

## Notice of a public meeting of

### Decision Session - Executive Member for Environment

**To:** Councillor Waller

**Date:** Monday, 25 January 2016

**Time:** 3.00 pm

**Venue:** The Thornton Room - Ground Floor, West Offices (G039)

### AGENDA

#### **Notice to Members – Post Decision Calling In:**

Members are reminded that, should they wish to call in any item\* on this agenda, notice must be given to Democratic Services by **4:00pm on Wednesday 27 January 2016**.

\*With the exception of matters that have been the subject of a previous call in, require Full Council approval or are urgent which are not subject to the call-in provisions. Any called in items will be considered by the Corporate and Scrutiny Management Policy and Scrutiny Committee.

Written representations in respect of items on this agenda should be submitted to Democratic Services by at **5.00 pm on Thursday 21 January 2016**.

#### **1. Declarations of Interest**

At this point in the meeting, the Executive Member is asked to declare:

- any personal interests not included on the Register of Interests
- any prejudicial interests or
- any disclosable pecuniary interests

which they might have in respect of business on this agenda.

- 2. Minutes** (Pages 1 - 6)  
To approve and sign the minutes of the Decision Session held on 14 December 2015.

- 3. Public Participation**  
At this point in the meeting, members of the public who have registered their wish to speak at the meeting can do so. The deadline for registering is at **5.00pm on Friday 22 January 2016.**

Members of the public may register to speak on an item on the agenda or an issue within the Executive Member's remit.

### **Filming, Recording or Webcasting Meetings**

Please note this meeting may be filmed and webcast and that includes any registered public speakers, who have given their permission. This broadcast can be viewed at <http://www.york.gov.uk/webcasts>.

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The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at:

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- 4. A Cleaner City** (Pages 7 - 34)  
This report sets out a series of proposals to improve standards of cleanliness across the city.
- 5. Working with Students and Landlords** (Pages 35 - 40)  
This report informs the Executive Member of the wide range of work carried out in the city to help students to manage the waste they produce and to dispose of it responsibly.

## 6. Urgent Business

Any other business which the Executive Member considers urgent under the Local Government Act 1972.

Democracy Officers:

Catherine Clarke and Louise Cook (job share)

Telephone No- 01904 551031

Email- catherine.clarke@york.gov.uk/louise.cook@york.gov.uk

For more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

**This information can be provided in your own language.**

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

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City of York Council

Committee Minutes

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Meeting	Decision Session - Executive Member for Environment
Date	14 December 2015
Present	Councillor Waller
In Attendance	Councillor D'Agorne

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### **13. Declarations of Interest**

At this point in the meeting, the Executive Member was asked to declare any personal, prejudicial or pecuniary interests he may have in the business on the agenda. None were declared.

### **14. Public Participation**

It was reported that there had been no registrations to speak under the Council's Public Participation Scheme.

Councillor D'Agorne had registered to speak on Agenda Item 4, adoption of York's Third Air Quality Action Plan – Response to Economic Development and Transport Policy and Scrutiny Committee. He commended the further work that had been undertaken but still had some concern regarding harm to residents in the City as a result of poor air quality. He felt that further work could be done regarding the Park and Ride contract to help improve air quality and also felt that anti-idling signs would create awareness. He also felt that more consideration could be given to how visiting buses and delivery vehicles could be targeted.

### **15. Minutes**

Resolved: That the minutes of the decision sessions held on 18<sup>th</sup> and 23<sup>rd</sup> November 2015 be approved and signed by the Executive Member as a correct record.

## **16. Adoption of York's Third Air Quality Action Plan (AQAP3)**

The Executive Member considered a report which advised of York's Third Air Quality Action Plan which had been considered by the Economic Development and Transport Policy and Scrutiny Committee (EDAT) following a pre-decision call in.

Following the EDAT meeting, having listened to comments and concerns the Executive Member had chosen to defer his Decision Session to allow further time for the suggestions made at EDAT to be considered and suggested improvements made. The report before the Executive Member at this meeting was the result of that process.

Paragraphs 3 to 26 of the Officers report summarised the issues raised at the EDAT meeting.

The Executive Member considered the suggested revisions as outlined as Option 2 at paragraph 28 of the report and accepted the revisions with a number of changes. The final revisions were as follows:

- I. To produce a further report outlining the resources and procedure required to adopt powers under The Road Traffic (Vehicle Emissions) (Fixed Penalty)(England) Regulations 2002 to allow enforcement against idling buses (and other vehicles) in the event that other measures are unsuccessful. The Executive Member also requested that Officers look into the legal aspects and training issues surrounding the Council's Enforcement Officer's being able to manage idling, including current workload and a contact telephone for reporting idling vehicles.
- II. To recommend the adoption of Eco Stars (or a similar scheme) to the Executive by further report to be a requirement in all council contracts. The Executive Member also requested that as a minimum, Officers review vehicle leasing and procurement ahead of any report to Executive and further work to identify additional funding for such a scheme or development of a scheme within existing resources. Officers to work with the council's partners and contractors to adopt a joint approach to reduce emissions.
- III. To commission a business plan for a freight transshipment / consolidation centre. The Executive Member recommended to Executive the development and facilitation of a business plan, as

included in Local Transport Plan 3 and to work with the BID on this.

- IV. To report progress on meeting the air quality objectives and implementing the measures within AQAP3 via an “Annual Status Report” to the executive member and scrutiny committee on an annual basis. The Executive Member also recommended a regular report on trends back to the Executive Member for Environment Decision Session and for Officers to look into publishing information on the website to enable the public to see statistics and in a format which is understandable to the intended audience. The information is to include progress against the air quality objectives, delivery of measures within AQAP3 and delivery and use of electric vehicle charging points.
- V. Following further consultation with bus operators and others, to produce a report detailing the proposals for implementing a Clean Air Zone, including an economic impact test, details of funding and impact on the environment and health. The Executive Member recommended a report to Executive in line with the Park & Ride contract process.
- VI. Green Infrastructure to be included in the Annual Status Report to the Executive Member.

Resolved: That the Executive Member agreed Option 2 and accepted the revisions to the Action Plan as recommended by Economic Development and Transport Policy and Scrutiny Committee (as amended by the Executive Member, as above) and as a result;

Formally adopted the amended AQAP3, as a result of the consultation process, as York’s Third Air Quality Action Plan.

Reason: This option will ensure that York continues to have a robust, current and relevant AQAP based on a strong local emission evidence base. This will facilitate continuing delivery of the aims and objectives of the LES. AQAP3 will deliver emission reduction and health improvement benefits throughout the city and by 2021 should deliver the national air quality objectives for NO<sub>2</sub> at most, if not all, locations in York. Adoption of AQAP3 will

demonstrate to DEFRA that York is continuing to strive to improve air quality in the city and may reduce the possibility of substantial air quality fines in the future. AQAP3 will ensure that York continues to attract low emission vehicles, technologies and associated jobs ahead of other local authorities and having a newly adopted LES based AQAP3 in place will strengthen York's bid to become one of OLEV's designated Ultra-Low Emission Cities. If successful this bid will attract millions of pounds of investment in low emission vehicles and infrastructure to York from 2016 onwards.

