

**Manchester City Council
Report for Information**

Report to: Environment, Climate Change and Neighbourhoods Scrutiny Committee – 12 October 2023

Subject: Waste and Recycling Update

Report of: Strategic Director (Neighbourhoods)

Summary

This report provides an update on progress in delivering waste, recycling, and fly-tip removal. Describing how the activity contributes to the climate change agenda and key priorities for future. Updates are also included for commercial waste, flats above shops and Christmas collection arrangements.

Recommendations

The Committee is recommended to consider and make comments 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

The Manchester Climate Change Framework 2020-25 is the city's high-level strategy for tackling climate change. It sets out how Manchester will 'play its full part in limiting the impacts of climate change', a commitment in the Our Manchester Strategy 2016-25. The Framework's key aims are to be: 'a cleaner, litter-free city, which recycles more' and '...play its full part in limiting the impacts of climate change and create a healthy, green, socially just city where everyone can thrive.'

In 2021/22, 27 end-of-life diesel refuse collection vehicles collection vehicles were replaced with electric alternatives. This represents just under half the fleet and will reduce greenhouse emissions by 900 tonnes and NOx by 2,836 kg per annum.

The approach to communications and engagement aims to promote the waste hierarchy by encouraging Manchester residents to reduce their own carbon impact by reducing the waste they produce, re-using what they can and recycling the right items in the right bin.

Equality, Diversity and Inclusion - the impact of the issues addressed in this report in meeting our Public Sector Equality Duty and broader equality commitments

Actions set out in the report recognise the need for just and equal delivery of waste and recycling collections and street cleansing services across the city, focusing on areas such as communications, engagement, education, access to recycling facilities and cleaner neighbourhoods.

Manchester Strategy outcomes	Summary of how this report aligns to the OMS/Contribution to the Strategy
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	Supporting residents and businesses to dispose of their waste responsibly and compliantly will support the progress towards becoming a sustainable city.
A highly skilled city: world class and home-grown talent sustaining the city's economic success	The Eco Schools programme inspires young people supported development of green skills for the future.
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	Increasing recycling rates across the city will reduce Manchester's carbon footprint. Reducing litter will make the city cleaner.

Full details are in the body of the report, along with any implications for:

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

Financial Consequences – Revenue

Not applicable

Financial Consequences – Capital

Not applicable

Contact Officers:

Name: Neil Fairlamb

Position: Strategic Director Neighbourhoods

E-mail: Neil.Fairlamb@manchester.gov.uk

Name: Heather Coates

Position: Strategic Lead – Waste, Recycling and Street Cleansing

Telephone: 07717704444

E-mail: Heather.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
Policy paper, Office for Local Government: Understanding and supporting local
government performance, Published 4 July 2023*

*The Waste Prevention Plan for England: Maximising Resources, Minimising Waste
(2023), Defra*

1.0 Introduction

- 1.1 This report provides an update on delivering waste and recycling removal services including engagement work to reduce fly-tipping; describing how the activity contributes to the climate change agenda, protecting the environment and key priorities for the future. The report also includes requested updates in relation to the management and disposal of commercial waste and management of alleyways behind commercial properties where there are domestic dwellings above. Detail is also included regarding the planning for additional waste generated over the Christmas period (including information on Christmas trees and household waste recycling centres).
- 1.2 Further reports are scheduled to be brought to the Environment, Climate Change & Neighbourhood Scrutiny committee in 2023/24 to discuss weed control and the annual update on compliance and enforcement which includes activity associated with litter and fly-tipping enforcement. These areas are not covered within this report.
- 1.3 A report was provided to the Environment, Climate Change & Neighbourhood Scrutiny committee in September 2023 on street cleansing services, progress on implementing the £1.2m investment and the annual update on the Keep Manchester Tidy programme; describing how the activity contributes to the climate change agenda, protecting the environment and key priorities for the future.
- 1.4 A report was provided to the Environment, Climate Change & Neighbourhood Scrutiny committee in February 2023 on the approach to communications and engagement with Manchester residents to reduce their own carbon impact by reducing the waste they produced, re-using what they could and disposing of or recycling items using legitimate routes.

2.0 Background

- 2.1 Becoming a cleaner, litter-free city, which recycles more is a key objective for the City and forms a fundamental part of several of our major strategies, policies, and action plans for the city. This includes Our Manchester; the Climate Change Action Plan; and the Recycle for Greater Manchester Communications & Engagement Behavioural Change Delivery Plan amongst others.
- 2.2 The waste disposal and recycling arrangements for Manchester and other Greater Manchester Authorities (except. Wigan) are managed by the Greater Manchester Combined Authority (GMCA). The operating contract for the disposal and recycling facilities, together with Household Waste Recycling Centre's (HWRCs) is delivered by Suez.
- 2.3 The Councils service provider Biffa are responsible for providing scheduled domestic waste and recycling bin collections; and reactive / pro-active (passageways and known hotspots) fly-tip removal services for defined land types.

