



Neighbourhoods and Environment Scrutiny Committee

Date: Wednesday, 9 October 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.

Access to the Ante Chamber

Public access to the Ante Chamber is on Level 2 of the Town Hall Extension, using the lift or stairs in the lobby of the Mount Street entrance to the Extension. That lobby can also be reached from the St. Peter's Square entrance and from Library Walk.

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

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Membership of the Neighbourhoods and Environment Scrutiny Committee

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

Agenda

1. Urgent Business

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

2. Appeals

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

3. Interests

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

4. Minutes

To approve as a correct record the minutes of the meeting held on 4 September 2019.

5 - 10

5. Waste, Recycling and Street Cleansing Update

Report of the Strategic Director Neighbourhoods

11 - 86

This report provides Members with an update on progress in delivering waste, recycling and street cleansing services. This report includes information on a range of activities previously requested by the Committee.

6. Final Report and Recommendations of the Behaviour Change and Waste Task and Finish Group

Report of the Behaviour Changer and Waste Task and Finish Group

87 - 98

This report presents the Neighbourhoods and Environment Scrutiny Committee with the findings of the detailed investigation undertaken by the Behaviour Change and Waste Task and Finish Group.

7. Overview Report

Report of the Governance and Scrutiny Support Unit

99 - 110

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

actions resulting from the Committee's recommendations. The report also includes the Committee's work programme, which the Committee is asked to agree.

Information about the Committee

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

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

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

Joanne Roney OBE
Chief Executive
3rd Floor, Town Hall Extension,
Lloyd Street
Manchester, M60 2LA

Further Information

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

Lee Walker
Tel: 0161 234 3376
Email: l.walker@manchester.goc.uk

This agenda was issued on **Tuesday, 1 October 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 4 September 2019

Present:

Councillor Igbon – in the Chair

Councillors Azra Ali, Butt, Flanagan, Harland, Hassan, Hughes, Jeavons, Kilpatrick, Lynch, Lyons, Sadler, Whiston, White and Wright

Councillor Stogia, Executive Member for Environment, Planning and Transport

Apologies: Councillor Appleby, Razaq

NESC/19/33 Urgent Business

The Chair introduced an item of urgent business following the discussions at the previous meeting where the Committee had agreed to establish a Subgroup to monitor Climate Change and the actions taken to mitigate this. The Chair invited Cllr Wright to address the Committee and detail both the objectives and key lines of enquiry of the Subgroup. The Committee were further informed of the proposed membership of the Subgroup and were invited to agree this.

The Chair further noted that following discussion at the previous meeting of the Great Ancoats Street Highways Scheme, and the provision of cycle lanes within the design she was disappointed with the response to the recommendation proposed by the Committee from the Executive Member for Environment, Planning and Transport to the recommendation of the Committee. (See minute ref: NESC/19/24) The Committee voted unanimously in agreement with the Chair.

Decision

The Committee endorsed the following Objectives and Key Lines of Enquiry for the Climate Change Subgroup and agreed the membership:

Objectives

1. Monitor progress of each point of the Climate Emergency motion carried by Manchester City Council on 10 July 2019.
2. Ensure the Manchester Climate Change Action Plan includes specific, measurable targets and review progress towards achieving them, on a quarterly basis.
3. Identify additional measures which could be put into place by MCC or partners to help reach the zero carbon target.
4. Update the Neighbourhoods and Environment Scrutiny Committee 4 times a year.

Key Lines of Enquiry

1. Obtain reports from all relevant Departments in relation to progress of the points in the climate emergency motion, ensuring that deadlines are met.

2. Obtain updates on progress of the production of the Climate Action Plan and regular updates once it is implemented.
3. Investigate initiatives which could be considered to help achieve zero carbon targets.
4. Obtain updates from each scrutiny committee to assess incorporation and progress of zero carbon actions in relation to each area of work.
5. Invite and obtain reports from relevant experts, including from Greater Manchester Combined Authority to assess existing actions and suggest new ones.

Membership

Councillors Flanagan, Jeavons, Kilpatrick, Lyons, Shilton Godwin, Whiston and Wright (Chair)

NESC/19/34 Minutes

Decisions

1. To approve the minutes of the meeting held on 17 July 2019 as a correct record.
2. To note the minutes of the Behaviour Change and Waste Task and Finish Group meeting of 24 July 2019.

NESC/19/35 War Memorials

The Committee considered the report of the Director of Highways and the Operations and Commissioning Director (Neighbourhoods) that outlined the work that both the Grounds Maintenance team and Public Realm team undertook to both maintain war monuments and manage memorials that were placed around the city.

The Director of Operations (Highways) referred to the main points and themes within the report which included: -

- The total number of War Monuments in Manchester, last confirmed in 2009 was over 550;
- Ownership of these fell across numerous stakeholders including churches, private ownership, Council, other public sector bodies and the Commonwealth War Graves Commission;
- Information on the programme of monument maintenance;
- Information and examples of activities undertaken by the Public Realm Team with friends' groups to undertake improvements to War Monuments;
- Noting that the Public Realm Team would develop this further and work with the Neighbourhood Teams and Central Communications Team to develop a community engagement plan; and
- Information on memorial maintenance.

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

- Recognising the ultimate sacrifice made by many men and women from Manchester over the years to defend this country, and the importance of respecting and honouring their memory;
- Noting that many war memorials were now kept in storage, it would be better if options were considered to relocate these in schools, noting that this would facilitate children's learning and also provide a more dignified setting for such memorials;
- Noting with disappointment that many of the war memorials that had been located in the Town Hall had been placed in storage for duration of the restoration works rather than placed on public display or in schools;
- An audit of all war memorials should be undertaken and a list compiled that detailed their location, ownership and state of repair. This audit should include details of relevant Friends Groups and once completed this should be shared with all Councillors;
- An Our Manchester Approach should be used to engage with residents to encourage them to actively maintain war memorials throughout the year;
- A specific strategy should be developed that established an agreed, consistent maintenance and improvement standard for war memorials, including specialist maintenance and repair programmes;
- Council applications for funding needed to be coordinated with community group applications;
- What support was offered to support groups, such as The Royal British Legion when funding was refused;
- What contact had been established with various Faith groups; and
- The report failed to highlight the many positive examples, such as the sensitive relocation of the cenotaph in St Peter's Square, Phillips Park and the Battle of the Somme memorial located in Heaton Park.

The Head of Citywide Highways responded to the comments by stating that opportunities for relocating war memorials that were currently in storage to schools would be explored and he would discuss this further with colleagues from the Education Department. He informed the Members that ownership details were known but acknowledged that this was not comprehensive. He said that the team were passionate about improving the maintenance of war memorials and they were working with stakeholders to establish a maintenance regime.

The Head of Citywide Highways further commented that Neighbourhood Teams were working to actively engage with local community groups around the issue of maintenance of war memorials throughout the year and to offer support and advice to owners of war memorials. He said that this would be supported by a package of information that would be provided to owners and relevant groups. He further acknowledged the comment regarding the need for the establishment of a specific strategy regarding the maintenance of war memorials.

The Chair commented that this issue cut across a number of Executive Member portfolios and she would meet with them to discuss how this area of work could be progressed. A Member recommended that when an update report on this item was scheduled for consideration that the Executive Member for Children and Schools be invited to attend.

Decisions

The Committee: -

1. Recommend that an audit of all war memorials should be undertaken and a list compiled that detailed their location, ownership and state of repair. This audit should include details of relevant Friends Groups and once completed this should be shared with all Councillors.
2. Recommend that a specific strategy should be developed that established an agreed, consistent maintenance and improvement standard for war memorials, including any specialist maintenance and repair programmes.
3. Recommend that Neighbourhood Teams adopt an Our Manchester approach to engage with and encourage community groups to maintain war memorials throughout the year. Information on funding that is available to community groups to support this activity is also to be provided.
4. To receive an update report on this activity at an appropriate time.

NESC/19/36 Red & Amber School Crossings

The Committee considered the report of the Director of Highways that provided an update on the Red and Amber school crossings programme. The purpose of the works was to provide improvements at each school crossing so that their rating score was 50 points or less as per the Royal Society for the Prevention of Accidents (ROSPA) "Census & Site Assessment" criteria that is the national standard.

The Director of Operations (Highways) referred to the main points and themes within the report which included: -

- There were eighty-one school crossings in the programme that required improvements and they were located across most wards in the city.
- 44 of the 81 sites being completed or planned to be completed by the end of August 2019;
- The remainder due for completion by the end of March 2020; and
- The delivery of the improvements was through a new highways team comprising of a Project Manager, Construction Planner, Traffic Engineer, Quantity Surveyor, and Clerk of Works.

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

- Members questioned the accuracy of the information contained within the appendices, stating that some of the wards were listed incorrectly and noting that this had implications for notifications of works that were sent to Members;
- Questioning the use of the term 'completed' when referring to schemes;
- Thanking officers for their work to improve road safety at Park View School and that more needed to be done to promote and publicise with local resident the

positive interventions undertaken by the Council to ensure the safety of school children;

- Communications between the Highways Department and the Education Department needed to be improved;
- Evaluation and assessment of improvements to road safety should be undertaken following completion of schemes and lessons learnt used to inform future schemes;
- Road safety around schools should be continually reviewed and assessed following completion of schemes;
- Clarification was sought regarding the 17 sites reported as being completed with a further 27 expected to be completed by the time of the committee meeting with a further 5 due by October and the remaining 32 sites being programmed for completion by March 2020; and
- How were schemes prioritised and priority should be given to those rated as Red.

The Head of Design, Commissioning & PMO informed the Committee that the report had been prepared in August to comply with reporting deadlines of the Committee and that the information that had been provided to compile the report from the Project Team. He also advised that the information relating to the wards in which the schools were located had been supplied by the Education Department.

In response to comments regarding specific schemes and whether or not these had been completed The Head of Design, Commissioning & PMO said that these would be checked and offered to undertake joint inspections with the Members. He described that some sites were more complex than others and needed the involvement of other agencies to deliver them and that works had been delivered over the school holiday period.

In response to the comments made regarding communications he acknowledged that problems had been experienced in the past and this was being addressed. He said that local residents would be sent a letter advising them of planned road works, information on the Council's website, letters to schools and email notification to relevant ward members.

The Executive Member for Environment, Planning and Transport stated that the rating of amber or red was largely irrelevant as the intention was to improve all of them to ensure they were safe for children. She stated that the works had been delivered to maximise delivery during the school holiday period, and that planning of the more complex schemes continued to ensure all 81 schemes were completed by the end of March 2020. Noting the comments regarding the accuracy of wards in the report she advised that this would be reviewed.

The Chair encouraged all Members to review the information provided within the report and if there were any discrepancies in regard to schemes listed as completed to address this to the Highways Department. She further requested that the information provided be reviewed to ensure it was accurate and this to be then shared with all Members. The Chair welcomed the commitment from the Executive Member for Environment, Planning and Transport to liaise with the Education Department to ensure ward information is consistent and accurate. She further stated

that opportunities for promoting this positive work of the Council to ensure the safety of children be considered.

Decisions

The Committee: -

1. Recommend that a future update report is provided for consideration at an appropriate time. This report will include information on all school crossings delivered as part of this programme and comparative data of the Royal Society for the Prevention of Accidents (ROSPA) scoring following delivery of a scheme;
2. Recommend that Officers undertake a joint inspection of schemes with ward Members if requested to do so.

NESC/19/37 Overview Report

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

The Chair informed the Committee that the report entitled 'Allocations Policy Review' that was scheduled for October is to be deferred to the November meeting.

A Member recommended that a representative from Biffa should be invited to the October meeting when the Committee would consider the report entitled 'Waste, Recycling and Street Cleansing Update'.

A Member recommended that the Homelessness report scheduled for November should include information on winter preparations, including an update on A Bed Every Night.

A Member recommended that a specific item be included on November meeting that addressed the issue of the provision of motorbike parking facilities, rather than as an item within the report listed as 'Highways Maintenance Programme'.

A Member recommended that the report listed for consideration at the December meeting entitled 'Improving journeys to and from school' include information on the activities to address vehicle idling outside and near schools, the promotion of active travel and the provision of school buses.

The Chair invited Members to consider any local community groups that they may wish to invite to contribute to any agenda items. The Chair requested that she be notified of any groups and invitations would be sent on behalf of the Committee.

Decision

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

**Manchester City Council
Report for Information**

Report to: Neighbourhoods and Environment Scrutiny Committee – 9
October 2019

Subject: Waste, Recycling and Street Cleansing Update

Report of: Strategic Director Neighbourhoods

Summary

To provide the Scrutiny Committee an update report on progress in delivering waste, recycling and street cleansing services. This report will include information on the following areas of activity:

- Data at a ward level on cleansing;
- Data at a ward level regarding levels of rubbish collected and levels of recycling collected;
- The approach to the removal of side waste;
- The approach to weed control;
- An update on the impact of the apartment service changes;
- Biffa bin bag collection points;
- Biffa cleaning schedule;
- Assessment and response to ‘companies’ collecting waste and offering to dispose of at a charge to residents then flytipping it;
- The work of local Housing Associations to promote recycling and reduce waste with their tenants;
- Container Bin reset;
- The use of agency workers and the Biffa contract;
- Leaf clearing programme and cycle lane cleaning / sweeping.
- An update on the work with Universities / landlords to address issues of increased waste from student houses at the end of term; and
- Detail of fly tipping at a ward level, listed highest to lowest ward and compared to the previous year, what we are doing to reduce fly tipping
- Latest recycling figures for 4 bin households, broken down by ward, if possible, and latest recycling figures for flats and apartments too.
- Report on alley cleaning across the City and how we are holding Biffa to account on their service contract for this issue in many wards.

Recommendation

To consider and comment on the content of the report.

Wards Affected: All

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

By recycling more and wasting less – all mancumians can contribute towards achieving the zero-carbon target. Proposals to review the waste collection fleet in-line with this target could secure significant carbon reductions if a viable business case can be developed.

Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	Supporting residents and businesses to dispose of their waste responsibly and compliantly will 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	Increasing recycling rates across the city will reduce Manchester's carbon footprint. Reducing litter will make the city cleaner.
A connected city: world class infrastructure and connectivity to drive growth	Reducing fly tipping will reduce its impact on the city's infrastructure.

Contact Officers:

Name: Heather Coates

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

Email: h.coates@manchester.gov.uk

Background documents (available for public inspection):

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.

'Our Waste, Our Resources: A Strategy for England' (2018), DEFRA

The Litter Strategy for England, (2017), DEFRA

The Manchester Strategy (2015)

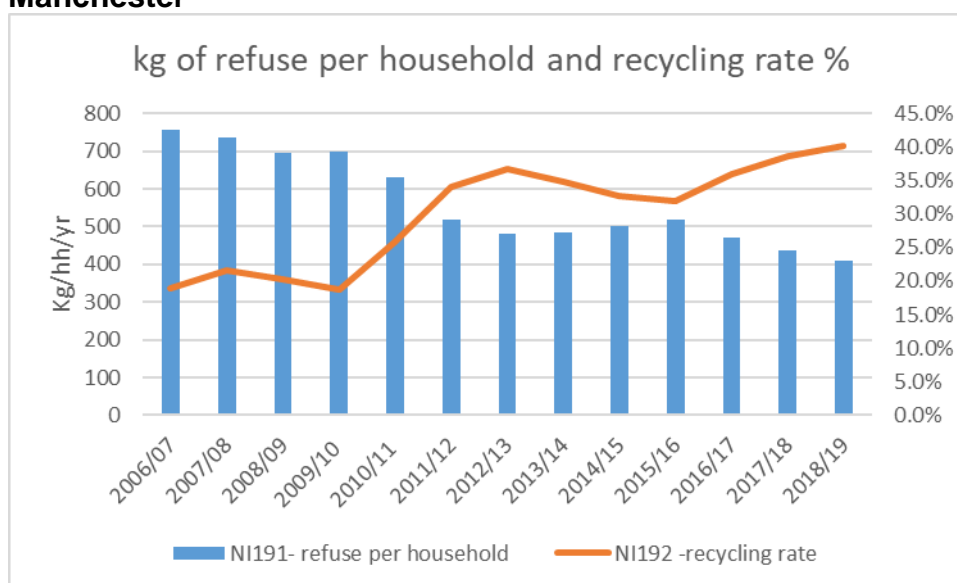
Student Strategy (2009)

Sate of the City (2018)

1 Introduction

- 1.1 Following the Councils declaration of a 'climate emergency' in July 2019; there is a growing momentum amongst Mancunians to be more ambitious in our effort towards achieving the city's target to become zero-carbon by 2038. Residents are starting to make the connection between the things they buy and throw away; and an increasing recognition that by recycling more and wasting less - everyone can contribute towards achieving this.
- 1.2 The City continues to make impressive progress to increase recycling and reduce residual waste arisings (40% overall in 2018/19), as shown in the table below. Improvements in apartment recycling during 2018/19 has on average doubled recycling rates for this property type to 20%. Manchester's recycling performance remains one of the highest amongst the Core Cities. During 2019, the city has embarked on what is believed to be the most comprehensive testing of an electric rubbish collection vehicle (RCV). As part of the city's commitment to reduce its carbon footprint and improve air quality, the fleet is being reviewed to assess potential for an initial tranche of the diesel RCVs to be replaced in 2020 with an electric alternative.

Table showing historical refuse and recycling rate per household in Manchester



- 1.3 Following the signing up of the UK to the EU Circular Economy and the impending impact of Brexit, the direction of England's waste strategy remains unclear. This is despite the much-awaited publication of the 'Our Waste, Our Resources: A Strategy for England', Resources and Waste Strategy on 18th December 2018. Four consultations on the proposals detailed within the strategy, were released on 18th February 2019 covering: Packaging Tax; Extended Producer Responsibility (EPR); Deposit Return Scheme (DRS); and Consistent Collections. A further consultation on more detailed proposals are anticipated in 2020.
- 1.4 The Litter Strategy for England, published in April 2017, set out the governments ambition to reduce the impact of littering on all aspects of the

environment. As part of the strategy, a baseline of performance across England's Strategic Road Network was measured to understand the current situation. In September 2019, Officers received the results of DEFRA's road cleanliness survey for Manchester – which confirmed streets received a passing grade (Appendix 1). The results of the citywide Local Environmental Quality Report show that street cleansing regime across the city is effective and standards achieved are acceptable (further details in section 7.)

- 1.5 A significant aim of the Litter Strategy is to affect a widescale behaviour change to address the nations littering habits. In 2018 the city embarked on a partnership with Keep Britain Tidy to develop an overarching campaign: 'Keep Manchester Tidy'. This campaign will encourage residents, businesses and visitors to do their bit and deliver interventions for the various types of litter issues experienced across the City.
- 1.6 Working together to achieve a cleaner city is vitally important to protecting the local environment in Manchester. This year saw an overwhelming response from residents, young people, businesses and partners to the Great British Spring Clean - with more volunteers than ever taking part in clean up events. Additional investment in bin infrastructure, fly tip prevention and intervention measures will build resilience for further improvements to be made.

2 Background

- 2.1 Waste and Recycling (collection and disposal) is the largest budget area for the Neighbourhoods Directorate. Significant savings targets (£4.5m) were set to be achieved within the current three-year budget plan. These savings are on track for delivery - helping to protect other valued Council services.
- 2.2 In 2016 the 9 Greater Manchester Authorities, who contribute to the waste levy, agreed to cease the 25-year PFI contract (in year 9) with Viridor Laing - via a negotiated settlement. The procurement for a replacement waste and disposal operator was concluded earlier this year and the contract with the new operator (Suez) commenced in June 2019. This arrangement has secured significant savings for Manchester ensuring achievement of the £2.4m savings target (2019/20).
- 2.3 Whilst significant progress has been made in increasing recycling rates and reducing the levels of residual waste over the last ten years, this work is ongoing with the focus now on improving the areas of lowest performance - now that the easier wins (4 bin service to 157k households) have been secured. During 2018/19, the service focused investment in recycling facilities for the apartment sector (60k households) and review residual capacity in-line with 4 bin households. The recycling rate has now increased from 10% to 20% overall in this sector. In 2019/20 and 20/21 the focus will be to improve recycling capture and quality from passageway properties with shared containers (15k households) and reduce the amount of residual waste (currently 3 times more than 4 bin households).

