of the research is currently being reviewed and assessed by Officers.
- 6.2 The research identified the following drivers of fly-tipping:
- *There is an expectation that fly-tipped items will be collected quickly and without repercussions – the suggestion is that existing systems and processes are creating unintended consequences.*
  - *There is a lack of understanding of what behaviours constitute fly-tipping*
  - *There is a lack of understanding about the impacts of fly-tipping (and the Councils waste collections services)*
  - *Fly-tipping is often motivated (or excused) by a perception of ‘helping someone out’*
  - *Limited awareness of Householders Duty of Care*
  - *Residents use communal containers to dispose of excess waste when their wheelie bin is full.*
  - *There is extensive use of the ‘scrap man’ to dispose of unwanted white goods – but little awareness of how these are being disposed of and what happens to unwanted components of such items.*
  - *There is wide awareness of the city’s approach to enforcement, support for fining fly-tippers but recognition that for some the cost of the fine is cheaper than compliantly disposing of the waste.*
  - *There are opportunities for residents to recycle more – there is some confusion about the systems in place.*
- 6.3 This research will be made available to scrutiny members once finalised, together with an updated action plan to incorporate recommendations from Keep Britain Tidy.

## 7.0 Next Steps:

7.1 Fly-tipping remains a constant challenge for the city, an ever-evolving issue and one which there is no simple remedy for. Across the city fly-tipping varies significantly in terms of material fly-tipped, size of deposit and location. In developing interventions, it is important to understand this variance and use an evidence-based approach to understand why people are flytipping and review systems, processes and communication material in response to this. Working collaboratively with other agencies and partners to deliver a wide range of interventions will help the city towards achieving its aims to reduce the number of incidents. In order to develop campaigns and interventions which are effective, Officers will need to work closer with residents to co-design solutions. During the recent Keep Manchester Tidy Task & Finish sessions, representatives from the community expressed a desire for the Council to be more inclusive in their approach to addressing fly-tipping and other issues which affect neighbourhoods.

- Continued collaboration with Registered Social Landlords and housing companies.
- Focused work with Private Landlords to ensure tenants understand how they use domestic waste collections and that they dispose of any waste at the end of tenancies responsibly.
- Support the GMCA Task & Finish group to review HWRC tipping arrangements.
- Customer Journey Mapping of existing flytipping and bulky processes to understand if current business rules are creating unintended consequences and consider research feedback to improve bulky service.
- Workshop with residents / community representatives who participated in the GB Spring Clean to review flytipping interventions.
- Utilise the £500k investment to install physical interventions and surveillance measures to deter fly-tipping at persistent hotspots – to include measures such as additional CCTV cameras, bollards and barriers. Additional compliance officers to work with businesses to ensure they are complying with their responsibilities to manage compliant disposal of business waste and ensure they are taking responsibility for litter related to their premises and land.
- Using the insights from the KBT research and PRI analysis a focussed campaign, which is specific to challenges faced across the city, to be developed in collaboration – through the ‘Keep Manchester Tidy’ partnership. This will need to focus on what behaviours constitute flytipping and what compliant routes exist to dispose of all waste types.
- Continuing to investigate fly-tipping in alleyways and educate and enforce on the perpetrators of alleyway dumping.
- Ensure the linkages between incidents of flytipping are considered as part of the passageway container improvement project.
- Work with Biffa and other services within Neighbourhoods Directive to trial a different approach in passageways to support the development of a more effective passageway cleansing programme.

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**Manchester City Council  
Report for Information**

**Report to:** Neighbourhoods and Environment Scrutiny Committee – 19 June 2019

**Subject:** Eco Schools

**Report of:** The Director of Neighbourhoods

### Summary

To provide members further information about the Eco Schools programme and the work currently being undertaken with young people in Manchester Schools.

### Recommendations

To note the contents of the report.

**Wards Affected:** All

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

<b>Manchester Strategy outcomes</b>	<b>Summary of how this report aligns to the OMS</b>
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	The programme supports meaningful actions which will help towards becoming a sustainable city.
A highly skilled city: world class and home grown talent sustaining the city's economic success	The programme empowers young people and helps them to develop life skills.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Schools are at the heart of communities, the programme supports young people and their families to improve the neighbourhoods in which they live, work and socialise.
A liveable and low carbon city: a destination of choice to live, visit, work	The Eco-Schools programme provides a pathway for schools to embark on a meaningful journey towards improving the environment in both the school and the local community.
A connected city: world class infrastructure and connectivity to drive growth	The Eco Schools programme is an internationally recognised accreditation which links young people across the world.

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**Background documents (available for public inspection):** None



## 1.0 Introduction

- 1.1 The Manchester strategy sets out the vision for Manchester to 'be in the top flight of world-class cities by 2025' and commits the city to become a liveable and low carbon city by 'playing our full part in limiting the impacts of climate change'.
- 1.2 The Eco-Schools programme is an international accreditation, which provides a pathway for schools to embark on a meaningful journey towards improving the environment in both the school and the local community. The programme is not mandatory for schools but has been developed to compliment and support themes of learning within Key Stage 1 and Key Stage 2. The initiative has also been shown to have a life-long positive impact on the lives of young people and their families. The programme, introduced in 1994 in response to the 1992 UN Rio Earth Summit, Eco-Schools is operated globally by the Foundation for Environmental Education (FEE) and is managed in England by Keep Britain Tidy.
- 1.3 This year the city's young people have shown how passionate they are about environmental issues and their desire for society to do all it can to protect their future; and reduce the impact of climate change. Lots of Manchester Schools have already started their Eco Schools journey, harnessing young people's passion to deliver tangible changes in their school and neighbourhoods.

## 2.0 Eco Schools Programme

- 2.1 The Eco-Schools programme consists of three structural elements – The Seven Step Framework, the Eco-Schools Topics and assessment for the international Green Flag award. To be successful the programme requires support from school leaders and active involvement from school staff, as well as a long-term commitment and the willingness to involve students in decision-making.
- 2.2 The Eco-Schools Seven Steps methodology is a series of measures to help schools maximise the success of their Eco-School ambitions. While the Seven Steps are the most important aspect of the Eco-Schools programme, schools also work on topics to help give the programme even more structure. This includes: marine, biodiversity, energy, litter, global citizenship, healthy living, school grounds, transport, waste and water.
- 2.3 Schools progress through self-assessed Bronze and Silver Awards before applying for Green Flag status. To achieve Bronze, schools complete the first 3 of the 7 steps. For the Silver award, schools will need to implement steps 4 and 5 and cover 3 topics. Once all 7 steps are achieved and at least 3 topics

### Seven Steps Methodology:

- Step 1: Establish an Eco-Committee
- Step 2: Environmental Review
- Step 3: Action Plan
- Step 4: Curriculum Link
- Step 5: Informing and Involving
- Step 6: Monitoring and Evaluation
- Step 7: Eco Code

covered, the school is ready for Green Flag success. It is free for schools to register and achieve Bronze and Silver and a cost of £200 to be Green Flag Assessed.

