



## **AGENDA ITEM NO:4**

### **Cabot, Clifton & Clifton East Neighbourhood Partnership 28<sup>th</sup> March 2012**

**Report of:** Nick Christo, Area Co-ordinator, Neighbourhoods

**Title:** Area Coordinator's Report

**Contact Telephone Number:** 07585 909030

#### **Recommendations:**

##### **1. To note the contents of the report**

#### **1. A Boards**

The Council has introduced new guidelines on A-boards that are placed on the footway. The Council supports businesses as key drivers for the local economy and recognise that in order for businesses to thrive and grow they must promote and advertise themselves. However, there has been a trend for lots more A-boards over recent years, with these getting bigger and sometimes placed in unsuitable locations. This poses difficulties for pedestrians, including pushchair users and people with disabilities.

There needs to be a balance between allowing the important need of businesses to advertise whilst protecting and enhancing the street environment for pedestrians to encourage walking as a healthy mode of travel. Therefore the Council is proposing new guidelines regarding A-boards.

The proposal has been based on similar models that are used in Bath & North East Somerset, whereby businesses are given a warning if their A-Board does not comply with the policy. If the business does not comply to the warning, then the A-Board will be removed and will only be released for a fee of £50 per board.

On Wednesday 5<sup>th</sup> October, a group of Council Officers including representatives from Neighbourhoods, Highways Enforcement, Transport and Local Police walked around Clifton Village and spoke to every shop owner that had an A Board place outside. The A Board information leaflet was given to the shop owner and explained about the guideline and the necessity to fall in line with them. We also talked to local residents and shoppers within the area to gauge how problematic the A Boards within Clifton Village were. Some people liked the look of them and wouldn't want them totally removed whereas others found them obstructive and intrusive to the narrow pavements.

A total of 7 A Boards were removed from their original location and were compliant on the day of the walkabout and a further visit is planned to re-visit the area and take further action if those offending A Boards are still present.

A follow up visit was carried out in January 2012 and found that 5 of the 7 A Boards had re- appeared. The shop owners whose A Boards still fell outside the guideline were again spoken to and subsequently removed.

The next phase of inspections in the Broadmead & Park Street area took place in January 2012 (Appendix A). This consisted of representatives from Neighbourhoods, Highways Enforcement, Transport and Local Police walking round these 2 areas and talking to shop owners and businesses with A Boards that fall outside the guidelines.

## **2. May Gurney**

In November 2011 the waste contract saw May Gurney responsible for waste collection, street cleansing and winter maintenance for the next seven years.

May Gurney will be responsible for finding ways to reduce our waste and increase recycling rates in the city. Next year, they will also bring residents a kerbside collection for mixed plastics and waxed cartons (such as Tetrapaks).

Appendix B gives more information about the Council's new waste contractor.

May Gurney were present at the last round of Neighbourhood Forums where they were able to communicate with local residents and listen to their concerns. The 'Community Stewards' will be present at every other Neighbourhood Forum and will join the Neighbourhood Team on walkabouts within the area.

## **3. Change of Use to Small Houses in Multiple Occupation – Article 4 (1) Direction published**

On 1 October 2010 changes to planning legislation relating to the control of Houses in Multiple Occupation (HMO's) came into force. The changes mean that any change of use between a dwelling house (Use Class C3) and a small House in Multiple Occupation (Use Class C4 – being a small shared house or flat occupied by three to six unrelated individuals) can occur without the need for planning permission. However, in certain circumstances, councils can identify an area or areas where a planning application would be required. Councils are able to do this through the use of an article 4 direction, which removes the permitted development right that allows the change of use to occur. On the 10 December 2010 Bristol City Council took the first step in removing this permitted development right for the wards of:

- Ashley
- Cabot
- Clifton East
- Cotham
- Lawrence Hill

This has involved the making of an article 4 direction and serving notice of the direction. An officer delegated report and decision sets out the rationale for making the direction.