- 2.4 The quality of recycling collected across the city remains a concern - particularly the pulpable stream (blue bin). Low prices and volatilities in both the EU and international paper recycling market are putting the whole of UKs paper recycling sector under strain. This is a consequence of the significantly tighter quality restrictions which have emerged in China and other Asian countries over the last two and a half years. Under the GMCA disposal contract if pulpable recyclable material is rejected, the material will be downgraded to residual and the cost for processing will increase significantly from >£10 per tonne (variable due to market fluctuations). Feedback has been received from the operator that, some pulpable material collected in Manchester contains black bags of rubbish, food and nappies – amongst other non-recyclable materials. Improving the quality of material collected remains a priority for 2019/20 and beyond.
- 2.5 As part of the 2019/20 budget setting process the Executive approved additional investment to tackle fly tipping (£500k). This has been used to fund additional Enforcement Officer posts (officers in post since July 2019) to undertake a programme of business inspections to ensure appropriate and sufficient arrangements are in place; investment in additional CCTV cameras; target hardening projects - to design out fly tipping hotspots by installing physical measures to deter fly-tippers and supporting environmental improvement projects (further detail in section 10).
- 2.6 Due to ongoing growth across the city and the resultant increasing numbers of households, additional costs are expected to provide the increased capacity within the waste collection/disposal service. Initial indications are that the annual costs of collection will increase by around £0.510m due to an increase in the number of collection rounds required.
- 2.7 It is expected that following further consultation during 2019, details of the proposed mandatory changes in the Waste and Resources Strategy (2018) will be confirmed in early 2020. The government has indicated that additional funding would be available to support mandatory changes to collection services - which are targeted for introduction in 2023. The most significant of which is the proposed requirement to provide a weekly food recycling service, currently food and organic waste are collected together in Manchester - weekly during the summer and fortnightly during the winter. Additional food collection receptacles and collection vehicles / crews would be required if this change is mandated and this is currently estimated to cost around £1.4m per annum.

3 Biffa Contract

3.1 Background

- 3.1.1 Following a detailed procurement, the Biffa contract commenced in July 2015 and is now in year 5 of delivery. The first break clause is in 2023. Neighbourhoods & Environment Scrutiny Committee (NESC) discussed the procurement process for this contract on 10th October 2018, and further detail can be found in the service report.

- 3.1.2 Biffa are responsible for providing domestic residual and recycling waste collection services; planned and reactive street cleansing services for defined land types. The contractor is required to provide services to an agreed standard and within a set SLA – which varies dependent on land type and waste type. The Grounds Maintenance Team are responsible for litter removal in the parks, except for the City Centre. There are some land types, which form part of the corporate estate and open green space network which are not included in the proactive street cleansing contract with Biffa. These are managed by other service areas and are not included in scope of this report.
- 3.1.3 The contract allows for deductions to be made via the Price Performance Model (PPM). Member have previously received the detail of this model and how it is applied. In year 4 application of the PPM resulted in £34,100 deductions.
- 3.1.4 In year 5 the challenge remains for Biffa is to deliver a consistent level of service across the City. There is evidence of smarter working in parts and adoption of technology to improve efficiency and accountability is having a positive impact on service standards achieved.

3.2 Delivery of the Contract

Staffing

- 3.2.1 Biffa settled a long-standing staff dispute during 2019, through negotiation with their workforce and Trade Unions. The issue which pre-dated the contract with Biffa, related to waste collection staffs' pay, terms and conditions; of which there are several variations - making it difficult to find a solution which was acceptable to all parties. This brings about much needed stability to this element of the workforce where there was a risk of industrial action should a resolution not have been found.
- 3.2.2 Biffa use agency workers for a variety of reasons including cover for sickness, unplanned holidays, seasonal to cover the increased organic collections and to backfill permanent staff who support the weed removal programme (seasonal). All staff are paid Manchester Living Wage when they start - increasing after the 13-week qualifying period to match the permanent rate of pay. Agency staff have access to workplace pensions with their employer, holidays, training and full PPE is provided to staff. As part of Biffa's selection process for agency suppliers, companies must be compliant with Biffa's Modern Slavery policy. Suppliers are regularly audited by Biffa to ensure compliance. Following discussion at NESC in October 2018, Members raised concerns about Biffa's practice of using 'standby staff', in response Biffa reviewed the arrangement and have now ceased this practice. Biffa have also confirmed that there are no 'zero hour' contracts in place.

Health & Safety

- 3.2.3 Due to inherent dangers posed to members of staff working in waste and street cleansing operations, managing staffs' health and safety is a key priority

for Biffa and the Council. Biffa's health and safety systems and practices were reviewed during 2019 by the lead Health & Safety Officer for Neighbourhoods and reported compliance in all areas. Health & Safety is a standing agenda item at the monthly PCMG meeting and the quarterly Strategic Board meeting.

Social value (SV)

- 3.2.4 Biffa's bid included a detailed social value plan which they provide a monthly progress update to the PCMG meeting. The SV updates from June – August 2019 are included in Appendix F.

Fleet - Key Updates

- 3.2.5 **Sweepers:** During 2019 the small mechanical sweeper fleet has been replaced (Johnstone Sweepers). The new sweepers are much more efficient, delivering higher standards of cleanse and meet the highest vehicle standard Euro 6. The vehicle includes updated software and front and rear cameras which provide critical intelligence to Biffa about the standard of cleanse achieved and the rate of deterioration between cycles. This is supported by a re-negotiated maintenance contract which provides improved SLA response for repairs and back up sweepers to ensure the required number of sweepers are always available.
- 3.2.6 **RCVs:** Earlier this year three RCVs were replaced with Euro 6 standard models (current highest RCV standard). A large proportion of the RCV fleet are now quite aged and are the Euro 5 standard.
- 3.2.7 **Electric RCV:** Discussions are underway to consider the replacement options for the remaining RCV fleet which is now due to be replaced – this includes a business case submitted by Biffa and their vehicle partner Electra, to replace 27 Euro 5 models with electric RCVs. This follows the successful trial of an electric RCV for the last 7 months, which has been tested across a range of collection rounds by several of Biffa's drivers. Whilst the EV RCV is around double the cost of a standard RCV, over the life of the vehicle, significant savings will be achieved from fuel savings – which will cover a significant proportion of the investment. As this technology is in its infancy there are some risks associated with the life span of the battery, but the manufacturer guarantees the first 5 years and replacement of some of the cells down the line are factored into the costings. This project is dependent on the city ensuring electric charging infrastructure is available at Longley Lane Depot and Hammerstone Road Depot – which is not without its challenges. There is currently a government grant available for electric HGVs up to £27k per vehicle for the first 200 ordered and £8k per vehicle thereafter. If the business case proves viable, replacement of diesel RCVs with an electric model will release significant carbon reductions and contribute to a reduction in nitrogen dioxide levels. The Energy Savings Trust are currently supporting Officers to review the viability of the EV Business Case. It is expected that a preferred option will be confirmed by the end of the year.

3.3 Service Specification

- 3.3.1 The Biffa service specification was discussed in the report presented to NSEC, October 2018. All elected members have been issued a copy of the 'Service Specification' and provided with copies of relevant service schedules.
- 3.3.2 The standards of street cleanliness and refuse collection are described in the UK Code of Practice for Litter and Refuse (CoPLAR), published by DEFRA, 2006. The Code of Practice uses a grading system (A-D) to measure street cleanliness and provides a description and visual example for each grade. Until 2010, all LA's were required to complete street cleansing surveys and submit the results to DEFRA this was known as the National Indicator 195 (NI195). As a result, from 2010-16, Manchester did not collect any NI195 data. The CoPLAR guideline is available online:
<https://www.gov.uk/government/publications/code-of-practice-on-litter-and-refuse>
- 3.3.3 The City's street cleansing service specification was developed in line with guidelines set out in CoPLAR. This follows the grading system as defined in the COPLAR, Grade B is the minimum standard in Manchester. The contract specification requires that a defined land type must be assessed at a Grade B or higher – if standards fall below this there is a rectification period in which Biffa are required to take appropriate action. The rectification period is a sliding scale dependent on land type – for example 2 working days for arterial roads centre and 5 working days for a residential area. The table below sets out the required standard by land type and the rectification period

Table showing service output required by land type

Area Type		Requirement
A	City Centre	Cleansed routinely during key operating hours of 06:30 hrs and 20:00 hrs (must be clean by 08:30 hrs)
B	District Centres	Cleansed routinely during key operating hours of 06:30 hrs and 20:00 hrs (must be clean by 8.30 hrs)
C	Neighbourhood Centres and Shopping Parades	Returned to standard within 1 working day
D	Arterial Routes	Returned to standard within 2 Working days
E	Residential Areas	Returned to standard within a week of the last clean or 72 hours of area becoming unclean

- 3.3.4 The Waste Collection Service standards are available on-line:
Manchester.gov.uk/recycling.

3.4 Contract Monitoring

- 3.4.1 A key principle of the contract is that responsibility for day-to-day management and performance measurement of the teams on the ground - lies with the Contractor. As such the client monitoring team is relatively lean. The governance arrangement includes regular meetings with the Neighbourhood Teams, Compliance and other stakeholders as appropriate. These Officers provide critical local intelligence about service delivery and work with Biffa to address issues which affect their ability to deliver the service.
- 3.4.2 Biffa are responsible for resourcing and planning a schedule of work that can provide and maintain the cleansing standards required. The specification does not define the method that should be employed to achieve the required standard of cleanse, nor does it define a frequency of service required. The schedule forms the basis for the Contractor's proactive scheduled street cleansing activity and reactive work.

3.5 Monitoring Performance

- 3.5.1 The Contractor is required to demonstrate that they are measuring performance and meeting the service standards set in the contract. Biffa use NI195 style surveys to assess street cleansing standards following cleanse. They also undertake an 'intermediate assessment' between cleanses to assess how clean an area is and determine if additional cleansing is required to meet the service standard. The NI195 survey information provides a genuinely representative assessment of the standards being achieved across the whole contract area and allows historic performance to be compared on a like-for-like basis.

In line with the requirements set out in CoPLAR, the city has developed a client monitoring system, to measure performance across land types and at different points in the cleansing cycle. The Contract Monitoring Officer is responsible for assessing the standard of cleanse and quality of services provided by Biffa. Street cleansing inspections are undertaken across the City on a random basis and without prior knowledge of the Contractor. Officers use the same methodology when monitoring Biffa's performance, example report provided overleaf in Appendix B. Assessments are also completed for reactive requests for service. As and when problems are found for either, remediation requests are submitted to Biffa for action. If these remediation requests are not completed within a set timescale, the 'fault' will be recorded and included for assessment in the monthly PCMG meeting and measured against the Price Performance Mechanism (PPM). If the Contractor's performance does not meet the required Key Performance Indicators set out in the PPM, financial penalties are incurred.

- 3.5.2 CoPLAR suggest it is good practice to periodically undertake an independent assessment of the environmental quality, across different land types. In Manchester this was undertaken by Keep Britain Tidy (KBT), an independent litter charity, in August 2018 and again in August 2019. A citywide assessment was undertaken by surveyors from the organisation using the NI195

methodology to measure Litter, Detritus, Graffiti, Staining, Weeds, Leaf and Blossom fall and Fly posting. Transects of different land types were undertaken in every ward of the city. Surveys are undertaken without knowledge of the service standards or schedules in place. Biffa have no prior knowledge of where surveyors intend to assess standards.

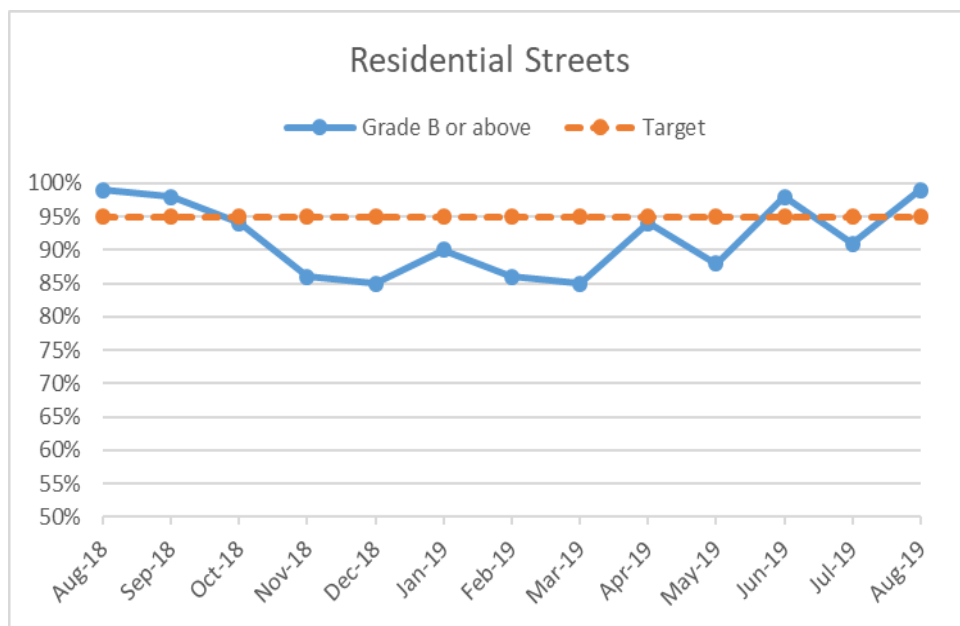
3.6 Contract Performance - Street Cleansing Services

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

Residential Streets

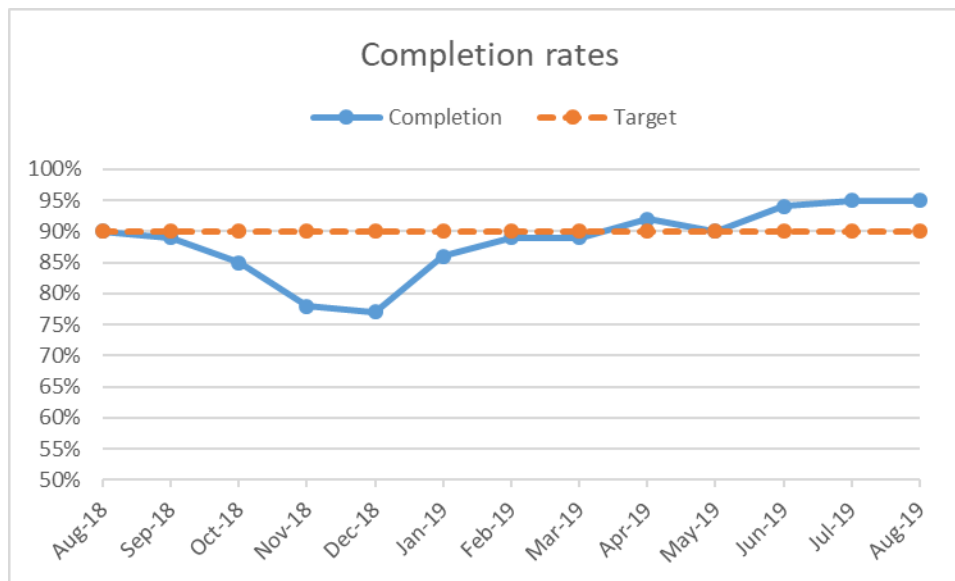
3.6.2 The graph below shows that Biffa’s performance dipped in Qtr 3 and Qtr 4 2018/19. Performance reduced during the transfer of street cleansing sweepers in Qtr 4 2018/19 to the replacement fleet. Officer’s inspections have also shown a disparity in the standards being achieved across the city – which has led to a reduction overall in the standards achieved. Analysis has shown that survey scores in the south area consistently met the target (95% achieving Grade B or above). Officers are encouraged that Biffa have focused on operational delivery in the north and central areas and street cleansing standards are improving as a result.

Graph showing results of MCC NI195 Inspections (residential streets)



- 3.6.3 Completion rates reduced in Qtr 3 and Qtr 4 (2018/19) and were below the target rate (90%). The contractor's performance has been on an upward trajectory in Qtr 1 and Qtr 2 (2019/20) – exceeding the target rate in the last period. The average completion rate is now much higher than pre-improvement plan levels – which in some wards were below 50%. Prior to the establishment of the Biffa contract the Council did not have a monitoring system in place and there was very limited management information available with only service requests captured on CRM available as a measure

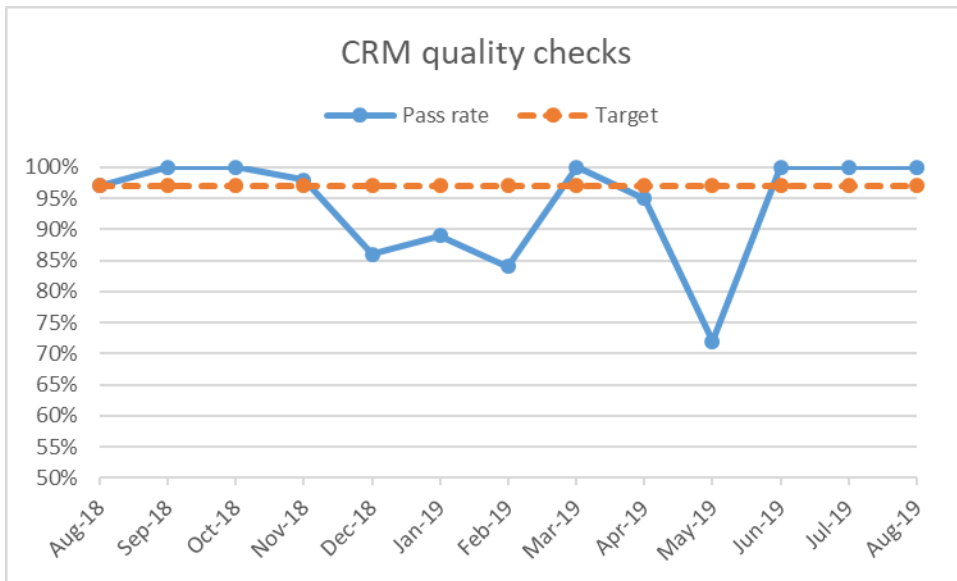
Graph showing street cleansing completion rates



Reactive

- 3.6.4 For the majority of last year, Biffa have maintained satisfactory performance levels in their CRM job management – mostly meeting targeted levels. This was a particularly weak area during the early part of the contract and is now much improved. Officers monitor the number of 'Original Jobs Not Done' OJND's logged for the main requested services. The significant dip in performance in May 2019 was investigated by Biffa and related to back office administration issues – this has since been resolved.

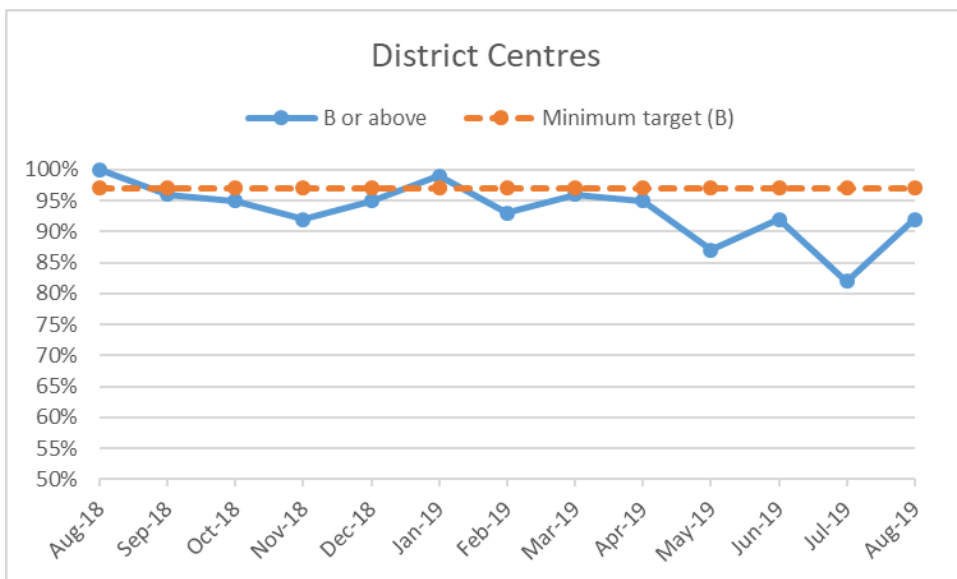
Graph showing results of MCCs quality checks of requests for service (dust, litter & dirt issues)



District Centres

3.6.5 The standard of cleanse in District Centres has dipped in parts of the city, poor scores in Cheetham and Longsight are adversely affecting the average score for this land type. Officers are broadly satisfied that standards are being achieved in other District Centres. Biffa have been tasked to focus improving their performance in these areas.