- 2.4 Earlier this year, Keep Britain Tidy updated and re-launched the Eco Schools website making it easier for schools to access information and resources. The dedicated team at Keep Britain Tidy are also on hand to offer advice to schools. The Eco School Team from Keep Britain Tidy have provided an overview of a Manchester schools journey to becoming an Eco School - see further detail in Case Study 1. (Data source: Keep Britain Tidy). Keep Britain Tidy will also host the National Eco School Awards and Conference in Manchester in December.

### **3.0 Manchester Eco Schools**

- 3.1 202 schools and early years providers have registered as Eco-Schools in Manchester since 2005. 111 achieved Bronze, 62 achieved Silver and 10 currently hold Green Flag. It is not clear from the data how many of these schools are still actively participating in the Eco Schools programme.
- 3.2 Prior to the austerity cuts in 2011/12, the City had two Officers dedicated to supporting schools to become Eco Schools and progress through the programme. This also included the organisation of an annual event for Manchester Eco Schools to attend – which supported education providers to share ideas, celebrate successes and bring together partner organisations who could provide assistance. This dedicated resource is no longer in place, a situation which appears to be replicated across the country - with very few Local Authorities having Officers dedicated to supporting the Eco School programme. A network of independent practitioners and charitable organisations have provided support in this field for a number of years including Manchester Educational Network (MEEN), a registered charity and membership based organisation ([meen.org.uk](http://meen.org.uk))
- 3.3 Support is also provided by Biffa Social Value Officers, GMCA, and within the Council from services in Neighbourhoods Directorate and Education. In March this year, Keep Manchester Tidy and Neighbourhood Teams hosted an event at Beswick Library, which saw schools from across the City invited to learn about the support available to Manchester schools who want to become an Eco School. Further details of some of the initiatives and projects delivered are captured in a series of case studies below.
- 3.4 Keep Manchester Tidy has set an ambitious target for 2019/20 to encourage all schools in Manchester to renew their commitment to the Eco-Schools accreditation and progress to the next stage of the programme. Starting in September, Keep Manchester Tidy will further investigate factors that enable schools to move through the different award levels. By undertaking some work in this area, it is hoped that more schools in Manchester will be enabled to achieve Green Flag status.

## Case Study 1: St Augustine's School, Monsall



### St Augustine's CE Primary School

#### Monsall, Manchester

St Augustine's is a single-form entry primary school in Monsall, Manchester, they began their Eco-Schools journey over ten years ago in 2007. With the full support of their governing body, head teacher and senior leadership team (and a pre-existing interest in environmental issues), St Augustine's decided to use the Eco-Schools framework to consolidate and celebrate the environmental work their school was already undertaking.

The school's Eco-Committee (containing pupils, staff and governors) is very much pupil-led and is the driving force behind all Eco-Schools work. Pupils of all ages are excited and proud to join the Eco-Committee and be given the opportunity to help our planet. The Eco-Committee regularly plan environmental campaigns and always ensure their whole school are informed of and involved in their eco-work by hosting whole-school, informational assemblies. Their most recent assembly was inspired by Greta Thunberg (the Swedish teenage activist), and talked about climate change and the recycling workshops they had planned for their school to help tackle this.

Being a Green Flag school has benefitted the pupils at St Augustine's enormously. They have achieved the international Eco-Schools Green Flag award three times and pupils are proud to achieve such a prestigious, international award. The Eco-Schools programme has become embedded into both school curriculum and life.





St Augustine's journey towards Green Flag status has been extremely rewarding and they would encourage every school to embrace the Eco-Schools programme.

### **Ann Czerwoniuk, School Business Manager, St Augustines CE Primary School**

St Augustine's is a fantastic Eco-School, the Eco-Committee are passionate, knowledgeable and fantastic ambassadors for their school: the two adult Eco-Coordinators should be applauded for implanting such a sense of passion and responsibility in their pupils.

The impact of the Eco-Schools programme is easily visible throughout every aspect of school life: enriching their school grounds, providing a context to their learning and even helping the school save money on utility bills. If you chose to visit the school you would see children at break time collecting fruit waste for their school's composter, an amazing outdoor classroom including individual planting areas for each year group and plenty of evidence of the fantastic work the school has done for local, national and global charities.

Over the past several years, St Augustine's has used the Eco-Schools programme to give their pupils ownership to improve their school environment and it is easy to see how their school grounds, curriculum and student-body have greatly benefitted from their participation in the Eco-Schools programme.

### **Lee Wray-Davies, Eco-Schools England Manager**



## **Case Study 2: Hulme Schools**

In Hulme, schools have played a central role in work to improve the environment.

In 2017, West Country Rivers Trust were commissioned to carry out a consultation programme on the environment in Hulme. This included scientific aspects, such as tree cover, flooding, air quality and biodiversity. It also included how residents felt about the environment emotionally and what is important to them.

Loreto College, St Phillips, Martenscroft, St Wilfrids and Webster Primary all contributed during the consultation. This included workshops with parents, focus groups with school pupils, online surveys and questionnaires.

From this work a long term vision for Hulme was created: to improve access to nature and green spaces in Hulme through community led action. Each year annual actions through the ward plan are carried out.

