



## AGENDA ITEM NO.9

**FILWOOD, KNOWLE AND WINDMILL HILL NEIGHBOURHOOD PARTNERSHIP**

**25 September 2012**

**Report of:** Richard Gwyn, Area Environment Officer

**Title:** Neighbourhood Partnership Waste and Environment Plan

**Contact:** 0117 922 1947

### Recommendations

**This report is from the Area Environment Officer. It is for information and Neighbourhood Partnership members are recommended to:**

1. Note the Waste and Environment Plan produced by the Environment Group meeting held 14 August 2012 (Appendix A) and the William Street Bins on Streets Action Plan (Appendix B).

### Background

At the NP meeting dated 12 June 2012, it was highlighted that Bristol's waste contractor May Gurney had agreed to develop Neighbourhood Partnership Plans that would address waste and environment issues.

The Neighbourhood Plan sets out how May Gurney will work with the NP, local residents and community-based organisations to ensure that their service delivery will resolve waste and environment issues agreed as priorities within partnership areas.

At a meeting held 14 August 2012, the Filwood, Knowle and Windmill Hill Environment Group produced the Waste and Environment Plan.

**The meeting agreed the following three priorities would form the basis**

## **of the Filwood, Knowle and Windmill Hill Waste and Environment Plan:**

1. Improve street sweeping of roads with high concentrations of parked cars in the Windmill Hill ward.
2. Reduce the number of bins left on the streets in Windmill Hill.
3. Identify hot spots for graffiti, bins on streets, dog fouling, fly tipping, weeds, street cleansing issues, overflowing bins and poor grounds maintenance in NP area.

It was also agreed to run an environmental communications campaign focused on 'Managing Waste & Recycling More Effectively' across the NP area.

This campaign would coincide with the delivery of the new BCC waste collection calendar in November 2012, and aims to reduce street littering, improve recycling rates, and reduce fly tipping. The campaign will feature:

- Localised messages delivered with the waste collection calendar.
- Positive articles on waste management and the local May Gurney crew published in the Knowledge newsletter.
- Waste Doctors directed to tackle low recycling areas and fly tipping hotspots.
- BCC Waste Education Officer working with local primary schools to raise awareness of litter and recycling with an offer of a prize to the school with the highest recycling rate.
- Promotion of the Bulky Waste collections highlighting that residents on Job Seekers Allowance are entitled to two free collections per year.

### **Recommendation**

- The Filwood, Knowle and Windmill Hill Neighbourhood Partnership note the Waste and Environment Plan produced by the Environment Group meeting held 14 August 2012 and the William Street Bins on Streets Action Plan.

## Filwood, Knowle and Windmill Hill Waste Action Plan 2012-13

	Priority/ Issue	Proposed Action	Who is responsible	Timescale	Measure / Monitoring	Update
1.	<b>Improve street cleansing of roads with high concentrations of parked cars in the Windmill Hill ward.</b>	Organise meeting to identify roads in Windmill Hill that have street cleansing issues. Create shared understanding of expectations between Councillors and the service. May Gurney to relate to Councillors how street cleansing will be improved.	<b>Lead: Sarah Howard</b> Martin Cummings Mark Bailey Alf Havvock	31.08.12	Meeting organised and held List of problem streets created. Timeline for action agreed.	
		Baseline standard on identified roads measured and shared	<b>Lead: Sarah Howard/ Mark Upham</b>	14.03.12	Baseline standard for identified roads available	
		May Gurney and BCC to deliver improved street cleansing using methods agreed with Councillors.	<b>Lead: Sarah Howard/ Mark Upham</b>	25.09.12	SH to measure street cleansing standard at end of agreed period.	
		Verbal progress report on street cleansing issues given to the FKW NP meeting on 25.09.11 by ward Councillor	<b>Lead: Mark Bailey/ Alf Havvock</b>	25.09.11	Progress report delivered.	
		Continue to monitor street cleansing contract – in particular weed spraying and street sweeping and provide ward Councillors with regular feedback	<b>Lead: Sarah Howard</b> Mark Upham	21.12.12	SH and MG provide monthly updates on service standards to 21.12.12	
		Tackle hot spot roads from map produced in priority 3 - see below	<b>Lead: Richard Gwyn</b>	12.10.12 onwards	Feedback to Neighbourhood Forums 'You Said We Did'	
2.	<b>Reduce the Number of Bins Left on the Streets in Windmill Hill</b>	Meeting organised to initiate a project designed to significantly reduce the number of bins left on pavements before or after bin collection day on identified streets in Windmill Hill using a multi-agency problem solving approach starting William Street.	<b>Lead: Richard Gwyn</b> Mark Bailey Alf Havvock Sarah Howard Carol Donavon Mark Upham Jonquil Maudlin	03.09.12	Meeting organised and held.	
		Identify and list all streets in WH that have a bins on streets problem and the number of problem households on William Street.	<b>Lead: Mark Bailey</b> Alf Havvock	03.09.12	List of problem streets and problem households created. Number of problem households on William Street.	
		Produce bins on streets action plan with timescales.	<b>Lead: Richard Gwyn/ Kurt James</b>	03.09.12	Bins on streets action plan created.	