- 2.4 The Neighbourhoods Directorate has an important role in ensuring that the city is clean, well-maintained, safe and a vibrant place to live, work and visit. The Directorate deploys staff to fulfil several statutory functions and where appropriate services come together to jointly plan and address areas in need of greater attention and or improvement. Since the Our Manchester strategy was adopted in 2015, there have been some adjustments to working models in the Neighbourhoods Directorate to bring greater focus to tackle persistent issues like fly-tipping. This includes investment in the pro-active Biffa fly-tipping crews, the Neighbourhood Project Team (who work alongside this dedicated resource to manage the enforcement actions) and additional compliance officers (2) focused on Commercial Waste. In 2018 the city embarked on a partnership with Keep Britain Tidy to develop an overarching campaign: 'Keep Manchester Tidy'. Additional funding was mainstreamed from 2019 which has funded additional enforcement cameras and enabled fly-tip target hardening measures to be implemented in locations persistently affected by fly-tipping.
- 2.5 As the city continues to see considerable and sustained growth, the ability of services to adapt is vitally important to manage increasing demand pressures and costs for the future. Equally important, is the need for cross service planning and for teams to work collaboratively to ensure the sum of the various parts is greater than the whole. Partners and other key landowners in the city also have a key role to play. It is recognised that more can be done and that our collective efforts need to be strengthened particularly in hotspot areas where currently the standards are below what Manchester are striving for. Pilot schemes are currently being developed to tackle fly-tip hotspots during this financial year. A wider piece of work is also underway to develop an action plan to set out how Manchester will become cleaner city by 2025 as set out in the aims of the Manchester Strategy.

3.0 National strategy landscape

3.1 Waste Strategy (2018)

- 3.1.1 The Waste Strategy (2018) has been subject to several delays. The original aim of the strategy was to drive up the country's recycling rate which has stagnated. It recognised that policy change, investment in recycling infrastructure and the development of recycling markets is required to deliver an increase. In July 2023, Defra wrote to Local Authorities to advise that Extended Producer Responsibility (EPR) would be delayed until October 2025 and that Deposit Return Scheme would be launched in October 2025, as originally intended.
- 3.1.2 Extended Producer Responsibility represents a major reform in how packaging waste is managed and funded in the UK. Extended Producer Responsibility is an environmental policy that requires producers to pay the full costs of dealing with the waste they produce from when it is placed onto the market, through to the end of its life. This will support the polluter pays principle. The full cost of collection, sorting, recycling, and disposal of household packaging waste is to be covered by producers rather than the

taxpayer. Packaging payments to Local Authorities will now be delayed from October 2024 to October 2025. The reasons outlined are largely in relation to concerns about the programme contributing to inflation, and to allow more time for the industry, Local Authorities, and waste providers to prepare for the changes.

- 3.1.3 The Deposit Return Scheme (DRS) relates to small cash deposits placed on single-use drinks containers, to encourage people to recycle their drinks bottles and cans, reducing litter and plastic pollution. The scheme would include reverse vending machines, and designated sites where people can return their bottles and receive their cash deposit back.
- 3.1.4 In September 2023 the Prime Minister announced, as part of the new approach to Net Zero, that the requirement for 'consistent recycling' would be replaced with a more pragmatic approach: 'simpler recycling'. Consultations on 'consistent recycling' were undertaken in 2019 and 2021. To date no clarifications on the system has been provided by Defra.
- 3.1.5 The GMCA on behalf of the GM Authorities have contacted Defra to request clarification on the full implications of this latest announcement. It is unclear if there are planned to be any further changes to EPR and DRS since the communication from Defra in July 2023. The implementation of the Waste Strategy (2018), particularly to increase the scope of material to be collected at the kerbside, is a key focus for the GMCA and all GM Authorities. Increasing the capture and quality of recycling remains a key priority.

3.2 Waste Prevention Programme (2023)

- 3.2.1 Defra published the government's 'waste prevention programme for England: Maximising Resources, Minimising Waste (the Plan)' at the end of July 2023 following a public consultation in 2021. The Plan is the government's response to statements in the Environmental Improvement Plan and the Waste Strategy (2018) which sets out long-term commitments and ambitions to eliminate avoidable waste by 2050. The Plan sets out how the government intends to achieve strategic principle 2 of the Waste Strategy – to prevent waste from occurring in the first place and manage it better when it does.
- 3.2.2 The Plan sets out the government's priorities for action to manage resources and waste in accordance with the top layers of the waste hierarchy - prevention and reuse. It will take a policy approach encompassing three cross-cutting themes:
- **Designing out waste:** Including eco-design and consumer information requirements, and Extended Producer Responsibility schemes.
 - **Systems and services:** Including collection and take-back services, encouraging reuse, repair, leasing businesses and facilities; and
 - **Data and information:** including materials databases, product passports (sets of data, unique to the specific product that can be accessed online and give detailed information on, for example, contained materials,

components and history, to support improved outcomes such as higher quality recycling) and voluntary corporate reporting.

- 3.2.3 These cross-cutting themes will be applied to seven key sectors selected on the amount of waste arisings from each sector or known carbon emissions from production: Construction (61.4 million tonnes per annum (mtpa)); Textiles (1.04 mtpa); Furniture (0.86 mtpa); Electronics (1.5 mtpa); Vehicles (1.8mtpa); Plastic and packaging (2.5 mtpa); and Food (9.5 mtpa).
- 3.2.4 The Plan contains a significant number of proposals, and the government has pledged that the new policy will be subject to public consultation. This will consider individual and cumulative impacts on public expenditure, the cost to business including small and medium-sized enterprises, and consumer choice and affordability. The Waste Prevention Plan aligns with the GM waste and recycling disposal contract with Suez including the Renew network and the Re-Use Hub. Over time and once the direction of travel is clarified, it may be appropriate to review the Councils bulky waste removal service to ensure the methodology is still appropriate. This is in the context that more manufacturers are likely to be required to provide free take back schemes for end-of-life products and reuse, repair facilities and services will increasingly be available for consumers.