Schools are central to this work including:

1. Developing the Junior PCSO programme (modelled on work from Tameside). This is where pupils raise awareness of bad driving outside schools and monitor speeds on roads. This is partly about improving driver behaviour, but it is also part of trying to reduce car use and improve air quality outside schools.
2. Installation of short term air quality monitors outside schools to help develop planting and greening projects around schools
3. Holding events for parents and pupils as part of the Hulme Summer Festival Hulme Grown, aimed at getting them involved in planting, good growing, celebrating nature and seeing what they can do to improve it locally.
4. Being part of the Hulme Winter Festival which annually has an environmental focus. For example running workshops where pupils can make their own Christmas decorations instead of using plastic ones and understanding the impact that a short term disposable Christmas can have on waste
5. Running waste and recycling workshops to reduce waste.
6. Providing a network for collaboration which is both short and long term focussed. Schools are under a lot of pressure and sometimes it can be hard to develop work together. However 'Nature of Hulme' has helped create a sense of a shared goal and a network of people and organisations that will support each other. This reaches across organisations, for example 'One Manchester', the MMU and the resident led Hulme Community Forum.

There is scope to do much more. For example, cycling and walking bids which involve collaboration with schools and creating a network of nature walks which connect schools to parks and neighbourhoods within Hulme.

### **Case Study 3: Keep Manchester Tidy – GB Spring Clean**

The Great British Spring Clean is Keep Britain Tidy's National Campaign designed to involve as many people as possible in community clean ups. The GB Spring Clean starts with a dedicated schools day 'The Great Big School Clean'. This year, the spring clean year was held over a month from the 22nd March to the 23rd April and was promoted as a key opportunity for schools to get involved with Keep Manchester Tidy and be part of our journey towards becoming the UK's first Tidy City.

Schools were invited to attend an information and networking event to find out more about Keep Manchester Tidy and the support available to schools to get involved in the Great British Spring Clean. Many schools were already familiar with the GB Spring clean from previous years, but the event enabled schools to find out more about Keep Manchester Tidy and to link with their local neighbourhood officer. Following this event, several schools arranged the loan of equipment including litter pickers, hoops, gloves and hi-viz from the City Council and were provided with details of other school resources.

All schools were provided with a banner to promote their support for Keep Manchester Tidy and these were displayed at the start of the GB Spring Clean.

The show of force from Manchester schools during the GB Spring Clean has been phenomenal. Although, data from the Keep Britain Tidy website registrations process shows that around 58 schools participated in the event, significantly more were involved who did not register or their registration details are not accessible. A link to a short survey has been sent to schools in order to gain further insights into involvement with the GB Spring Clean and this will help to inform how we support schools to participate again in the future.

At the beginning of May, Keep Manchester Tidy hosted a High Street Week as an extension to the Great British Spring Clean. This enabled efforts to be focused on shopping districts and was supported by the Government's High Street Clean Up Fund. 30 pupils from Rackhouse primary school braved the rain to collect all the litter from Sale Circle Shopping parade. The school will now go on to join other local primary schools in the area as part of a day of action to beautify and raise pride in Sale Circle.

### **Case Study 4: The Curriculum for Life Programme and the Great British Spring Clean**

Through the National Make your Mark Ballot, young people voted on issues that are important to them. Having a curriculum for life came out as the number one issue. A project team was established in Manchester to develop the Curriculum for Life and run a pilot involving 23 schools.

The Curriculum for Life programme covers 5 skill areas which are linked to illustrative statements;

- Self-Belief and Identity: I have self confidence in who I am, belief in my actions and am willing to try new things. I can set goals and recognise my successes.

- **Self-Management:** I am able to look after my health and wellbeing and have important life skills which will enable me to be independent in the future.
- **Communication:** I can convey information clearly, simply and am able to listen to other's thoughts, ideas and opinions. I can respond effectively to different people in different settings.
- **Team Work:** I can work with others towards a shared goal and can recognise the different roles and responsibilities necessary for success.
- **Problem Solving:** I can recognise problems and have the ability to develop and act on the best course of action.

A set of age appropriate challenges have been co-designed with children and young people to enable them to learn and practice these key skills. The Great British Spring Clean has been established as one of these challenges as it clearly supports skills development across all five areas.

### **Case Study 5: 'Learning for Life'- North Manchester Primary Schools'**

£3000 of the North Neighbourhood Team development budget 2017/2018 was allocated to support school and community trips to the resource recovery plant at Sharston. The trips are designed to increase awareness of recycling processes and ultimately support improvements in the recycling performance across North Manchester.

The trips are organised through the Education and Behaviour Change Manager at GMCA. The tours and educational input from GMCA is free. The budget covers transport costs for the schools.

For schools the trips are an ideal opportunity to influence the younger generation both to create 'lifelong recyclers' but also to act as influencers in the home. The trips additionally provide support to school based recycling/ environmental projects and curriculum topics.

### **Case Study 6: Dean Trust Ardwick and the Great British Spring Clean**

Teacher Lucy Ribbands of Dean Trust has been working with the school's Eco Committee. Keen to find out more about Keep Manchester Tidy, Lucy attended the recent information and networking event. Following the event, Lucy loaned litter picking equipment to be able to take part in the GB Spring Clean and also connected with her local neighbourhood team. Lucy and the Eco-committee were surprised at the amount of plastic they collected during the spring clean and wanted to do something about it. The Eco-committee therefore set the school a challenge to collect all the plastic waste generated around the school in a week. The plastic was then displayed in the school yard giving all pupils a visual aid to illustrate the scale of the problem. Wendy Wasteater (one of Biffa's characterised litter trucks) later visited the school to collect the waste. The Eco-committee are now working on introducing a total ban on plastic bottles in school.

Overall, two elements have really stood out during the 2019 GB Spring Clean. Firstly, our children and young people's enthusiasm for litter picking and secondly the commitment to sustaining efforts, with many schools carrying out numerous litter

picks beyond the nominated schools day. Officers have even encountered schools reluctant to return their loaned litter picking equipment because the children have enjoyed using it so much. Manchester schools have more than proved themselves a driving force in Keeping Manchester Tidy.

### **Case Study 7: Education Visit's to Longley Lane Materials Recovery Centre**

The GMCA Waste & Resources Team have Education Officers who work with local schools and community groups to learn about the importance of recycling. Site visits to the Longley Lane Education Centre (Sharston) can be arranged for Greater Manchester Schools.

A visit includes:

- A tour of the Materials Recovery Facility
- See how your plastic bottles are sorted using machines called Aladdin
- Find out how glass bottles and jars are given a clean using cyclones
- Watch how we turn your aluminium drinks cans and foil into biscuits (not suitable for eating)
- A selection of tailored interactive activities:
  - Right Stuff Right Bin – Which bin is which?
  - Rubbish to Resource – Where does it all go?
  - One Earth – Why does it matter?