Action Required

1. Note EDAT recommendations as amended by the Executive Member and carry out necessary work to implement. MS

**17. Food Service Plan 2015-17**

The Executive Member considered a report which presented the Council's Food Service Plan 2015-17 which had been produced in order to satisfy the Food Standards Agency requirements.

Officers outlined the report and advised that the plan considered the resources available and what could realistically be achieved and what would be delivered going forward.

The Executive Member commented that the expectation of the public was the same with limited resources and queried what the Council is doing to encourage businesses to continue to reach high standards. Officers confirmed that there was an element of pride in York amongst businesses that had achieved 5 stars and those businesses that had achieved 3 or 4 stars generally strived to improve their ratings. Local newspaper reporting and the use of an internet site also kept pressure on businesses to keep standards high.

The Executive Member requested that update reports be brought to future decision sessions on visits to premises and enforcement work.

Resolved: That the Executive Member:



- (i) Approved the Food Law Service Plan for 2015/7.
- (ii) Requested regular updates to this Decision Session on visits carried out and enforcement work.

Reason:

- (i) To acknowledge last years performance to the delivery plan.
- (ii) To provide the Executive Member with updates on enforcement work being carried out within the Council's Food Service.

Action Required

1. Note request for update report to decision session and implement.

SS

Councillor Waller, Executive Member

[The meeting started at 4.00 pm and finished at 5.00 pm].

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Decision Session - Executive Member for the Environment

25 January 2016

Report of the Assistant Director (Communities, Culture and Public Realm)

### **A Cleaner City**

#### **Summary**

1. This report sets out a series of proposals to improve standards of cleanliness across the city.

#### **Recommendations**

2. The Executive Member is asked to approve the proposals set out in paragraphs 15, 19, 26, 31, 38 and 43.

Reason: to ensure that best use is made of the available resources for street cleansing activities.

#### **Background**

3. Over the last three years street cleansing activities have been reviewed in order to deliver budget savings whilst maintaining levels of cleanliness. For example, city centre cleansing regimes have been reviewed in order to provide better staffing cover at weekends and to introduce a more mechanised approach to cleansing which will deliver better results.
4. In December, 2014 the Council's Cabinet agreed a programme to save a further £750k from place based services, including cleansing, between 2015 and 2018. In February, 2015 Cabinet agreed to devolve cleansing budgets to wards during the current financial year. Following the introduction of the new approach to neighbourhood working, agreed by the Executive last July, including devolved budgets to facilitate decision-making at a local level, it is now possible to implement devolution of control of the Council's cleansing resources.

5. Council in July approved an additional £25k for work targeted at detritus levels in locations where mechanical sweeping is not effective, e.g. around traffic calming measures and in cul-de-sacs. This will commence in the spring.

## **Options and Analysis**

### **Maintaining Cleansing Standards**

6. In order to maintain cleansing standards and meet customer expectations we need to deliver a service that targets resources where they are needed within the available budget. Previous cleansing standards were linked to the national Code of Practice on Litter and Refuse (COPLAR) which set out standards of cleanliness and the time limits for returning areas to the standards, in the event that they dropped below them. The code was linked to a national performance indicator that is now redundant, and in reviewing York's cleansing standards it now makes more sense to base the review on local knowledge and customer requirements. Accordingly, a review of our cleansing schedules has taken place, focussing on the needs of individual locations and using the local knowledge of the front line operatives in the first instance to set appropriate cleansing frequencies.
7. Cleansing will take place with a minimum frequency of quarterly and a maximum of daily, depending on the location. Although in some locations there will be a reduction in the frequency of visits by a large mechanical road sweeper the new schedules will allow the vehicle to be driven more slowly which will ensure improved removal of detritus. This will not only improve cleanliness standards but also remove the matter in which weeds are able to grow. Ward teams will notified in advance of cleaning by the large mechanical road sweeper so that they can observe the process and verify its effectiveness. Members will also be asked to come forward and identify any priority areas for cleaning where there have previously been problems.
8. The Rapid Response service will continue to deal with waste that may cause a hazard, such as discarded needles, dog dirt, and broken glass. The service works between 07:30 and 15:00, Monday - Friday, and aims to respond within 2 working hours of receiving a report. It is not proposed to devolve this cross-city resource to ward control.

9. The new cleansing frequencies have been drawn up into schedules for each ward. These schedules will be used as the basis for devolving cleansing budgets to wards. An example schedule is set out in the map at Annex 1. This shows the existing and proposed schedules for Acomb. Areas identified by the team who undertake the work as being regularly littered, such as Beckfield Lane, are maintained at weekly visits.
10. The schedules will be shared with each ward committee, in the next round of meetings, to allow input from ward members. Within the devolved ward budgets programme, ward members may wish to adjust the schedules, based on their local knowledge, or they may wish to add to the work undertaken, either by supporting volunteer groups or by funding additional work by the Public Realm Team from their Pride in York budgets.
11. The new schedules will also be communicated to residents and businesses to ensure that they are aware of the level of visits. They will be made available on the Council's website and sent to local libraries. They will also be accessible in the customer centre so that, in the event of a customer report of litter, the customer centre will be able to inform the customer when the next scheduled visit will take place.
12. The cleansing of the city centre foot streets is a distinct service undertaken seven days a week, all year round, between 05:00 and 20:00. Given the specialist nature of this service it is not proposed to devolve it to ward control. The service involves litter bin emptying, some manual cleansing, and use of machinery. Machinery is being enhanced to include a new item of equipment which will undertake the sweeping, scrubbing and washing of pavements. Due to be in service in time for the spring this should significantly improve the cleanliness of our pavements.
13. To further improve these standards this report seeks approval for the purchase of an additional pedestrian controlled machine at a cost of £17k. This will enable further improvements to cleanliness standards by targeting the removal of cigarette butts. It will be funded from existing capital funds available of £138k .
14. Following the "yes" vote by local businesses to the Business Improvement District (BID), we will also be working with the BID team in order to offer additional services to enhance the existing

regimes. This may include extended hours of work and targeted weekend work.

15. **Proposals** - The Executive Member is asked to agree to:
- I. Issue the new cleansing schedules to wards as the basis for devolving the budget, working with ward members to identify any amendments required and assisting them to manage this resource as part of their ward budgets.
  - II. Purchase additional machinery for city centre cleansing to be funded from the existing £138k capital budget.
  - III. Continue to work with the BID team in order to enhance our existing service and thereby to improve the visitor and resident experience of our city centre.

### **Litter and Dog Waste Bins**

16. During 2012, due to budget reductions, we removed a number of litter bins from service, facilitating a staffing reduction of one employee and a vehicle. Following the introduction of increased devolved budgets to wards there is an opportunity for greater local decision-making with regard to bins. We have previously given wards the option to fund additional bins (subject to a minimum order number of 70 bins across the city). A capital budget of £138k is available from which bins could be purchased. It is proposed to use £31k of this budget for enhancements previously agreed to public toilets across the city, in addition to the £17k for machinery referred to above, leaving £90k to use for the purchase of additional bins. Wards would then only be required to fund the annual service cost of any new bin (at £500 per bin). This would potentially fund the additional post and vehicle that would be required to service any additional bins.
17. As the contents of litter and dog waste bins are collected by the same members of staff and disposed of together it is felt that there is no need to have separate bins in any one location. As these bins are replaced we could provide one bin clearly labelled to inform residents that it is intended for mixed waste. A bin of this type would need to be of robust construction and require a lid to prevent odours from escaping. Joint use bins are already successfully in use in other local authority areas. (See examples in Annex 2).
18. We also have 15 solar powered litter bins which were previously purchased and which are now available for deployment. Following

an initial deployment of these bins, in 2012, predominantly in the city centre foot streets, a further batch has been purchased. These bins have a capacity of up to 8 times that of a traditional litter bin and have led to a reduction in incidents of overflowing litter bins at peak times due to staff not been able to service them as quickly as required. Wards could be invited to bid, at no additional cost, for one of these bins to replace an existing bin or bins in their ward to enhance their cleansing standards.