3.4 Office for Local Government (Oflog)

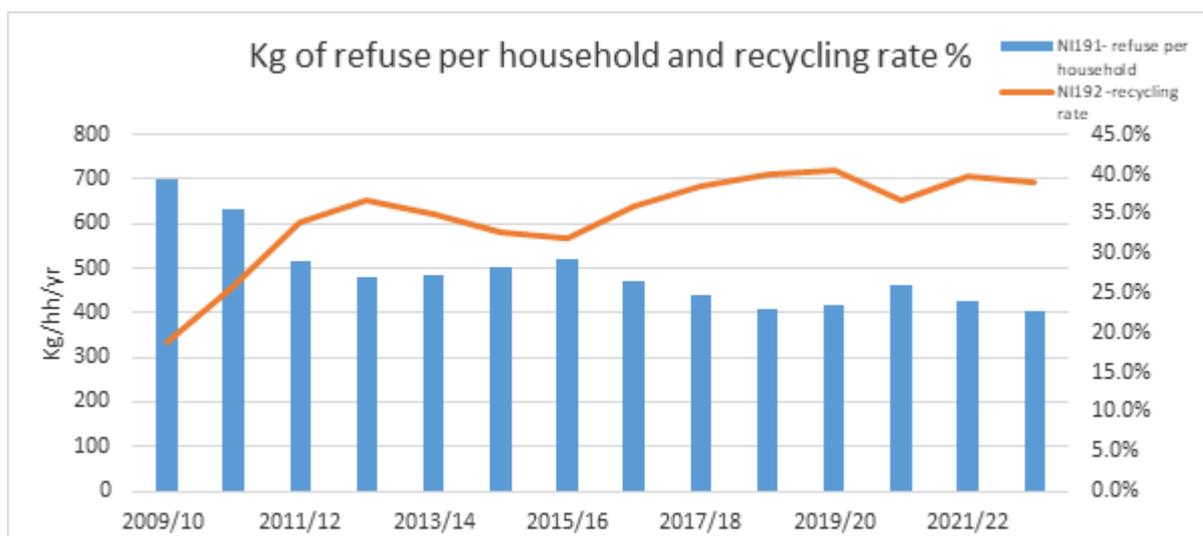
- 3.4.1 At the beginning of July 2023, the government established a new office (Oflog), a new performance body for local government. Initially this office will form part of the Department for Levelling Up, Housing and Communities. The strategic basis for this new organisation is to provide 'authoritative and accessible data and analysis about the performance of local government and support its improvement'. Initially Oflog will present selected performance data through the 'Data Explorer' online tool and develop indicators which show areas at risk of failure and convene early warning dialogue between such areas and experts in the sector. Performance indicators for household waste and recycling will be included in the first suite of metrics.

4.0 Performance

4.1 Domestic Refuse & Recycling Performance

- 4.1.1 The refuse and recycling data for 2022/23 is yet to be approved by Defra. The data submitted shows that during this period kg of refuse per household fell to 403 kg, Manchester's lowest figure to date. Garden waste fell by 2661 tonnes, this is thought to be due to the hot weather in summer 2022 and affected authorities across Greater Manchester and the UK. Consequently, due to lower-than-expected garden waste tonnages, the recycling rate decreased by 0.6% to 39.1%.

4.1.2 Graph showing kg of refuse per household and recycling % (2022/23)



4.2 Oflog Waste Metrics

4.2.1 As discussed in 3.4.1, Oflog will report on key waste and recycling metrics which are summarised in the table below. As previously discussed at this scrutiny committee, it is not appropriate to compare Manchester's performance with its nearest geographic neighbours. The governments 'Data Explorer' online tool allows comparisons to be drawn between the selected Local Authority and the CIPFA (Chartered Institute of Public Finance and Accountancy) nearest neighbours. This includes 15 Councils with the most similar statistical characteristics in terms of social and economic features. The table below shows that in this context, Manchester's performance in 2021/22 was acceptable.

4.2.2 Table showing Oflog waste metrics compared to CIPFA neighbour's median and England media for the period 2021/22

Metric	Manchester 2021/22	RAG*	CIPFA neighbours median 2021/22	England median 2021/22
Household waste recycling rate	39.7%	Green	34.1%	41.9%
Residual Household waste, kg per household	425.6kg	Green	568.9kg	502.4kg
Recycling contamination rate	5.9%	Green	7.3%	5.6%

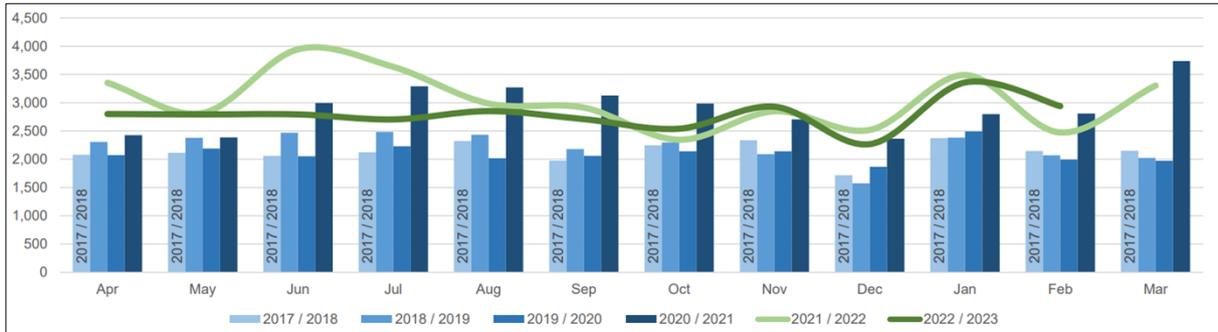
*RAG (Red, Amber, Green) is Manchester performance compared to CIPFA near neighbours.