#### **No of visits in the last financial year 2018 – 2019:**

41 primary school visits  
 8 secondary school visits  
 8 FE / HE visits

Total **57 visits** by Manchester Schools and Further Education providers  
 = **1645** participants across all groups.



## Case Study 8: Biffa Social Value

### SUMMARY OF BIFFA'S SOCIAL VALUE OFFICERS PROJECTS IN MANCHESTER SCHOOLS

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The Social Value Officers have co-ordinated and delivered an education programme for local schools, colleges and universities across the city of Manchester. Since the team formed in 2016 they have engaged with nearly 7,000 primary school pupils and encouraged over 35 volunteers from the University of Manchester to participate in setting up Eco clubs, running recycling workshops and arranging fun recycling games in youth and after school clubs. Aside from this they have organised and attended many school litter pick and clean ups, green weeks, hosted a pop up recycling stand at parent's evenings and school fairs.

These activities fall under the following headings:

- Recycling workshops
- Assemblies
- University Volunteers
- Litter picks and clean up event
- Events in schools

### RECYCLING WORKSHOPS AND ASSEMBLIES

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#### 1.1 Recycling Workshops

The aim of our educational material and workshops is to increase recycling participation by engaging with primary school pupils through a range of interactive games, videos and craft activities to instil good recycling habits. The workshops are delivered envisioning that the pupils will then go home and spread the word to their parents, friend's families about the importance of recycling and how to do it correctly.

The workshops are tailored to the schools local area and offer the following:

- An introduction to Manchester City Council and Biffa.
- The work we do within the community and schools.
- Introduction to the recycling bins and importance of putting the correct materials in the right bin.
- The importance of recycling.
- The Materials Recovery Facility – the mechanics behind sorting recycled materials.
- The products your recycling creates.



*Figure 1: Playing the bin sorting game with pupils at St Catherine's Primary, Didsbury.*

We link the workshops to the national curriculum as far as possible. The workshops are associated with the national curriculum in the following ways:

- Plants, composting and biodiversity.
- Everyday materials.
- Place knowledge (the local community and the wider world).
- Animals and living things.
- Mechanics.



*Figure 2: Recycling workshop in St Chrysostoms Primary, Ardwick*

The Social Value officers have worked with over 70 primary schools distributed over the 32 Manchester wards. 60 of which they have received recycling workshops, engaging with 6,856 pupils. We expect to reach to 7,000 by the end of this academic year.

## 2.1 Litter assemblies

The team delivered assemblies focussing on the following:

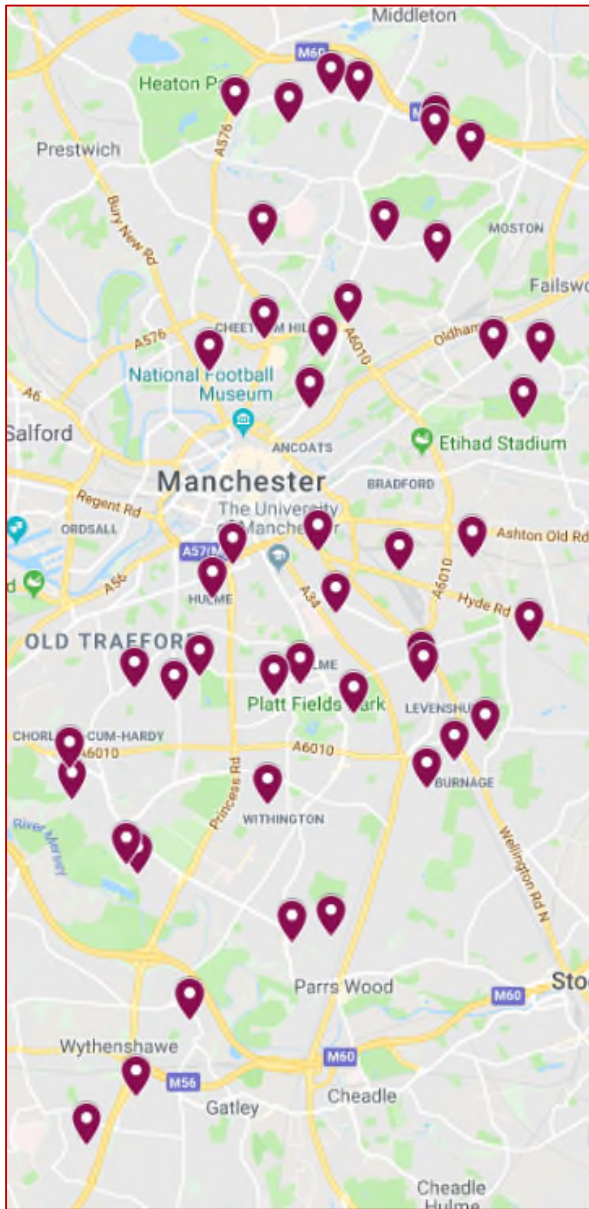
- Recycling in Manchester; being aware of exactly what can be recycled to reduce contamination.
- Caring for the Community; the effect of litter on our community and the wider planet.
- Litter picks; respecting where you live sharing the responsibility to make Manchester Cleaner

### **Case Study: Our Lady's Higher Blackley – Litter assemblies**

In November 2018, the SRF team delivered 3 assemblies to years 7, 8 and 9 pupils at Our Lady's High school in Higher Blackley. The pupils recognised there was an issue in the local area and felt it needed to be addressed. Following the litter assemblies, the school now carry out regular clean ups supported by Biffa and the Council. Most recently the school participated in the Great British Spring Clean, targeting one of the streets closest to the school that many of the pupils walk a long each morning to school. The group of volunteer pupils along with SRF officers from Biffa and 2 members of staff from the school collected over 10 bags in just 1 hour.



*Figure 3: SRF officer Molly Jones and pupils from Higher Blackley Primary school litter picking local area.*



<b>Academic year 2015/2016</b>	
<b>School participation</b>	<b>Pupils engaged</b>
5	1,301
<b>Academic year 2016/2017</b>	
<b>School participation</b>	<b>Pupils engaged</b>
5	880
<b>Academic year 2017/2018</b>	
<b>School participation</b>	<b>Pupils engaged</b>
17	1,092
<b>Academic year 2018/2019</b>	
<b>School participation</b>	<b>Pupils engaged</b>
33	3,583
<b>Total to date</b>	<b>Total to date</b>
60	6,856

Figure 4: Map of distribution of schools engaged with across Manchester.