19. **Proposals** - The Executive Member is asked to agree to:
- I. Agree to the use of up to £90k of the existing £120k capital budget for the purchase of litter bins for wards where they wish to fund the service charge.
  - II. Approve the offer of solar powered bins to wards to replace existing bins.
  - III. Agree to the introduction of new style combined bins for both litter and dog waste to be introduced during normal replacement programmes and where appropriate.

### **Enforcement**

20. Enforcement action on littering and fly tipping is undertaken by the Neighbourhood Enforcement Team (NEO's) within the new Anti Social Behaviour Hub. This works falls into three areas:
- I. Fly tipping
21. Nationally, the illegal dumping of waste costs local authorities in excess of £44m to clean up; however, these are only the reported costs. If all fly tips were recorded, the actual costs would be in the vicinity of as much as £100m. Penalties for fly tipping can range from a fine of up to £50k and/or a maximum of 12 months' imprisonment if tried in a magistrates' court, or unlimited fines and/or 5 years' imprisonment if tried in a Crown Court. Offences mainly relate to:
- Knowingly depositing controlled waste or causing/permitting controlled waste to be deposited without a waste management licence in force.
  - Businesses not maintaining a 'Duty of Care' with regard to waste materials from commercial activity to ensure that they are disposed of with due regard to the law. Officers are able to issue a Fixed Penalty Notice (£300 penalty) for non-presentation of a Duty of Care Waste Transfer Note, detailing the transfer of

waste from one person to another. Those who collect or transport waste for profit must be registered with the Environment Agency. The penalty for not registering is a fine of up to £5,000 and a Fixed Penalty Notice of up to £300 for failure to produce registration documents on request.

- The Act also provides powers to officers to issue Notices requiring the removal of waste unlawfully and knowingly deposited. Failure to comply can lead to a fine of up to £5000. Local Authorities can also enter land, clean up the waste and recharge the costs to the owner/occupier.

22. In York, during 2014/15, there were 1,139 fly tipping cases which cost the authority £69k to remove and dispose of. During 2014/15 the NEOs were involved in the following enforcement work linked to fly tipping:

- Investigation of 273 reports of fly tipping containing potential evidence
- Issuing of 238 warning letters.
- Investigating 12 cases further with a view to prosecutions. As a result a further 2 warning letters were issued, 2 cautions were issued and 3 prosecutions followed.
- All the prosecutions were successful and resulted in fines and costs totalling £2,248

## II. Waste Presentation

23. Neighbourhood Enforcement Officers (NEOs) will seek to take action against those who commit waste receptacle offences, mainly where and when they may be placed for collection. The ability to prosecute for this offence has recently been removed, following changes to the legislation. Fixed Penalty Notices can still be issued but the process is now lengthier, with a series of warning stages and individuals being given a greater opportunity for appeal.

## III. Litter and Dog Fouling

24. Fixed Penalty Notices can be issued for the offences of littering or allowing a dog to foul and failing to pick up faeces. The penalty notice charge is currently £75 and £50 respectively.

25. The Government recently issued guidance (March 2015) for enforcement officers issuing FPNs for littering and encourages some leniency, suggesting FPNs should only be issued where there



is evidence of intent and that offenders should be given an opportunity to pick up their litter before an FPN is issued. During 2014/15 the NEO's were involved in the following enforcement work linked to litter and dog fouling:

- Issuing of 3 dog fouling FPN – All paid
- Issuing of 5 litter FPN's – 4 paid

26. **Proposals** - The Executive Member is asked to:

- I. Agree to a quarterly performance report being drawn up using the Environment Portfolio indicators shown in Annex 4.

### **Customer Reporting**

27. Various apps and online systems are available to residents and visitors to report environmental issues or service requests (See Annex 3). A new online report facility went live on the Council's website, in mid-October, as part of the Council's implementation journey for its new Customer Relationship Management (CRM) product. We have already had in excess of 2,000 reports via this report facility.
28. The new CRM system will go live in the summer including functionality relating to fly tipping, street cleansing and waste processes being made available to residents / visitors at an early stage. The CRM system will include a convenient 'my account' function replacing the current "report it" functionality. Importantly this functionality will be made available in the form of an app for customers who prefer this.
29. A drop-in session will be organised, in the near future, to engage with the public, to provide an opportunity to road test systems, and to allow regular users to discuss any issues they are aware of before new systems go live.
30. The Smarter York app (nationally known as Love Clean Streets) is not being well used with just 25 reports made in the same period that the online reporting facility has generated 2,000. The Smarter York app costs us £12,100 per year. It is therefore proposed that the app is discontinued at the end of the current licence period (August 2016) by which time we will have encouraged even more customers to use the improved website offer and the new app functionality inherent in the new CRM system. In the meanwhile it will be given the same styling as the Council's website.

31. **Proposals** - The Executive Member is asked to agree to:
- I. The discontinuation of the Smarter York app in view of the new reporting functionality outlined above.

### **Volunteers**

32. As our resources have decreased over recent years we have increased our working with volunteers, both groups and individuals from the local community and businesses in order to maintain standards that we would all like to see in our city. To help keep York clean there are range of organisations supporting the work of the council, including Community Payback.
33. There are also around 100 regular individual volunteers operating across the city. Following an induction volunteers are given a litter picker, bags and hi-vis vest if they want one. Volunteers are covered under the Council's insurance and arrangements are made to collect the material they pick up.
34. Where a community group wishes to undertake litter picking equipment is provided. Litter picking also takes part as part of wider environment improvement projects or conservation work, often involving YorkCares.

### **Campaigns**

35. Environmental campaigns are a key driver in getting messages to and involvement from residents and businesses. Historically we have participated in national campaigns coordinated by the Keep Britain Tidy group as well as undertaking our own, such as the Spring Clean campaigns.
36. Local authorities and community groups are currently being contacted to seek their involvement in a national campaign in what is hoped will be one of the biggest ever clean-ups of the country, which will be taking place in March 2016, in the run up to The Queen's 90th birthday on 21 April 2016.
37. All of the litter charities across the country have come together in support of this campaign together with a growing range of companies, land managers and associations. There will be 'Clean for The Queen' litter blitzes throughout the UK in January, February and March, and the most monumental of all litter clear-ups from Friday 4 to Sunday 6 March 2016.

38. **Proposals** - The Executive Member is asked to agree to:

- I. Formally accept the invitation to take part in this campaign linked to our annual Spring Clean Campaign.

### **One Planet York**

39. The One Planet York framework aims to build on and strengthen City of York Council's ambitions to put sustainability at the heart of everything it does and work towards 'One Planet' living. It includes increased recycling, reduced carbon emissions, improved air quality and a sustained focus on energy costs and efficiency.

