



AGENDA ITEM NO. 8

Greater Fishponds Area Neighbourhood Partnership

27 September 2012

Report of: Denise James, Area Environment Officer

Title: **Neighbourhood Partnership Waste Plan**

Contact: 0117 922 4726 – denise.james@bristol.gov.uk

This report is from the Area Environment Officer. It is for information.

Neighbourhood Partnership members are asked to note the Waste and Environment Plan produced by the Environment Sub Group at their meeting held on 6th September 2012; see Appendix A.

Background

At the NP meeting of 21st June 2012, it was highlighted that Bristol's waste contractor May Gurney had agreed to work with Bristol City Council to develop Neighbourhood Waste Plans that address local waste and street scene issues.

The Waste Plan sets out how May Gurney and the Council will work with the NP, local residents and community-based organisations to ensure that service delivery is focussed on local priorities within the Partnership.

At a meeting held on 6th September 2012, the Greater Fishponds Area Neighbourhood Partnership's Environment SubGroup produced the Waste Plan.

The meeting agreed the following three priorities would form the basis of the Greater Fishponds Area Neighbourhood Partnership, Waste Plan:

- 1. Drug and Sex Litter – Identify** and map out hot spot areas, monitor calls against response times. All response times to be measured against contract requirements.

A number of hot spot areas have already been identified, mainly in the Eastville and Hillfield Wards. However, if other locations are identified they can be added to the list.

- 2. Fly tipping** – Identify and map out hot spot areas, reduce incidents of fly-tipping, monitor and report on actions taken. Will also include fly tipping around communal bins.
- 3. Litter** – with main focus on overflowing litter bins. Identify and map out hot spot areas, reduce overflowing bins by considering bin provision and emptying regimes.

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

This campaign will be targeted at reducing street littering and fly tipping and improving recycling rates. Which should in turn achieve a reduction in complaints received through the Customer Service Centre.

- Localised messages delivered with the waste collection calendar.
- Positive articles on priority achievements by the Neighbourhood Partnership and the local May Gurney crews published on the Neighbourhood Partnership web site and at Neighbourhood Partnership Public Forums.
- Waste Doctors directed to tackle low recycling areas, in particular where recycling containers are constantly left on the street and fly tipping hotspots.
- Promotion of the Bulky Waste collections highlighting that residents on Job Seekers Allowance are entitled to two free collections per year. It is hoped that this will reduce incidents of fly tipping and improve the local street environment.

Recommendation

- The Greater Fishponds Area Neighbourhood Partnership note the Waste and Environment Plan produced by the Environment Group meeting held 6th September 2012 (**Appendix A**).

Appendices: **Appendix A:**
Greater Fishponds Area Neighbourhood Partnership Waste
Action Plan 2012-13

Greater Fishponds Area Neighbourhood Partnership - Waste Action Plan 2012-13

	Priority/ Issue	Proposed Action	Who is responsible	Timescale	Measure / Monitoring	Update
1.	Drug and Sex Litter – identify and map out hot spot areas, monitor calls against response times. All response times to be measured against contract requirements.	Produce hot spot map.	Lead: Denise James Andy Gingell Neil Burwell Mark Bailey Georgie Bryant Steve Rogers Dave Ashwin Sam Parker Neighbourhood Delivery Team Police Vice Team Ward Cllrs	31.11.12	Identify hot spot areas from information gathered from complaints made to Customer Service Centre and other evidence gathered by Council officers and partner agencies.	
		Hot Spot area map passed to May Gurney to focus resource usage	Lead: Andy Gingell (Community Steward)	31.11.12	May Gurney take ownership of hot spot maps.	
		Measure response call out times.	Lead: Denise James/ Andy Gingell	31.12.12	Response times measured from Customer Service Complaints data.	
		May Gurney and BCC to deliver improved call out response times if needed.	Lead: Denise James/ Andy Gingell	31.03.13	DJ & AG to measure standard of response times at end of agreed period.	
		Verbal progress report given to next Environment Sub Group Meeting. Report to NP Committee at next meeting on 6 th December 2012.	Lead: Denise James	06.12.12	Verbal report to Environment Sub Group. Written report to NP Meeting.	
		Continue to monitor response call out times and provide NP and Ward Councillors with regular feedback	Lead: Denise James Andy Gingell	31.01.13	DJ and MG provide monthly updates on service standards to 21.12.12	
		Tackle hot spot areas from map produced.	Lead: Denise James	31.11.12 onwards	Feedback to Neighbourhood Forums 'You Said We Did'	