	Priority/ Issue	Proposed Action	Who is responsible	Timescale	Measure / Monitoring	Update
		Deliver project actions and measure project impact	<b>Lead: Richard Gwyn</b>	25.09.12	Number of problem households on William street remaining.	
		Target flats with offer of smaller 140 litre wheelie bins	<b>Lead: Richard Gwyn</b> Mark Upham Sarah Howard	12.10.12	Number of 140 litre bins deployed.	
		Extend bins on streets projects to listed problem streets in Windmill Hill	<b>Lead: Richard Gwyn</b>	28.02.12	Project extension begins.	
		Tackle hot spot roads from map produced in priority 3 - see below	<b>Lead: Richard Gwyn</b>	12.10.12 onwards	Compare LAGAN enquiries before and after. Feedback to Neighbourhood Forums 'You Said We Did'	
		Share learning gained from bins on streets project with BCC	<b>Lead: Mark Bailey/ Alf Havvock</b>	31.03.12	Meeting to share learning held.	
<b>3.</b>	<b>Identify hot spots for graffiti, bins on streets, dog fouling, fly tipping, weeds, street cleansing issues, overflowing bins and poor grounds maintenance in NP area.</b>	Produce map to identify environmental hot spot areas	<b>Lead: Richard Gwyn</b>	17.08.12	Map produced and shared with NDOs.	
		Neighbourhood Development Officers to engage with local residents, Neighbourhood Forums & Community groups to map environment issues hot spots.	<b>Lead: Mohamed Ismail/Anita Pearce</b>	30.09.12	Engage with all ages, ethnic backgrounds, disabled and non disabled people	
		Produce GIS map of hot spots	<b>Lead: Joe Brickley</b> (GIS Officer)	05.10.12	GIS map produced.	
		Waste Contract Officer to analyse hot spot areas and provide quality scores	<b>Lead: Sarah Howard</b>	12.10.12	Baseline quality scores generated.	
		Hot Spot area map passed to May Gurney to focus resource usage	<b>Lead: Mark Upham</b> (Community Steward)	12.10.12 onwards	May Gurney take ownership of hot spot maps.	
		Waste Contract Officer to compare quality scores before and after the May Gurney intervention	<b>Lead: Sarah Howard</b>	21.12.12	12.10.12 and 21.12.12 quality scores compared for improvement.	
		NDOs continue to identify hot spot areas and monitor quality scores in 2013	<b>Lead: Mohamed Ismail/Anita Pearce</b> Sarah Howard	31.03.13 onwards	Compare GIS hotspot map with baseline and 31.03.13 to visualise impact. Feedback to Neighbourhood Forums 'You Said We Did'	