40. A related deliverable is the implementation of a One Planet York app which, with regard to Waste, will include the ability to:

- Receive alerts regarding which type of waste to present on which week
- A scanning facility to indicate if an item is recyclable based on York's collection policy
- A facility to advertise items for exchange
- You will gain 'planet points' for scanning and exchanging activity, enabling users to rate themselves against others. Data has potential to be aggregated to show ward based activity levels
- A message facility to inform residents and businesses of any collection issues

41. The app will be managed by community groups and a member of our Waste Strategy team will represent the service on the management team.

42. The app requires additional funding of £5k for further developments work, this reports seeks approval to fund this from the £30k budget allocation for improving recycling rates across the city made by Council in July 2015.

43. **Proposals** - The Executive Member is asked to:

- I. Approve the allocation of £5k towards further work on the One Planet York app.

### **Consultation**

44. A range of consultation exercises is proposed within this report with existing networks, elected members, Parish and Town Councils, residents, residents associations and local businesses.

### **Council Plan**

45. The proposals in this report are in line with the Council Plan priority to Place a Focus on Frontline Services.

### **Implications**

46. **Financial:** There is currently £138k budget set aside for replacement litter bins. This report proposes that the budget is used for £90k replacement bins, £31k to support the toilet procurement and £17k to fund additional machinery. The proposals therefore are within overall budget.
47. The One Planet York app can be funded as part of the £30k Waste Recycling Promotion budget approved at the July Emergency budget.
48. **Equalities:** Equality Impact Assessment will be undertaken in respect of each of the action areas proposed.
49. The report has no additional implications relating to: Human Resources, Legal, Crime and Disorder, Information Technology, Property.

### **Risk Management**

50. In compliance with the Council's risk management strategy the main risks that have been identified associated with the proposals contained in this report are those which could lead to the inability to meet business objectives and to deliver services, leading to damage to the Council's reputation and failure to meet stakeholders' expectations. The level of risk is assessed as "Very Low" as the consultations and business case development proposals in this report are intended to mitigate this risk. This means that periodic monitoring is required of the operation of the new arrangements.

**Annexes**

- 1: New Cleansing Schedules
- 2: Examples of Types of Waste Bins
- 3: Apps and Online Reporting Systems
- 4: Environment portfolio performance indicators

**Background Papers:** None

**Contact Details**

**Author:**

Russell Stone  
Head of Operations  
Communities &  
Neighbourhoods

**Chief Officer responsible for report:**

Charlie Croft  
Assistant Director (Communities, Culture  
& Public Realm)

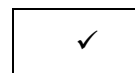
**Report Approved**



13 January, 2016

**Wards Affected:** All

**All**











**For further information please contact the author of the report.**

Abbreviations

BID	Business Improvement District
COPLAR	Code of Practice on Litter and Refuse
CRM	Customer Relationship Management
FPN	Fixed Penalty Notices
NEOs	Neighbourhood Enforcement Officers

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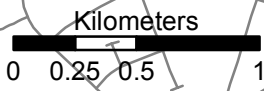
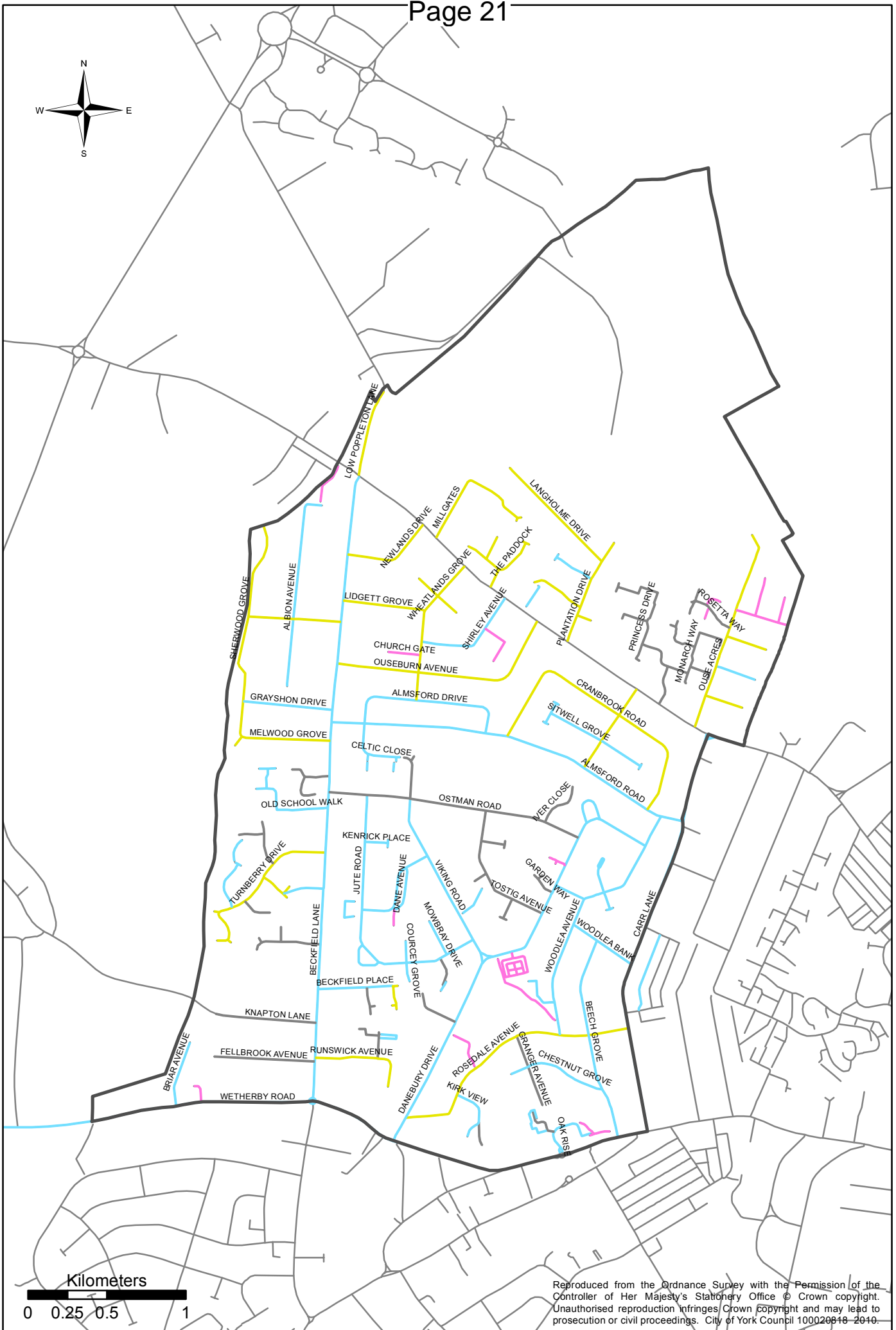
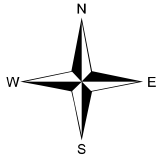
# Acomb Street Cleansing Schedule

Key:			
	Daily		Quarterly
	Weekly		Not Cleaned
	Fortnightly		Private
	Monthly		Other

Wards:	
Page 1. Acomb Manual Current	
Page 2. Acomb Manual Proposed	
Page 3. Acomb Mechanical Current	
Page 4. Acomb Mechanical Proposed	