	Priority/ Issue	Proposed Action	Who is responsible	Timescale	Measure / Monitoring	Update
2.	Flytipping – Identify and map out hot spot areas, reduce incidents of fly tipping, monitor and report actions taken. To also include fly-tipping around communal bins and Mini Recycling Centres (MRS's)	Initiate a project to significantly reduce the number of refuse bins and recycling containers left on pavements before or after bin collection day on identified streets, communal bins, MRC's and other identified hot spot locations	Lead: Denise James Andy Gingell Neil Burwell Mark Bailey Georgie Bryant Steve Rogers Dave Ashwin Sam Parker Denis Wise Neighbourhood Delivery Team Waste Doctors Ward Cllrs	31.10.12	Identify hot spot areas from information gathered from complaints made to Customer Service Centre, You Said We Did and other evidence gathered by Council officers and partner agencies	
		Identify and list all streets that have fly tipping issues associated as identified above, produce hot spot map.	Lead: Denise James Andy Gingell Steve Rogers Dave Ashwin Sam Parker Neil Burwell	31.10.12	Hot Spot Areas identified from Customer Service Complaints data and You Said We Did data	
		Produce fly tipping action plan with timescales.	Lead: Denise James/Sam Parker	31.11.12	Create action plan.	
		Hot Spot area map passed to May Gurney to focus resource usage	Lead: Andy Gingell (Community Steward)	31.11.12	May Gurney amend service delivery to target hot spots.	
		Deliver project actions and measure project impact	Lead: Denise James	31.11.12		
		Target offenders with enforcement action	Lead: Denise James/Dave Ashwin	31.10.12 onwards	Increase number of Fixed Penalties issued.	
		Target hot spot areas from map produced.	Lead: Denise James	31.10.12 onwards	Compare LAGAN enquiries before and after. Feedback to Neighbourhood Forums 'You Said We Did'	
		Verbal progress report given to next Environment Sub Group Meeting. Report to NP Committee at next meeting on 6 th December 2012.	Lead: Denise James	06.12.12	Verbal report to Environment Sub Group. Written report to NP Meeting.	

	Priority/ Issue	Proposed Action	Who is responsible	Timescale	Measure / Monitoring	Update
		Share best practice with other Neighbourhood Partnerships.	Lead: Denise James/Abdulrazak Dahir.	31.03.13	Meeting to share learning held.	
3.	Litter – with main focus on overflowing litter bins. Identify and map out hot spot areas, reduce overflowing bins by considering bin provision and emptying regimes.	Produce map to identify environmental hot spot areas	Lead: Denise James/Andy Gingell	31.11.12	Identify hot spot areas from information gathered from complaints made to Customer Service Centre, You Said We Did and other evidence gathered by Council officers and partner agencies.	
		Hot Spot area map passed to May Gurney to focus resource usage.	Lead: Andy Gingell (Community Steward)	31.11.12	May Gurney amend service delivery to target hot spots.	
		Verbal progress report given to next Environment Sub Group Meeting. Report to NP Committee at next meeting on 6 th December 2012.	Lead: Denise James	06.12.12	Verbal report to Environment Sub Group. Written report to NP Meeting.	
		AEO's/NDOs continue to identify hot spot areas and monitor quality scores in 2013	Lead: Denise James/Sam Parker/Denis Wise	31.03.13 onwards	Feedback to Neighbourhood Forums 'You Said We Did'	