4.3 Fly-tipping

4.3.1 Overall, the number of fly-tipping incidents in Manchester has remained consistent over the last couple of years as shown in the graph 4.3.2.

According to the Defra published fly-tipping data (2021/22), Manchester experienced less incidents than some of the other core cities including Liverpool, Nottingham, and Newcastle.

4.3.2 Graph showing the number of fly-tips reported up to 2022/23



4.3.3 In the latest fly-tipping data release (2021/22) from Defra a new metric has been used of incidents per 1000 residents. Below is a table of incidents per 1000 residents in 2021/22. As previously discussed at this committee districts report fly-tipping differently so like-for-like comparisons can be misleading. CRM systems work differently at different authorities, side waste and fly tipping may be separately reported in some districts and not in others. Housing type and waste collection services offered may also contribute to different levels of fly tipping being reported. Higher density housing is more likely to have communal waste collection points where side waste and bulky waste may be presented for collection by residents but reported as fly tipping.

4.3.4 Table showing incidents of fly-tipping per 1,000 people for Greater Manchester (exc. Wigan)

2021/22	Incidents per 1,000 people
Rochdale	27.85
Manchester	25.46
Oldham	24.39
Salford	22.23
Tameside	17.74
Bury	17.14
Trafford	10.70
Stockport	10.69
Bolton	4.00

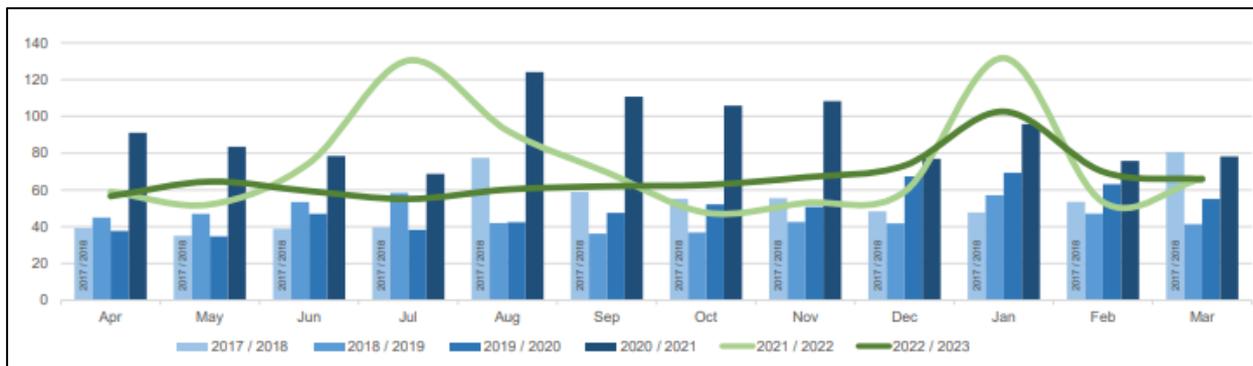
5.0 Waste Collection Contract

5.1 Missed Bin Collections (4-bin properties)

5.1.1 Biffa empty in the region of 2.5 million bins every month. Outside of periods of service change or inclement weather, less than 0.07% (2022/23) of these collections result in a resident contacting the city because their bin was not

emptied on the scheduled day of collection. If Biffa missed 0.01% of their collections, then this would represent up to 250 households of their monthly collections. To measure performance the number of reported missed bins per 100,000 potential collections is calculated. This ensures that patterns can be tracked irrespective of changes in collection regimes or increases in household numbers. Biffa are required to ensure missed streets are returned to by the end of the next working day (following the expected day of collection).

5.1.2 Graph showing number of missed collections up to 2022/23 (4-bin properties)



5.1.3 Missed collections are at elevated levels compared to pre-pandemic. The spike in December 2022 and January 2023 was discussed at the Climate Change and Environmental Scrutiny Committee in January 2023. Biffa report this is due to a combination of round growth, driver availability, vehicle availability and on a smaller scale barrier to collection such as inconsiderately parked vehicles. Biffa are addressing staff issues through improvements to their operating system (Whitespace) and through utilisation of in cab technology which should provide more accurate information to crews and management information that can be used to improve performance. There are also joint working groups in place to drive improvements to vehicle availability through improvements to charging infrastructure. It is also expected that through works at the depots where Biffa are based, additional space will be provided to Biffa which will improve the overall operation and availability of vehicles. A mechanism is being developed with finance to reflect the growth required in the waste collection fleet as the number of properties and population continues to grow. A working group has been established with Neighbourhood Teams and Highways to consider some of the place-based highway and parking issues affecting access.

5.2 Passageway Collections

5.2.1 Passageway collections are provided via shared waste and recycling containers. As shown in the figures above, performance is slightly below expected standards (100%) but has been on an upward trajectory in 2023. In 2022 the Council requested Biffa to look at this operation in its entirety and put forward suggested changes that can bring about sustainable operational improvement. The sheer volume of waste and challenging conditions mean

that crews need close supervision. Biffa have responded by further investment in their in-cab technology which is giving their management team tools to manage performance more effectively and has been instrumental in recent improvements. It should be noted that the pass rate recorded for July and August was 97% and 100% respectively which is evidence that the new technology is having a positive impact. Sweeping around containers and bin returns continues to need further improvement and something Biffa are reviewing as part of ongoing service improvement.