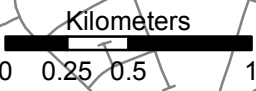
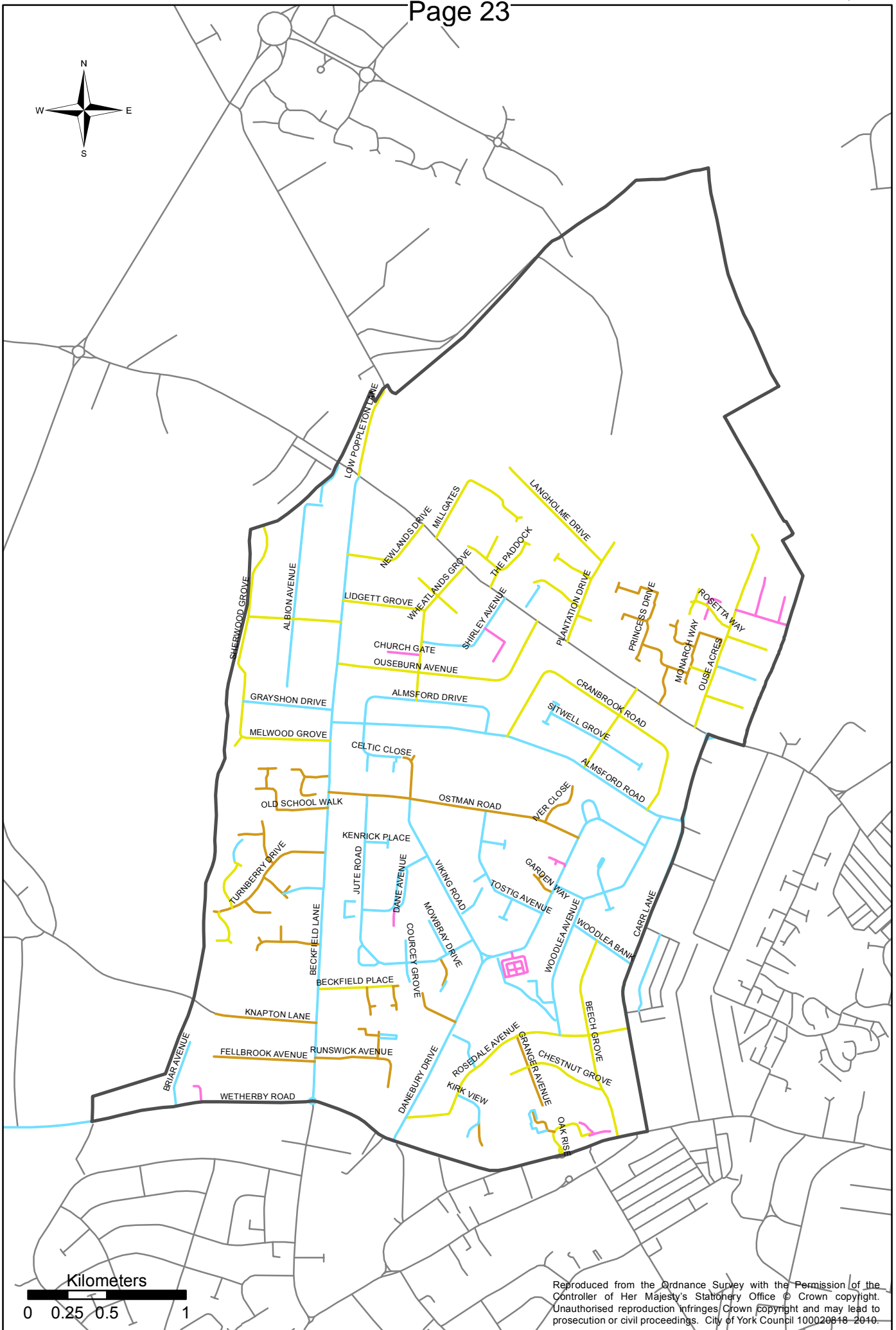
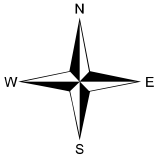
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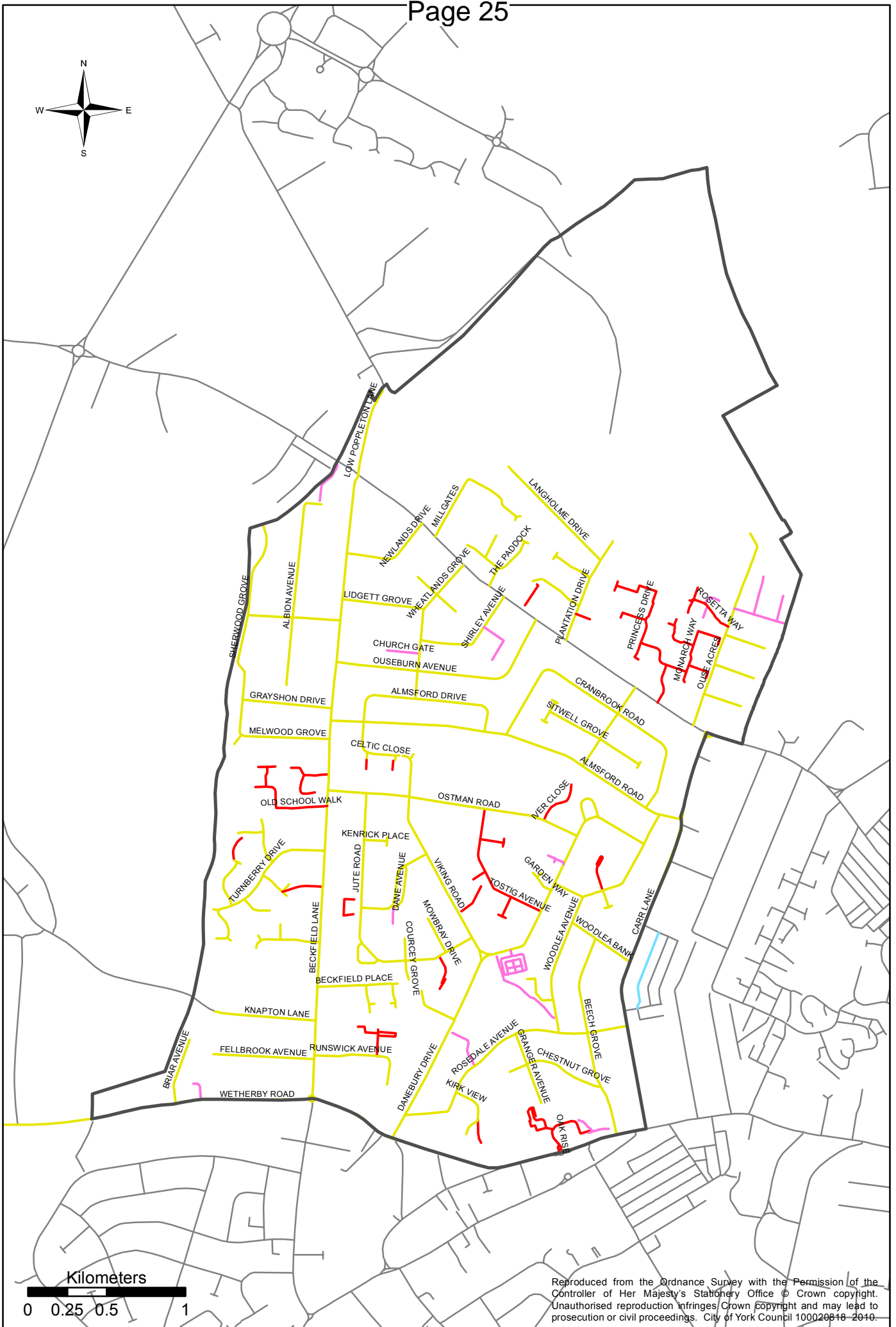
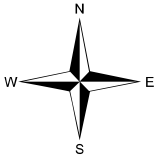
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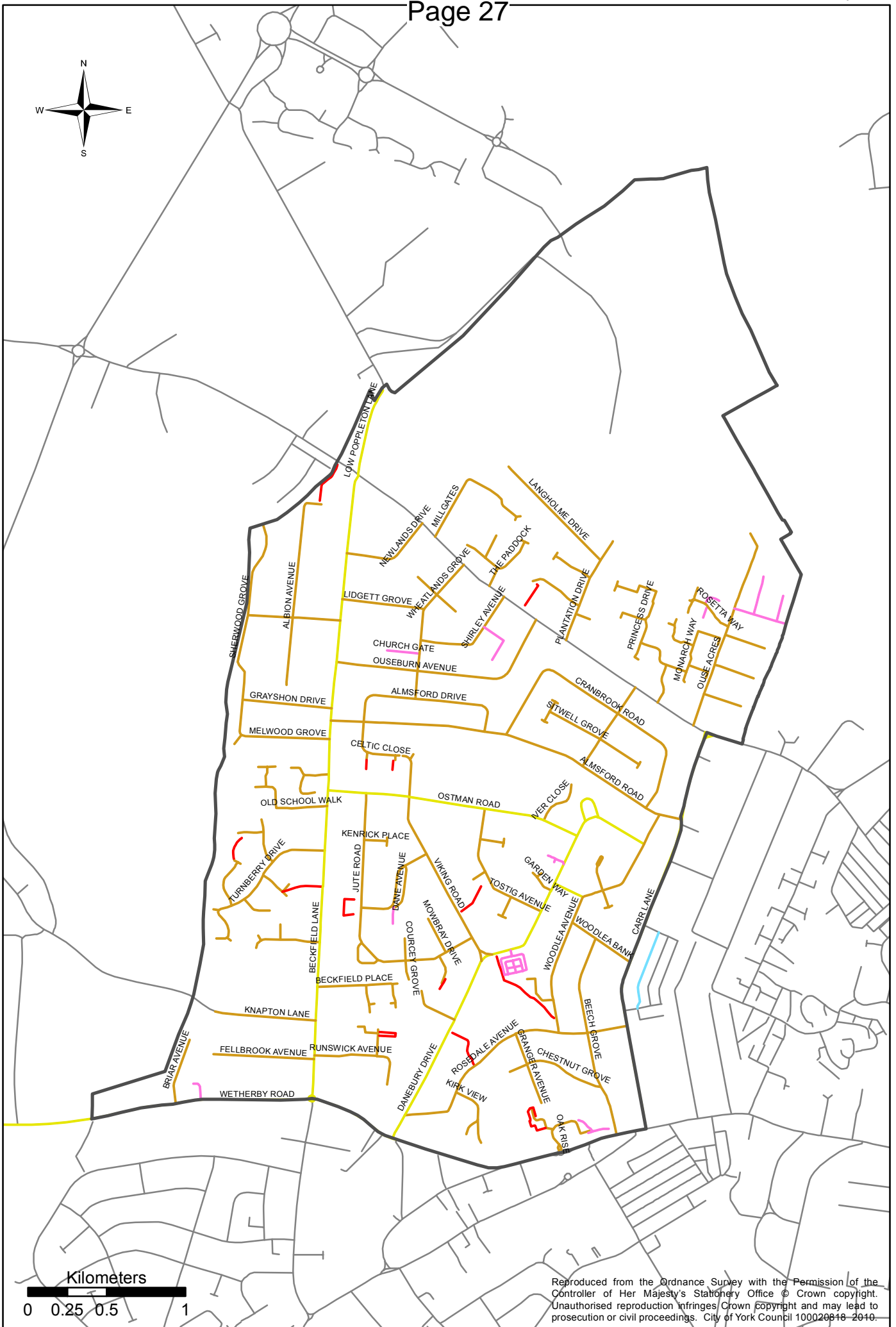