## UNIVERSITIES

The University of Manchester partnership has gone from strength to strength. The aim was to create a sustainable project by which the students gain important skills for future employment through volunteering, similarly the primary schools pupils are able to learn about important Eco topics including recycling correctly in Manchester and the effect of plastic on our oceans, also interacting with older students which may then give them something to aspire to in the future.



*Figure 6: Students from the UOM giving talk on recycling in Cheetham community primary.*

Over the past 3 years we have had approximately 38 volunteers taking part in the project. The students receive a training day from Biffa, this educates them on the recycling system we have in place for Manchester and guidance on activities and resources that can be use, they then go and run their activities in schools. Schools participating in the project so far include Heald Place Primary (Rusholme), Medlock Primary (Ardwick) and Our Lady's Primary (Whalley Range), Cheetham Community Primary (Cheetham), Acacias Primary (Burnage). Activities in the schools have included planting, recycling games, recycling crafts, eco poster competitions and the impact of plastic on the oceans.

## LITTER PICKING AND CLEAN –UP EVENTS

The SRF officers have co –ordinated and attended school litter picks and clean ups across the city, including participating in the Great British spring clean, clean for the Queen and Keep Britain Tidy's litter ambassadors, Wayne and Koda's event at Heald Place primary. Every year Biffa attend the Manchester Communication academy summer school. Running recycling and litter workshops followed by a litter pick of the school grounds and local area.

They have also supported clean ups with Lorretto college in Hulme and Our Lady's High School in Higher Blackley. Both now do regular litter picks of their local area.



*Figure 7 (Right): Litter pick with Wayne and Koda. Litter ambassadors for KBT.*

The Great British Spring Clean 2019 was very successful. See below table for list of Biffa GBSC events in Manchester schools:

Description/Event Title	Participants	Bags collected	Location	Time spent (hours)	Date
St Philips Primary School	30	7	Hulme	1	22/03/2019
Sacred Heart RC Primary School	30	18	Gorton	1	22/03/2019
Crab Lane Primary School Spring Clean	550	50	Higher Blackley	6	26/03/2019
Our Lady's High School Litter pick	19	11	Higher Blackley	1	29/03/2019
Jabez Centre Spring Clean - Longsight Community Primary	26	7	Longsight	1	02/04/2019
Abbott Primary School Litter Pick with the Urban Crew	7	5	Collyhurst	1	04/04/2019
Unity Community Primary Clean up	6	8	Cheetham	3	12/04/2019
<b>Total</b>	668	106		14	

### **Case study: Crab Lane Primary Great British Spring Clean**

Biffa organised whole school clean up at Crab Lane Primary for the Great British Spring Clean 2019. Teachers, parents and all the pupils in the school took part, litter picking areas within and surrounding the school. Wendy Waste eater made an appearance, pupils enjoyed the chance to sit in the cab and find out how she works. In total there were around 550 participants and over 6 hours of litter picking, over 50 bags were collected. Possibly the biggest clean-up of the whole event. All the children felt passionate about making a difference, Miss Davidge a year 2 teacher at Crab Lane said 'It was a fantastic day and it would be amazing to do even more community events in the future'.

## EVENTS WITHIN SCHOOLS

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Biffa try to support events in schools as far as possible. Involvement to date includes Green Weeks, Careers Events, Parents evenings and school fairs.

### Green Weeks

Green weeks and national recycling weeks are very important dates for the SRFO's calendar. One example of our involvement was Acacias Primary in Burnage. They hosted a green week. Biffa provided equipment for litter picks, ran recycling workshops in the hall, organised making crafts from recycled paper and supported the eco crew to devise an assembly to perform for the whole school. Similar events attended by the SRFO's include The Longsight Community Primary Recycling and Global Citizenship Day, St Agnes Primary's Green and Waste week.



*Figure 8: Pupils from Oasis Harpur Mount primary school learning about careers in the waste industry.*

### Pupil Parliament Day

On the 21<sup>st</sup> of March 2019, organised by Councillor Mary Monaghan, Newall Green Primary hosted a pupil parliament day. This included 10 local primary schools debating issues on waste and recycling. Biffa supported by delivering a talk and playing the bin sorting game with all the pupils and teachers involved.

### Careers Fairs

Oasis Academy Harpur Mount Mount Primary in Harpurhey hosted a careers fair, Biffa hosted a stand to encourage pupils to think about a career in the waste industry explaining all the potential opportunities whilst explain the work Biffa do in Manchester and the involvement the SRF officers have with schools.

### Parents Evenings and Under One Roof events

Many schools are now putting on extra activities for their parents and pupils at parent's evenings, Biffa saw this as an opportunity to host a pop up stand with the bin sorting game and lots of information for parents with regards to bins for example how to order new bins or report issues online.

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**Manchester City Council  
Report for Resolution**

**Report to:** Neighbourhoods and Environment Scrutiny Committee – 19 June 2019

**Subject:** Re-establishment of the Behaviour Change and Waste Task and Finish Group

**Report of:** Governance and Scrutiny Support Unit

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### **Summary**

This report provides the Committee with the current terms of reference and work programme of the Behaviour Change and Waste Task and Finish Group.

### **Recommendations**

The Committee is asked to re-establish the Behaviour Change and Waste Task and Finish Group for the municipal year 2019-2020. The Committee is invited to:

1. Agree the membership of the Task and Finish Group.
  2. Agree or amend the terms of reference as set out in the report at Appendix 1.
  3. Agree or amend the work programme as set out in the report at Appendix 2.
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**Wards Affected:** All

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### **Contact Officers:**

Name: Lee Walker  
Position: Scrutiny Support Officer  
Telephone: 0161 234 3376  
E-mail: 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.

Minutes of the Neighbourhoods and Environment Scrutiny Committee – 10 October 2018

Minutes of the Neighbourhoods and Environment Scrutiny Committee – 5 December 2018

## **1.0 Introduction**

- 1.1 At the meeting of the 10 October 2018 the Neighbourhoods and Environment Scrutiny Committee agreed to establish a Task and Finish Group to examine Behaviour Change and Waste. The Committee subsequently agreed the Terms of Reference and Work Programme at the meeting of 5 December 2018.
- 1.2 The membership of the Task and Finish Group was previously agreed as:  
  
Councillors Hassan, Hughes (Chair), Jeavons, Kilpatrick, Lyons, Reid and Wright.