5.2.2 Graph showing results of MCC monitoring of passageway container emptied (on day of collection)

Year	2021	2022	2023
Pass Rate	84%	74%	92%

5.3 Passageway Cleanse

5.3.1 The contract requires that all publicly adopted passageways should be cleansed by Biffa on a quarterly basis. This is in addition to bin emptying and sweeping (once per week) around containers in those passages that are containerised. Biffa have been successfully maintaining the programme in line with the agreed schedule for over 3 years. Biffa maintain a schedule and provide evidence of service completion to the Council. This information is shared via quarterly updates to ward members providing images of completed work. The Neighbourhood's Directorate is working collaboratively with partners to develop projects to improve passageways, more detail provided in section 6 of this report.

5.4 Fly-tipping

5.4.1 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 onto 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.

5.4.2 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. 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 in 2022/23 was 98%. It should be noted that within this performance it is acknowledged that the number of fly-tips closed as 'unable to locate' is higher than both the Council and Biffa would like. It is

expected that through the Resident Business Digital Experience Programme (RBDxP) and the Biffa upgrade of their operating system (Whitespace) that this number should reduce through increasing accuracy of job logging and job detail available to the crew.

6.0 Tackling Fly-tipping

6.1 Education, Awareness and Engaging Local Communities

6.1.1 Keep Manchester Tidy, the Neighbourhood Team, and the Neighbourhood Compliance Team work together to identify hotspots where intervention is required and draw on service strengths to develop community projects that aim to reduce fly-tipping. The table below provides an overview of some of the projects which have been delivered over the last 12 months.

6.1.2 Table provides an overview of some of the fly-tip reduction projects which have been delivered over the last 12 months.

Case Study 1: Community Project - Narbuth Drive in Cheetham	
<p>This project started with the introduction of Keep Britain Tidy's Crime not to Care campaign and was followed up with weekly visits for a period of 12 months. KMT also hosted quarterly litter picking and games events for children and families, advertised through the local school and via direct mail drops to local properties. Through our partnership with READ Manchester, aimed at promoting literacy alongside litter picking, children were rewarded with free books. Incidences of fly-tipping have reduced on the estate.</p>	
<p>Next steps: Prepare a campaign for Bonfire night to tackle the large quantities of household waste being burnt on Narbuth Drive.</p>	
	
<p><i>Narbuth Drive in Cheetham</i></p>	<p><i>Henderson Street Area in Longsight</i></p>
Case Study 2: Community Project - Henderson Street	
<p>The Central Neighbourhood Team requested support with a resident-led project to beautify the end of the street and boost environmental work in the area. KMT helped to clear pathways, refreshed the planters, created fencing baskets and installed a campaign to highlight the work of volunteers. Alongside this, KMT are working with the local primary school to support them to become an eco-school and have delivered several workshops and events. KMT introduced residents to</p>	

one of our social value contractors and between them, they have installed solar lighting in the area.

Next steps: Continue to work with MCC Neighbourhood Team, residents, and Stanley Grove Primary School. Activities for this month include winter planting to design out fly-tipping and anti-social behaviour.

Case Study 3: Community Project - Carrill Grove in Levenshulme

Local residents highlighted how littering, and fly-tipping was impacting on their street and wellbeing. Keep Manchester Tidy responded by undertaking weekly visits to the street to try and understand more about the sources of the litter. Several businesses were identified as contributing to the problem and were visited by both KMT and MCC Compliance Team. Evidence was found on several occasions linking waste to residents, and this was referred through to the fly-tip investigation team. KMT provided gardening supplies for the alleyway and was in regular dialogue with residents. Keep Britain Tidy's #Still Littering Campaign was also used to deter street litter.

Next steps: Continue to liaise with residents and the Central Neighbourhood Team to sustain improvements.

Case Study 4: Community Project - Damien Street in Levenshulme

Keep Manchester Tidy trialled a value-based fly-tipping campaign with Keep Britain Tidy in the Mathews Lane area of Levenshulme. The campaign, which highlighted the amount of money that is wasted clearing up fly-tipping did not result in sustained improvements in the alleyways. Keep Britain Tidy are undertaking further work to explore the use of value-based messaging in behaviour change. In the meantime, Keep Manchester Tidy has undertaken work in one of the streets, Damien Street, to build relationships with residents. This has involved planting hanging baskets and hosting coffee evenings. KMT has asked Biffa to lead on a programme of engagement with the central neighbourhood team and further activities are planned to include an Active Streets event in October. By building relationships, it is anticipated that more residents will take part in activities designed to tackle fly-tipping in the area.

Next steps: Continue relationship building with residents and develop a plan of action with them to tackle fly-tipping.



Damien Street in Levenshulme



KMT High Street Week

Case Study 5: Keep Manchester Tidy High Street Week

Following the success of the Great British Spring Clean, Keep Manchester Tidy developed the High Street Week campaign with the aim of focusing on littering and

fly-tipping at district centres. Weeklong events were held at Levenshulme, Fallowfield and Newton Heath and activities included visits to shops and businesses to talk about waste, hosting an on-street stall to promote recycling and the correct disposal of waste. High Street Week proved to be an effective way to engage with communities as residents enjoyed discussing the local area and learning more about the recycling, the bulky waste service and HWRCs.