The removal of permitted development rights is not proposed to take effect until 11 December 2011.

At the Development Control (central) Committee on 21st September 2011, the ward of Clifton was also included within the above article 4 direction. This ward will now be subject to be reported to committee for a determination on whether the article 4 direction should be confirmed within 12 months of the making of the directions.

For further details on the article 4 direction, please visit the council's website: <http://www.bristol.gov.uk/planning>

#### **4. Communication**

Cabot, Clifton & Clifton East has a twitter account which you can follow for latest news and upcoming events. Search CCCNP through the main Twitter website or follow the link through [www.myneighbourhoodbristol.com](http://www.myneighbourhoodbristol.com)

If you have a website and would like to spread the word with events and activities in the Partnership Area, then please let the Area Co-ordinator know.

#### **5. Dates for the Diary**

##### **Cabot Neighbourhood Forums:**

Tuesday 12<sup>th</sup> June 2012, 7 - 9pm – Council House  
Tuesday 2<sup>nd</sup> October 2012, 7 – 9pm – Council House  
Tuesday 15<sup>th</sup> January 2013, 7 – 9pm – Council House

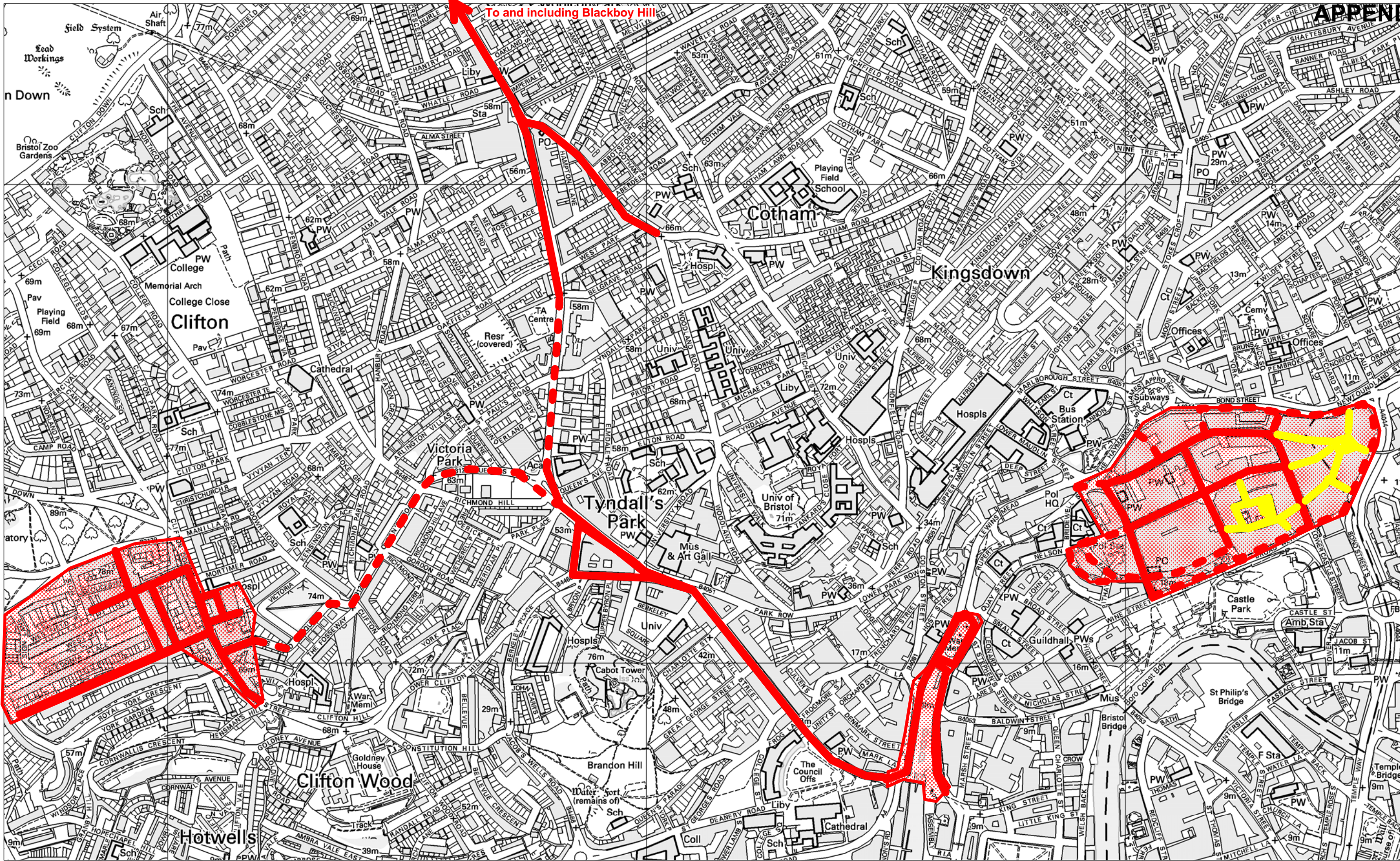
##### **Clifton & Clifton East Neighbourhood Forums:**