## **2.0 Recommendations**

- 2.1 The recommendations are set out at the beginning of this report.

Title	Behaviour Change and Waste Task and Finish Group
Membership	Councillors Hassan, Hughes, Jeavons, Kilpatrick, Lyons, Reid and Wright
Lead Executive Members	Councillor Akbar, Executive Member for Neighbourhoods
Strategic Directors	Fiona Worrall, Chief Operating Officer – Neighbourhoods
Lead Officers	Heather Coates, Strategic Lead: Waste, Recycling and Street Cleansing Services
Contact officer	Lee Walker, Scrutiny Support Officer
Objectives	To examine examples of good practice, the lessons learnt and how this experience can be used to support groups across the city and businesses to influence behaviour change.
Key Lines of Enquiry	<ol style="list-style-type: none"> <li>1. Hearing from Keep Britain Tidy on campaigns that have proven to have worked.</li> <li>2. The group will hear from a number of invited community groups to hear of their experience.</li> <li>3. Examples of how businesses can be influenced to reduce levels of waste.</li> </ol>
Operation	This Task and Finish group will report its findings to the Neighbourhoods and Environment Scrutiny Committee by submitting minutes to the Committee. The Committee will be asked to endorse any recommendations from the Task and Finish group.
Access to Information	<p>Meetings of the Task and Finish group will be open to members of the media and public except where information that is confidential or exempt from publication is being considered.</p> <p>Papers for the Task and Finish group will be made available to members of the media and public on the Council's website and the main entrance to the Town Hall except where information which is confidential or exempt from publication is being considered.</p>
Schedule of Meetings	To hold three substantive meetings with one additional meeting to agree the final report.
Commissioned	December 2018

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

<b>Meeting 1: Monday 21 January 2019, 2pm in the Council Antechamber</b>				
<b>Deadline for reports: 10 January 2019</b>				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Understanding what works	The group will hear from Keep Britain Tidy on national and local campaigns and the lessons learnt to address the issue of waste and influence behaviour change.	Councillor Akbar	Fiona Worrall Heather Coates	Invitation to be sent to representatives of Keep Britain Tidy
Terms of Reference and Work Programme	To review and agree the Subgroup's terms of reference and work programme, and consider any changes or additions that are necessary.		Lee Walker	

<b>Meeting 2: Wednesday 20 March 2019, 2pm in the Council Antechamber</b>				
<b>Deadline for reports: N/A</b>				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Examples of good practice	The group will hear from a range of residents groups from across the city to learn of their experience in tackling waste in their community and neighbourhoods.	Councillor Akbar	Fiona Worrall Heather Coates	Invitations to be sent to a number of resident groups
Terms of Reference and Work Programme	To review and agree the Subgroup's terms of reference and work programme, and consider any changes or additions that are necessary.		Lee Walker	

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

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

**Manchester City Council  
Report for Resolution**

**Report to:** Neighbourhoods and Environment Scrutiny Committee  
– 19 June 2019

**Subject:** Overview Report

**Report of:** Governance and Scrutiny Support Unit

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### **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.

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### **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
5 December 2018	NESC/18/55 Compliance and Enforcement Service - Performance in 2017/18	The Committee recommends that a briefing note on the planned activities for the Strangeways area be prepared by officers and circulated to members of the Committee.	A report will be considered at the July 2019 meeting.	Fiona Sharkey
6 February 2019	NESC/19/09 Updated Financial Strategy and Directorate Business Plan 2019/20	Request that the Executive Member for Neighbourhoods provide the Committee with a breakdown of where the proposed additional investment of £0.5m described in the Neighbourhoods Directorate Business Planning: 2019-20 would be spent and how the impact of this investment would be measured.	A response to this recommendation has been requested and will be circulated once received.	Cllr Akbar
6 February 2019	NESC/19/09 Updated Financial Strategy and Directorate Business Plan 2019/20	Request that the Deputy Leader provide a further breakdown of the Homelessness Budget.	A response to this recommendation has been requested and will be circulated once received.	Cllr S Murphy
6 February 2019	NESC/19/12 Highways and the flow of traffic across the city	Recommend that legal advice is obtained in relation to Stopping Up Orders issued under provisions within the Town and Country Planning Act and the time limits contractors and	A response to this recommendation has been requested and will be circulated once received.	Fiona Worrall



		developers are permitted to close the highway. Following this advice, a review of all Stopping Up Orders issued should be undertaken to establish if there had been any breaches of such orders.		
6 February 2019	NESC/19/12 Highways and the flow of traffic across the city	Request that The Leader of the Council is invited to any future meeting when this subject is discussed to explain how developments had been modelled, the timetable for the delivery of the various schemes, what assessment of traffic displacement had been undertaken and how this was to be managed to minimise disruption.	This invitation will be sent when this item is scheduled into the Committee Work Programme.	Scrutiny Support Unit
6 March 2018	NESC/19/15 Update on Homelessness and Housing	Recommend that a visit to the Floating Support Teams be arranged for Members of the Committee.	A response to this recommendation has been requested and will be circulated once received.	Nicola Rea Strategic Lead for Homelessness
6 March 2018	NESC/19/15 Update on Homelessness and Housing	Request the Homelessness Prevention Strategy be circulated to Members.	A response to this recommendation has been requested and will be circulated once received.	Nicola Rea Strategic Lead for Homelessness
6 March 2018	NESC/19/15 Update on Homelessness and Housing	Request that information on the housing health and safety rating system (HHSRS) be circulated to Members.	A response to this recommendation has been requested and will be circulated once received.	Nicola Rea Strategic Lead for Homelessness

## 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 **1 May 2019**, 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 \*

<b>Decision title</b>	<b>What is the decision?</b>	<b>Decision maker</b>	<b>Planned date of decision</b>	<b>Documents to be considered</b>	<b>Contact officer details</b>
Clean Air Plan (Outline Business Case) 2018/12/18A	To approve the Clean Air Plan Outline Business Case for the city of Manchester	The Executive	16 January 2019 or later	Report to the Executive meeting	Richard Elliott Head of Policy, Partnerships and Research 161 219 6494 r.elliott@manchester.gov.uk
Clean Air Plan (Full Business Case) 2018/12/18B	To approve the Clean Air Plan Full Business Case for the city of Manchester	The Executive	11 September 2019 or later	Report to the Executive meeting	Richard Elliott Head of Policy, Partnerships and Research 161 219 6494 r.elliott@manchester.gov.uk

