



AGENDA ITEM NO. 8

**Hengrove and Stockwood Neighbourhood Partnership**

**17<sup>th</sup> October 2012**

**Report of:** Julian Cox, Area Environment Officer

**Title:** **Neighbourhood Partnership Waste Plan**

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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 17<sup>th</sup> August 2012; see Appendix A.

## **Background**

At the NP meeting of 20<sup>th</sup> 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 17<sup>th</sup> August 2012, the Hengrove and Stockwood Neighbourhood Partnership's Environment Sub Group produced the Waste Plan.

**The meeting agreed the following three priorities would form the basis of the Hengrove and Stockwood Neighbourhood Partnership, Waste Plan:**

- 1. Fly tipping – Identify** and map out hot spot areas, reduce incidents of fly tipping in hot spot areas with letters to residents and businesses to assist in identifying culprits. Monitor and report actions taken and response times.

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

- 2. Campaign– to include both Educational and Enforcement elements.** It was agreed that areas would be targeted to raise awareness of littering and dog waste issues, initially by speaking to people, it would be followed up in the same areas by enforcement at a later date. The aims will be to reduce complaints about littering and dog mess.
- 3. Satisfaction Survey-** To follow up waste and street scene enquiries by contacting a random selection of people who have made requests for service regarding waste, monitor and report response.

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/ Community Stewards 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.

**Appendices:           Appendix A  
                                  Hengrove and Stockwood Neighbourhood Partnership Waste  
                                  Action Plan 2012-13**

## Appendix A

### Hengrove and Stockwood Waste Action Plan 2012-13

	Priority/ Issue	Proposed Action	Who is responsible	Timescale	Measure / Monitoring	Update
1.	<b>Fly tipping- reduce the incidents of fly tipping in known hotspots. Monitor and report actions.</b>	Produce a hot spot Map	<b>Lead : Julian Cox</b> Sarah Howard Sat Singh	31.10.12	Identify hot spot areas from information gathered from complaints to Customer Service Centre, and other evidence gathered by Council Officers and other agencies.	
		May Gurney and BCC to improve response call out times.	<b>Lead: Sat Singh</b> Julian Cox	31.11.12	May Gurney to take ownership of hotspots.	
		Measure response and call out times	<b>Lead: Julian Cox</b> Sat Singh	31.11.12	Response times measured from available data.	
		Progress report to the next Environmental Sub Group meeting. Report to the NP Committee at the meeting on 23.01.13	<b>Lead: Julian Cox</b>	23.01.13	Progress report delivery	
		Continue to monitor fly tip hot spots and response times, provide NP and Ward Councillors and Environmental Sub Group with regular reports.	<b>Lead: Julian Cox</b> Sat Singh	31.01.13	Monthly updates from May Gurney Feedback to Neighbourhood Forums 'You Said We Did'	
2.	<b>Campaign- to include both Educational and Enforcement elements.</b>	Identify problem areas through the Environmental Sub Group, enquiries to Customer Service Points, and other agencies	<b>Lead: Julian Cox</b> Sarah Howard Sat Singh Enforcement	31.10.12	List the problem streets.	
		.Raise awareness of littering and dog fouling by education on the street, and localised messages.	<b>Lead: Julian Cox</b> Sarah Howard Sat Singh	31.03.13	Monitor feed back on the day, monitor the effects of the awareness day over the following month.	
		Follow up with enforcement days.	<b>Lead: Julian Cox</b> Enforcement Officer	31.03.13	Monitor the actions taken on the day, and issues over the following month.	

	Priority/ Issue	Proposed Action	Who is responsible	Timescale	Measure / Monitoring	Update
		Continue to monitor the littering and dog fouling in the identified streets. Report to NP, Ward Councillors and Environment Group	<b>Lead: Julian Cox</b> Sat Singh	31.03.13	May Gurney to provide monthly reports. Feed back to Neighbourhood Forums 'You Said We Did'	
<b>3.</b>	<b>Satisfaction Survey</b>	To follow up waste and street scene issues	<b>Lead: Julian Cox</b>	31.03.13	Monthly reports.	
		Arrange for a random selection of people who have made enquiries to the Customer Service Centre about waste and street scene issues, to be called back to see if they satisfied with the response.	<b>Lead: Julian Cox</b>	31.03.13	Verbal reports to the Environment Group and Written report to NP meeting.	
		To report back to the NP, Ward Councillors, and Environment Groups, the survey findings.	<b>Lead: Julian Cox</b>	31.03.13	Feed back to Neighbourhood Forums 'You Said We Did'	