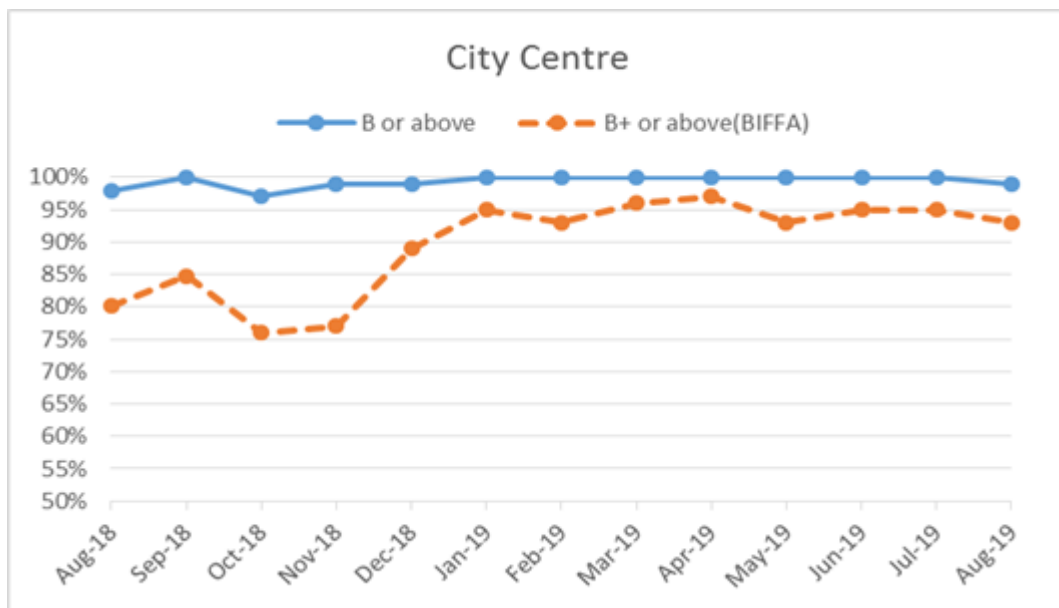
Graph showing the results of MCC cleansing assessments of District Centres



City Centre

- 3.6.6 City Centre inspections have shown a steady improvement in the number of streets being graded at B+ since January 2019 – which is also reflected in MCCs assurance inspections. Biffa have worked to drive improvements in the city centre and are working with Officers on ways they can further improve the service. There is increasing evidence that more detailed cleaning is being undertaken, the time released by the smart litter bins should further improve this.

Graph showing results of cleansing assessments in the City Centre



Residential Scheduled Cleansing Frequency

- 3.6.7 In the north and central areas of the city, the scheduled street cleansing is undertaken on a fortnightly basis to meet demand. In the south wards the frequency is three weekly. As detailed in section 3.5.1, Biffa undertake an intermediate inspection in-between scheduled cleanse to ensure the area has not dropped below the required standard (B). MCC Monitoring Officers also undertake these checks to ensure Biffa are delivering the service in-line with what is expected. The rate of deterioration in some parts of the city is very challenging even with a two-weekly cleanse.
- 3.6.8 The table below shows an overview of street cleansing requests received by Biffa, over the last 12 months, grouped by ward. There is a strong correlation between areas of high footfall and numbers of requests made. At the beginning of the reporting period, there were some challenges experienced in Old Moat and Fallowfield – particularly over the weekends when streets deteriorated below the expected standard. Biffa have adjusted the operational approach in this area and improvements have been seen.

Table showing number of street cleansing requests received by Biffa, grouped by ward and including the main scheduled cleansing frequency. (July 2018 – August 2019)

Rank	Ward	Street Cleansing Requests	Main Cleansing Schedule
1	Piccadilly	809	Daily
2	Deansgate	635	Daily
3	Cheetham	615	Fortnightly
4	Rusholme	578	Fortnightly
5	Harpurhey	522	Fortnightly
6	Miles Platting and Newton Heath	413	Fortnightly
7	Moston	360	Fortnightly
8	Crumpsall	357	Fortnightly
9	Gorton & Abbey Hey	357	Fortnightly
10	Moss Side	352	Fortnightly
11	Old Moat	350	Three Weekly
12	Levenshulme	331	Fortnightly
13	Withington	304	Three Weekly
14	Ancoats & Beswick	302	Fortnightly
15	Clayton & Openshaw	283	Fortnightly
16	Hulme	277	Fortnightly
17	Longsight	277	Fortnightly
18	Higher Blackley	274	Fortnightly
19	Ardwick	273	Fortnightly
20	Charlestown	240	Fortnightly
21	Burnage	222	Three Weekly
22	Chorlton Park	213	Three Weekly
23	Baguley	180	Three Weekly
24	Fallowfield	156	Three Weekly
25	Whalley Range	156	Three Weekly
26	Woodhouse Park	153	Three Weekly
27	Brooklands	136	Three Weekly
28	Chorlton	134	Three Weekly
29	Northenden	133	Three Weekly
30	Sharston	116	Three Weekly
31	Didsbury West	105	Three Weekly
32	Didsbury East	88	Three Weekly

3.7 Passageway Service

3.7.1 **Passageway Cleansing:** The service standard requires that all passageways which are included in the contract specification should be cleansed every 12 weeks. This area of the service has proven very challenging for Biffa and perceptions of the service are poor. Unfortunately, this land type, in some parts of the city, is affected by significant levels of fly tipping. The surface of passageways also varies significantly which can further impact Biffa's ability to complete the cleanse. Officers have tasked Biffa to make improvements in this area.

3.7.2 **Passageway Container Collection Monitoring:** In response to concerns raised by Officers and Members about the standard of service being provided for this collection type, the Contract Monitoring Officer has undertaken random checks following collection. This has shown that over the last 12 months 92% of passageway containers were emptied to the correct standard.

3.7.3 **Passageways Communal Container Cleansing Programme**
Over the course of the last 12 months, Biffa have washed all communal containers located in passageways – this is year 2 of the programme. This exercise will now be repeated on an annual basis. Contamination of communal recycling containers remains a challenge in some passageways.

3.7.4 **Passageway Container Service Improvement Programme:** As discussed at NESC in October 2018 and previously, the next focus for service improvement is the passageway container service. This covers 850 sites serving 15,500 properties across the city. As part of this work Officers will assess whether each site is still in the best position, whether individual bins would be a better option and whether each street has the correct capacity and collection frequency for their refuse and recycling. Officers will work closely with Compliance and the Flytip Investigation Team to ensure that businesses and trades are not misusing containers intended for residents and that communities are engaged and supported to potentially improve and beautify their passageways. Steps are being undertaken to consider appropriate interventions for sites vulnerable to fly tipping.

3.7.5 As part of the programme, bin infrastructure and frames will be upgraded. Over the summer, a successful trial was completed in Fallowfield of a new-style recycling container that reduces contamination and a new low-profile locking post, which reduces litter traps and makes cleaning around container sites more efficient. Officers are now in the process of procuring the groundwork required for cobbled sites -and scheduling work across the 16 wards in Manchester with shared passageway waste and recycling sites. The programme will begin with sites where the surface of the passageway does not require any remediation works, followed by sites that need groundwork in the new year. There is significantly more preparatory work to do at sites that require groundwork, including co-coordinating work with other highways projects, with landowners and homeowners and procuring and programming the services required. Members have received detail of the plans for their ward.

3.8 Litter bins and bag collection points

- 3.8.1 There are over 2500 litter bins located across the city, 750 of which are in the city centre. The service standard requires that no litter bin should ever be full, and bins should be well maintained. This area of the service remains a challenge for Biffa. Currently performance is measured using data collected from CRM and from spot checks undertaken by the Contract Monitoring Officer.
- 3.8.2 Officers have supported Biffa to investigate how a more robust management system can be implemented to drive improvements in the service. Following the trial of 'bin sensor' technology in 2016/17. Biffa have focused on developing the QR code technology, together with Officers and the software developer. The aim remains to develop an asset map of the litter bin network across the City. The QR codes will be placed on every litter bin and can be scanned by operatives to confirm when the bin has been emptied and record bin fill levels. This will help Biffa to build up intelligence about the rate litter bins are filled across the City and develop a schedule to ensure they are emptied at a frequency to match known demand. The technology can also be used to record when bins are found to be damaged or in need of washing - this information can be managed centrally to organise repairs and cleansing. A trial has been undertaken in the city centre over the last year – which has proven to be successful. The next step is to scale the project and deliver it citywide.
- 3.8.3 There has been significant focus on upgrading bin infrastructure in the city centre, to replace standard bins with smart, solar powered compacting bins in the parts of the city with the highest footfall. 51 'Big Belly' bins were installed in August 2019, in London Road, Piccadilly Gardens, Market Street, Cross Street, St Ann's Square, Exchange Square and St Peters Square. Whilst there have been some minor issues operatives are adjusting to the new technology – Biffa are working closely with Officers and the manufacturer to embed the service and ensure full efficiency benefits are realised. The standard litter bins which have been removed will be re-used in other parts of the city to replace older infrastructure.
- 3.8.4 Independent Surveyors undertaking the LEQ survey this year, assessed litter bin condition and cleanliness as satisfactory overall with improved scores compared to last year. Officers are encouraged by this improvement and will continue to seek to drive further progress.
- 3.8.5 In 2018 members raised concerns about Biffa's practice of using litter bag collection points. These are points where pedestrian orderlies deposit full bags of litter collected from the street or litter bins – for collection by a vehicle. Whilst this practice has been in place for some time and predated the Biffa contract, members were concerned that this practice was causing staining to pavements, looks unsightly and contradicted the expectations of businesses to reduce the length of time bags of commercial waste are left on the street prior to collection. Over the last 18 months the number of bag collection points in the city centre has been reduced by around 75%, they have been replaced by

1100L containers wherever possible and within easy access for the 8.5 tonne compactor vehicle. The remaining sites are more challenging, with storage space for containers being a key challenge. Installation of the smart bins will help ease this demand. Sites which continue to be used are jet washed twice a week for hygiene and to remove any staining from spillage. Biffa continue to work with Officers to continually review and reduce these sites with the aim of reducing these sites further.

4 Seasonal Street Cleansing Services: Leaf Removal

4.1 Background

4.1.1 Biffa are responsible for the removal of leaf fall from the highway and the City's Grounds Maintenance Team manage leaf fall in parks. The leaf removal programme in 2017/18 and 2018/19 delivered an improved leaf removal plan, compared to 2016/17, and demonstrated Biffa can maintain street cleansing performance to expected standards during this high demand period.

4.2 Approach

4.2.1 Lessons continue to be learnt year-on-year, to inform a more robust delivery programme. Key to Biffa's improved performance, is the continued approach to utilise the full workforce through training and double shifting of vehicles. This ensured a greater degree of ownership from Biffa staff and less reliance on additional contract staff. This also provided greater flexibility to attend at different times of the day and helped resolve many of the issues caused by parked cars.

4.2.2 The 2018/19 programme, continued to see close working with Members, Highways, Grounds Maintenance, Neighbourhood Teams and Contact Centre to ensure the approach was understood, progress against the programme clearly monitored and that there was flexibility to respond to localised issues when needed. This has been particularly useful in quickly targeting hotspots, joining up the approach to gully cleansing and building confidence in the service.

4.3 Performance

4.3.1 Last year's leaf fall programme began in October 2018, the bulk of the heavy leaf removal programme was completed before Christmas – with smaller amounts being collected thereafter by the regular sweeper programme. In terms of street cleansing performance, the programme was effective – but standards fell slightly below 2017/18 levels. Operationally, the programme was far more efficient and effective at removing leaf fall – but there was slippage in street cleansing standards at points. The focus of the final stage of the programme is detailed removal as opposed to the removal of large tonnages – which was completed as part of 'business as usual' sweeping.

4.3.2 Following feedback from Members, there remains a scrutiny of Biffa's performance around cycle lanes – as these areas have previously been

problematic. The number of requests for leaf removal are monitored closely throughout the period, Neighbourhood Officers are asked to use CRM to log any areas which require attention as part of the process.

4.4 Conclusion

- 4.4.1 Forecasting the onset of the start of leaf fall is a perennial challenge each year and it is important to ensure programmes are designed as much as possible, to be flexible to account for this uncertainty. Officers are encouraged by Biffa's second year of strong performance in this area and support Biffa continue to use this approach in 2019/20. Biffa and Officers now have a much better understanding of hotspots within neighbourhoods – but these need to be approached through closer joint working with Highways and Grounds Maintenance. It is recognised, that there is still further work required to ensure areas of dense parking are not left untreated.

5 Seasonal Street Cleansing Services: Weed Removal

5.1 Background

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

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

- 5.1.3 This is the second year that Biffa have delivered the weed control programme in-house. Prior to this Biffa had appointed a subcontractor to carry out weed treatment, however, after performance evaluation of the 2017 programme, it was felt that a more effective use of resources could be realised through using existing staff. It should be noted that this resource is provided in addition to regular street cleaning and as a result will not impact upon regular cleansing schedules or standards.

5.2 Method of application

- 5.2.1 The chemical applied in this programme is Rosate 360TF. The herbicide is applied to the plant through contact with green tissue, this causes the

inhibition of growth which quickly takes effect followed by a gradual yellowing and reddening of the foliage. This symptom may take 1-3 weeks to develop, the plant then loses its vigour, collapses and dies.

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

5.3 Approach

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

- **Planned**, refers to the schedule of spraying. Scheduled programmes are based on area intelligence and as a result are subject to change, in-line with performance and growth.
- **Reactive** refer to services needed when issues arise and are driven by operatives/customers/officers contacting us using the contact centre or web. This work is then allocated through the CRM system and routed direct to Biffa's Powersuite software. All reactive requests logged through CRM/web will be passed to the weed suppressant team and either completed by the reactive team at the weekend or scheduled for completion upon the prescribed date in the programme.

5.4 2019 / 20 Progress Update

5.4.1 The weed removal programme commenced in March 2019 and will end in October 2019. Due to inclement weather conditions this summer, there have been significant delays to the planned schedule and due to wet conditions the spray has not been as effective as last year when weather conditions were more favourable. A skeleton crew will remain targeting manual removal of weeds and continuation of weed treatment when conditions allow.

5.4.2 In 2019, an increasing number of requests have been received via resident groups and members for certain streets and passageways to be removed from the weed control programme. In some of these areas' residents have taken responsibility for removing weed growth via manual removal (see case study below). Where this approach has not been taken growth is quite significant; some negative comments have been received from some residents in these areas that the weed control programme has not been completed this year. Further consideration will need to be given in 2020 to these requests.

- 5.4.3 Biffa are currently completing the second application. Concerns have been raised with Biffa in relation to the standards achieved on arterial routes. There is an issue with the completion of right hand sweeping on these routes, which has led to a build-up of organic matter - which has created a seedbed for weeds to become established. This is also the case where there are split islands and central reservations in the highway. Significant opportunity exists for Biffa to reduce weed growth through more effective detailed cleansing of these areas. Officers understand that increased health and safety measures, in some cases requiring road or lane closures, need to be taken for some of these routes, however, significant opportunity exists to improve the programming of this work.
- 5.4.4 Overall, Biffa have demonstrated that the current delivery model is still more effective than the sub -contracted arrangements of previous. During periods of inclement weather, the Biffa resource was deployed to use manual methods for weed removal – this flexibility was not previously available in the sub-contracted model. Staff also worked longer shifts when conditions were more favourable. Whilst the programme to remove weeds has not yet been completed to a satisfactory standard; Biffa are in the process of developing a recovery plan to remove weeds from key routes across the city and where hotspots are highlighted by stakeholders.
- 5.4.5 During 2019/20 a working group is to be established with GM colleagues to focus on weed control.

Case Study: Whalley Rangers approach to weed removal (extract from community group webpage)

A year ago, I approached our local Councillor, and explained our proposal to end the use of herbicides

in our community. I also enquired about the possibility to use the *Our Manchester Local Investment Fund* to purchase street carts, a shed and tools. She discussed the idea with the Council and they agreed to trial the project over a triangle of streets this year!

We kicked off our project with a series of after-school workshops in our little community garden and organised a festival, '*Weeds are Flowers Too, Once You Know Them*', with live music, local food and crafts stalls ('*Weeds are Flowers TWO, once you know them*' will be held on the 22nd June 2019).



6 Cycle Lanes

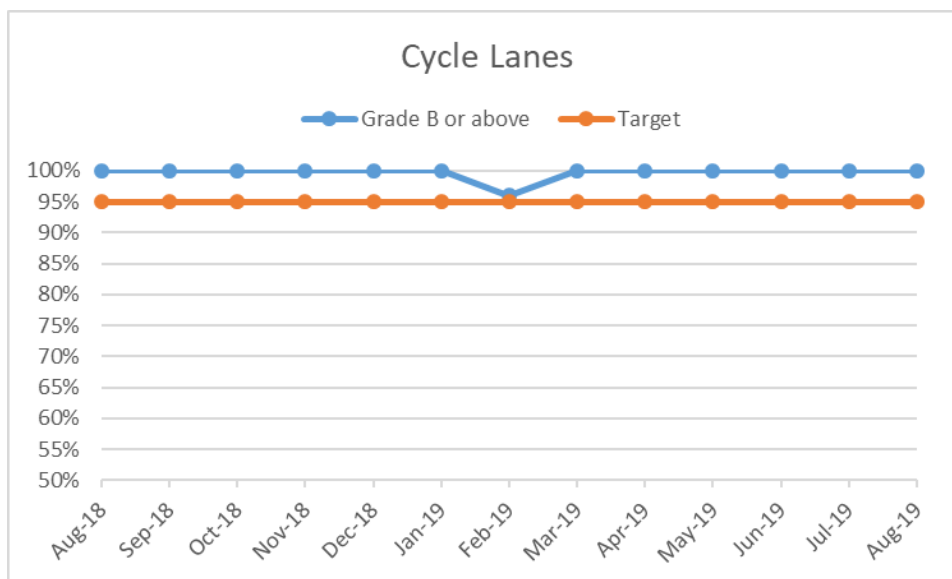
6.1 Background

- 6.1.1 Cycle lane cleansing is completed as part of the overall street cleansing programme and as such the road type and rates of deterioration directs the schedule of clean, rather than the type of cycle lane. All segregated cycle lanes are covered by the arterial road cleansing programme which involves a weekly clean and should be left at an NI195 grade B standard immediately

after clean. Any other cycleway, not on an arterial road, are cleansed either fortnightly or 3 weekly. They are cleaned the same as any road or footway in the area. A detailed clean takes place on a scheduled day and deterioration monitored in between cleaning cycles. If intermediate monitoring shows cleanliness has dropped below NI195 grade B then Biffa must proactively top up clean to ensure standards are maintained between cycles. Both Biffa and MCC conduct NI195 monitoring of all areas, including cycleways, both straight after clean and between cleaning cycles. The results of these are reviewed monthly.

- 6.1.2 During the leaf removal programme Biffa provide additional resource above standard street cleansing levels. to remove the additional leaf fall and ensure street cleansing standards are maintained. The street cleansing programme outlined above carries on as normal and is supplemented by extra sweeping in areas affected by leaf fall. The level and frequency of this will be determined by monitoring. Leaf fall is heavily weather dependant and as a result requires close monitoring and effective supervision of staff. Biffa have dedicated supervisors for the duration of the programme. MCC also monitor the standards of the programme.

Graph showing cleansing scores for cycle lanes



7 Annual LEQ Survey Results

7.1 Background

- 7.1.1 Surveyors from Keep Britain Tidy (KBT) undertook a Local Environmental Quality study in August 2019. The Manchester survey included 919 assessments of different land types in every ward of the city including the city centre. The KBT Surveyor did not complete the assessments post cleanse – they were undertaken randomly without Biffa's knowledge.

7.1.2 The results show that overall Manchester has improved performance compared to last year (2018); and is performing better than the national survey in Litter and Detritus and Fly posting - the graffiti score is slightly lower.

Table showing the results of KBTs survey of Local Environmental Quality in Manchester

	2018				2019			
Element	Manchester		National Survey		Manchester		National Survey	
	Pass%	Fail%	Pass%	Fail%	Pass%	Fail%	Pass%	Fail%
Litter	90	10	86	14	91.4	8.6	86	14
Detritus	87	13	75	25	91.47	8.53	75	25
Staining	97	3	N/A	N/A	98.48	1.52	N/A	N/A
Leaf and blossom fall	94	6	N/A	N/A	97.12	2.88	N/A	N/A
Fly posting	99	1	99	1	98.8	1.2	97	3
Graffiti	97	3	97	3	96.41	3.59	99	1
Weed Growth	91	9	N/A	N/A	92.82	7.18	N/A	N/A

7.2 Conclusion

7.2.1 The results for Manchester have been compared to the results from the national survey which includes NI195 survey data collected from Towns and Cities throughout England. Officers are encouraged that Manchester compares favourably to the results of the National Survey. The detailed findings of the survey will be used in planning for delivery of the Keep Manchester Tidy campaign and to effectively target problem issues and areas. The data collected will provide a baseline to be able to monitor the impact and effectiveness of any activity that aims to reduce littering, improve local places or increase recycling.