Next Steps: KMT High Street Week to become an annual fixture following the GB Spring Clean each year, with one event in North, South and Central Manchester.

Case Study 6: Rethinking Spaces

Keep Manchester Tidy often approaches tackling fly-tipping by working with residents to green an area; thus, designing out the problem. In collaboration with a wide range of greening experts, KMT compiled the top 10 tips for alleyway greening. These remain the blueprint for all our greening work. However, experience tells us that although greening is a very successful approach it isn't an approach for everyone. KMT is therefore starting a range of work that will focus on changing the perceptions of alleyway space. The aim is to help people view these spaces as being valuable and worth looking after because of the amenity they provide. Our first project, which is in collaboration with MSV, MCC Neighbourhood and Compliance teams, will see fly-tipping removed from 2 nearby alleyways: one in Moss side and one in Whalley Range. Over the course of 4 weeks the alleyways will take on new purposes for example becoming an outdoor café, a bowling alley, an outdoor arts and crafts space and a back-alley cinema. Residents will design their own alleyway toolkit containing resources to enable them to keep using the space in exciting ways without having pots and plants to look after (unless of course they want to).

Next steps: The project team has been established and meeting schedule set. Resident communications commence in December with activities scheduled to launch as part of the GB Spring Clean 2024.

6.2 Target Hardening Fly-tipping Hotspots

- 6.2.1 In 2019-20 an extra £0.5m was committed by the city to tackle fly-tipping through additional compliance officers, CCTV and 'target hardening' projects. Regular updates have previously been provided to Members about this investment. This update focuses on 'target hardening', which is the process of installing physical deterrents that make a fly-tipping target harder to access or less desirable (such as bollards, barriers, and beautification). So far, 84 fly tip intervention projects have been completed and 11 further projects are in progress. These projects are developed as a collaboration between Neighbourhood Compliance, Neighbourhood Teams, Waste & Recycling Team, Highways and Parks.
- 6.2.2 In 2023, interventions have been installed including bollards and kick rails in Ancoats & Beswick, Ardwick, Cheetham, Clayton & Openshaw, Gorton & Abbey Hey, Longsight and Miles Platting & Newton Heath. Barriers have been funded in Burnage, Harpurhey and Moss Side and we have match-funded a pocket park in Fallowfield.
- 6.2.3 A review has recently been undertaken to measure how effective interventions from previous years have been. We have noted an average 95% drop in fly-

tipping incidents reported where interventions have been installed. We also revisited a derelict piece of land in Whalley Range, that was formerly used as a makeshift car park. Cars were removed and the land was protected, greened and given back to the local community where it is now a successful community gardening and growing project.

6.2.4 Table below shows some images of intervention projects delivered in 2023.

	
<p>A barrier in Moss Side, protecting a fly-tipping hotspot</p>	<p>A bollard protecting an allotment in Gorton & Abbey Hey</p>
	
<p>A barrier protecting a school and nursery in Harpurhey</p>	<p>A pocket park in Fallowfield before (left) and during construction (right)</p>

6.3 Commercial Waste

6.3.1 The primary legislation for the management of commercial waste is embedded in the Environmental Protection Act 1990. In essence all businesses irrespective of their size or nature have a Duty of Care to ensure that the waste they produce is contained to prevent it escaping and causing a nuisance. Failure to comply with their legal duty could result in them being issued with a Fixed Penalty Notice (FPN) or in the worst case, a prison sentence.

6.3.2 The businesses' Duty of Care also extends to them being legally required to ensure that the waste they produce is disposed of appropriately using a registered 'waste carrier'. The waste carrier will in turn provide the business

with a waste transfer note detailing the waste type and its destination. Upon request a business is legally required to produce copies of waste collection and disposal details – failure to do so could result in them being issued with a FPN.

6.3.3 Collection of commercial waste in Manchester is undertaken by several different private operators: Biffa (commercial arm of their organisation), Veolia, Lavelle, Premier, B&M and Fresh to name a few. The Council does not provide a commercial waste collection service via its contractor Biffa.

6.3.4 As noted in this report, in 2019 dedicated Commercial Waste Officers (2) were funded to focus on ensuring businesses are legitimately managing their waste. As this resource is relatively small in comparison to the number of businesses across the city, this resource is prioritised to known hotspot areas. The Commercial Waste Officers work collaboratively with various officers within the Compliance, Enforcement and Community Safety service area to support actions and monitor actions. The table below, provides some examples of commercial waste case studies.

6.3.5 Table showing recent commercial waste case studies.

Case Study 1: Partnership Example Fallowfield Triangle

<p>A joint project with partners took place at the Fallowfield Triangle in the Fallowfield ward following reports of various fly-tipping, domestic waste and ASB issues in that area. From a an NCT perspective each of the businesses was visited and their waste contract was checked. Also, occupants at each of the flats were contacted to discuss their waste arrangements. The ASBAT team were involved because of previous reports of rough sleeping & aggressive begging in the area. The Waste & Recycling Team took part in the project to look at the type of waste provision in that area, to ensure it is correct for the flats above the shops. All waste was cleared and an abandoned commercial waste container that was attracting fly-tipping from residents were removed. A CCTV camera was deployed in the area to monitoring for fly-tipping.</p>

