

**Manchester City Council
Report for Information**

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

Subject: Businesses and Management of Waste

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

Summary

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

Recommendations

To note the contents of the report.

Wards Affected: All

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

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

	growth.
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Contact Officers:

Name: Heather Coates

Position: Strategic Lead: Waste, Recycling and Street Cleansing

Telephone: 0161 234 1164

E-mail: h.coates@manchester.gov.uk

Name: Emma Krijnen-Kemp

Position: Keep Manchester Tidy Project Manager

Telephone: 0161 234 1114

E-mail: e.krijnen-kemp@manchester.gov.uk

1.0 Introduction

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

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

2.0 Background

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

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

The teams which work collaboratively to deliver these services include:

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

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

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

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

3.0 Information and Case studies on initiatives

3.1 City Co- Clean Your Doorstep Guide

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

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

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

3.2 Keep Manchester Tidy High Street Week

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

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

3.3 North Neighbourhoods Team Cheetham Hill Project

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

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

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

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

Strangeways Business Forum (Derby/Knowsley Street area)

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

Bury New Road, Strangeways

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

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

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

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



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

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

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

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

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

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

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



3.5 Moston Lane Commercial Waste Initiative 2019

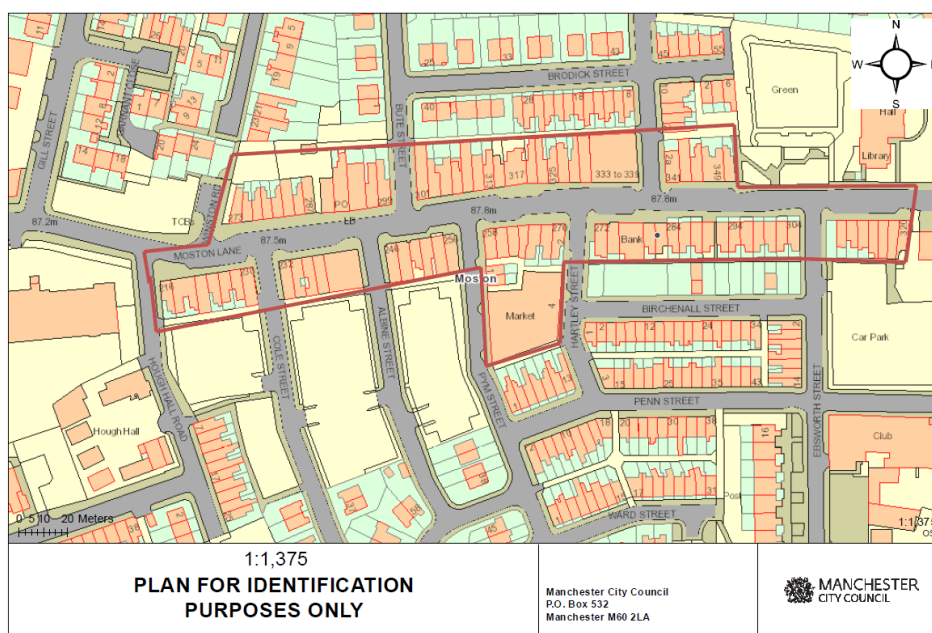
Officers: Tracy Dumville, Bernard McMenamin, Peter Murray, Christine Kigongo, Asha Farrah (North Compliance Team)

Background to Initiative

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

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

The map below highlights the area covered.