8 Waste Collections

8.1 Missed Collections

Biffa empty in the region of 2.5 million bins every month. Outside of periods of service change or inclement weather, less than 0.06% of these collections result in a resident contacting the city because their bin was not emptied. If Biffa missed 0.01% of their collections, then this would represent up to 250 households. In order to measure performance, officers measure the number of reported missed bins per 100,000 potential collections. This ensures that patterns can be tracked irrespective to changes in collection regimes or increases in household numbers. This is an area of strength within the contract but in order to secure further improvements, officers expect that Biffa

to identify collection rounds that are performing both well and those that require improvement and putting measures in place to bring the standard up to the levels of the best performers.

8.2 Side waste

All crews are instructed to remove side waste. Where crews report repeat presentation of side waste, this is reported compliance team for further investigation. Further work required to better understand the scale of the issue across City.

8.3 Bulky Waste

28,568 bulky jobs were requested (September 2018 – August 2019). Households are entitled to one free collection of up to three items every year. Subsequent collections are charged at £27 per three items. The service standard requires a customer should be offered an appointment for collection on a day which falls within 10 working days (from date of booking). The flow of requests varies across the year with the peak number of jobs normally being logged in April – when the bulky count is reset to zero. This year increased demand continued into July. Biffa have developed a mechanism to respond to demand and make more appointments available which they service via a hired additional vehicle. Biffa now consistently achieve high performance in this area.

9 Flytipping

9.1 Background

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

9.1.2 The service standard requires Biffa to remove reported fly tipping 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%. The average rate achieved July – August 2019 is 98%. There were two occasions when performance dipped to 94% due to higher than normal levels of white goods being fly tipped.

9.2 Biffa Investigation Team/ MCC Neighbourhood Project Team

9.2.1 Fly-tipped material is also removed proactively by Biffa's flytip investigation team. Biffa currently receive £182k as 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).

9.2.2 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 – further details is provided in part B of this report, section 3. The Performance, Research & Intelligence team have been commissioned to undertake an annual detailed analysis of the fly tipping situation in Manchester. This will help provide intelligence for the 'Keep Manchester Tidy' campaign.

9.3 Fly tipping and commercial waste management (£500k)

9.3.1 As part of the 2019/20 budget setting process the Executive approved additional investment to tackle fly tipping (£500k). This has been used to fund: extra Enforcement Officer posts (officers in post since July 2019) to undertake a programme of business inspections to ensure appropriate and sufficient arrangements are in place; and investment in additional CCTV cameras which have been operational since the start of August 2019 (£140k). The extra budget has been used to fund target hardening projects, to design out fly tipping hotspots by installing physical measures to deter fly-tippers and supporting environmental improvement projects - there are currently several projects in the pipeline for delivery (£90k). Two of these projects will require Traffic Regulation Orders (TRO's) and will therefore be subject to further consultation. The service is in the process of developing a framework to procure resurfacing groundworks required for passageway sites which will make it easier for Biffa to cleanse and reduce litter and dirt traps. After discussion with Procurement and Highways it has been determined that none of the existing frameworks are appropriate for this project, it is expected that this framework will come on-line in Qtr 4 2019/20 (c£250k). A governance process has been established to progress flytipping intervention requests which includes representative from the Neighbourhood Teams, Compliance and Highways. PRI are supporting with flytipping hotspot intelligence. It is expected that all of the budget will be allocated to projects in 2019/20.

9.4 Unlicensed Waste Removal Companies

9.4.1 Officers are aware of the issue of unlicensed individuals collecting waste from residents for a fee, only for that waste to be fly-tipped at locations across the city. This is a particularly challenging issue, since many such individuals

operate on social media or through online classified advertisement sites such as Gumtree - the anonymous nature of these platforms presents difficulties in tracing the offender. Furthermore, the vehicles involved in such activities have often been found to be unregistered with the DVLA or registered to erroneous addresses.

- 9.4.2 Such cases usually become apparent when fly-tipped waste is found containing waste relating to a residential address and when contacted, the resident states that they have passed the waste to a third party, usually for a fee. When residents are able to provide adequate details regarding the individual to whom they have passed the waste and are prepared to provide a witness statement, this will always be followed up by the Environmental Crimes Team and such intelligence has led to criminal convictions in the Magistrates' Court. Furthermore, where vehicles are known to be involved in fly-tipping activities and there are anomalies with the registration of the vehicle, the City Council will seek to seize the vehicle, which will then be destroyed or sold if no owner comes forward.
- 9.4.3 During 2019, 3 vehicles have been seized by the City Council to date. On some occasions, where the resident who has passed over the waste and is unable or unwilling to provide this information and/or provide a statement, action has been taken against that resident for a 'household duty of care' offence, for which a Fixed Penalty Notice was introduced in 2018 of £400 with a reduced payment of £250 if paid within 10 days. The introduction of this Fixed Penalty Notice was accompanied by a national 'crime not to care' campaign led by Keep Britain Tidy. It is clear however, that the City Council's preferred approach would be to pursue action against the fly-tipper, although each case is considered on its own merits and on the available evidence.
- 9.4.4 Further detail on approach to tackling fly tipping via Keep Manchester Tidy project is detailed in section 15.0.

9.5 Flytip data by ward

Table showing the number of bulky requests and flytip reports by ward allocated to Biffa for removal. Data ranked highest to lowest. Period: September 2018 – August 2019. (Source: Biffa Whitespace)

Fly tipping

Ward Name	Sept 18 - Aug 19	Rank
Harpurhey	2565	1
Gorton & Abbey Hey	1976	2
Levenshulme	1836	3
Clayton & Openshaw	1658	4
Cheetham	1639	5
Miles Platting and Newton Heath	1392	6

Bulky

Ward Name	Sept 18 - Aug 19	Rank
Harpurhey	1291	1
Miles Platting and Newton Heath	1223	2
Sharston	1196	3
Woodhouse Park	1193	4
Chorlton Park	1167	5
Charlestown	1160	6

Moss Side	1386	7
Moston	1304	8
Crumpsall	1227	9
Longsight	1106	10
Rusholme	952	11
Whalley Range	941	12
Ardwick	806	13
Piccadilly	716	14
Ancoats & Beswick	680	15
Hulme	650	16
Higher Blackley	556	17
Fallowfield	539	18
Charlestown	534	19
Old Moat	512	20
Withington	480	21
Burnage	440	22
Deansgate	373	23
Chorlton Park	359	24
Woodhouse Park	336	25
Brooklands	298	26
Northenden	286	27
Baguley	280	28
Sharston	268	29
Chorlton	225	30
Didsbury East	192	31
Didsbury West	183	32

Burnage	1138	7
Baguley	1132	8
Higher Blackley	1081	9
Clayton & Openshaw	1058	10
Brooklands	968	11
Northenden	925	12
Old Moat	920	13
Moss Side	909	14
Gorton & Abbey Hey	898	15
Crumpsall	878	16
Longsight	866	17
Cheetham	857	18
Moston	852	19
Whalley Range	851	20
Hulme	838	21
Levenshulme	800	22
Ancoats & Beswick	779	23
Withington	743	24
Fallowfield	724	25
Didsbury East	707	26
Ardwick	689	27
Rusholme	657	28
Didsbury West	656	29
Chorlton	631	30
Deansgate	399	31
Piccadilly	382	32

10 Complaints

10.1 Background

10.1.1 Biffa are required to respond to all stage 1 complaints about their service area, in-line with the Councils complaints process. Appendix D provides an overview of the number of complaints Biffa received about their service via the Councils complaints process during 2018/19. On average Biffa received 36 complaints a month and provided a response within the target SLA 98% of the time. Biffa provide a detailed analysis of the complaints they receive at the monthly PCMG meeting by reason and ward. The top 3 reasons for complaint during this period were: 1) missed collections (residual and green bin types are the highest), 2) street cleansing insufficient and 3) bin not returned. The ward where the highest number of complaints received was Harpurhey. Biffa are providing evidence now that they are analysing complaints and service requests to identify where there are issues with crews or service areas. Biffa are now progressing the use of 365-degree CCTV on collection vehicles to improve quality of service provided.

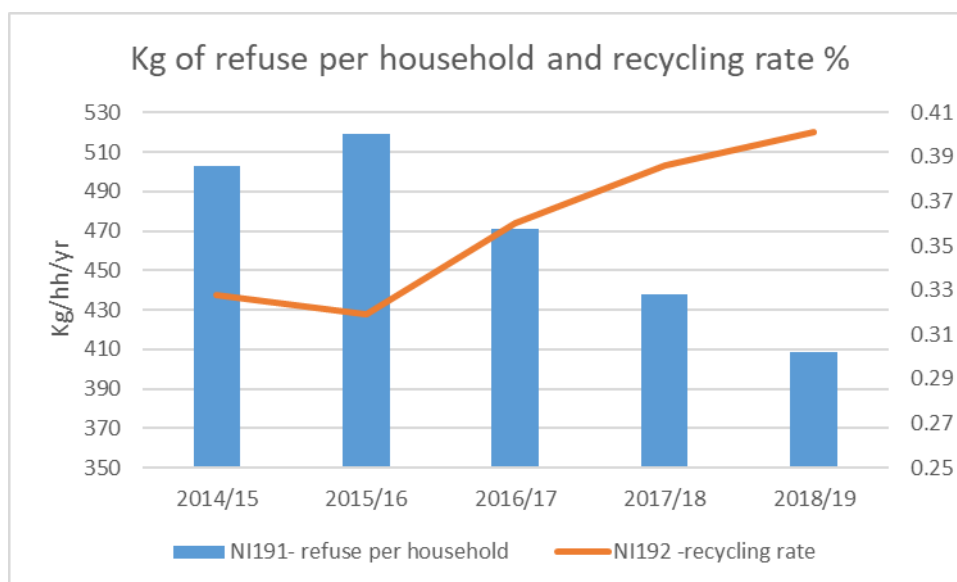
10.1.2 Officers would like to enhance the city's current monitoring of bin collection issues and complaints to drive an improvement in customer satisfaction with the service received. Officers have discussed with Biffa where small adjustments to the execution of the bin collection service are likely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

11 Recycling Performance

11.1 Overview

11.1.1 The graph below shows the significant improvements achieved in recycling since the 4-bin household service change was completed in 2016/17.

Table showing kg of refuse per household and recycling rate %



11.1.2 Appendix C provides an overview of recycling and refuse collected by ward for low rise properties including passageways. The large differences between wards can be seen where residents have their own bins exclusively and wards with a mix of passageway containers and bins. Moss side and Cheetham have the highest kg/hh/yr of refuse partially due to the high capacity provided per property by passageway refuse containers.

11.1.3 Chorlton and Hulme have the lowest kg/hh/yr of refuse a contributing factor here could be the residents per property and property type in Hulme. Properties in the central wards of the city produce on average 37% more refuse than properties in the south of the city. Sharston produces the most dry recycling per household 224kg/hh/yr whereas central wards on average only produce 132kg/hh/yr. Wards in the south of the city produce more organic waste due the greater availability of garden waste in these areas. Hence wards in the south of the city have a significantly higher recycling rates due to the additional garden waste produced in the south of the city.

12 Update on Apartment Service Changes

12.1 Background

- 12.1.1 During 2018/19 all apartment buildings in the city, with shared rubbish and recycling facilities were assessed. Over 40,000 apartments across more than 800 buildings were included in the project. Some buildings had rubbish capacity reduced to bring it in line with the service standard across all apartment buildings, some just needed extra recycling capacity and some needed signage and other materials. The project was delivered in a phased approach and concluded in March 2019. Further detail about the approach taken is contained with reports submitted to NESCC in May, June and October 2018.
- 12.1.2 The communication campaign to support these changes included a letter and leaflet, door-to-door canvassing, targeted social media posts and notifications placed on the rubbish containers, as well as additional communications from the building managers via existing building networks, building staff, notice boards, meetings and letters. Officers also attended events and forums where there was an opportunity to speak to residents who live in apartments. Where appropriate follow-up canvassing and hard-copy communication to any building that needed it has been repeated.
- 12.1.3 The changes made were completed in March 2019, Officers continue to monitor the impact and provide support where required. It is too early to provide a full year of data, but early indications show the weight of rubbish collected is going down and recycling going up. When comparing January 2018 and March 2019, there has been a decrease in the amount of rubbish containers emptied at existing residential apartment buildings of 24%. This has translated to a reduction in rubbish of 15% and an increase in recycling of around 30%.
- 12.1.4 The average recycling rate across the sector has moved from 10% to around 22%. A full set of recycling performance for apartment will be available in Quarter 1 2020/21. Due to fluctuations in rubbish and recycling levels, a 12-month set of data is required to provide accurate information about recycling performance across the apartment sector.
- 12.1.5 Growth and pipeline developments in the apartment sector are now placing pressure on the collection vehicles which service this property type. Capacity within the collection rounds released by the apartment recycling project has now been utilised and some scheduled collections has to be undertaken over the weekend to meet demand. It is expected that the waste collection provider will require additional resources to meet the growth demands in the apartment sector.

12.2 Approach

12.2.1 During this project, the equivalent of over 850 rubbish containers have been removed and more than 1,150 extra recycling containers provided - on top of what was already present. Where rubbish container was removed from a building, it was refurbished into a recycling container (paint, new lid, new lock, new bin floor and new parts where needed).

12.2.2 Clothing banks have been installed in buildings with the space to accommodate them, by working with building managers and charitable organisations. This is a mutually beneficial arrangement which provides a convenient route for residents to recycle unwanted textiles, stock for charities involved and a diversion of material from the rubbish container. There has been a significant increase in the amount of textiles collected and it is expected this trend will continue to increase.

12.3 Examples of Good Practice

12.3.1 Case studies from across the city provide an indication of how buildings have responded to the recycling project and achieved some impressive recycling rates for their buildings.

Case study: Castlefield Locks, Hulme

This building has 226 apartments is now at a 33% recycling rate - increased from 23%. Their rubbish capacity went from 71 litres per flat to 58 per flat and their recycling capacity (litres) has now increased from 44l per flat to 71l - flipping the waste to recycling ratio.

Case Study: Egerton House & Blantyre House, Deansgate

This building has 47 flats and had no recycling bins when this project began. Recycling containers were installed, and some excess rubbish containers removed. This building now has a recycling rate of 30%.

Case Study: Cotton Field Wharf

New buildings coming online are starting their residents off with good habits; for example Cotton Field Wharf in Ancoats & Beswick has an average 33% recycling rate.

12.4 Partnership Working with Registered Providers and Next Steps

12.4.1 Officers have worked with registered providers through the Manchester Housing Providers Partnership to support delivery of the apartment recycling project. All have committed more time, resources and focus on recycling in apartment blocks than they ever have before. Northwards, One Manchester,

Jigsaw and Wythenshawe Community Housing Group have all provided significant support. There have been decreases in the weight of rubbish collected from sites operated by these providers and increases in the amount of recycling. This focus continues to see steady improvements to recycling performance. Officers provide performance data on a building-by-building basis, to allow comparison and benchmarking of different buildings and to share best practice - replicate what works.

12.4.2 The legacy of this project is now the shared focus. It is important to maintain progress and make further improvements where possible. Our waste collection contractor, the City Council and all building managers now have a robust communication channel. Every vehicle servicing apartment buildings has an in-cab system that can be used to photograph and report issues directly to caretakers and building managers. Building managers have told us that this instant communication allows them to respond to any waste issues in a timely manner.

12.4.3 Communication with residents in apartment buildings remains important too. Experience has shown that the most effective communication channel with residents living in this property type is a combination of digital and traditional notice boards, virtual residents' forums and targeted social media. Officers continue to work with building managers to ensure all information is kept up to date and a targeted social media promotion will be undertaken annually.

12.4.4 Residents moving into apartments, whether an existing building or a new development, now have clear recycling instructions in their bin stores and building managers have stocks of any materials required to assist them - such as food caddies, liners and split recycling bags.

12.5 Recognition for Approach

12.5.1 Increasing recycling rates in apartments is a challenge experienced across the UK. As this sector poses several challenges, it is often deprioritised in order to focus on easier wins. During the research for this project, Officers found few examples of projects to increase recycling from this sector of scale or any examples of best practice. In 2019, in recognition of the approach taken in Manchester, the city's apartment recycling project was shortlisted as finalists for waste industry recycling awards. This included the APSE Service Award and Awards for Excellence – winning the National Recycling Award in June 2019. Officers have also been asked to attend Lets Recycle Live Conference, May 2019 and LARAC, October 2019 – to share best practice developed in Manchester.

13 Update on the work with Universities and Landlords to address issues of increased waste from student houses at the end of term

13.1 Background

13.1.1 It is widely recognised that the city region has one of the largest student populations in Europe. The University of Manchester and Manchester

Metropolitan University attracting approximately 73,500 students in 2016/17. In 2016/17, 47,750 of these students lived in the city, plus a further 4,450 who live in Manchester but attend other universities (source: State of the City 2018). Increasingly this includes a growing proportion of international students and postgraduates. The contribution made by students is invaluable and significantly benefits the city. In recent years the student housing market has shifted northwards towards the city centre and away from the traditional student neighbourhoods. This migration matches a long-term aim to free up homes in the south of the city and ensure that students are housed in well-managed accommodation. In the city centre and along the Oxford Road Corridor, increasing housing demand from students is being reflected in the development of accommodation targeted at students.

13.1.2 Where students still choose to live in traditional 'student neighbourhoods', a negative impact continues to be felt on non-student residents living in a limited number of central and south Manchester neighbourhoods. For these communities the effect of peaks and flows in the local population residing and visiting the area; the surplus waste and litter this creates; and the resulting impact on the local environment is challenging. Dealing with waste issues arising from students leaving for the summer recess has historically been problematic, with a considerable amount of waste being left within neighbourhoods having to be cleared by the Council. The waste left by students has historically attracted further fly tipping and builders waste, further compounding the problem.

13.2 Approach to managing students waste in neighbourhoods

13.2.1 **Standards:** The following standards and guidance documents provide a framework for all key stakeholders connected to students living in neighbourhoods and places responsibilities on all stakeholders to play their part. There is a golden thread which runs through these standards which consistently sets out the responsibilities of landlords and tenants with regards to managing refuse and recycling during the tenancy and at the end. These include:

- The Good Neighbours Team Guide
<https://www.manchesterstudenthomes.com/Pages/Community>
- MSH Landlord Accreditation Scheme Standards
https://issuu.com/msh9/docs/code_of_standards_2018-2021_final
- Homes in Multiple Occupation
https://www.manchester.gov.uk/downloads/download/5357/hmo-policy_standards_and_conditions
- Selective Licensing
https://www.manchester.gov.uk/downloads/download/6720/selective_licensing_conditions

13.2.2 **Partnership Arrangements:** A well-established governance arrangement is in place to implement the 'Student Strategy', set out in 2009 and respond to neighbourhood challenges at both a strategic and local delivery level. The

arrangements bring together the Universities, Manchester Student Homes (MSH), GMP, the City Council and local community stakeholders.

- The Student Partnership Group is chaired by the Strategic Lead for Neighbourhoods South and consists of senior representatives from the University of Manchester and Manchester Metropolitan University, Manchester Student Homes, Greater Manchester Police and the Student Unions.
- The Neighbourhood Partnership meeting is held bi-annually and includes representatives from local community groups in South Manchester, businesses, Landlords, Manchester Student Homes, South Neighbourhood Team and ward Councillors. The meeting is chaired by Councillor Akbar. The purpose of the meeting is to discuss and identify initiatives to mitigate the impact large concentrations of students in the neighbourhoods.
- The Housing Environment Partnership (HEP) subgroup which reports to the Student Strategy Partnership and consists of officers from Neighbourhood and Compliance Teams, the Universities, Biffa, British Heart Foundation (BHF) and the Student Unions. The purpose of the HEP is co- to develop and deliver campaigns mitigating against the impact of large concentrations of students.
- Once a year a citywide Neighbourhood Forum is held at which residents, students and landlords are invited to attend and discuss student matters with representatives from GMP, the Universities, neighbourhood and compliance teams and ward Councillors. The last forum was held in November 2018 chaired jointly by Councillor Akbar and Councillor Murphy.
- The Neighbourhood Teams (south and central) engage with communities impacted upon throughout the year and attend community meetings to discuss issues. This includes; Upping It in Moss Side, Fallowfield Community Guardians and South East Fallowfield Resident Groups.