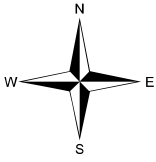
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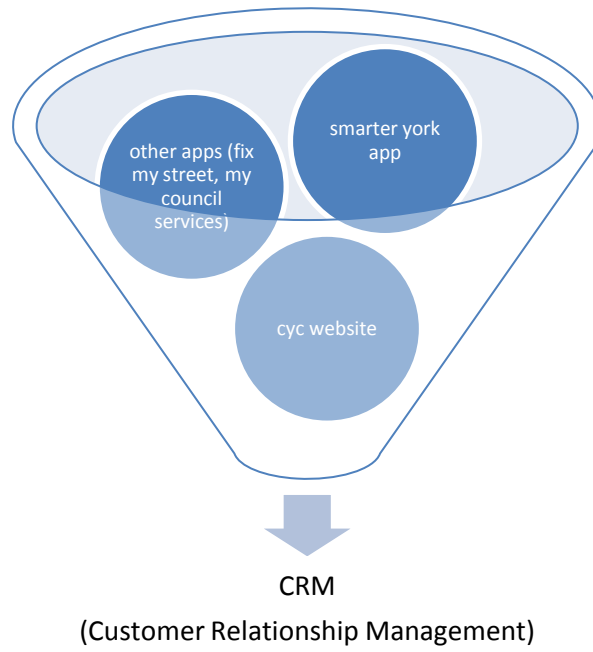
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All national apps send data via an email address and this is manually entered into the CRM.