<p>Actions Taken</p>

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| <ul style="list-style-type: none">• Joint site meeting took place with all relevant sections along with the local Councilors.• W&R Officers surveyed the location and reported back to Biffa actions required inc. deep cleanse of the alley way, frontage of shops cleansed, and replacement broken waste bins replaced.• Neighbourhood Compliance Officers carried out full inspections of all Commercial Business checking waste contracts. Enforcement required on 2 Businesses regarding contracts.• Neighbourhood Compliance Officers carried out additional enforcement, 2 legal notices served on business owners for escape of waste from containers, 2 further notices for fly-tipping, and 1 PDPA for waste & miscellaneous items on private land.• CCTV camera deployed at the rear alleyway. |
|---|

- ASBAT and GMP attend site regarding aggressive beggars and rough sleeping, no aggressive begging witnessed at time. Rough sleeper given assistance for accommodation. Location now being monitored.
- Neighbourhood Officer liaising with services for area improvements, regarding tree pits, graffiti removal and greening of the area in agreement with members.
- Neighbourhood Officer's and Waste & Recycling Officers liaise with occupiers in flats above shops, regarding education and behavioral change regarding, fly-tipping, disposing of their waste correctly by using of the correct receptacles.

Case Study 2: Prosecution Case 1 (Moldova Magazin Limited)

This case was investigated by Officers from the Commercial Waste Project. Officers visited Rochdale Road during previous projects back in June 2021. The company did not have a commercial waste contract to dispose of their commercial waste. The business ignored all legal notices, fines, and correspondence by officers, which was then referred to the Environmental Crimes Team.

The business was consistent in that they also ignored ECT, which resulted in the case being referred to legal services for prosecution. After intensive investigation the case was referred to City Solicitors, which was later prosecuted in Manchester Magistrates There's a lot of work, effort and resources required to escalate as case to this stage, which began with a simple proactive visit by the Commercial Waste Project. Prosecutions are always a last resort, but sometimes necessary.

Notes from hearing - The matter was heard before Manchester Magistrates Court on 11 August 2022. The Defendant did not attend. An application to prove in absence was granted. The Defendant was found guilty. The court applied the totality principle to both charges. The company was given 28 days to pay the prosecution of £5,750.00.

Court Result sent by the Regulatory & Enforcement team.

Name of Case - Moldova Magazin Limited

Date Concluded in Magistrates Court – Thursday 11th August 2022

Sentence - £5,000.00

Costs - £500.00

Victim Surcharge - £250.00

Total - £5,750.00

Case Study 3: Prosecution Case 2 (Drumstick Takeaway Limited)

The case was initially investigated by Officers from the Commercial Waste Project. Officers visited Drumstick Takeaway located at 331, Palatine Road, Wythenshawe, during previous projects back in August 2021. The company did not have a commercial waste contract to dispose of their commercial waste. The business ignored all legal notices, fines and correspondence by officers, which was then referred to the Environmental Crimes Team.

The business was consistent in that they also ignored Environmental Crimes Team, which resulted in the case being referred to legal services for prosecution. After intensive investigation the case was referred to City Solicitors, which was

later prosecuted in Manchester Magistrates There's a lot of work, effort and resources required to escalate as case to this stage, which began with a simple proactive visit by the Commercial Waste Project. Prosecutions are always a last resort, but sometimes necessary.

The matter was heard before three lay Magistrates and the legal advisor to the Court. The Defending company did not attend the court hearing and had not informed the court or the Council of its non-attendance. City Solicitors took the Court through the Sentencing Guidelines and offences committed.

Court Result sent by the Regulatory & Enforcement team.

Name of Case – Drumstick Takeaway Limited, Wythenshawe
 Date Concluded in Magistrates Court – Thursday 12th January 2023
 Sentence - £9,000.00
 Costs - £500.00
 Victim Surcharge - £190.00
Total - £9,690.00

6.3.6 Table below shows some images from commercial waste case studies.

	
<p>Passages in Fallowfield Triangle</p>	<p>Passages in Fallowfield Triangle</p>
	
<p>Moldova Magazin Limited (Prosecution case 1)</p>	<p>Drumstick Takeaway Limited (Prosecution case 2)</p>

6.4 Flats Above Shops

6.4.1 As the city's population has intensified, more space above shops has been brought back into use for residential accommodation. Increases in fly-tipping of domestic waste in these areas has been observed. As discussed previously at this committee, some properties do not have sufficient space for waste storage. A project was undertaken in 2022 to identify where these properties are. Work is underway with Biffa to determine how a service offer can be adapted to meet the needs of these properties. It had been hoped that progress would have been made sooner. This is a key priority for 2023/24.

6.5 Cleaner by 2025: Next Steps

6.5.1 In some parts of the city some streets and passageways are significantly impacted by fly-tipping and poor waste management behaviours. This issue impacts negatively on residents' wellbeing and how they feel about their neighbourhood. As discussed previously at this committee, there are factors which are consistent in these areas, which it is believed are increasing the risk and likelihood of this occurring, this includes: high levels of deprivation, transience, property type and tenure; population density and English is often not the first spoken language.

6.5.2 It was identified as part of the budget process that the basic service offer is not always sufficient to tackle the complexities, which arise from these factors. Over the last few months Officers from across the Neighbourhoods Directorate have been reviewing our approach to addressing this in the known hotspot areas. As an outcome of this work a targeted approach will be trialled this financial year to provide an enhanced level of cleanse in priority areas. This will be supported in several locations by an intensive focus on education, engagement, and compliance. The aim being to get these streets and passageways back to an acceptable standard, which can be sustained and over time empower stronger communities. As stated in 2.5 a wider piece of work is also underway to develop an action plan to set out how Manchester will become a cleaner city by 2025 as set out in the aims of the Manchester Strategy.