Monday 11<sup>th</sup> June 2012, 7 – 9pm – Clifton High School  
Monday 1<sup>st</sup> October 2012, 7 – 9pm – Clifton High School  
Monday 14<sup>th</sup> January 2013, 7-9pm – Clifton High School





##### **Cabot, Clifton & Clifton East Neighbourhood Partnership:**

Tuesday 26<sup>th</sup> June 2012, 7 – 9pm – The Pavilion  
Monday 22<sup>nd</sup> October 2012, 7 – 9pm – The Pavilion  
Tuesday 22<sup>nd</sup> January 2013, 7 – 9pm – The Pavilion





INITIAL A-BOARDS INSPECTION AREA

-  - Priority Inspection / Enforcement Streets
-  - Other Insepection / Enforcement Streets
-  - Other Inspection / Enforcement Areas
-  - Private Streets / Non-highway land outside Council control



## APPENDIX B

### CHANGES TO WASTE AND RECYCLING CONTRACT

May Gurney will take over Bristol's waste and recycling, street cleansing and winter maintenance contract from November 1 2011.

The contract will help us reach our three-year goal of sending zero untreated waste to landfill and boost its recycling rate, in addition to saving the council £2.5 million a year in costs.

As part of the new service, by July 2012, all householders in Bristol will have mixed plastics and tetrapak collections on the kerbside in addition to their current recycling collections, helping them to maximise their recycling and reduce their waste.

#### What are the key dates in the new contract?

- **1 November - May Gurney take over from SITA.**  
All services and collection days remain the same.  
No noticeable changes except different vehicles collecting waste and recycling.
- **28 November – May Gurney begin to introduce a number of collection day changes.**  
Residents will be informed of day changes in a leaflet and collection calendar to be delivered to them by the end of October.  
No other changes to the service will be made at this time.
- **Christmas day, Boxing day and New Year holidays - usual temporary changes to collection days due to public holidays.**  
Details in the leaflet and collection calendar
- **January to June 2012 - May Gurney roll out their new services (such as plastics collections) across the city.**  
Phased roll out to make sure the changes can be implemented smoothly.  
Residents will receive a detailed leaflet explaining the new services and when they are going to happen.

