



Hengrove & Stockwood Neighbourhood Partnership

20th June 2012

Neighbourhood Partnership Update

May Gurney is proud to have been the successful bidder for Bristol City Council's Waste Collection, Recycling and Street Cleansing Contract. The new contract brings new challenges and changes to the waste, recycling and street cleansing services.

We aim to reduce the volume of waste going to landfill by increasing the quantity of recyclate we collect. We will do this by increasing the range of materials you can recycle. We will collect all your materials for recycling from your property and sort it at the kerbside into our fleet of purposefully designed vehicles. All the materials we collect will then be sent onto our partner reprocessor companies based in the UK.

We are committed to providing a service and providing information at a Neighbourhood Partnership level; supporting the Council's principle of local communities influencing or deciding on how services are delivered.

To enable this, we will implement a number of initiatives including the following:

1. Community Stewards

Each Neighbourhood Partnership will soon have the support of a named Community Steward, an operational expert who will work with the Council's Area Environment Officers to:

- Provide information about how we are performing against key targets.
- Discuss issues of local priority and help design solutions to problems.
- Interpret for Neighbourhoods the scope for making changes to services.
- Support community-based activities.

All Community Stewards should be in place by the end of June 2012.

Community Stewards and Area Environment Officers will hold local service surgeries because we believe that the best way for you to get your message across is face-to-face. Local people will be able to drop in to talk to us, without the need for an appointment.

2. Neighbourhood Plan

We are currently developing individual Neighbourhood Partnership Plans to cover the key issues as they are experienced in local communities.

The Neighbourhood Plan sets out our approach to working with Neighbourhood Partnerships, local residents and community-based organisations to ensure that service delivery is aligned, within the constraints of the Contract, to local issues and priorities.

We have started putting together information regarding the services delivered in each Partnership, a programme of events aimed at getting people involved in caring for their local environment, and details of how we are performing in your area against some of our key targets.

Each Neighbourhood Partnership Plan will be able to identify up to three specific targets which we will monitor and provide updates for.

Starting in August, the Council's Area Environment Officer's will schedule in opportunities to inform the first Neighbourhood Plan and to determine how local service surgeries will work.

The Council will ask each Neighbourhood Committee to agree and adopt its Neighbourhood Plan from November this year.

3. Neighbourhood Performance Dashboard

To provide each Partnership with regular information about how we are performing, we will prepare on a quarterly basis a Neighbourhood Performance Dashboard. Each dashboard will include information on the following:

- **Tier 1 Targets** that will report our performance against Contract Targets at the City-wide level.
- **Tier 2 Targets** that will report our performance against the same performance criteria in each neighbourhood separately
- **Tier 3 Targets** that report our performance on a selected number of local targets that are specific to each Neighbourhood Partnership only.
- **Hot Spot Maps** that will show the number of incidents relating to acts of environmental vandalism in each Neighbourhood.

4. Satisfaction surveys

Your Neighbourhood Partnership will be asked each year to tell us and the Council how happy you are with May Gurney's services.

5. CleanBristolStreets

We know our job is to collect your waste, clean your streets, remove fly-tips and graffiti and help make your local community a more welcoming place for you to live. However, we also know we need your help. That is why we are introducing our CleanBristolStreets campaign.

The main focus of the campaign is to remind everyone that we all have a duty to act responsibly by not: dropping litter, discarding cigarette litter on pavements, putting out rubbish on days when no collections are due, fly-tipping and damaging buildings and street furniture with graffiti.

6. Clean up your Neighbourhood

To complement initiatives such as CleanBristolStreets we will work with Neighbourhood Partnerships to support a range of activities under the broad umbrella of Community Clean Ups. Typically, these involve local organisations and community-based groups taking direct action to maintain important community spaces and to tackle local 'eyesores'.

The Council's Area Environment Officer's will both initiate and facilitate requests for community clean-ups.

7. Through the Keyhole

We will be introducing our innovative Through the Keyhole programme to help representatives from the Neighbourhood Partnerships develop a deeper understanding of how we organise our services and to build a stronger relationship between Partnerships and May Gurney.

Next steps

Your Area Environment Officer will be able to provide updates on the progress of May Gurney's initiatives to work at a Neighbourhood level and will provide a more detailed report at the next Partnership meeting in September.

If you have any questions on the information provided here contact your Area Environment Officer at Neighbourhood.Engagement@bristol.gov.uk or call 0117 922 1947.

You can contact May Gurney directly on mgbristol@maygurney.co.uk or alternatively you can write to us at May Gurney, Albert Road, St Phillips, Bristol. BS2 0XS.