7.0 Christmas Arrangements

7.1 At the Environment, Climate Change & Neighbourhood Scrutiny committee in January 2023, a verbal update was provided on services delivered during the Christmas 2022 period. During that time several factors impacted vehicle and staff availability for Biffa the main issues including staff illness, issues at depots and charging which were largely linked to a very cold weather period. The Waste, Recycling and Street Cleansing service were asked to provide an update to this scrutiny committee in Autumn 2023 to advise what measures are being undertaken to plan for this period and to consider if additional cardboard collection capacity can be provided.

7.2 A lessons learnt exercise was completed earlier this year which identified key areas for focus in 2023/24:

- Communications and promotion of all routes available for residents to manage excess waste, recycling, and Christmas tree recycling.
- Consider options to reduce the impact of Christmas tree recycling which has grown year-on-year in number of trees presented.
- Work with Biffa to increase resilience arrangements for their work plan during the Christmas period.
- Impact of seasonal cleansing activities such as the leaf removal programme, gully cleansing.
- At Members request review whether additional collections can be offered for cardboard and paper.

- 7.3 Christmas is a busy time of year for lots of families in Manchester, and lots of extra waste is generated during this time. All properties responsible for presenting waste for collection, received a collection calendar and leaflet during July and August 2023 covering the weeks around Christmas 2023. This collection calendar and leaflet directs customers to the Christmas waste webpage, where advice is provided on handling excess waste and recycling, Christmas trees and other items like batteries.
https://www.manchester.gov.uk/info/200084/bins_rubbish_and_recycling/7094/bins_and_recycling_at_christmas
- 7.4 The calendar also covers changes in collection days that are necessary due to bank holidays on 25 December, 26 December, and 1 January. Residents are encouraged to sign up for free email bin collection day alerts at this time of year, to avoid being surprised by the change of collection days. There are currently over 10,000 subscribers to this service, which increases annually by 500-1000 extra subscriptions at Christmas time. All this information is also available 365 days a year 24/7 through the bin collection day checker. This is the most visited page on the Council's website, with over half a million views per year. <https://www.manchester.gov.uk/bincollections>.
- 7.5 The Communications Team will support the Waste, Recycling and Street Cleansing team to develop a Christmas communication plan to share key updates through the Christmas period about managing waste and recycling. This will include localised and city-wide social media messaging, communication packs for registered providers and housing officers to amplify messages with residents, annual printed in the local press (by GMCA), briefing note for Members and wider colleagues within the Neighbourhoods Directorate, and messaging to staff within the Council, many of whom are also Manchester residents.
- 7.6 There are 20 Household Waste Recycling Centres (HWRCs) located across the conurbation which can all be accessed by residents living in Greater Manchester. In Manchester there are three HWRCs. During the Christmas period these facilities are open every day, 8am – 6 pm, except for Christmas Day and New Year's Day. Residents can use these facilities to recycle and dispose of a wide range of materials including excess black bags, extra recycling, and most household items including batteries, bulky and electrical waste. These facilities are free for residents to use, more information can be found at recycleforgreatermanchester.com.

- 7.7 The number of real Christmas trees presented for recycling every year continues to grow in number, with more larger trees also being presented. These can present some manual handling challenges for operatives. Manchester is one of few Local Authorities which still allows residents to present christmas trees for collection in January after the festive period. This year all christmas tree recycling options will be promoted to residents. Residents will be asked, where possible, to cut down their trees and place in their green bin collection, this approach is encouraged by many other Local Authorities and is found to reduce collection issues. Residents are also able to donate their Christmas tree with national charity JustHelping, together with a small donation for the collection, residents can help local hospices who are supported by this charity. Officers are working with Parks and JustHelping to increase the number of drop off locations available this year in Manchester. Christmas trees (real and artificial) can also be taken to the HWRC.
- 7.8 Collection data has been reviewed, together with vehicle and staff availability to consider whether additional collections for cardboard and paper could be provided during the Christmas period. Waste collection crews work throughout the festive period to ensure bin collections take place, this year there will be some adjustment to collection days due to when Christmas Day and Boxing Day fall. After reviewing previous years waste collection data and considering vehicle and staff availability, it is not possible to schedule additional collections at this time of year. Officers have also considered whether it would be appropriate to alter the sequence of recycling collections to ensure the paper and card would be collected in the Christmas week. Whilst it is acknowledged there is more cardboard and paper during this period, there are also increases in presentation of cans, glass, and plastic bottles. The impact of changing this has been considered and it is believed it would be confusing for residents who are used to the current cycle of presenting their blue bin one week and their brown bin the next. Officers will work with the Communications Team to promote information to residents about how they can get the most out of their bin capacity by squashing and compressing recyclable items, and to promote alternative routes to dispose of extra recycling materials.
- 7.9 Biffa are currently finalising christmas operational plans and reviewing business continuity arrangements. Officers will review these in coming weeks.

7.10 Table showing images of this year’s recycling leaflet and christmas recycling with JustHelping at Wythenshawe Park

<p>Front page of the leaflet, delivered to nearly 190,000 properties</p>	<p>Volunteers at Wythenshawe Park sort through collected Christmas trees.</p>

8.0 Priorities for 2023/24

8.1 The priorities are detailed through the report.

9.0 Recommendations

9.1 The Environment, Climate Change & Neighbourhood Scrutiny Committee is recommended to note, comment upon, and support the content of the report.