13.3 Approach to Education, Engagement and Enforcement

13.3.1 There are three distinct periods over the course of the academic year which require a co-ordinated and collaborative approach to the delivery of education and engagement with students, landlords and other stakeholders within the local community:

- Phase 1: Student return – September to October
- Phase 2: Business as usual – November to April
- Phase 3: Student departure – May onwards

13.3.2 For students living in university halls the approach has historically been to establish good recycling behaviours in students during their first year. The material types collected align to those collected via domestic collections. Students moving to live in neighbourhoods need to receive instructional information, soon after arrival, reminding them what materials can be recycled in Manchester and how to dispose of larger unwanted household items – via the bulky service or at the Household Waste Recycling Centre. Collections in the neighbourhoods are provided by communal containers (in dense terraced areas with limited external storage) or, via 4 wheeled bins. Properties with 6 or

more occupants are entitled to additional residual capacity – most properties which meet these criteria have this provision in place. The biggest adjustment for students with their own bins is remembering when to present bins for emptying and returning them back onto their property afterwards. The GMCA's 'Recycle for Greater Manchester' app is a useful tool for students and sends a reminder text before collection day to remind users which bin should be presented and day of collection. Available to download for free at: <https://recycleforgreatermanchester.com/app>

13.3.3 Target areas: The following wards have large student populations: Moss Side, Ardwick, Longsight, Rusholme, Fallowfield, Withington and Old Moat. These areas are targeted for intervention, to varying degrees by the Neighbourhood Team and other stakeholders who support engagement and education. The areas are reviewed annually by the waste collection provider and Officers (Neighbourhood Teams).

13.4 Key issues and lessons learnt from student departure 2018

13.4.1 In July 2018, the Council Committee discussed the amount of waste being generated during the student departure period - describing it as unacceptable and seeming to be increasing year-on-year. Measures to increase disposal capacity within the neighbourhoods through additional containers or skips was deemed unlikely to be successful due to the extent of demand and considered an unfair advantage - compared to the limits in place for other household types across the city. The committee recognising that whilst the city collects normal household waste from properties, it is not responsible for the collection of excessive waste generated by the massive number of household clear outs during student departure. Members agreed that students must take responsibility for disposing of their own excess waste and this principle needs to be embedded at the start of the academic year. The focus shifting towards preventing the issue in the first place, rather than having to clear and enforce against those dumping the waste with its high impact on the community, the environment and draw on resources.

13.4.2 To generate a change of attitude, a refreshed approach required stronger messages – linked to enforcement consequences and actions from all partners, to include:

- At the beginning of term, a stronger communications campaign involving the door knocking exercise and university campaigns explaining that students will be responsible for taking their excessive waste away at the end of the academic year and it cannot be left in the neighbourhood.
- Stronger promotion of opportunities to donate unwanted items to BHF, other students etc.
- Students being clear of the sanctions for not disposing of their waste properly to include exploring with the universities how the improper disposal of waste can be linked to the universities disciplinary processes (like ASB) as well as the council serving notices on the properties.

- Working with all partners, residents, Manchester Student Housing, Universities and others, to ensure the strong re-enforcement of these messages throughout the year.
- More rigorous application of HMO conditions, mandatory licensing conditions and requirements set out under the MSH landlord accreditation scheme to ensure landlords play a greater role taking action against students who breach their tenancy agreements; as well as disposing of their waste appropriately when doing refurbishment work.

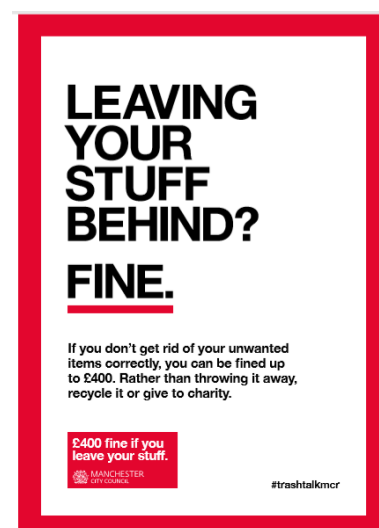
13.5 Student Departure – Approach 2019

13.5.1 As in previous years the Council and partners worked together with the Universities and the British Heart Foundation to deliver the ‘Give It Don’t Bin It’ (GIDBI) campaign. The approach was refreshed in line with lessons learnt from 2018. Information on the campaign can be found on the following website www.giveitdontbinit.co.uk.

13.5.2 **Engagement with landlords:** An increased focus on landlords and letting agents outlining their responsibilities for ensuring the correct disposal of waste by their tenants and ensuring that builders waste from house refurbishments is disposed of properly. The correspondence to Landlords was e-mailed to HMO licensed landlords within Moss Side, Ardwick, Longsight, Rusholme, Fallowfield, Withington and Old Moat wards. The messages were reinforced through Manchester Student Homes circulating information to their accredited landlords.

13.5.3 **Engagement with students:** Communications materials set out the expectations for students disposing of their waste, how to do it compliantly and the consequences if they didn’t. (Image below shows an example of the ‘tougher’ tone of messaging used.)

- On campus - recycling packs consisting of GIDBI leaflets plus BHF recycling bags, were packed by student and landlord volunteers at the Fallowfield Campus on 30th April & 3rd May. The GIDBI packs were distributed to halls of residence and off campus neighbourhoods (undertaken on 9th and 10th May). Events also took place to support students with the transition from halls to living in their own property and how to manage their waste (see Case Study below).
- Off campus - the distribution of a leaflet outlining to students how to donate unwanted items and dispose responsibly of their waste. The leaflet included information about the bulky service, their nearest HWRC, in addition to re-use routes via the British Heart Foundation, the Tree of Life and the Mustard Tree Charities was delivered to 6000 households.
- Interns from Manchester Student Homes audited known problem streets and encouraged students in these streets to properly present their waste



for collection and recycle. This led to a significant improvement in waste disposal in the targeted streets.

- Additional door knocking by compliance, neighbourhood teams and University staff educating and informing students of the end of year clear out arrangements (6k households).
- Key messages re-enforced through the Council's and University social media platforms - co-ordinated by Manchester Student Homes.

Case Study: Halls to Home Event (April 2019)



This event is designed for students moving from residential halls of residence to houses in Manchester neighbourhoods, enabling them to discover the services which are available to them that they may require before and after transition. Biffa's Social Value officers hosted a stand to promote recycling and offered advice on how to report any bin related problems they may encounter.

13.5.4 Operational approach: Extensive engagement took place with BHF and the Councils waste collections provider, to optimise collection arrangements during peak departure periods and return the neighbourhoods back to the expected standard as quickly as possible.

- The British Heart Foundation (BHF) is the lead charity for donations of unwanted items both on campus and off campus. There is a network of donation banks across the university campuses and 15 of these are located within central and south neighbourhoods.
- An extra Biffa crew was in operation from mid-June 2019 for a six-week period to empty containers and to reset the bins from individual properties in student neighbourhoods.
- For the student clear out weekend the operations targeted known hotspot sites which suffer from overloading of containers and suffer from fly tipping. This included areas around; Moss Side - Great Southern Street, Longsight/Ardwick - Hathersage Road, Fallowfield – Fallowfield Brow, Withington – Filey Road & Whitby Road, Booth Avenue, Old Moat – Granville Road, Victoria Road and Wellington Road. Alleyways to the rear of Lausanne Road and Davenport Avenue.

13.5.5 Compliance: During the peak student departure period, from 17 June to 5 July 2019, Officers responded to 39 requests for service (RFS), regarding untidy private land and alarms. Officers worked proactively in student areas

and visited 27 properties in relation to domestic waste issues and 9 in relation to waste on land. Resulting in 30 notices served - Prevention of Damage by Pests Act (23) and FPN for litter (3). Officers proactively engaged with builders at properties where refurbishment work was being undertaken to ensure sufficient waste disposal arrangements were in place. This can be broken down by ward: Fallowfield (4), Old Moat (9), Withington (5), Rusholme and Moss Side (7). Section 34 notices, Environment Protection Act, 1990, (3) were served where builders failed to show evidence.

13.5.6 Key departure weekend: A significant progression in this years' approach was the addition of 'Supervision' of the neighbourhoods in south and central Manchester during the key handover weekend (28th to 30th June). This took place during the day and into early evening by neighbourhood, compliance and enforcement teams. Seven hotspot areas were identified where teams were located to oversee charitable donations, advise students and direct waste collection crews on the build-up of waste (see Case Study 2). The teams were supported by BHF vans collecting from the banks and additional collection points set up for the weekend. A waste collection crew worked the weekend to clear from sites where excessive waste built up. Through co-ordination between the neighbourhood teams and waste collection crews the overloading of container sites and fly tipping was significantly reduced.

Case Study: Key Handover Weekend (28-30 June 2019)

Every year a huge number of students move out of Manchester and leave behind a lot of waste. This year MCC and partners worked together to reduce as much waste as possible. Over the key move out weekend (28th, 29th, 30th June) there were 7 teams covering areas in Withington, Fallowfield and Rusholme. A gazebo was put in each area as a donation point for students. Students were encouraged to donate unwanted items instead of putting them in the general waste bins, such as clothes, toiletries (even half used), pots/pans etc. The areas were covered from 9am-6pm on each day. The weekend proved to be a great success. The British Heart Foundation reported that over the weekend they collected 1,500 bags INSERRT PIC from Manchester City Centre banks and community donation points.

13.5.7 Outcome: The approach taken during student departure 2019, has been sighted as being more successful compared to previous years with positive feedback being received from community organisations, residents, ward Councillors and Biffa (detailed in figure 1). Performance highlights include:

- All complaints concerning student waste issues are channelled through the Neighbourhood Manager during the move out period. During June and July there was a reduction in 66% in the number of complaints and feedback received compared to 2018.
- There was a total reduction in fly tipping removal requests of 18.5% and street cleaning requests of 15.5% between June/July 2019 compared to the previous year across the wards where students live.

- During the student key handover weekend BHF collected 1,500 bags from banks and donation points with a value of £21,000 to the charity, diverting 12 tonnes of unwanted items having to be disposed of through general waste. Overall this year's collections of donated items to the BHF has increased by 5% compared to the previous year.
- Biffa (waste collection provider), reported that though the tonnage collected by the extra bin crew increased by 15%, which was due to emptying containers to ensure capacity during the student clear out weekend, this was offset by a lower amount of builders' waste and flytipping. The length of time taken by Biffa to clear container areas and reset individual bins after the student clear out weekend was reduced from 3 weeks to 2 weeks.

Highlights of feedback received following key student departure weekend, June 2019

'For me, this has been our most successful year to date.'

Supervisor from Biffa

'I just wanted to get in touch on behalf of the Withington ward councillors to say how grateful we are for the tireless work of our neighbourhoods team, partner organisations and volunteers over the last month- and particularly last weekend- as we've reached the end of the academic year.

I can't tell you what a difference it's made locally, particularly compared to all the issues we had last year. I would say that this is the best clear out we've had, certainly since I became a councillor. I know residents really appreciate it too- we've had very positive feedback so far. It's amazing that we've managed to save money and environmental harm by saving so much from land fill. I do hope we can replicate this work again next year.'

Councillor Rebecca Moore, Withington Councillor.

'Just wanted to say a big thank you to you and your teams for all your hard work and efforts over the weekend. It was great to see so much pro-active work taking place to help students recycle and give to charity. The gazebos were an excellent idea.

Please pass on my thanks to all involved. There is still a bit of rubbish and side waste at all our container sites in Old Moat, but certainly not as much as this time last year.'

Councillor Gavin White, Old Moat Councillor.

13.5.8 Lessons Learnt and Next Steps

- The 2019 student clear out campaign has broadly been successful, and Officers and partners expect to replicate most activities during the 2019/20 academic year. The main challenge is the scale of waste and unwanted items left by students remains high.
- A focus at the beginning of the academic year will be to discourage students from bringing unnecessary items into their homes and using charities to purchase recycled goods. Landlords have been asked to assist with providing this message to their tenants and ensuring they have facilities within their properties to encourage recycling. This is accordance with HMO license conditions. It is planned to engage with the student unions more proactively in promoting this message.

- The strategy for 2020 student departure will be developed through the Housing and Environment Partnership, which is accountable to the Student Strategy Partnership. Discussions through the HEP have for the next academic year have involved discouraging students from bringing unnecessary items into their homes and using charities to purchase recycled goods. Landlords have been e-mailed requesting assistance with providing this message to their tenants and ensuring they have facilities within their properties to encourage recycling. This is in accordance with HMO license conditions. Closer working with student unions to promote key messages.
- There will also be a focus on students living in apartments in the city centre to ensure they are linked to key messages.

14 Update on the Keep Manchester Tidy Partnership



14.1 Background and Introduction

14.1.1 The Keep Manchester Tidy Partnership was formed last year with the aim of tackling all forms of litter across Manchester. This is the first partnership of its kind between Keep Britain Tidy and a local authority. Through the partnership, we will use and develop interventions and will work towards becoming the first 'Tidy City' by the end of 2020.

14.1.2 This report details the activity of the partnership and highlights some of the early impact. The report also outlines the direction of travel over the coming months. Two case studies have been included with this report in order to illustrate Keep Manchester Tidy in action.

14.2 Activity

14.2.1 Initial work commenced mid 2019 with the launch of a number of Keep Britain Tidy Campaigns in Manchester City Centre. These were;

- *Bin the Butt* – A hard hitting campaign highlighting the dangers to marine life from cigarette litter.
- *Still Littering* – A campaign to remind people that leaving on the go food and drink litter behind is still littering.
- In addition, there was a soft launch for *Don't be a Tosser* (a campaign to deter littering from vehicles) and *Crime not to Care* (a campaign to alert residents to the fact that they have a duty of care when it comes to disposing of waste).

14.2.2 In October 2019, a project manager was employed to help drive the partnership. An action plan was put in place. The key areas of the action plan are;

- Campaigns, communications, and key events
- Working with Stakeholders and Businesses
- Volunteering and Communities
- Specific projects in every ward

- Eco Schools
- Evaluation

14.2.3 The table below details some of the main activities that have taken place under each area of the action plan.

Campaigns, communications, and key events	<ul style="list-style-type: none"> • Launch of the Dog Fouling Campaign • Research into Flytipping behaviours • Defining what a Tidy City looks like • The Great British Spring Clean and the Celebration Event • Keep Manchester Tidy High Street Week • Keep Britain Tidy Network Conference Awards (winner of the GB Spring Clean category) • BBC Don't Mess with Manchester • Internal and external coms (various articles in MEN) and support for community-led social media presence • Presenting at conferences
Working with Stakeholders and Businesses	<ul style="list-style-type: none"> • Attending numerous engagement events e.g – University Go Green Week and Eid in the Park • Direct work with internal stakeholders • Engaging businesses directly and through City Co • Enabling the business community to demonstrate social value and corporate social responsibility • Collaboration with GM projects
Volunteering and Communities	<ul style="list-style-type: none"> • Supporting groups to develop capacity to tackle litter and dog fouling • Working in partnership with Litter Hero Ambassadors • Employer supported volunteering opportunities and support
Specific projects in every ward	<ul style="list-style-type: none"> • Tackling drug litter at Ancoats Green • Strangeways sustained volunteer clean ups • Dog fouling and clean-up campaign at Unity Community school • Tackling dog fouling and fly tipping in Newton Heath • Sale Circle Beautification project • Central alleys fly tipping campaign trial (using Crime not to Care) • Mersey Bank community action
Eco Schools	<ul style="list-style-type: none"> • Keep Manchester Tidy Schools information and Networking Event • Youth Climate Change Action summit • Skills for Life programme support
Evaluation	<ul style="list-style-type: none"> • Keep Britain Tidy Surveys and Reports • Case Studies

14.3 Focusing on Fly-tipping

14.3.1 Keep Manchester Tidy and Biffa undertook some community engagement at the end of last year with residents at shopping districts in North, South, and Central Manchester. This work identified the following:

- People are familiar with the term fly-tipping and mostly describe it as 'dumping rubbish where it should not be'.
- There was a general lack of awareness about the duty of care concerning waste disposal and people were surprised.
- there was high degree of satisfaction with the household recycling facility (the tip). A lack of transport was the main reason why people didn't use it.
- Leaving things out for the scrap man is common practice.
- People were generally happy with the Council's free collection service (which is one collection of up to 3 items a year) but didn't always use it and many thought that the council could offer more with this service. Some people cited problems with the allocation e.g - a bed can be classed as 3 items as its separated into a headboard, base and mattress.
- Most people see fly-tipping as the council's responsibility.

14.3.2 This information helped to inform more in-depth discussions through two focus groups undertaken by Keep Britain Tidy. The focus groups also revealed that;

- Communal bins are regularly used by residents for disposal even when they know they should not be using them.
- Only 1 participant considered what the scrap man does with waste. The scrap man is seen as a quicker option than using the bulky waste service.
- Residents mainly use the tip when having a major clear out. Not everyone knew you can recycle there. Finding a communal bin was the preferred option to going to tip as people know it will get picked up in a communal bin.
- Participants were not fully aware of the bulky service or what the conditions are.
- Not all types of fly tipping were recognised as such including side waste (black bin bags next to the bin) or leaving bags of clothing next to a full clothing recycling bin.
- Fly tipping is seen as quickly cleared, therefore not harmful. The expectation is that the council will clear it quickly.
- Participants did not fully understand the impacts of fly-tipping and excused fly-tipping behaviour using the premise that leaving things out on the street can benefit others.
- People would not generally report fly-tipping unless it was on their doorstep.
- There is a general belief that fly-tippers won't get caught.
- Residents thought more bin capacity, rather than behaviour change, would be the solution to fly-tipping.

14.3.3 Keep Britain Tidy produced a report following the focus groups (the executive summary is included in the appendices of this report). The recommendations for future campaigns are:

- use value based communications promoting responsibility for own waste (how money spent on clearing could fund things in the community).
- use images of the fly-tipping people don't recognise including side waste (black bin bags).
- use crime tape (for three days to show it's a crime under investigation).
- help residents to reduce waste and maximise bin capacity.
- undertake mapping of the resident's journey for bulky disposal - eg where a resident has a reusable item but no car.
- promote the bulky waste service to residents and make clear the terms and conditions of use.
- consider an extended service trial where the council acts as a direct competitor to white van man.
- develop the website to build understanding of the social, environmental, and economic consequences of fly-tipping.

14.3.4 Activity has begun in order to implement the recommendations above.

Community groups were consulted at the Great British Spring Clean Celebration event about fly-tipping interventions. There was positive support for the use of crime tape for fly-tipping and Keep Manchester Tidy is now liaising with neighbourhood teams to implement the use of crime tape. Residents have also taken part in a consultation with the coms team in order to develop the visuals and messaging for a new city-wide campaign tackling fly-tipping. Both Keep Britain Tidy and Biffa regular attend community engagement events to talk directly with residents about the bulky waste service and these messages are also delivered to residents by officers in our neighbourhood teams.

14.4 Impact

14.4.1 Although litter and fly-tipping remains a huge problem across the city, evidence is emerging to suggest that there is positive change towards improving both the understanding of litter and improving litter related behaviours as a direct result of the Keep Manchester Tidy partnership. Most evident, has been the response to this year's Great British Spring Clean where more than 7000 volunteers turned up to over 200 events in Manchester; hugely dispelling the stereotype of the litter-picker as an 'odd do-gooder' or a 'criminal on community payback'.

14.4.2 Evaluation work from Keep Britain has evidence the positive impact of the *Bin the Butt* Campaign. Most significantly;

- Almost nine in 10 smokers each felt that the campaign was aimed at people like them (88%) and that the campaign has made them more aware of the negative impacts of dropping cigarette butts in the street (87%)
- Eight in 10 felt it made them more concerned about the effects of dropping or leaving cigarette butts on the ground, now they knew that they may end up in the sea, releasing toxins that may kill or harm marine life (80%)
- Around two-thirds each felt the campaign made them think the council was doing something to tackle the problem of cigarette litter (66%) and that it

made them think something is being done to improve the cleanliness of the area (63%).

- 83% of those who didn't already bin their butt said the campaign was likely to encourage them to use a bin.

14.4.3 Regular monitoring of campaign sites has shown positive results for both the dog fouling campaign and Crime not to Care campaign. In the area outside New Islington Free School, dog fouling was reduced to zero incidents in the months following the campaign. In the central Manchester alleys trial sites, there were no incidents of fly-tipping following the campaign trail.