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

Key Aims, Risks and Actions of the Initiative

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

Outcomes of Initiative

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

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

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



FPN Issued for breach of s.47 Waste Receptacle Notice

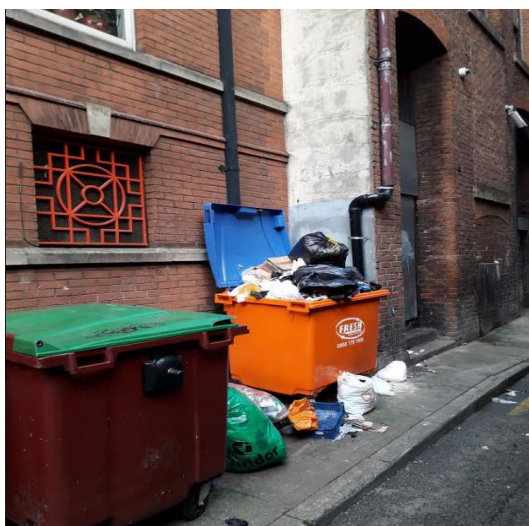


3.6 China Town Commercial Waste Initiative: City Centre Compliance Officers - Paul Bonner, Michael Ripley

Commercial Waste Initiative - Time Banding

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

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



Chinatown Oil Waste Project

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

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

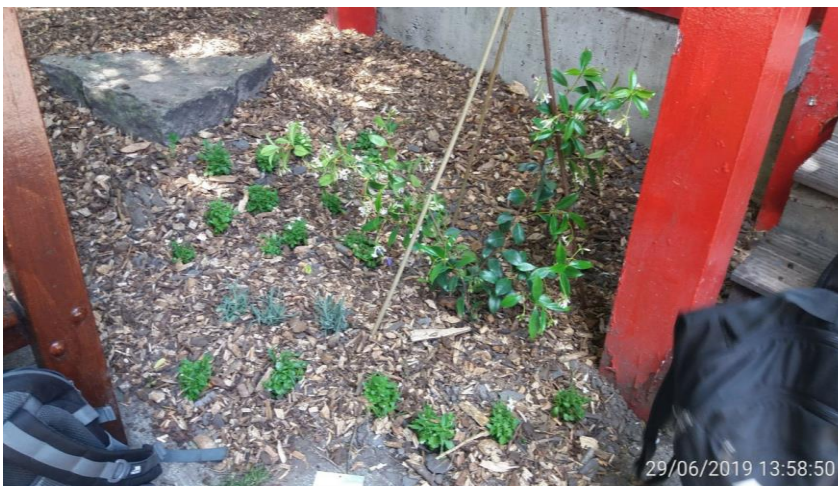


Community Engagement

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

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

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





Partnership Work with Biffa to Improve Street Cleansing

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

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

Domestic Waste

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

3.7 The Circus Development Waste Consolidation Project

Background to project



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

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

Site Plan



Key issues with waste management:

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

Key objectives

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

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

Action Taken

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

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

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

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



Compactor replaces 82 bins

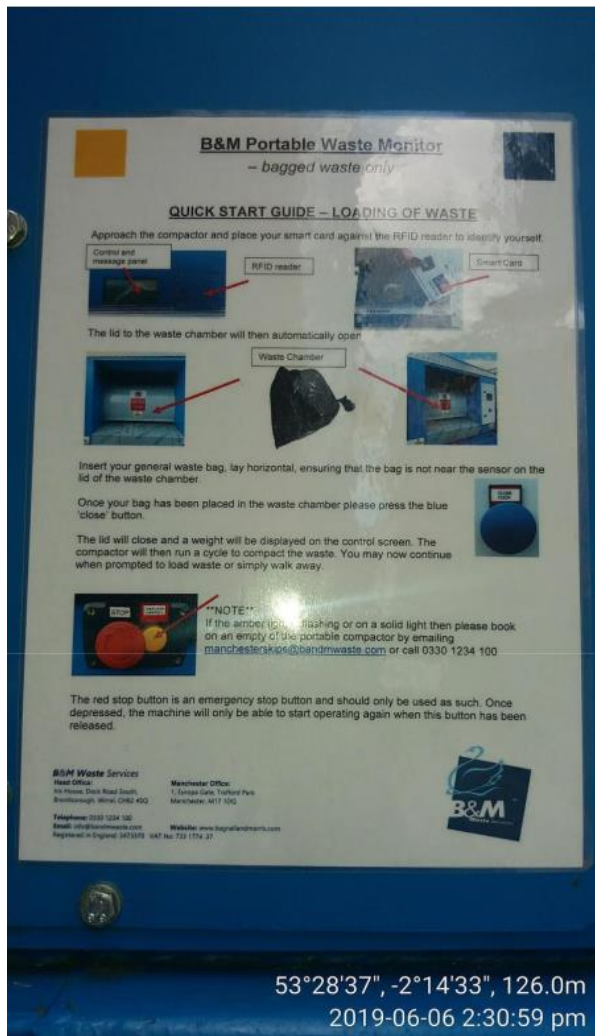
The compactor was delivered on site in February 2019 following on from a period of consultation with businesses and Manchester City Council's Planning and Environment teams. There was also a period of time allowed to resolve contractual issues.



Compactor Specifications

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

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



How did the arrangements for waste change?

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

Evaluation

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

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



3.8 Commercial Waste Provider Consolidation Pilot

Background

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

Update

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

Geographical area of pilot