**Filwood, Knowle and Windmill Hill William Street Bins on Streets Action Plan 2012-13.**

Project Lead: Carol Donovan

Proposed Action	Who is responsible	Completed by	Measure / Monitoring	Notes/Update
<ul style="list-style-type: none"> <li>Meeting organised to initiate a project designed to significantly reduce the number of bins left on pavements before or after bin collection day on identified streets in Windmill Hill using a multi-agency problem solving approach starting William Street.</li> </ul>	Lead: Kurt James Mark Bailey Alf Havvock Sarah Howard Shaun Pine	03.09.12	Meeting organised and held.	Meeting held 31.08.12
<ul style="list-style-type: none"> <li>Create bins in streets action plan. Action plan owner to be Carol Donovan supported by Shaun Pine.</li> </ul>	Lead: Carol Donovan	03.09.12	Action Plan created and circulated for comment.	Timetable for action is one month from letters being sent to residents on WS. Action plan completed 03.09.12
<ul style="list-style-type: none"> <li>Line up project resources: <ul style="list-style-type: none"> <li>Waste and Street Scene: to provide project support;</li> <li>Waste Doctors: needed to visit problem properties and write report on findings;</li> <li>Street Scene Enforcement Officers Team: to provide problem solving, project and enforcement support;</li> <li>Area Environment Officer: to provide additional problem support capacity;</li> <li>Police Community Support Officers: to provide additional eyes on support capacity;</li> <li>May Gurney to provide additional eyes on support capacity.</li> </ul> </li> </ul>	Lead: Carol Donovan, Shaun Pine, Sarah Howard, Sue Coates	19.09.12	Written project support commitment received from officer teams.	Shaun Pine to lead on securing Street Scene Team support in Carol Donovan's absence.
<ul style="list-style-type: none"> <li>Sarah Howard to ensure that May Gurney and Customer Call Centre are aware of William Street bins on streets issue and to not replace any bins that have been removed through this project.</li> </ul>	Lead: Sarah Howard	07.09.12	Written project support commitment received from May Gurney and Customer Call Centre.	Sarah Howard to be notified of any bins that have been removed
<ul style="list-style-type: none"> <li>Waste Doctors to be deployed to problem properties on William Street and to give written report on findings including houses visited, residents spoken to and agreements reached with residents.</li> </ul>	Lead: Sarah Howard	07.09.12	Written confirmation that Waste doctors have been deployed and short report received.	
<ul style="list-style-type: none"> <li>Update list of problem properties and identify particular issues with properties, such as which properties can/cannot store bins/owners with health issues. Assess whether communal bin is a solution.</li> </ul>	Lead: Carol Donovan and Sarah Howard	19.09.12	List of problem properties available.	Waste Doctors report to inform list of problem properties.

Proposed Action	Who is responsible	Completed by	Measure / Monitoring	Notes/Update
<ul style="list-style-type: none"> <li>All bins on William Street to have house numbers marked on them so that they are clearly linked to properties.</li> </ul>	Lead: Richard Gwyn	19.09.12	All bins on William Street are numbered correctly.	How should this best be done?
<ul style="list-style-type: none"> <li>Rewrite the letter to be sent to each resident in all properties on William Street.</li> </ul>	Lead: Carol Donovan	19.09.12	Rewritten letter completed.	Letter to be more succinct and should clearly outline problem and action to be taken.
<ul style="list-style-type: none"> <li>Deliver waste management letter to all properties on William Street.</li> <li>Issue publicised by local Councillors</li> </ul>	Lead: Carol Donovan	19.09.12	Letter delivered to residents of William Street. Councillors report issue in area wide communication.	
<ul style="list-style-type: none"> <li>Street Scene Enforcement, Area Environment Officers and Police Community Support Officers to survey street post bin day to assess whether bins have been removed. If bins remain on streets, offending household bins will be removed and Section 46 notices delivered to offending residents.</li> </ul>	Lead: Carol Donovan	1.10.12	Confirmation that William Street survey has taken place.	Residents will then have to put up to 3 bin bags out on bin day. If bin bags are put out before or after bin day they will be searched by MG for evidence of address which can be used to support the imposition of fines.
<ul style="list-style-type: none"> <li>Action plan concluded with a week of action that will see Street Scene Enforcement Officers and Area Environment Officer assess conditions on William Street issuing fines to residents not managing their waste.</li> </ul>	Lead: Street Scene Enforcement Team	Week beginning 22.10.12	Confirmation that William Street week of action has taken place.	Councillors should not be involved in evidence gathering.
<ul style="list-style-type: none"> <li>Evaluation meeting to be held 1 week following end of action</li> </ul>	Lead: Kurt James	Week beginning 29.10.12	Evaluation meeting held.	