14.4.4 Most importantly, by running campaigns, Officers have been able to better understand why campaigns may not work in certain areas. This has helped us to shape an 'all area' approach to tackling litter which is having a positive impact. This approach is illustrated in the case studies included later in this report.

14.5 Future Direction

14.5.1 Keep Manchester Tidy has identified five priority areas for the next six months:

- **Fly-tipping** - Officers will undertake a review of current processes and map the waste journey for residents as suggested in the report from Keep Britain Tidy. Continue to develop and launch targeted fly-tipping communications campaign and work together with colleagues to monitor the impact of the campaign. This campaign will also supplement a wider programme of fly-tipping intervention across Manchester, including work by the GMCA and Suez at the Household Waste Recycling Centres. In addition, Keep Manchester Tidy has agreed to participate in a Keep Britain Tidy national anti-fly-tipping campaign trial involving value based messaging. Following the Behaviour Change and Waste Task and Finish Group, there were a number of recommendations relating to fly-tipping. Keep Manchester Tidy will continue to work collaboratively to support the Executive Member for Neighbourhoods to implement these recommendations which included work with the student community and promoting the bulky waste service.
- **Cigarette and Gum Litter** - Following the evaluation of the Bin the Butt campaign, it is evident that this campaign works. We will be making sure that this campaign reaches many more people across the city. As well as focusing cigarette butts, we will also tackle gum litter by installing gum recycling facilities. These two very small items of discarded waste hugely spoil our city centre, so we will be taking a creative approach to tackle this big and dirty problem.
- **Eco Schools** - Keep Britain Tidy run the international Eco schools programme. The vast majority of schools in Manchester have signed up to the programme at some point over the last 5 years. However, the number of schools achieving green flag status is very low. Keep Manchester Tidy is currently working to understand the issues and barriers to achieving green flag and is developing an offer to support schools to engage with the

programme. This work is closely linked to schools involvement in the climate change agenda.

- **GB Spring Clean 2020** - The 2019 GB Spring Clean was phenomenal. Our ambition is that the 2020 GB Spring Clean will be even better. This time, we will engage even more volunteers and make improvements to systems so that we can better capture data to evidence the impact. We will also boost our relationships with the business community helping them to sustain clean ups beyond the GB Spring Clean.
- **Special Projects in Each Ward** – At the end of 2020, we would like every resident to experience something in their ward that helps them to identify Manchester as a ‘Tidy City’. To this end, we are working with internal and external stakeholders to help bring litter busting projects to life.

Case Study – A Challenge to Design out Litter and Fly-tipping in Newton Heath

Keep Manchester Tidy (KMT) first became involved with St Wilfred’s School in Newton Heath through the GB Spring Clean. Head Teacher, Anne Fox, highlighted some of the difficulties that the school faced due to significant dog fouling around the school perimeter. KMT’s response was to initiate the dog fouling campaign in the area. This involved using campaign material and speaking to dog owners.



After monitoring the campaign, it was evident that it had not been a success. Campaign signs were ripped down on numerous occasions and were replaced to no effect. Keep Manchester Tidy felt that if the area received a ‘beauty boost’ the campaign may just work better.

Keep Manchester Tidy consulted with various groups and individuals to gauge appetite for a project. The responses ranged from excitement to dismay, with some people fearing that any improvements would be a magnet for vandalism. The enthusiasm for a project quickly took over though and it was agreed that we should go ahead.

A group of young volunteers from the National Citizen Service were engaged as part of the Challenge programme. The group were set the task of redesigning the land outside the school. To bring in a wildlife element to the project, the group were supported in their work by Lancashire Wildlife Trust. The North Neighbourhood Team were also on board, ensuring a community engagement element to the project. Unfortunately, initial plans were



thwarted when it was discovered that the overgrown land was in fact completely solid

underneath. Fortunately, the grounds maintenance team and social value partner Redgate Holdings came to our rescue helping us to get two robust planters in place.

The young people worked solidly to clear, plant, tidy, and transform the area. Additional volunteers came down to help litter pick the vicinity and prune the alleyway; the project soon began to feel like 'Our Manchester' in action.

The young people engaged with residents offering them a free hanging basket and watering can in return for a little help in keeping the plants alive over the hot summer. The results were blooming amazing; an ugly stretch of fly-tipped land that hid the school is now bursting with colour and has made the school entrance more inviting.

It was a joy to see the reaction from the school and passers-by. It was Anne's last day as Head Teacher before retiring, so this felt like a fitting tribute that brought a few tears to her eyes. She gave her assurances that the school would be happy to be involved in the upkeep of the project.

Over the summer, Keep Manchester Tidy has been keeping an eye on the area. There has been no fly tipping outside the school and no dog fouling seen in the alley. We are now looking forward to working with the school and the new Head Teacher to help prepare the area for the winter period. Keep Manchester Tidy and the Neighbourhood Team are also currently planning ways to link this work to the High Street, other local schools, and the older generation in Newton Heath helping to Keep Newton Heath Tidy.

Appendix A



Seacole Building 2
Marsham Street
London
SW1P 4DF

T 03459 335577
defra.helpline@defra.gsi.gov.uk
www.gov.uk/defra

Dear Joanne Roney,

September 2019

The Litter Strategy for England, published in April 2017, set out our determination to tackle roadside litter, particularly on the Strategic Road Network. To understand the current situation, and the issues affecting local authorities and other land managers having responsibility for keeping these highways clean, we commissioned Keep Britain Tidy to carry out an independent assessment of the cleanliness of those parts of the Strategic Road Network where responsibility for cleaning and other maintenance is split between local authorities and Highways England.

Following analysis of the results of the road cleanliness survey, I am pleased to inform you that Manchester City Council achieved a passing grade, using the standards as set out in the Code of Practice on Litter and Refuse. This category covers authorities with an average score equivalent to a grade B or above on one visit and no lower than a B- on the other. The attached note explains the survey methodology in more detail.

	Transect 1	Transect 2	Transect 3	Transect 4	Transect 5	Transect 6
Manchester	B+B	B+	B-	B	B	B-

In the Litter Strategy, we set out our aim to publish the results of this survey, and to set a deadline for authorities falling below the standard set out in the Code of Practice to improve their performance within this Parliament. Before doing so, we would like to understand better how a higher standard can be consistently obtained by all. We would therefore like to explore and understand examples of good practice, as well as to hear your views on any particular issues and challenges that your authority faced in achieving the required standard. A questionnaire is attached below, which we would be grateful if you could complete and return to litter@defra.gov.uk by close of business in 20 working days. This will be considered in the context of the next steps set out above, as well as in our aim to explore and identify means to address the practical barriers to keeping our roadsides clear of litter, including issues relating to both cleaning and litter-prevention, so please be as forthcoming as possible.

In conjunction, Highways England believe that working in partnership is the best way to reduce littering alongside the A-roads which local authorities are responsible for cleaning and Highways England maintain. To formalise and facilitate this collaboration, Highways England have developed a pack of resources called "Tackling Litter Together". The pack focusses on identifying the barriers that can prevent local authorities from litter picking on these roads, and provides best practice examples and support, including health and safety guidance on sharing temporary traffic management. We would be interested to know as part of the questionnaire whether you have used this pack and your views on this approach in delivering results in your area.

Chris Preston,
Deputy Director, Resource and Waste



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Appendix B

Example of an MCC Street Cleansing Monitoring Report

NI195 street cleansing area report

High Footfall

Inspector: [REDACTED]
 Cleaning day: Daily
 Type pre/post: Post
 Ward: Rusholme
 Time/Date of inspection: 18th September 2019 – 10.00am

Class	Street	Litter	Detritus	Comments
B	Wilmslow Rd	B+	B+	Empty Unit – Rotana Café
B	Wilmslow Rd	B	B+	Al Masry – Superstore
B	Wilmslow Rd	B+	B+	Human Relief - Curtis Law
B	Wilmslow Rd	B+	B+	Ambala – Jaffa
B	Wilmslow Rd	B	B+	Pharmacy – Saajan
B	Wilmslow Rd	B-	B+	Job Centre – Afgan Cuisine
B	Wilmslow Rd	B	B+	Lahori – Three Sixty
B	Wilmslow Rd	B+	B+	Lal Qila – Manjaros
B	Wilmslow Rd	B+	B+	Camel One – Paddy Power
B	Wilmslow Rd	B	B+	Sher Khan – My Lahore
B	Wilmslow Rd	B+	B+	Al Zain – Mamas Shack
B	Grandale St	B+	B	Wilmslow Rd – Mayaza

Litter bin:

All in reasonable condition and sufficient capacity

Highway:

Clear in good condition no obvious problems

Overall Comments:

Centre was clean to a good B+ standard with exception to the B- above.



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Appendix C - Recycling and waste performance by ward 2018/19

Ward	Residual kg/hh/yr	Household Waste (%)	Dry Recycling kg/hh/yr	Dry Recycling (%)	Organic kg/hh/yr	Organic Recycling (%)	Total HH Waste kg/hh/yr	Recycling Rate
------	-------------------	---------------------	------------------------	-------------------	------------------	-----------------------	-------------------------	----------------

Ancoats & Beswick	312.64	52.54%	156.37	26.28%	126.01	21.18%	595.01	47.46%
Charlestown	298.55	44.50%	202.38	30.17%	169.97	25.33%	670.90	55.50%
Cheetham	563.49	64.77%	162.35	18.66%	144.20	16.57%	870.04	35.23%
Clayton & Openshaw	363.24	57.01%	164.98	25.89%	108.97	17.10%	637.19	42.99%
Crumpsall	328.48	50.11%	165.19	25.20%	161.86	24.69%	655.53	49.89%
Harpurhey	423.03	60.68%	161.35	23.14%	112.77	16.18%	697.16	39.32%
Higher Blackley	301.15	44.38%	192.78	28.41%	184.71	27.22%	678.64	55.62%
Miles Platting and Newton Heath	319.38	52.93%	160.66	26.62%	123.40	20.45%	603.45	47.07%
Moston	364.18	53.59%	172.29	25.35%	143.05	21.05%	679.53	46.41%
North Area Average	363.80	53.79%	170.93	25.27%	141.66	20.94%	676.38	46.21%

Ardwick	299.32	54.96%	136.64	25.09%	108.64	19.95%	544.60	45.04%
Gorton & Abbey Hey	460.44	63.83%	150.99	20.93%	109.92	15.24%	721.35	36.17%
Hulme	233.37	49.31%	136.02	28.74%	103.83	21.94%	473.22	50.69%
Levenshulme	479.21	69.33%	118.14	17.09%	93.87	13.58%	691.22	30.67%
Longsight	451.44	65.29%	126.64	18.31%	113.39	16.40%	691.47	34.71%
Moss Side	567.02	72.17%	124.08	15.79%	94.53	12.03%	785.64	27.83%
Rusholme	340.94	57.81%	129.41	21.94%	119.38	20.24%	589.72	42.19%
Central Area Average	404.53	62.97%	131.70	20.50%	106.22	16.53%	642.46	37.03%

Baguley	303.01	39.93%	218.58	28.80%	237.34	31.27%	758.94	60.07%
Brooklands	279.81	37.36%	216.28	28.88%	252.78	33.76%	748.87	62.64%
Burnage	312.16	39.88%	200.72	25.64%	269.94	34.48%	782.82	60.12%
Chorlton	225.68	35.48%	194.44	30.57%	215.97	33.95%	636.08	64.52%
Chorlton Park	254.37	35.98%	202.61	28.66%	249.96	35.36%	706.94	64.02%
Didsbury East	248.41	34.09%	207.37	28.45%	273.01	37.46%	728.79	65.91%
Didsbury West	204.05	36.45%	164.91	29.46%	190.87	34.09%	559.83	63.55%
Fallowfield	442.81	54.89%	183.28	22.72%	180.64	22.39%	806.74	45.11%
Northenden	286.58	37.72%	215.95	28.43%	257.19	33.85%	759.73	62.28%
Old Moat	296.24	43.16%	182.12	26.53%	208.00	30.30%	686.35	56.84%
Sharston	304.26	40.45%	224.72	29.87%	223.25	29.68%	752.23	59.55%
Whalley Range	326.79	47.35%	166.67	24.15%	196.63	28.49%	690.09	52.65%
Withington	344.57	48.21%	177.97	24.90%	192.13	26.88%	714.66	51.79%
Woodhouse Park	300.58	40.33%	217.93	29.24%	226.79	30.43%	745.30	59.67%
South Area Average	294.95	40.98%	198.11	27.52%	226.75	31.50%	719.81	59.02%

Ward Recycling Data caveats:

- The tonnage data includes residual, dry recycling, organic, passageways and narrow access.
- Apartment data hasn't got the accuracy required yet to supply meaningful data.
- *Recycling property count can exceed Residual count*
- *Residual waste from "Schedule 2" properties collected by Biffa Trade Waste.*
- For the purpose of this report, all City Centre properties are classed as High Rise.

Appendix D – Overview of complaints allocated to Biffa (data source: Biffa)

Period	2016-17	2017-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	2018-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	2019-20
Received: Stage 1	458	361	27	26	20	23	32	22	26	34	22	37	38	40	347	27	36	36	35	42	176
Stage 2	19	34	3	4	2		1	2	5	2	4	3	2	1	29	1	1	3	1	5	11
Informal	2	0	1	2	1		5	1	4	1	1	3	6	4	29	5	3	2	1	1	12
Enquiry		0				2	1	8	5	9	1	4	3	1	34	2	5	2	5	6	20
	479	395	31	32	23	25	39	33	40	46	28	47	49	46	439	35	45	43	42	54	219
Incomplete	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Complete	479	395	31	32	23	25	39	33	40	46	28	47	49	46	439	35	45	43	42	54	219
Within SLA	413	376	30	32	23	25	39	31	39	46	27	46	47	46	431	33	45	40	42	45	205
	86%	95%	97%	100%	100%	100%	100%	94%	98%	100%	96%	98%	96%	100%	98%	94%	100%	93%	100%	83%	94%
Outside SLA	66	19	1	0	0	0	0	2	1	0	1	1	2	0	8	2	0	3	0	9	14
	14%	5%	3%	0%	0%	0%	0%	6%	3%	0%	4%	2%	4%	0%	2%	6%	0%	7%	0%	17%	6%
Average working days to complete	7.6	4.8	3.5	3.1	3.4	3.5	3.8	4.3	4.2	3.9	4.8	4.5	4.7	5.1	4.1	4.9	4.7	3.7	4.2	6.7	4.8
Outcome - Upheld																					
Yes	248	209	17	19	10	14	24	16	25	19	11	33	25	29	242	20	28	25	26	28	127
Partial	34	7		4	1			1		1	1	2	2	3	15			1	1	2	4
No	160	152	13	9	11	7	9	15	11	22	14	10	16	12	149	14	16	16	14	22	82
Withdrawn	2	1	1			2	1		2	1			1		8						0
Reallocated	35	26			1	2	3		2	1	1	2	3	2	17	1	1	1		1	4
Not Completed	0	0													0						0
Reject							2	1		2	1		2		8				1	1	2
	479	395	31	32	23	25	39	33	40	46	28	47	49	46	439	35	45	43	42	54	219
Upheld or partially upheld	59%	55%	55%	72%	48%	56%	62%	52%	63%	43%	43%	74%	55%	70%	59%	57%	62%	60%	64%	56%	60%
Average number of complaints received per month		33													37						44

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Appendix E - Inside the Head of Fly-tippers; Understanding Behaviour in Manchester (May 2019)

EXECUTIVE SUMMARY

Introduction

As part of the Tidy Cities programme, Keep Britain Tidy and Manchester City Council have worked together to carry out in-depth qualitative research to better understand its waste compliance issues. 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 prevent fly-tipping across Manchester.

The behavioural insights to come from the research are outlined in this report, along with recommendations on how these can be applied in the development of targeted interventions to change behaviour. Any interventions Manchester City Council select for trialling with Keep Britain Tidy will be robustly monitored and evaluated, with a view to scaling effective interventions for broader impact.

Methodology

Two focus groups were carried out with residents in the central Manchester area. Three respondents from each of the North, Central and South areas of the city were recruited to each focus group, and where possible, were recruited from fly-tipping hotspot locations, as identified by data provided by the council.

Respondents were screened using a recruitment survey to ensure that they met the criteria for the research before they were invited to participate. Participants must have:

- lived in the area for at least six months; and
- disposed of waste and/or unwanted items in a way that constitutes 'fly-tipping' over the past year (even if they did not understand this act as fly-tipping).

A total of 18 participants were recruited for the research (9 per focus group). These were ten female and eight male participants.

Each group lasted for 1.5 hours and as a thank you for their time, all participants received a cash gift of £40.

Results

Perceptions of Local Area as a Place to Live

The focus group participants were very positive about certain elements of their neighbourhoods, including the proximity to the city centre, access to local green space and the community spirit. Despite this, participants expressed dissatisfaction with the levels of crime, the cleanliness of their local area and antisocial behaviour.

Household Waste Management

Respondents reported a range of options that local people have for getting rid of items they no longer want or need. These ranged from official routes of disposal ("the tip" and the council's waste collection service) to unofficial routes (e.g. using

communal bins and the “scrap man”), along with ‘buy, sell, swap’ sites, donations to community projects, and fly-tipping!

Whilst “the tip” and the Council’s bulky waste collection service were cited as options for getting rid of items that residents no longer want or need, they were not widely used by the respondents. “The tip” was predominantly used on the infrequent occasions when respondents had a “big clear out”. Typically, this would include taking a “special trip” to the tip, to get rid of multiple/different items.

Whilst there was widespread awareness that the council operates a bulky waste collection service for residents, a small number of respondents in each group were unaware that residents could have one free collection of up to three items per year. Amongst those who were aware of the free element, there was some disagreement about the ‘terms and conditions’ of the service. For example, confusion over how many items would be collected free of charge, whether the free items had to be collected in one visit or whether there could be multiple free collections and whether there was an eligibility criteria.

A small number of respondents in each group said that they sometimes disposed of unwanted items in, or next to, communal bins in their neighbourhood. All respondents who did this knew that they shouldn’t, but they reconciled it with themselves by the fact that they perceived it would be collected as part of the routine emptying of the communal bins, and so this was a more responsible behaviour than leaving it somewhere where the council wouldn’t see it/pick it up.

All respondents had previously used scrap metal dealers/collectors and around half consistently left items for their collection. On some of these occasions, respondents didn’t see the collection of their waste item by the scrap dealers, they were just aware that the item they had left out had been removed. Other respondents had held on to waste items and upon hearing the scrap metal collector in their street (e.g. via their jingle or ‘tannoy’ message) had handed them over to the collectors.

Upon being asked what happens to the item or waste after the scrap metal collectors have taken it away, there was a unanimous response that they had never considered it. When probed, respondents overwhelmingly agreed that the responsibility for the item is now with the scrap metal collector, not themselves. When directly asked what happens to any element of their waste/item that they gave to the scrap metal collector, that cannot be weighed in, there was a unanimous opinion (and for a few, a realisation) that any non-valuable elements of the waste/item were not going to be disposed of via the correct channels.

Use of the scrap metal collector was very well regarded in terms of its ease of use, convenience, frequency to which collections were made in the local area and the fact that they didn’t need to pay for collection. There were perceived to be no downsides to using this service at all and aside from one person (who had had a realisation that the scrap metal collectors were most likely not disposing of any non-valuable elements of the waste via the correct channels) all respondents cited that they would use this service again in the future.

Respondents cited ways in which they could be made more aware about the services provided by the local council that could reduce fly-tipping, i.e. the bulky waste collection service and the household waste and recycling centres and/or how usage of these services could be maximised. Suggestions included advertising the services via the following:

- Facebook feeds – both the Council’s own page and neighbourhood ‘community’ pages.
- Hangers and/or stickers on wheeled bins
- Side of refuse collection trucks
- Fridge magnets
- Bin collection calendar
- Food waste bags (caddy liners) provided by the council

Fly-tipping Behaviours and Drivers

All 15 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 most common fly-tipping behaviour amongst participants was leaving a large item from their household outside in a public place for someone else who might like it for free.

The research identified the following drivers of fly-tipping:

- There is a lack of understanding of fly-tipping
While the term was widely recognised by the focus group participants, and was spontaneously cited by them during the discussions, there was a clear lack of awareness of what constitutes ‘fly-tipping’ and many participants had been fly-tipping without realising it or that it was wrong. When asked to identify incidences of fly-tipping from photographs, participants tended to choose large-scale, messy and uncontained piles of rubble or house clearance waste, such as incidences typically undertaken by tradespeople. Dumped mattresses were also generally recognised as fly-tipping by participants. Participants did not identify ‘black bags’, garden waste, leaving items by the communal bins, single items such as furniture or electrical appliances and charity donations as fly-tipping.
- There is an expectation that fly-tipped items will be collected quickly and without repercussions

Alongside previous Keep Britain Tidy research¹, there is evidence to suggest that this is a major driver of fly-tipping. Items that participants had put out (fly-tipped) were typically removed quite quickly (i.e. within a day or two). This contributed to perceptions that their behaviour did not cause harm and it was therefore seen as a viable way to get rid of unwanted items quickly and for free. Keep Britain Tidy research indicates that this may drive further fly-tipping because people can learn to rely on it as a means for getting rid of their unwanted items.