- **July 2012 – all changes to services should have been completed.**

### **What are the key highlights of the new contract?**

- By July 2012, all householders in Bristol will have mixed plastics and tetrapak collections on the kerbside. They will be provided with **a new 55 litre green box** for this service. Cardboard will also go in this box, along with aerosols, cans and foil.
- Residents will still **keep their existing black box** for other recyclables such as glass, paper and textiles.
- Flats above shops that have limited space will be given a clear bag for all of their dry recyclables (glass, paper, textiles)
- Existing black wheelie bins that residents currently use for their waste will be taken away and replaced with slightly smaller 180 litre bins to encourage householders to recycle as much as they can. The combined volumes of the recycling containers (brown food waste bin, black box and new green box) and smaller wheelie bin will actually give residents a greater overall volume for their waste than before.
- With the exception of the Christmas and New Year holiday period where there are some temporary changes to collection days (as in previous years), May Gurney crews will carry out normal collections on all other bank holidays.

These changes will also be introduced between January and June 2012, in four phases across the city. **Residents will be notified before the changes are due to be introduced in their area.** All changes will be completed by July 2012.

### **When and how will residents be notified about the new services?**

Information will be sent through the post explaining the new services and when they are going to be introduced.

All residents will receive an introductory leaflet by November 2011 and then a further, more detailed leaflet just before the new services are due to start in their area.

**Will the new service start as soon as my bin is delivered?**

Yes, your new collection services will start as soon as you receive your 55 litre green recycling box.

**Does it matter which recycling materials I put in my green box and existing black box?**

Yes - it's important residents get this right so that the materials being recycled end up at the right place easily.

- The new 55 litre green recycling box is for your cardboard, tetrapaks, plastics and cans.
- All other materials (paper, glass, textiles, batteries, spectacles, engine oil) go in the existing 44 litre black box.

**Collection day changes and collections**

**Why do some residents need to have changes made to their collection days?**

May Gurney will be operating from different depots from the current contractor, so they are re-zoning the city to make collections and street cleansing more efficient and effective.

**What happens if residents forget their collection day has changed and put their rubbish out on the wrong day?**

May Gurney will collect additional waste during the first weeks of the collection day changes, so if residents forget to put their waste out on their new collection day, they can put it out again the following week on the correct day and the extra waste will be collected.

After the first few weeks we would expect residents to get used to putting it out on the correct day.

## **How often will waste and recycling be collected?**

Just as it is now: food waste, garden waste and all recycling will be collected weekly; residual household waste (refuse) will be collected fortnightly.

## **Bank Holidays, Christmas and New Year**

### **What will happen to collection days over the Christmas and New Year period?**

As in previous years, there will be some temporary changes to collection days due to public holidays on Christmas Day, Boxing Day and New Year's Day.

May Gurney will operate a catch up system, just as Bristol residents are accustomed to. The collection dates during this period will be given on the collection calendar, being issued to residents by November.

### **Will May Gurney be collecting side waste and Christmas trees after Christmas?**

During the festive period, May Gurney will collect all additional recycling that is presented on the kerbside.

They will also collect any additional food waste that is presented as side waste in biodegradable sacks.

They will also collect two extra sacks of non-recyclable rubbish during the collection days between Christmas Day and the first week of New Year.

Real Christmas trees will also be collected on the kerbside, as long as the decorations and pot have been removed.

Details of collection dates will be on the collection calendars.

## **Households in flats or with limited off street space**

### **I live in a flat, so what will the new services mean to me?**



Flats will continue to receive their current recycling services. Bins for recycling mixed plastics and tetrapaks will start to be introduced to flats in 2012.

Cardboard recycling and food waste bins will be installed at any flats that don't already have them.

**I do not have enough storage space for all these recycling containers, will I be able to put out my recycling in carrier bags?**

Yes. Whilst it is more effective to use the containers mentioned, we will be flexible and wherever it is not possible to use them, we will take the recycling in bags.

We would ask for residents in this case to sort their recycling materials into separate bags if possible.

## **Garden waste collection**

**Will the cost of garden waste collections stay the same?**

Yes for the meantime they will remain as they are: £32 for the annual collection service (or £29 if you pay by direct debit), with a one-off cost for the garden bin of £21.

People in receipt of certain benefits are entitled to a 50% reduction in the price.