The CYC website online reporting offers the same functionality and is directly integrated to the CRM.

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# Portfolio - Environment 2015/2016

No of Indicators = 43 | Direction of Travel (DoT) shows the trend of how an indicator is performing against its Polarity over time.

Produced by the Strategic Business Intelligence Hub January 2016

			Previous Years			2015/2016					Polarity	DoT	
		Collection Frequency	2012/13	2013/14	2014/15	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target			
1. Waste	<u>CES35</u>	Residual household waste (kg per HH) - (YTD)	Quarterly	541kg	559kg	598.3kg	142kg	-	-	-	-	Up is Bad	Bad
		Benchmark - National Data	Annual	551kg	555kg	558kg	-	-	-	-	-		
		Benchmark - Regional Data	Annual	543kg	534kg	543kg	-	-	-	-	-		
		Regional Rank (Rank out of 15)	Annual	7	9	10	-	-	-	-	-		
	<u>CES36</u>	Household waste recycled / composted- (YTD)	Quarterly	45.96%	43.63%	42.50%	49.39%	-	-	-	-	Up is Good	Neutral
		Benchmark - National Data	Annual	43.22%	43.45%	43.70%	-	-	-	-	-		
		Benchmark - Regional Data	Annual	43.31%	43.85%	43.60%	-	-	-	-	-		
		Regional Rank (Rank out of 15)	Annual	6	9	7	-	-	-	-	-		
	<u>CES37</u>	Municipal waste landfilled - (YTD)	Quarterly	53.76%	55.83%	57.40%	50.07%	-	-	-	-	Up is Bad	Bad
		Benchmark - National Data	Annual	33.89%	30.93%	24.50%	-	-	-	-	-		
		Benchmark - Regional Data	Annual	38.17%	34.71%	30.00%	-	-	-	-	-		
		Regional Rank (Rank out of 15)	Annual	12	13	14	-	-	-	-	-		
	<u>CES38</u>	Total tonnes of municipal waste collected (household, commercial, prescribed and inert waste) - (YTD)	Quarterly	97,000	93,830	93,430	26,956.88	-	-	-	-	Neutral	Neutral
	<u>CES39</u>	Tonnes of Landfilled waste - Household (excluding liquid waste) - (YTD)	Quarterly	45,930	46,850	46,740	12124.14	-	-	-	-	Up is Bad	Neutral
	<u>CES40</u>	Tonnes of Landfilled waste - Commercial collection rounds - (YTD)	Quarterly	6,220	5,620	5,630	1190.83	-	-	-	-	Up is Bad	Neutral
<u>CES41</u>	Tonnes of Landfilled waste - Combined (excluding liquid waste)	Quarterly	52,150	52,470	52,370	13511.53	-	-	-	-	Up is Bad	Neutral	
<u>CES42</u>	Cost of landfill tax - Household (excluding liquid waste)	Quarterly	£2,939,520	£3,373,200	£3,739,200	£1,001,938	-	-	-	-	Up is Bad	Bad	
<u>CES43</u>	Cost of landfill tax - Commercial collection rounds	Quarterly	£398,080	£404,640	£450,400	£98,294	-	-	-	-	Up is Bad	Bad	
<u>CES44</u>	Cost of landfill tax - Combined (excluding liquid waste)	Quarterly	£3,337,600	£3,777,840	£4,189,600	£1,100,232	-	-	-	-	Up is Bad	Bad	
<u>CES45</u>	% of properties offered 2 kerbside recycle collections - (YTD)	Quarterly	98.70%	98.80%	99%	99%	-	-	-	-	Up is Good	Good	
2. Public Realm	<u>CAN008</u>	Average days taken to remove obscene graffiti - (YTD)	Monthly	0.78	0.69	1.34	0.67	1.93	-	-	-	Up is Bad	Bad
	<u>CAN009</u>	Average days taken to remove non-obscene graffiti - (YTD)	Monthly	1.19	0.98	2.05	2.79	2.49	-	-	-	Up is Bad	Bad
	<u>CSPEC1</u>	Calls for Service - Flytipping - Rubbish	Monthly	1683	1841	1358	289	421	408	-	-	Up is Bad	Neutral
	<u>CSPEC2</u>	Calls for Service - Litter	Discontinued	675	NC	NC	-	-	-	-	-	Up is Bad	Neutral
	<u>CSPEC4</u>	Calls for Service - Vegetation (includes weeds and overgrown hedges)	Monthly	1095	1126	931	254	467	234	-	-	Up is Bad	Neutral

			Previous Years			2015/2016					Polarity	DoT	
		Collection Frequency	2012/13	2013/14	2014/15	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target			
2. Public Realm	<u>CSPEC5</u>	Calls for Service - Cleansing (includes dog fouling, litter and all other cleansing cases)	Monthly	2558	2225	1729	335	399	516	-	-	Up is Bad	Good
	<u>CSPEC6</u>	Calls for Service - Graffiti	Monthly	395	178	158	61	68	78	-	-	Up is Bad	Bad
	<u>CSPEC7</u>	Calls for Service - Litter bins	Monthly	135	108	107	14	49	25	-	-	Neutral	Neutral
	<u>CSPEC8</u>	Calls for Service - Dog bins	Monthly	82	77	105	19	44	24	-	-	Neutral	Neutral
	<u>CSPEC9</u>	NYP Recorded ASB Calls for Service - Environmental	Monthly	616	722	687	166	-	-	-	-	Up is Bad	Bad
	<u>CSPMA7</u>	CYC Mobile App - Grand Total	Monthly	432	428	373	97	81	55	-	-	Neutral	Neutral
	<u>SLA02</u>	2 Hour Cleansing cases completed within SLA - (YTD)	Monthly	-	69%	78%	76%	76%	-	-	-	Up is Good	Good
	<u>SLA04</u>	Standard Cleansing cases completed within SLA - (YTD)	Monthly	-	91%	90%	77%	82%	-	-	-	Up is Good	Bad
	<u>SLA18</u>	Overall Public Realm cases completed within SLA - (YTD)	Monthly	-	83%	83%	74%	77%	-	-	-	Up is Good	Neutral
3. Satisfaction	<u>BSC01</u>	Customer satisfaction that the quality of streets/public places is improving	Annual	63%	49%	-	-	-	-	-	-	Up is Good	Bad
	<u>BSC02</u>	Customer satisfaction on how we work to improve green spaces	Annual	60%	48%	-	-	-	-	-	-	Up is Good	Bad
	<u>BSC03</u>	% of residents who feel its important for them to feel part of their local community	Annual	70%	74%	-	-	-	-	-	-	Neutral	Neutral
	<u>BYS053</u>	% of residents who are satisfied with their local area as a place to live - Satisfied (All Responses)	Annual	91%	83%	-	-	-	-	-	-	Up is Good	Bad
	<u>BYS254</u>	% of residents who volunteer at least once a month (All Responses)	Annual	26%	33%	-	-	-	-	-	-	Up is Good	Good
	<u>BYS302</u>	% of CYC residents think CYC/partners are working well to make communities safer	Annual	54%	45%	-	-	-	-	-	-	Up is Good	Bad
4. Penalty Notices	<u>FPN01a</u>	Fixed Penalty Notices - Dog Fouling	Monthly	-	2	2	0	0	-	-	-	Neutral	Neutral
	<u>FPN01b</u>	Fixed Penalty Notices - Litter	Monthly	-	16	5	0	4	-	-	-	Neutral	Neutral
	<u>FPN01c</u>	Fixed Penalty Notices - S34 non production of waste transfer notes	Monthly	-	2	2	0	1	-	-	-	Neutral	Neutral
	<u>FPN01d</u>	Fixed Penalty Notices - S46 Household Waste	Monthly	-	0	7	0	0	-	-	-	Neutral	Neutral
	<u>FPN01e</u>	Fixed Penalty Notices - S47 Commercial Waste	Monthly	-	0	0	0	0	-	-	-	Neutral	Neutral
	<u>FPN02a</u>	Community Protection Notices - Dog Fouling	Monthly	-	0	0	1	0	-	-	-	Neutral	Neutral
	<u>FPN02b</u>	Community Protection Notices - Waste accumulation on residential property	Monthly	-	0	0	0	1	-	-	-	Neutral	Neutral
	<u>FPN02c</u>	Community Protection Notices - Other	Monthly	-	0	0	0	0	-	-	-	Neutral	Neutral
5. Public Protection	<u>PP05</u>	Number of website users who found the information about air quality easily available	Discontinued	1061	849	NC	-	-	-	-	-	Up is Good	Neutral
	<u>PP06</u>	% of food premises that are classified as broadly compliant	Quarterly	95%	93%	93%	94%	94%	94%	-	-	Up is Good	Neutral
6. Climate Change	<u>CES02</u>	Reduction in CO2 through investing in more efficient street lighting	Annual	-13.64%	-	-	-	-	-	-	-	Up is Bad	Neutral
	<u>CES020</u>	York's CO2 per head of population (tonnes)	Annual	5.3 (2011)	5.6 (2012)	N/A	-	-	-	-	-	Up is Bad	Neutral



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Decision Session - Executive Member for the  
Environment

25 January 2016

Report of the Assistant Director (Communities, Culture and Public  
Realm)

## **Working With Students & Landlords**

### **Summary**

1. This report informs the Executive Member of the wide range of work carried out in the city to help students to manage the waste they produce and to dispose of it responsibly.