¹ *Inside the Head of Fly-tippers*, Keep Britain Tidy, 2017; *Understanding and Tackling Fly-tipping in London*, Keep Britain Tidy, 2018.

- There is a lack of understanding about the impacts of fly-tipping (and waste service systems)

Keep Britain Tidy research² shows that household fly-tipping is seen as low-impact and residents struggle to understand the cost impacts and implications for the broader community. The consequences and broader impacts of fly-tipping are very rarely explained to residents, leading to a gap in understanding that residents tend to fill with their own narratives.

- Fly-tipping is often motivated (or excused) by a perception of ‘helping someone out’

Many participants said that they leave items out for other residents and scrap dealers who might like them free of charge because they believed that other people could make good use of the items. Several participants said that they did not know who took the items they had left out, meaning that the Council may be collecting their items without them realising this. This links with a lack of understanding about the impacts of fly-tipping.

Reporting Incidents of Fly-tipping

The vast majority of respondents had never reported acts of fly-tipping (like those seen in the 20 photographs used in the focus groups). Respondents would only consider reporting an incident of fly-tipping, if it was hyper-local to them (near to their home, something they see when out and about in their neighbourhood) and/or hadn't been removed within a few days of them first becoming aware of it.

Householder's Duty of Care

Typically, participants had never considered who was legally responsible for items that had been fly-tipped. When pushed, there was a mixed response regarding where the responsibilities lie. Around half said that it would be the responsibility of the person or company taking the waste away and the other half said that it would be the responsibility of the householder. No one responded that it would be both the responsibility of the person/company and the householder.

None of the respondents had ever asked the person/company they had hired to take away waste for their waste carrier registration licence (or checked that they have one), what they will do with the waste, for a receipt or for paperwork showing what will happen to the waste. Respondents said that they would identify whether or not a supplier was a ‘proper business’ before using them (and that if it was a proper business, they would automatically assume everything would be in order). However, they would do this very quickly, without any thorough checks, by simply make a snap judgement based on where the person/company was advertising, whether or not they had a website and whether or not they had a logo or phone number on their van.

Respondents felt that an email conversation with the trader, a receipt for the money paid, or any paperwork containing the company's logo was enough to cover them in the event that their waste was disposed of illegally. That is, these items would act as evidence that the householder paid the person/company to take the items away,

² *Inside the Head of Fly-tippers*, Keep Britain Tidy, 2017; *Understanding and Tackling Fly-tipping in London*, Keep Britain Tidy, 2018.

showing that they weren't the last people to handle the waste and therefore in their minds freeing them of any responsibility for its illegal disposal.

Only one respondent already knew that householders need to check that those removing any waste from their homes are registered waste carriers, and that if a waste carrier licence wasn't in place, it would be illegal for the person/company to take their waste away. Respondents were surprised to learn this was the case and felt uneasy about any potential repercussions.

Respondents were asked how local residents might be made more aware of their Duty of Care. Responses were varied, with no single response more predominant than the others. Suggestions included advertising via the following:

- Local broadcast media (radio and television)
- Manchester Evening News
- Social media
- Side of refuse collection trucks
- Tags/hangers and/or stickers on wheeled bins
- Annual council tax bill/letter
- Information pack for new tenants.
- The promotion of registered waste carriers.

Enforcement

Respondents were asked if they or someone they knew had ever been caught leaving an unwanted item or rubbish in a public place, and if so, what were the outcomes. None of the respondents had been caught fly-tipping themselves, but two cited examples of people they knew who had.

There were mixed views on whether enforcement works, with around half strongly in favour of hitting offenders in the pocket and the other half suggesting that the fine is not a deterrent due to its low value and it potentially being cheaper than the price of legitimate removal costs, for some fly-tips.

There was a high level of awareness that Manchester City Council could and do issue warning letters to fly-tippers and equally that fly-tippers could be traced via investigations of the fly-tipped waste. However, there was widespread agreement that fly-tippers were savvy about it and knew not to leave any documents that could trace the waste back to them. Respondents perceived that fly-tippers were highly unlikely to be caught in the act or be traced afterwards and that warning letters were not a deterrent and so wouldn't help to solve the problem.

Solutions

Respondents were informed that they had been invited to the discussion because when they were asked by researchers, they said that they had previously done something that can be classed as fly-tipping. There was widespread agreement among the participants that they did not know that these behaviours constituted fly-tipping, but in some cases, they were aware that it was a behaviour they shouldn't really be doing.

In terms of what would make it easier for people to do the right thing, typical suggestions were focussed on enhancing bin capacity (and less on changing behaviour), whether that was via reinstating larger wheeled bins, more frequent

collections, or via bins that compress waste. However, there was a suggestion that bin capacity could be improved if residents were better at recycling their waste, although a few respondents cited confusion over what can and cannot be recycled as part of the doorstep scheme.

Based on the findings of the research, Keep Britain Tidy has eight main recommendations for tackling household fly-tipping across Manchester:

1. Use values-based communications that give residents clear explanations of why responsible waste management is important and reinforce personal responsibility for waste
2. Use appropriate images when communicating about fly-tipping
3. Trial 'crime scene investigation tape' to address expectations that items will be collected quickly and without repercussions
4. Support residents to manage their household waste more effectively, including reducing the amount of waste they generate in the first place
5. Undertake user journey mapping to identify further potential improvements to services, including the bulky waste service
6. Trial an approach to promote the bulky waste collection service, including the 'free element' of the scheme (e.g. via bin tags/hangers and/or stickers on bins)
7. Consider trialling an extended service to collect large items and household waste to offer residents a legitimate direct competitor to 'man with a van' or the 'Facebook Fly-tipper'. Consider trialling /implementing a series of suggested practical recommendations to support wider work to reduce fly-tip

Appendix F – Biffa Social Value Updates (June - August 2019)

Summary of SRFO Activities June 2019

June 2019

CHEETHAM PROJECT

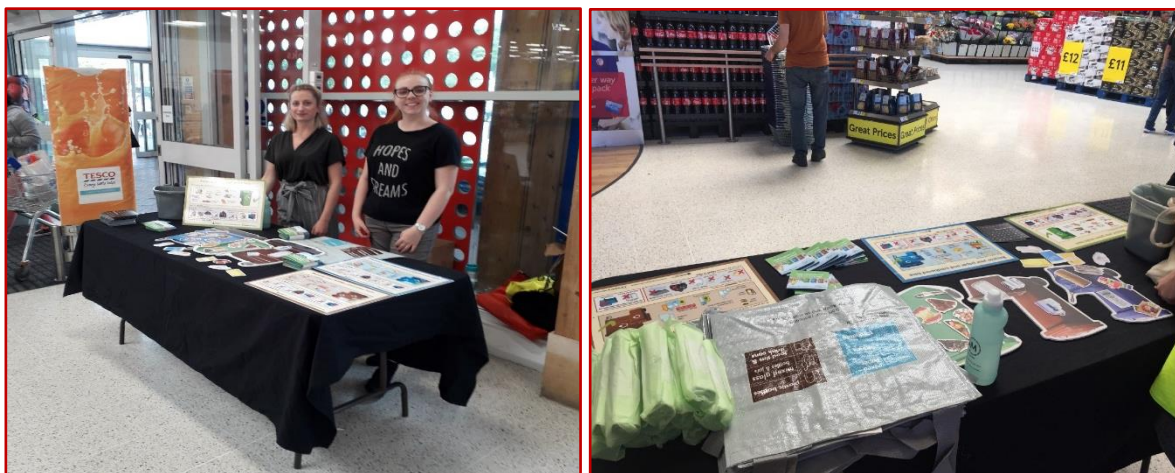
Biffa are currently undertaking a project in Cheetham as the ward has one of the lowest recycling rates, and highest number of fly tipping and missed bin reports. Data was used to identify 3 hotspots to target in the area in order to improve these issues.

Khizra Mosque

Biffa set up a stall in the Khizra Mosque to promote recycling and offer advice to local residents. Residents were able to take split bags and caddies away, as well as information about what item goes into which bin, and how to report issues by signing up to an account on Manchester City Council's website. Attending the mosque for a couple of hours of a Friday afternoon during/after Friday prayers was really useful for speaking to a large number of residents in a short amount of time. Biffa and MCC will therefore return to the Mosque with a stand once a month.

Tesco

As part of the Cheetham project, the Tesco superstore was another key spot to host an information stand as a huge number of residents visit. The stand was positioned in the entrance so that people coming in and out of the store could stop. So far Rachel and Molly have held the stand twice and both times have been very successful. It has been estimated that over 100 people were spoken to each time they visited the store with their stand. The conversations had with residents were useful as many had questions about ordering new bins and reporting issues. Residents found the split bags to be very useful at separating their waste in the kitchen and using the bags to take the waste to their bin. Biffa hope to return to Tesco once a month.



STUDENT MOVE OUT WEEKEND

Every year a huge number of students move out of Manchester and leave behind a lot of waste. This year MCC and partners worked together to reduce as much waste as possible. Over the key move out weekend (28th, 29th, 30th June) there were 7 teams covering areas in Withington, Fallowfield and Rusholme. A gazebo was put in each area as a donation point for students. The SRF officers were involved over the weekend and helped by engaging with students. They were encouraged to donate unwanted items instead of putting them in the general waste bins, such as clothes, toiletries (even half used), pots/pans etc. The areas were covered from 9am-6pm on each day. The weekend proved to be a great success. The British Heart Foundation reported that over the weekend they collected 1,500 bags from Manchester City Centre banks and community donation points. This amounts up to £21,000 and diverted 12 tonnes from landfill.



ESOL

The SRF officers held recycling classes in some ESOL groups across Manchester. In the classes the SRF officers gave a workshop on why it is important to recycle, and which bins household waste should go in. The class were able to learn about their bins in Manchester while learning important waste and recycling vocabulary. The class were also taught what to do with other items such as going to the HWRC or requesting a bulky waste collection from the Council. The class were shown how to use the MCC website for any bin related issues. The centres visited in June were Abraham Moss leisure centre, Greenheys adult learning centre, Wythenshawe Forum and Longsight adult learning centre.

- ESOL class on behalf of KBT + litter pick

Molly delivered a KBT presentation at Greenheys adult learning centre in Moss side. The presentation was about littering in Manchester. The class learnt facts about littering including the fine that you could be faced with if you were caught littering. The class then went for a litter pick in the surrounding areas and collected 7 bags of rubbish.



Talk English Celebration at Manchester Cathedral

A celebration event was held at Manchester Cathedral to mark the end of the year for talk English classes. This was a chance for all the separate groups to come together, socialise and share experiences. The theme this year was the environment. The SRF officers attended to talk to learners about the importance of recycling properly for our community and the wider world, whilst learning important waste and recycling vocabulary. The learners were also taught what to do in other situations, such as going to the HWRC or requesting a bulky waste collection from the Council. The class was shown how to use the MCC website for any bin related issues.



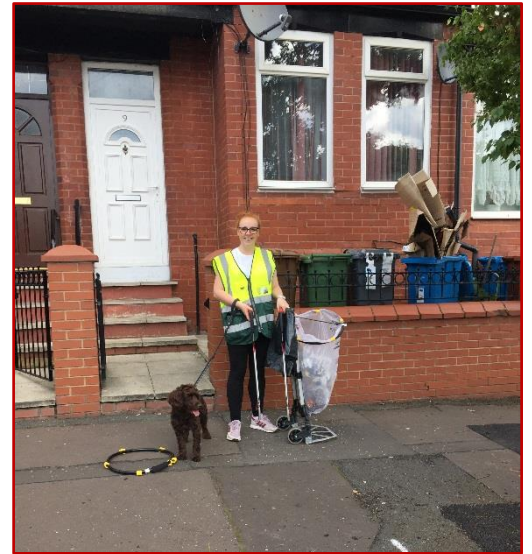
COMMUNITY EVENTS

Cleaner Crumpsall

Cleaner Crumpsall is a community group that have organised litter picks every three months. Rachel and Molly supported the litter pick on 22nd June. There was a big turnout of over 50 volunteers and a collection of 80 bags of litter. Biffa also supports the clean up by collecting the bags at the end.

Herristone Park

Biffa held an information stand at Herristone Park on 23rd June to promote recycling and offer advice to local residents. The usual recycling equipment was given away – split bags, caddies and caddy liners. Residents were also encouraged to set up a Manchester City Council account so that they could order and report bin issues themselves online.



Eid Celebration Platt Fields Park

The SRF officer supported the Keep Manchester Tidy campaign at Eid celebration in Platt Fields Park, engaging with residents on topics such as littering, ocean plastics and why we need to recycle more. The information stand was welcomed and led to some good discussion points.



SUMMARY OF JUNE SCHOOLS WORKSHOPS

The SRF officers have co-ordinated and delivered an education programme for local schools, colleges and universities across the city. The following schools have received workshops in June:

Number of schools workshops and assemblies in June	Pupils engaged with
14	680

Talk English Celebration Event

The Talk English celebration event held at Manchester Cathedral celebrated students' commitment to learning English. Students were invited to meet other people, take part in activities and learn about local services. Biffa hosted an information table to promote and encourage recycling in Manchester. The day was successful as a lot of students were engaging with the table and asking questions about recycling and setting up an online account to report issues. Caddies, liners and split bags were given out to students to help with recycling at home.



Waste Aid Walk

On Saturday 6th July, over 40 people took part in the walk for Waste Aid. Rachel and Molly mapped this year's Waste Aid walk and helped with the organisation on the day. The 15 mile walk started from the Old Trafford football stadium and finished at the Etihad stadium. The walkers litter picked through Manchester City centre and along the canal tow paths as they went. So far, the walk has raised over £1,200 for Waste Aid.



ESOL Classes

In July, the SRFs visited another ESOL class in Crumpsall. The classes are for new residents learning English. The class were taught about waste and recycling in Manchester, and setting up an online account to report issues or request bulky collections.

Housing Providers Joint day of action

A Housing Providers' Joint Day of Action was set up for 15th July, where a number of housing providers and relevant organisations get together for a day of action. MCC, Biffa, One Manchester, Guinness Group, MSV Housing and more were present to take part in litter picking, door knocking and community engagement. Residents were allowed to dispose of their bulky waste in Guinness vans to prevent fly tipping

MCA Parents evening event

Biffa and MCC had a stall at MCPA's parents evening showcase. Recycling equipment and information was given out to parents. Children were encouraged to play the bin sorting game to understand what items we can and can't recycle.

Khizra Mosque

As the SRFs continue with the Cheetham Action Plan, Biffa held another stall on 19th July at the Khizra Mosque to promote recycling. Residents were able to take split bags and caddies away, as well as information about what item goes into which bin, and how to report issues by signing up to

an account on Manchester city council's website. Biffa and MCC Neighbourhood officer for Cheetham think the message is sent to a large number of residents.



Tesco Information Stall

Carrying on with the Cheetham project, Biffa hosted another pop up stand at the Tesco superstore. Again, it was estimated that over 100 people were spoken to each time they visited the store with their stand. Residents from the area can speak to the officers about waste and recycling and also how to report issues online. There are several sessions booked in for over the next couple of months.



Library Sessions

Over the summer Biffa have been invited to various libraries across Manchester to give recycling workshops. The workshops are a great way to engage with children as well as their accompanying adults.

The summer reading challenge (SRC) is the biggest annual reading promotion for children aged four to eleven. It is supported by over 160 free activities during the school holidays. Biffa have been supporting the free activities. In July, Biffa gave 1 SRC workshop at Longsight library.

The Read and Feed initiative gives children that would usually have free school dinners a chance to participate in a library activity then free lunch. Biffa have been supporting Read and Feed with workshops. In July, Biffa have delivered 2 R&F workshops at Gorton Library and Newton Heath Library.

More library workshops will be given in August.





Wythenshawe Games

The Wythenshawe Games is a free sports and activities festival for all ages based in Wythenshawe Park. Biffa shared a tent with Manchester city council. The tent promoted recycling, reporting issues online and promoting One Manchester. People got the chance to make a smoothie using the smoothie bike. The 5-day festival was a success and Biffa were able to engage with a lot of local residents. Youth Climate Change action Summit



The event was organised to help young people across Manchester understand the impact climate change might have upon our lives and the planet.

The event consisted of three main activities a market place, workshops and a debate and questions.

The market places consisted of a range of stalls from different stakeholders, showcasing what we need to do to become a zero carbon city. Biffa hosted a stall focusing on the three R's - Reduce, Reuse and Recycle. Highlighting the importance of not only recycling but trying to reduce the amount of waste we are producing in the first place by looking at what we are buying from supermarkets. The workshops provided a platform on which the young people could voice their worries about climate change and also share what they are currently doing to prevent climate change in school and at home. Debate and questions for the local councillors to wrapped up the day.

Interfaith Clean up

SRF officers and Cheetham Neighbourhood officer supported the Interfaith clean up arranged by Keep Manchester Tidy. The volunteers were from all over the city but came together at Our Faith, Our Planet conference at Manchester Cathedral. The focus was on the Strangeways area in Cheetham and area which suffers from a lot of littering. One of the volunteers Steve Williams said "they were all surprised by how much we received from the experience. It is certainly one that we would like to repeat".

Medlock family Fun day

SRF officers attended the summer fun day organised by Arowak Walton housing providers in Ardwick. They hosted the usual stall promoting recycling alongside Neighbourhood officers for the area.





Summary of July Schools workshops

The SRF officers have co-ordinated and delivered an education programme for local schools, colleges and universities across the city. The following schools have received workshops in July:

- Seymour Road Primary
- Resurrection Primary

Number of schools workshops and assemblies in June	Pupils engaged with
5	210

Library Sessions

Biffa continued to deliver recycling workshops at libraries across Manchester in August. The workshops are a great way to engage with children as well as their accompanying adults.

The summer reading challenge (SRC) is the biggest annual reading promotion for children aged four to eleven. It is supported by over 160 free activities during the school holidays. Biffa have been supporting the free activities. In August, Biffa gave 5 SRC workshops at Didsbury, Burnage, The Avenue, Abraham Moss and Central libraries.

The Read and Feed initiative gives children that would usually have free school dinners a chance to participate in a library activity then free lunch. Biffa have been supporting Read and Feed with workshops. In August, Biffa delivered an R&F workshop at Fallowfield Library.







Longsight Engagement and Clean up

On 2nd August, MCC Neighbourhood Officers organised a clean-up of the waste area at the top of Hopkins Street with partners Biffa, One Mcr and Great Places. The area was cleared and litter picked to make it easier for residents to access the bins. Residents were encouraged to join the litter pick with refreshments.

Community Fun Days

Throughout August, the SRFOs were invited to host a stall at 9 community fun days. Biffa stalls at community events are fun and informative – recycling games for the children, and free recycling equipment and leaflets for adults. The following events have been attended by Biffa:

- Love Fallowfield Community Day – Fallowfield – 3rd August
- Broadhurst Park Fun Day – Moston – 4th August
- FC United of Manchester Fun Day – Moston – 7th August
- Messy Church Fun Day – Harpurhey – 10th August
- Vine Street Park Fun Day – Gorton and Abbey Hey – 17th August
- Crumpsall Park Fun Day – Crumpsall – 21st August
- Jigsaw Homes Engagement Day – Moss Side – 23rd August
- Greenbank Park Fun Day – Levenshulme – 28th August
- Benchill Community Fun Day – Benchill – 31st August





Brunswick Church Residents Meeting

Biffa were invited as guest speakers to the Brunswick church residents group's meeting to talk about waste and recycling. The residents were shown exactly what type of plastic should go in the brown bin and what should go in the general waste bin.

Door Knocking Exercise, Hulme

Biffa worked in partnership with Housing Provider Guinness to engage with residents through a door knocking exercise in Hulme. The targeted residents were those in Cooper House, on Bonsall Street and on Boundary Lane. The aim was to encourage residents to recycle more and not to contaminate the recycling bins. They were offered split bags, caddy liners and recycling literature in order to make it easier to recycle.