Alternatively, you can buy 75 litre paper garden waste sacks for £1 each (in bundles of 25 from the council or also available from local retailers).

**I currently pay the council annually by direct debit for my garden waste collection. Will this carry on as it is or do I need to contact May Gurney?**

This will stay the same if you pay for a garden waste bin.

**Will my garden waste collections continue every week as they do now?**

- Yes, if you have a garden waste bin.

- For those who use garden paper sacks, residents will need to contact the customer service centre on 0117 922 2100 when they want their garden waste sacks collected. This will help to reduce costs and operate a more cost effective system by preventing crews from driving around every street in the city every week, looking for sacks which residents don't always put out every week.

**I have garden waste every week. Will I need to phone the customer service centre every week to arrange for collection?**

If you have a garden waste bin, the service will continue as it is now and there will be no need to phone the customer service centre.

For those who use the paper sacks, they will need to phone up to arrange collections.

**When will my garden waste be collected?**

If you have a garden waste bin, it will be collected on your collection day.

Unlike the previous contract, where it was collected in the same vehicle as food waste and cardboard, it will now be collected in a separate vehicle.

If you put out garden waste in a purchased sack, when you phone the customer service centre you will be given a collection date.

**Replacement of wheelie bins**

**When will residents' old wheelie bins be taken away and new ones provided?**

Between January and June 2012. Residents will be informed of the exact dates when this changeover is happening.

On the refuse collection day, the old bin will be emptied and then removed. On the same day, the new bin and 55 litre green recycling box will be delivered.

**Wouldn't it be more cost effective and environmentally friendly to keep the same bins?**

No. By increasing the kerbside recycling services (with the introduction of mixed plastics and tetrapaks collections) we expect to see much more being sent for recycling.

Additional income is generated from the materials sent for recycling, and the disposing of waste in landfill will be lower and therefore save money.

May Gurney will also be reusing and or recycling the bins they take away.

**Other waste services**

**I currently have assisted collections (where staff collect the bins from my garden, usually due to medical reasons). Will these continue? Do I need to do anything?**

Yes, this will continue. May Gurney will be contacting you before the new services are introduced in your area between January and June next year to find out whether you still require the services and if you do, they will continue to provide them.

**What will happen to the special clinical waste collections that a number of households currently have?**

These will continue. May Gurney will contact you to find out whether you still require the service and if you do, they will continue to provide them.

**Will there still be bulky waste collections? Will the price for these still remain the same?**

Yes, this service will continue as it currently is, except that May Gurney aim to send more items of this nature for reuse and recycling than in the old contract.

The cost of this service is £15 for up to three bulky waste items, or free to people in receipt of certain benefits.



**Will there be any changes to the two Household Waste Recycling Centres (in Days Road, St Philips, and Kingsweston Lane, Avonmouth)?**

No, there will be no changes to the HWRCs. These are owned and managed by Bristol City Council, not by May Gurney. There are no plans to change the hours of operation.

Residents should be aware however that from the 31 October, the HWRCs will revert to their regular winter opening hours of 8am to 4.15pm Monday to Sunday.

**I live in a part of the city that has communal bins. What will happen to these?**

They will remain as they are. May Gurney will phase in an increase in the types of materials that can be recycled from these areas to include mixed plastics and tetrapaks.

**I am currently on the plastics trial. What will happen with my recycling bag? Can I continue to use it under the new service?**

The plastics trial rounds that are currently taking place in around 10% of the city will continue as before. By the end of June 2012, all sacks for plastics will have been replaced by the new 55 litre green box.

**Street cleansing**

**How often can I expect my street to be cleaned and when?**

All streets will be visited at least once a week and will be cleansed if required by May Gurney street cleansing crews.

This will be carried out the day after waste and recycling collections. Customer satisfaction surveys will also be carried out to ensure May Gurney are achieving increased levels of satisfaction.