<p>Manchester Zero Carbon 2038 Draft Action Plan 2020-2025</p> <p>2019/02/01F</p>	<ul style="list-style-type: none"> <li>• To adopt a Zero Carbon 2038 Draft Action Plan 2020-2025 on behalf of the city of Manchester.</li> <li>• For the Council to develop a Zero Carbon Action Plan 2020-2025 to reduce direct emissions from the Council's operations.</li> <li>• To agree to the Council working with the Manchester Climate Change Agency and other key organisations across the city to provide leadership on the Zero Carbon agenda.</li> </ul>	Executive	13 March 2019	Covering report and draft action plan.	<p>Name: Richard Elliott  Position: Head of City Policy  Tel no: 0161 219 6494  Email address:  r.elliott@manchester.gov.uk</p>
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<p>A57 Hyde Road Pinch Point. 2019/04/25E</p> <p>To remove a pinch point in traffic flow on the A57 Hyde Road, where the carriageway is reduced in width from 2 lanes in either direction to one lane where it runs under a disused railway bridge. The project will see the width of the carriageway increased to accommodate two lanes of traffic flow in both directions, future provision for cyclists and a new bridge to carry the footpath that runs along the disused railway line.</p>	Chief Executive	May 2019		Delegated Approvals Report	Nichola McHale n.mchale@manchester.gov.uk
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### 3. Item for Information

**Members have been provided with the update below following consideration of the item ‘Update on Homelessness and Housing’ at the meeting of 6 March 2019. See minute ref. NESC/19/15.**

At the previous Neighbourhoods and Environment Scrutiny Committee meeting, Members were keen to understand progress with the proposal to acquire large properties to house homeless families. Since that meeting we are pleased to report that the deal with a consortium of Registered Providers (RPs), coordinated by Southway Housing Trust, has legally completed.

To remind Members the Council has committed £5m alongside just over £9m by RPs. The RPs will own the properties and the Council will have a 35% equity share. In the unlikely circumstances they might wish to sell a property they must first offer it to other RPs and then to the Council.

To date 10 properties have been purchased and a further 6 offers have been accepted. A further 4 offers are progressing and officers from the Council and the RPs are constantly searching for suitable properties. Whilst the original plan was to acquire properties over 3 years, the aim is to accelerate this and if properties can be acquired at roughly 4 properties per month this could be completed in 12 months. Monthly reviews are taking place to monitor progress.

Contact Officer: Martin Oldfield  
Position: Head of Housing  
Contact: 0161 234 3561  
Email: [m.oldfield@manchester.gov.uk](mailto:m.oldfield@manchester.gov.uk)

**Neighbourhoods and Environment Scrutiny Committee  
Work Programme – June 2019**

<b>Wednesday 19 June 2019, 2 pm (Report deadline Monday 10 June 2019)</b>				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Section 21 team	To receive a report on the work of the Section 21 (S.21) team based within the Housing Solutions service.	Cllr S Murphy	Nicola Rea	
Update on flytipping	To receive a progress report on the activities to tackle flytipping.	Cllr Akbar	Heather Coates	
Eco Schools Programme	To receive a report on the Eco Schools Programme.	Cllr Akbar	Heather Coates	
Re-establishment of the Behaviour Change and Waste Task and Finish Group	The report will seek the Committee's approval to re-establish the Behaviour Change and Waste Task and Finish Group.	-	Lee Walker	
Overview Report	This is a monthly report, which includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.	-	Lee Walker	

<b>Wednesday 17 July 2019, 2 pm (Report deadline Monday 8 July 2019)</b>				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Manchester Climate Change Annual Progress Report	To receive a report that sets out the progress being made towards the delivery of the city's ambitions to reduce carbon emissions.	Cllr Stogia	Richard Elliott	

Mandatory Houses in Multiple Occupation Licensing	To receive an update report on the Mandatory Houses in Multiple Occupation Licensing. Analysis of the impact of this scheme will be provided.	Cllr Richards	Fiona Sharkey	
Strangeways area: Compliance and Enforcement	To receive a report that describes the activities to tackle illegal and antisocial behaviour in and around the Strangeways area. The report will include information on the positive outcomes achieved to date i.e. the number of closure orders, fines issued, local litter campaigns and how this is communicated to residents. Information will also be provided on any long term plans for the area.	Cllr Akbar	Fiona Sharkey	
Update on Homelessness and Housing	To receive an update on Homelessness and Housing. This will include information on the use of temporary accommodation, B&Bs and how the homeless team respond to Sec 21 evictions.  The report will also provide an update on the review of the Housing Allocations system.	Cllr S Murphy Cllr Richards	Nicola Rea Jon Sawyer	
Delivering the Our Manchester Strategy	This report provides an overview of work undertaken and progress towards the delivery of the Council's priorities as set out in the Our Manchester Strategy for those areas within the portfolio of the Executive Member for Neighbourhoods and the Executive Member for Environment, Planning and Transport.	Cllr Akbar Cllr Stogia	-	
Overview Report				



<b>Wednesday 4 September 2019, 2 pm (Report deadline Monday 26 August 2019)</b>				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Private Rented Sector Strategy	To receive a report on the Private Rented Sector Strategy.  This will include information on the issues related to Airbnb across the city and the response to this.	Cllr Richards	Jon Sawyer	Executive Report
Maintenance of War Memorials	To receive a report on the maintenance of War Memorials. This will include information on the role played by Friend's Groups; Keep Britain Tidy and the Heritage Lottery Fund.	Cllr Akbar	To be confirmed.	
Overview Report				

<b>Wednesday 9 October 2019, 2 pm (Report deadline Monday 30 September 2019)</b>				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Waste, Recycling and Street Cleansing Update	To receive an update report on progress in delivering waste, recycling and street cleansing services. This report will include information on the following areas of activity: <ul style="list-style-type: none"> <li>- Data at a ward level on cleansing;</li> <li>- Data at a ward level regarding levels of rubbish collected and levels of recycling collected;</li> <li>- The approach to the removal of side waste;</li> <li>- The approach to weed control;</li> <li>- An update on the impact of the apartment service changes;</li> </ul>	Cllr Akbar	Heather Coates	Members have requested that a specific piece of research be undertaken to understand how Manchester compares to other core cities in regard to waste and rubbish. Analysis should be