MCA Summer Workshop

Manchester Communication Academy have a 4 week summer camp for children aged 5-16 where they can participate in a variety of activities during the summer holidays. Biffa delivered two waste and recycling workshops during the summer camp. The children learnt about how to sort household waste into the correct bin, the importance of recycling and the implications are littering and fly-tipping.

Tesco Information Stall

Continuing with the Cheetham project, Biffa hosted another pop up stand at the Tesco superstore on 16th August. Again, it was estimated that over 100 people were spoken to when they visited the

stand at the store. Residents from the area can speak to the officers about waste and recycling and also how to report issues online.

The Job Centre, Rusholme

In August, the SRFs extended the low performing areas Action Plan to Rusholme, starting with a pop up in the Job Centre. Sonia and Molly hosted the stand, and gave residents the opportunity to speak about waste and recycling. The officers will continue to work on resident engagement in Rusholme.



Khizra Mosque

As the SRFs continue with the Cheetham Action Plan, Biffa held another stall on 30th August at the Khizra Mosque to promote recycling. Residents were able to take split bags and caddies away, as well as information about what item goes into which bin, and how to report issues by signing up to an account on Manchester city council's website. Biffa and MCC Neighbourhood officer for Cheetham think the message is sent to a large number of residents.

**Manchester City Council
Report for Resolution**

Report to: Neighbourhoods and Environment Scrutiny Committee – 9
October 2019

Subject: Final Report and Recommendations of the Behaviour Change
and Waste Task and Finish Group

Report of: The Behaviour Change and Waste Task and Finish Group

Summary

This report presents the Neighbourhoods and Environment Scrutiny Committee with the findings of the detailed investigation undertaken by the Behaviour Change and Waste Task and Finish Group.

Recommendations

The Neighbourhoods and Environment Scrutiny Committee are asked to:

1. Note the findings of the Task and Finish Group and endorse the recommendations as set out in section 8 of the report.
 2. Resolve to refer the recommendations to the Executive.
 3. To request a progress report on the implementation of these recommendations at an appropriate time.
-

Wards Affected: All

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 the contact officer above.

Copies of the reports and meeting minutes for this Task and Finish Group are available via the Council's web-site:

<https://democracy.manchester.gov.uk/ieListMeetings.aspx?CIId=257&Year=0>

See also:

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

<https://democracy.manchester.gov.uk/ieListDocuments.aspx?CIId=148&MIId=264&Version=4>

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

<https://democracy.manchester.gov.uk/ieListDocuments.aspx?CIId=148&MIId=266&Version=4>

[The 'Our Manchester – The Manchester Strategy':](#)

www.manchester.gov.uk/downloads/download/6426/the_manchester_strategy

[DEFRA Litter Strategy for England and 2017/18 progress report:](#)

www.gov.uk/government/publications/litter-strategy-for-england

www.gov.uk/government/publications/litter-strategy-for-england-progress-reports

1.0 Introduction

- 1.1 In February 2017, Department for Environment, Food & Rural Affairs (DEFRA) launched 'The Litter Strategy', which recognised the huge challenge litter posed to the country. The paper set out aspirations to reduce the impact of littering on all aspects of the environment and deliver a national campaign intended to drive a significant behaviour change.
- 1.2 The consultation on The Manchester Strategy showed how passionately residents felt about environmental issues and this feedback had been incorporated into the 'Our Manchester' vision to reduce littering, increase recycling and create a cleaner city. Whilst the City has a statutory obligation to keep streets clean, residents, businesses and visitors to Manchester have a key role to play in keeping it tidy.
- 1.3 In 2018 the City embarked on a partnership with Keep Britain Tidy to develop an overarching campaign: 'Keep Manchester Tidy'. Keep Britain Tidy (KBT) are an independent environmental charity with three goals to eliminate litter, improve local places and prevent waste. Further information on Keep Britain Tidy can be viewed at: <http://www.keepbritaintidy.org/>
- 1.4 This 'Keep Manchester Tidy' 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.
- 1.5 At their meeting of 10 October 2018 the Neighbourhoods and Environment Scrutiny Committee considered reports on 'Waste, Recycling & Street Cleaning' and the 'Keep Manchester Tidy' campaign.
- 1.6 Members discussed the many positive examples of resident and community group involvement to tackle waste in their respective wards by organising regular litter picks and clean up events. Members were keen to consider how resident groups in other wards could be inspired and supported to replicate those activities for the benefit of their local area and environment.
- 1.7 By adopting the Our Manchester approach, residents would be empowered to initiate local solutions and community projects to keep our neighbourhoods clean and tidy.
- 1.8 Members further noted that a significant amount lot of litter that accumulated, in particular in district centres, was as a result of the night time economy. Therefore, specific consideration needed to be given to embedding good practice amongst businesses to manage their waste responsibly and ensure their activities did not negatively impact on the surrounding environment. Members of the Neighbourhoods and Environment Scrutiny Committee agreed to establish a Task and Finish Group to explore this further.
- 1.9 The Committee subsequently agreed the Terms of Reference and Work Programme at their meeting of 5 December 2018.

2.0 Membership

- 2.1 The membership of the Task and Finish Group was approved by the Neighbourhoods and Environment Scrutiny Committee at their meeting of 5 December 2018 as Councillors Hassan, Hughes (Chair), Jeavons, Kilpatrick, Lyons, Reid and Wright.
- 2.2 Councillor Whiston was subsequently appointed as a member of the Group at the meeting of Neighbourhoods and Environment Scrutiny Committee held 19 June 2019 when the Task and Finish Group was formally re-established for the 2019/20 municipal year. (See minutes ref. NESC/19/23)

3.0 Objectives

- 3.1 The objectives and key lines of enquiry were agreed by the Neighbourhoods and Environment Scrutiny Committee at their meeting of 5 December 2018. (See minute ref. NESC/18/56) The full terms of reference are attached as an Appendix to this report. The agreed objective was '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.'

4.0 Key Lines of Enquiry

- 4.1 The Group agreed the following to undertake their review:
1. Hearing from Keep Britain Tidy on campaigns that have proven to have worked.
 2. The group will hear from a number of invited community groups to hear of their experience.
 3. Examples of how businesses can be influenced to reduce levels of waste.

5.0 Evidence Gathering Process

- 5.1 The Group held three meetings to consider evidence and hear from a number of invited witnesses. The full detail of what the Group considered at each meeting can be found in the work programme, attached as an Appendix to this report.

6.0 Formal Meetings and Themes

6.1 Meeting 1 - 21 January 2019

6.1.1 Theme: Understanding what works - Keep Manchester Tidy Update

- 6.1.2 At this meeting the Group considered a report that provided an update on national and local campaigns and lessons learnt to address the issue of waste and influence behaviour change. The group learnt of the various campaigns

designed to tackle specific issues such as dog fouling, left litter and discarded vehicle litter.

- 6.1.3 The group discussed the issue of flytipping and heard that the increase in incidents of flytipping were associated with businesses and commercial waste carriers, noting that this was a national trend. Members discussed the various actions that could be adopted to address this, including the installation of number plate recognition cameras at household waste and recycling centres.
- 6.1.4 The Group discussed the impact that irresponsible Private Landlords had on neighbourhoods, in particular in student areas. Members learnt of the work underway to address this through the extended House of Multiple Occupation licensing scheme, and the proposals to develop written guidance that could be issued to Landlords.
- 6.1.5 Members gave accounts of the groups working within their respective wards to tackle litter and acknowledged the significant contribution these groups and Litter Volunteers and Litter Ambassadors made to neighbourhoods and communities, and discussed the support that could be offered to them.
- 6.1.6 The Group had agreed that at their next meeting a number of volunteer and resident groups would be invited to attend so Members could hear of their experience in tackling waste in their community and neighbourhoods.
- 6.1.7 Following this meeting a call for evidence was sent to all Councillors asking for the contact details of residents groups. The Group wish to thank all of those Councillors that responded with suggestions for groups and representatives who could be contacted.

6.2 Meeting 2 - 20 March 2019

6.2.1 Theme: Examples of good practice

- 6.2.2 At this meeting the Group had invited a range of volunteer and resident groups to attend and share their experience in tackling waste in their neighbourhoods.

The Group heard from the following:

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

- 6.2.3 Each guest informed the Group of the initiatives and actions taken within their respective neighbourhoods to engage with local residents to address the issue of waste and litter. Members discussed with them the challenges they had faced and the lessons learnt.

- 6.2.4 Members acknowledged the important and invaluable work of residents groups in improving the physical environment in their respective neighbourhoods and the positive contribution they made in reducing littering, increase recycling and contributing to a cleaner city.
- 6.2.5 The Chair, on behalf of the Group thanked all of the invited guests for attending the session and contributing to the work of the Group, and stated that the oral evidence and testimonies provided would inform the Group's deliberations when considering their final recommendations.

6.3 Meeting 3 – 24 July 2019

6.3.1 Theme: Businesses and Management of Waste

- 6.3.2 The Group considered a report that provide the Group with further information about the work being undertaken to encourage and support businesses to effectively and responsibly manage their commercial waste.
- 6.3.3 Noting the success that had been achieved in the China Town are of the city centre through an integrated management approach that had engaged and worked with both local business and residents to deliver physical improvement and establish relationships, Members were keen to discuss how this model could be used to influence behaviour change and deliver physical improvements in district centres.
- 6.3.4 Members also heard from a representative from City Co who attended and described the range of activities undertaken with both local and national businesses and residents to improve the local physical environment.

7.0 Agreement of Final Report and Recommendations

- 7.1 The Task and Finish Group were invited to consider the final report that presented the findings of the investigation undertaken by the Group. The report had been circulated electronically to all Members and they were invited to consider the content of the report and the agree the recommendations.

8.0 Conclusions and recommendations

- 8.1 Following careful consideration of all of the evidence presented throughout the course of their investigation the Behaviour Change and Waste Task and Finish Group agreed the following recommendations:

Recommendation 1:

That the Executive Member for Neighbourhoods, in consultation with the Executive Member for Housing and Regeneration make representations to the Residential Landlord Association and the Association of Residential Letting Agents to recommend that they raise awareness amongst their membership of the responsibilities in relation to waste management associated with privately rented properties.

Recommendation 2:

That the Executive Member for Neighbourhoods lobbies the Greater Manchester Combined Authority and the provider Suez Recycling and Recovery UK Ltd (Suez) to install number plate recognition systems at all Greater Manchester household waste and recycling centres to assist in the identification of flytippers.

Recommendation 3:

That the Executive Member for Neighbourhoods considers the options for deploying mobile CCTV equipment in those areas identified as flytipping hotspots to assist with the detection and prosecution of perpetrators.

Any prosecutions are to be subsequently publicised in the local press and social media to reinforce the message that this anti-social activity will not be tolerated.

Recommendation 4:

Noting that food hygiene is indicative of a business's waste management arrangements the Executive Member for Neighbourhoods explores the options to make it a requirement that all food and take away businesses prominently display their current food hygiene rating certificate.

Recommendation 5:

That the Executive Member for Neighbourhoods works with the Universities of Manchester to raise awareness amongst the student population of their responsibilities regarding waste and recycling, and litter.

This information is to be widely disseminated at key times of the academic year, such as Fresher's Week and repeated throughout the year via appropriate social media and at appropriate student events.

Recommendation 6:

Noting the incidents of flytipping that is associated with student households at the end of the academic year, the Executive Member for Neighbourhoods to work with both the Universities of Manchester, and appropriate charitable organisations to coordinate the collection of unwanted or surplus household goods from student homes.

Information and details of such collections are to be widely publicised in advance, using a variety of mediums to maximise the uptake of this offer by both students and landlords.

Recommendation 7:

That the Executive Member for Neighbourhoods explore options for promoting the bulky waste collection service.

Recommendation 8:

Acknowledging the positive outcomes of an integrated management approach as adopted in the China Town area of the city centre to deliver physical improvements and develop positive relationships between residents and local businesses.

The Group recommended that information and good practice on this approach is shared with all Members so this can be tailored and utilised in their respective wards to engage with the local community, stakeholders and businesses to deliver projects and maintain physical improvements to the local environment.

9.0 Acknowledgements

9.1 The Behaviour Change and Waste Task and Finish Group would like to thank the following people for their advice and support during this investigation:

Councillor Akbar, Executive Member for Neighbourhoods
Heather Coates, Strategic Lead: Waste, Recycling and Street Cleansing Services

Emma Krijnen-Kemp, Project Manager Keep Manchester Tidy

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

Alex King, City Co

Claire Myatt, Compliance Team Manager

Title	Behaviour Change and Waste Task and Finish Group
Membership	Councillors Hassan, Hughes, Jeavons, Kilpatrick, Lyons, Reid Whiston and Wright
Lead Executive Members	Councillor Akbar, Executive Member for Neighbourhoods
Strategic Directors	Fiona Worrall, Strategic Director 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"> 1. Hearing from Keep Britain Tidy on campaigns that have proven to have worked. 2. The group will hear from a number of invited community groups to hear of their experience. 3. Examples of how businesses can be influenced to reduce levels of waste.
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**

Meeting 1: Monday 21 January 2019, 2pm in the Council Antechamber				
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	

Meeting 2: Wednesday 20 March 2019, 2pm in the Council Antechamber				
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	

Meeting 3: Wednesday 24 July 2019 2.30pm in the Council Antechamber				
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	

**Manchester City Council
Report for Resolution**

Report to: Neighbourhoods and Environment Scrutiny Committee
– 9 October 2019

Subject: Overview Report

Report of: Governance and Scrutiny Support Unit

Summary

This report provides the following information:

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

Recommendation

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

Contact Officers:

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

Background documents (available for public inspection):

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

None

1. Monitoring Previous Recommendations

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

Date	Item	Recommendation	Response	Contact Officer
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 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.	A response to this recommendation has been requested and will be circulated once received.	Fiona Worrall

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 October 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 *

Decision title	What is the decision?	Decision maker	Planned date of decision	Documents to be considered	Contact officer details
Clean Air Plan (Full Business Case) 2018/12/18B	To approve the Clean Air Plan Full Business Case for the city of Manchester	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
To report on changes to the Council's Allocations Scheme 2019/04/25D	To agree the changes to the Allocations Scheme.	Executive	16 October 2019	Revised Allocations Scheme	Martin Oldfield m.oldfield@manchester.gov.uk
Social Housing Allocation Policy 2019/09/18A	To approve a new Social Housing Allocation Policy	Executive	13 November 2019	Executive report	James Greenhedge j.greenhedge@manchester.gov.uk
Environmental Health, Trading Standards and Housing Compliance and Enforcement Fees (2019/08/20A)	To increase fees associated with chargeable work in Environmental Health and Trading Standards and introduce a fee for Housing Compliance and Enforcement advice requested by Private Rented Sector Landlords.	Strategic Director (Neighbourhoods)	Not before 20th Sep 2019	Note requesting approval to set fees	Breige Cobane b.cobane@manchester.gov.uk

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

Wednesday 9 October 2019, 2 pm (Report deadline Monday 30 September 2019)				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Waste, Recycling and Street Cleansing Update	<p>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:</p> <ul style="list-style-type: none"> - Data at a ward level on cleansing; - Data at a ward level regarding levels of rubbish collected and levels of recycling collected; - The approach to the removal of side waste; - The approach to weed control; - An update on the impact of the apartment service changes; - Biffa bin bag collection points; - Biffa cleaning schedule; - Assessment and response to 'companies' collecting waste and offering to dispose of at a charge to residents then flytipping it; - The work of local Housing Associations to promote recycling and reduce waste with their tenants; - Container Bin reset; - The use of agency workers and the Biffa contract; - Leaf clearing programme and cycle lane cleaning / sweeping. - An update on the work with Universities / landlords to 	Cllr Akbar	Heather Coates	Members have requested that a specific piece of independent research be undertaken to understand how Manchester compares to other core cities in regard to waste and rubbish. Analysis should be undertaken to understand the factors that contribute to any performance discrepancies.

	address issues of increased waste from student houses at the end of term; and - Examples / case studies to be provided to demonstrate positive outcomes where available.			
Final Report and Recommendations 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	
Overview Report	This is a monthly report, which includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.		Lee Walker	

Wednesday 6 November 2019, 2 pm (Report deadline Monday 28 October 2019)

Item	Purpose	Lead Executive Member	Lead Officer	Comments
Highways Maintenance Programme	To receive an update report on the Highways Maintenance Programme. The report will include information on the following areas of activity: - Highways reactive maintenance update; - Managing disruption caused by major schemes; - Major schemes update; - Tree planting in capital schemes; - Street lighting PFI programme; - Highways planned Maintenance Programme update year 3 progress and year 4 programme confirmation; - How information about how major schemes is provided to both local Ward Councillors and residents;	Cllr Stogia Cllr Akbar	Steve Robinson	

	<ul style="list-style-type: none"> - An update on the Winter gritting programme; - The provision of motorbike parking facilities and - Residents parking schemes update. 			
Homelessness Update	<p>This update report on Homelessness will include:</p> <ul style="list-style-type: none"> - Data on the number of homeless presentations since the last report to Committee, including a breakdown by families, single people and how many present from outside of Manchester; - Information on the number and location of facilities to support and accommodate homeless people (both provided by Manchester City Council and independent providers) and how long the support/ accommodation is provided for; - An update on the A Bed Every Night service and the preparations to support homeless peoples through the winter period; - Information will also be provided on how ex-service personnel referred to A Bed Every Night service are signposted to access appropriate charitable support and services; - What inspections of temporary accommodation are undertaken to ensure they are safe for residents occupying them; and - Data on the length of time people stay in temporary accommodation. 	Cllr S Murphy	Mike Wright	Invite to be sent to Cllr T Judge, Lead Member for Armed Forces
Red & Amber School Crossings	To receive an update report that addresses the questions and comments raised by Members following consideration of this item at their meeting of 4 September 2019.	Cllr Stogia	Steve Robinson	See minutes of the Neighbourhoods and Environment Scrutiny Committee of 4 Sept 2019. Ref.

				NESC/19/36
Allocations Policy Review	To receive a report on the Allocations Policy Review.	Cllr Richards	Eddie Smith	
Overview Report				

Wednesday 4 December 2019, 2 pm (Report deadline Monday 25 November 2019)

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	Eddie Smith	Executive Report
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 provide information on a range of activities that include, action to address illegal drinking establishments; shisha bars; business / commercial waste compliance.	Cllr Akbar	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	This item was deferred from the meeting of 17 July 2019.

Planning and Compliance	To provide a report that describes how agreed planning conditions are monitored and where 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.	Cllr Stogia	Julie Roscoe	
Improving journeys to and from school	To receive an update report on the activities to improve the journey to and from school (including Special Schools). - This report to include information on the activities to address vehicle idling outside and near schools; - Activities to promote active travel to school as an alternative to cars, including walking plans; and - The provision of school buses / transport.	Cllr Stogia	Steve Robinson	Invitation to be sent to The Executive Member for Children and Schools; Cllr Stone, Chair of the Children & Young People Scrutiny Committee and representatives from TfGM.
Overview Report				

Wednesday 8 January 2020, 2 pm (Report deadline Monday 30 December 2019)				
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.	Cllr Stogia	Richard Elliott	The designated Tree Officer to be invited to attend this meeting.

	Data will be provided on the number of trees planted / replaced, where possible this information is to be provided at a ward level.			
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). The report will include analysis of the displacement of traffic.	Cllr Stogia	Steve Robinson	
Overview Report				

Wednesday 5 February 2020, 2 pm (Report deadline Monday 27 January 2020)				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Climate Change	To receive a report on Climate Change and the activities to address this. This will include information on: <ul style="list-style-type: none"> - Single use plastics; - The delivery of wildlife corridors in the city and the role of Planning to influence developers to support this activity; - Information on the installation of electric vehicle charging points; - Information on the support available to residents for vehicle scrappage schemes; - Planning and the use of tarmac on driveways noting 	Cllr Stogia	Richard Elliott	

	<p>the impact this has on water displacement and drainage of surface water;</p> <ul style="list-style-type: none"> - Improvements to public transport to encourage people to travel by means other than cars; - Analysis of the number of journeys to Manchester Airport undertaken by public transport; and - Park and Ride Schemes. 			
Update on Selective Licensing Schemes	To receive a report that provides an update on the Selective Licensing Schemes. The report will provide and analysis of the impact of such schemes and the options for extending the scheme to other areas of the city.	Cllr Richards	Eddie Smith	
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 Greater Manchester 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
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
War Memorials Update	To receive a progress report on the implementation of the recommendations of the Committee following their consideration on this item at their meeting of 4 Sept 2019.	Cllr Stogia	Fiona Worrall	See minutes of the Neighbourhoods and Environment Scrutiny Committee Ref. NESC/19/35