### **Recommendations**

2. The Executive Member is asked to consider the content of the report.

Reason: To ensure the services involved develop a co-ordinated programme of work to deliver in student areas.

### **Background**

3. The students of York St John University and the University of York play an active role in the life of the city. The majority of them will, at some point during their time at university, live off campus in residential areas usually in privately rented accommodation.
4. When living in residential areas the students are expected to manage their waste in the same way that other residents would, but this does not always happen and regularly leads to problems such as:
  - rubbish and recycling put out at the wrong time/day/place
  - waste not properly disposed of at the end of term/end of year
  - complaints from other residents about waste issues
  - low levels of recycling
5. The problems exist within three wards: Guildhall, Fishergate and Hull Road and within a group of streets as set out in Annex 1.
6. The role of liaison between the council and students falls within the remit of three teams: Neighbourhood Enforcement (NE), Communities

& Engagement (CE, formerly Smarter York Officers) and Waste Services. All of these teams have recently restructured and roles have changed, so there is an added pressure on workloads within those teams. There needs to be a greater level of partnership working between the teams to offer both friendly advice on recycling and managing waste and also impart the more serious message about enforcement. At the busy times at the start and end of the academic year, the teams need to have a co-ordinated plan to ensure that this work is carried out.

### **The start of the academic year**

7. Students typically arrive in their private accommodation during late September / early October. Currently the NE team are very active in the student areas and are the main advisors of how waste should be presented. Typically the students are provided with the following:
  - All households receive a letter advising the collection day, waste presentation point etc
  - General waste collection information is included in the “York Student Community Guide”
  - Where possible staff will attend events such as drop in sessions/road shows to offer advice and information about managing waste
  - Social media is used to communicate messages
  - Signs placed at the end of the street detailing the collection day and what will be collected next (these signs are changed after every collection and remain in place for a limited period of time).
8. Throughout the year the enforcement team will respond to reports of dumped rubbish, bags out early etc and investigate these occurrences and take enforcement action where necessary in line with Section 46 of the Environment Protection Act.
9. Other engagement activities which have previously taken place across the academic year including litter picks, Big Spring Clean events, York University Ground force event, St John’s Love Where You Live event.

### **The end of the academic year**

10. Problems regularly occur at the end of term when students leave their rented accommodation and often leave large amounts of rubbish behind.



11. In 2014 and 2015 dedicated end of year clear out programmes took place in both areas of student housing, co-ordinated by the Smarter York and NE officers. These involved the following activities:
- Leaflets delivered to all affected student households in May detailing the options for recycling/reuse/disposal of waste
  - Extra rubbish and recycling collections organised on designated dates/times for both housing areas (in 2014 there were 4 extra dates, in 2015 there was one extra date)
  - Charity reuse banks sited in key locations and students encouraged to donate suitable items: Monk Bar Car Park corner of Kent Street and Barbican Road, corner of Garrow Hill Avenue, Jaipur Spice Car Park, Londis at Penleys Grove Street
  - Household Waste Recycling Centre (HWRC) - students with student union cards are allowed take waste to Hazel Court using van/trailer without the need to apply for permits. Use will be monitored by staff at the HWRC to ensure that valid student union cards for the York learning establishments are only accepted and that the number of occasions each student uses the service is reasonable.

### **Other Activity**

12. The NE and CE teams have been regularly involved in discussions with Higher York (a partnership between Askham Bryan College, City of York Council, the University of York, York College and York St John University) to engage regarding waste matters as part of their community strategy.
13. Landlords also play a key role by passing information onto their tenants. They will be encouraged to sign up to the Responsible Landlords scheme. For those who do, incentives such as free use of the HWRC, will be considered as part of the upcoming review of the HWRC permit schemes.

### **Waste Presentation (bags to bins project)**

14. In November 2015 a report taken to the Executive Member detailed proposals for a bags to bins project which was approved. Most properties in York present residual waste in a wheeled bin but 10,309 present their residual waste in black sacks. It has been identified that 5,564 of these could potentially have a wheeled bin for storage and presentation of waste which could make collections more efficient and reduce problems such as bags out early, dumped bags and split bags.

15. Some of these households will be within the student areas which have been identified in Annex 1. The move from bags to wheeled bins will significantly help with enforcement work. A further report will be brought to the Executive Member in 2016 detailing how the bags to bins project will be taken forward.

### **Low Performing recycling areas**

16. The waste team will be undertaking a programme of work to identify areas where recycling performance is low and greater encouragement is needed. The student areas may benefit from being included in this project which will seek to remove recyclable materials from the landfill waste and thus reduce problems of overflowing refuse bins and create greater levels of recycling.

### **Consultation**

17. Consultation is undertaken at various points throughout each year involving landlords, student groups, relevant institutions and council officers, the first one this year will take place during January.

### **Options**

18. There are two options available to the Council in order to improve the management of waste by students and Landlords. These are:
  - Option a - To utilise the arrangements detailed above.
  - Option b - To consider alternative arrangements to those detailed above.

### **Analysis**

19. Option a) will respond to customer concerns regarding poor management of waste.
20. Option b) may delay and therefore worsen the management of waste, bringing about increased customer complaints .

### **Council Plan**

21. The proposals in this report are in line with the Council Plan priority to Place a Focus on Frontline Services.

### **Implications**

22. **Financial:** There are no specific financial implications to the report as further costed proposals will be drawn up dependant on the Executive

Members direction. Any work undertaken across the services related to this report will be undertaken within current resources.

- 23. **Equalities:** Equality Impact Assessment will be undertaken in respect of each of the action areas proposed.
- 24. The report has no additional implications relating to: Human Resources, Legal, Crime and Disorder, Information Technology, Property.

**Risk Management**

- 25. In compliance with the Council’s risk management strategy the main risks that have been identified associated with the proposals contained in this report are those which could lead to the inability to meet business objectives and to deliver services, leading to damage to the Council’s reputation and failure to meet stakeholders’ expectations. The level of risk is assessed as “Very Low”. This means that periodic monitoring is required of the operation of the new arrangements.

**Contact Details**

**Author:**

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Head of Operations  
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**Chief Officer responsible for report:**

Charlie Croft  
Assistant Director (Communities, Culture  
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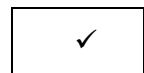
**Report Approved**



13.1.16.

**Wards Affected:** All

**All**



**For further information please contact the author of the report.**

**Background Papers:** None

Abbreviations

CE	Communities & Engagement (formerly Smarter York Officers)
HWRC	Household Waste Recycling Centre
NE	Neighbourhood Enforcement

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