	<ul style="list-style-type: none"> <li>- Biffa bin bag collection points;</li> <li>- Biffa cleaning schedule;</li> <li>- Assessment and response to 'companies' collecting waste and offering to dispose of at a charge to residents then flytipping it;</li> <li>- The work of local Housing Associations to promote recycling and reduce waste with their tenants;</li> <li>- Container Bin reset;</li> <li>- The use of agency workers and the Biffa contract;</li> <li>- Leaf clearing programme and cycle lane cleaning / sweeping.</li> <li>- An update on the work with Universities / landlords to address issues of increased waste from student houses at the end of term; and</li> <li>- Examples to be provided to demonstrate positive outcomes</li> </ul>			undertaken to understand the factors that contribute to any performance discrepancies.
Overview Report				

<b>Wednesday 6 November 2019, 2 pm (Report deadline Monday 28 October 2019)</b>				
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: <ul style="list-style-type: none"> <li>- Highways reactive maintenance update;</li> <li>- Traffic flow and management around the city;</li> <li>- Highways Capital investment update – i.e.</li> </ul>	Cllr Stogia Cllr Akbar	Steve Robinson	

	<ul style="list-style-type: none"> <li>street lighting programme and tree planting;</li> <li>- The provision of motorbike parking facilities;</li> <li>- An update on the future Highways Maintenance Programme - including information on planned major works and the lessons learnt from previous schemes and how info is relayed to both local Ward Councillors and residents especially when working across borders;</li> <li>- An update on the Winter gritting programme; and</li> <li>- Information on winter resilience planning (i.e. response to incidents of snow and flooding)</li> </ul>			
Resident Parking Schemes	To receive a progress report on the implementation of resident parking schemes for Manchester.	Cllr Stogia	Steve Robinson	Previously considered September 2018
Overview Report				

<b>Wednesday 4 December 2019, 2 pm (Report deadline Monday 25 November 2019)</b>				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Compliance and Enforcement Service - Performance in 2018/19	To provide members with an update on demand for and performance of the Compliance and Enforcement service during 2018/19. This will include information on the activities in relation to illegal drinking establishments; business / commercial waste compliance.	Cllr Akbar	Fiona Sharkey	
Planning and Compliance	To provide a report that describes how agreed planning conditions are monitored and where	Cllr Stogia	Julie Roscoe	

	necessary enforcement action is taken, with a particular reference to developers not adhering to their condition to plant / replace trees and develop green spaces.  The report will further provide information on how the Planning Department work with the Highways Department.			
Improving Road Safety around Schools	To receive an update report on the activities to improve road safety around schools.	Cllr Stogia	Steve Robinson	
Overview Report				

<b>Wednesday 8 January 2020, 2 pm (Report deadline Monday 30 December 2019)</b>				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Green and Blue Infrastructure Strategy	To receive an update report on the Green and Blue Infrastructure Strategy. This report will also provide an update on the implementation of the Manchester Tree Strategy. Data will be provided on the number of trees planted / replaced, where possible this information is to be provided at a ward level.	Cllr Stogia	Richard Elliott	The designated Tree Officer to be invited to attend this meeting.
Greater Manchester Clean Air Plan – Update	To receive an update on the Greater Manchester Clean Air Plan.	Cllr Stogia	Richard Elliott	
Scheme Review – Princess Road / Princess Parkway	To receive an update report to review the speed limit reduction scheme that was implemented on the A5103 - Princess Road and the impact on 2 adjacent roads (Alexandra Road South and Nell Lane).	Cllr Stogia	Steve Robinson	

	The report will include analysis of the displacement of traffic.			
Overview Report				

**Wednesday 5 February 2020, 2 pm (Report deadline Monday 27 January 2020)**

Item	Purpose	Lead Executive Member	Lead Officer	Comments
Climate Change	<p>To receive a report on Climate Change and the activities to address this. This will include information on:</p> <ul style="list-style-type: none"> <li>- Single use plastics;</li> <li>- The delivery of wildlife corridors in the city and the role of Planning to influence developers to support this activity;</li> <li>- Information on the installation of electric vehicle charging points;</li> <li>- Information on the support available to residents for vehicle scrappage schemes;</li> <li>- Planning and the use of tarmac on driveways noting the impact this has on water displacement and drainage;</li> <li>- Improvements to public transport to encourage people to travel by means other than cars;</li> <li>- Analysis of the number of journeys to Manchester Airport undertaken by public transport; and</li> <li>- Park and Ride Schemes.</li> </ul>	Cllr Stogia	Richard Elliott	
Update on Selective Licensing Schemes	To receive a report that provides an update on the Selective Licensing Schemes. The report will provide	Cllr Richards	Jon Sawyer	

	and analysis of the impact of such schemes and the options for extending the scheme to other areas of the city.			
Overview Report				

**Wednesday 4 March 2020, 2 pm (Report deadline Monday 24 February 2020)**

Item	Purpose	Lead Executive Member	Lead Officer	Comments
Taxi Licensing	To receive a report that provides Members with information on the work undertaken in Manchester and across GM to improve standards across Private Hire Taxis.	Cllr Akbar	Julie Roscoe	
Overview Report				

**Items to be scheduled**

Item	Purpose	Lead Executive Member	Lead Officer	Comments
Air Quality Task and Finish Group – Update report	To receive a report that provides the Committee with an update on the actions taken to progress the recommendations made by the Air Quality Task and Finish Group. The report will include a section specifically on air pollution around schools.	Cllr Stogia Cllr Craig	Richard Elliott	See minutes of NESC November 2017. Ref: NESC/17/53

Final Report of the Behaviour Change and Waste Task and Finish Group	To receive the findings and recommendations of the Behaviour Change and Waste Task and Finish Group.	Cllr Akbar	Lee Walker	To be scheduled for the first meeting following conclusion of the Group
Update on the Delivery of Cycle Schemes and Proposed Principles to Guide the Extension of Cycling and Walking Networks	To receive an update report on the Delivery of Cycle Schemes and Proposed Principles to Guide the Extension of Cycling and Walking Networks. This report will included information on the Chorlton Road Corridor consultation.	Cllr Stogia	Richard Elliott Steve Robinson	Invitation to be sent to Chris Boardman, Cycling and Walking Commissioner for Greater Manchester

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