



Communities and Neighbourhoods Scrutiny Board (4)

Time and Date

2.00 pm on Wednesday, 14 September, 2016

Place

Committee Room 2 and 3, Council House, Coventry

Public Business**1. Apologies and Substitutions****2. Declarations of Interest****3. Minutes** (Pages 3 - 6)

(a) To agree the minutes of the meeting held on 20 July, 2016

(b) Matters arising

4. Update on Flytipping and Littering Enforcement (Pages 7 - 10)

Briefing Note of the Executive Director of Place

5. Outstanding Items

All outstanding issues have been included in the Work Programme

6. Communities and Neighbourhoods Scrutiny Board (4) Work Programme 2016/2017 (Pages 11 - 14)

Report of the Executive Director of Resources

7. Any Other Items of Public Business

Any other items of public business which the Chair decides to take as a matter of urgency because of the special circumstances involved.

Private Business

Nil

Chris West, Executive Director, Resources, Council House Coventry

Tuesday, 6 September 2016

Note: The person to contact about the agenda and documents for this meeting is Suzanne Bennett Tel: 024 7683 3072 / Email: suzanne.bennett@coventry.gov.uk

Membership: Councillors N Akhtar (Chair), R Bailey, L Bigham (By Invitation), J Innes (By Invitation), B Kaur, T Khan, R Lakha (By Invitation), K Mulhall, B Singh, R Singh, D Skinner, R Thay and C Thomas (By Invitation)

By invitation Councillors Innes and Lakha

Please note: a hearing loop is available in the committee rooms

If you require a British Sign Language interpreter for this meeting
OR if you would like this information in another format or
language please contact us.

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Coventry City Council
Minutes of the Meeting of Communities and Neighbourhoods Scrutiny Board (4)
held at 2.00 pm on Wednesday, 20 July 2016

Present:

Members: Councillor N Akhtar (Chair)
Councillor S Bains (substitute for Councillor Mulhall)
Councillor B Singh
Councillor R Singh
Councillor D Skinner
Councillor R Thay

Other Members: Councillor G Duggins (Cabinet Member for Policy and Leadership)

Employees (by Directorate):

Place Directorate: S. Budhdeo, C. Knight and K. Seager
Resources Directorate: G. Holmes and C Sinclair

Apologies: Councillor R Bailey, T Khan and Mulhall

Public Business

4. Declarations of Interest

There were no declarations of interest.

5. Minutes

(a) The minutes of the meeting held on 9 March 2016 were agreed.

(b) Matters arising

Minute 31 (Flood Risk Management and Drainage Update)

A question was asked in respect of the policy relating to sand bags and what publicity was available to members of the public. Officers responded that those members of the public who were at risk of flooding were aware of the sand bag policy and publicity was targeted in flood risk areas.

6. Innovation in Traffic Management

The Board received a presentation which detailed innovations in traffic management.

Projects that Coventry were currently involved in included:

- Multi Modal Transport and Ticketing
- Driverless cars

- Intelligent Route and Speed Guidance Systems
- Intelligent Guidance to parking and disabled bays
- Integrated transport app for assisting people with disabilities.

The presentation included details of the functions of a new Application (App) which would advise users of routes available on public transport, there was a function to pay for the journey using the App and it was linked to the Traffic Control System. It was anticipated that this would increase reliability, encourage the use of public transport and make paying for journeys easier. Coventry had been chosen to trial the App and it was EU funded.

Members questioned officers on the innovations detailed in the presentation including the functionality of the parking App in respect of verifying use of bays reserves for people with disabilities.

The projects used data which was already being collected in innovative ways working with a number of partners and agencies and Coventry's two universities.

Overall the aims were to reduce congestion on the roads, reduce pollution and assist in moving people either on public or private transport more efficiently.

RESOLVED that the Board note the presentation and the ongoing innovative work in traffic management.

7. **Bus Gates**

The Board considered a briefing note which provided the Board with information in relation to bus gates and an outline of the new procedures and checklists for implementation.

Five of Coventry's eight bus gates had enforcement cameras operating at them. In respect of Park Road, Gosford Street and Warwick Road bus gates, all sets of signs had received DfT approval until 15 December 2015. Following an issue raised by a member of the public regarding the Park Road bus gate signage, the DfT were asked to revisit their approvals. However, in the second set of approvals there was a technical mistake made by the DfT which had not been picked up by the City Council (the diagram number the DfT quoted was not the same on the paperwork and the map). This had meant that between 10 December 2015 and 22 April 2016 there were issues with the bus gate signage at Park Road which were detailed in the briefing note.

There was work ongoing jointly with the Legal and Traffic teams, mapping out their current process which would include a fully transparent checking regime, which would be then subject to internal audit reviewing the draft process. It was hoped that this would mitigate this re-occurring. In addition, new processes would be put in place to check the accuracy of DfT approvals so that any errors could be highlighted and rectified at the earliest opportunity.

It was noted that the DfT had fully accepted responsibility for the error and a meeting had been arranged later in the month to discuss the matter further with a view to amicably resolving any outstanding issues and continuing to build a constructive relationship.

RESOLVED that the Board note the contents of the briefing note.

8. Outstanding Issues

There were no outstanding issues.

9. Work Programme 2016/17

In noting the Work Programme the Board agreed that

- Fly-tipping and littering be considered at the September meeting.
- Policy for implementation and future management of residents parking schemes be scheduled for the November meeting.

10. Any Other Items of Public Business

There were no other items of public business.

(Meeting closed at 3.10 pm)

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Coventry City Council

Briefing note

To: Communities and Neighbourhoods Scrutiny Board [4]

14th September 2016

Subject: Update on Flytipping and Littering Enforcement

1. Purpose of the Note

1.1. To inform Members as to what is being done to address the increase in fly-tipping and concern from residents. To also look at the impact of reduced resources on Streetpride and street cleansing.

2. Recommendations

2.1 The Communities and Neighbourhoods Scrutiny Board is recommended to:

- 1) Consider the content of the information to be presented at the meeting on the 14th September 2016
- 2) Note that over £1m of savings have been achieved from these service areas in the last two years.
- 3) Identify any recommendations for the appropriate Cabinet Member

3. Information / Background

3.1 Fly tipping data.

The number of Flytipping incidents is recorded annually by officers. The numbers of incidents for the last three are presented below (Values obtained from in house data submitted to central government).

- 2014/15 - 2811 incidents [Q1 =779]
- 2015/16 - 2316 incidents [Q1 = 516]
- 2016/17 - 761 incidents [Q1 = 761]

3.2 Discussion of the data set

The data indicates that there has been an increase in flytipping across the city in the first quarter of this financial year.

As reported to Members in 2015, during 2015/16 the entire regulatory, enforcement and planning services were fundamentally reviewed in order to delivery over £500k of savings annually, and increase the coverage of some parts of the service (including Environmental Services) beyond office hours Monday to Friday.

During the review period there was a reduction in environmental enforcement officers compared to 2014/15. This short-term reduction in resource is likely to have contributed to the increase in flytipping incidents in late 2015/16 and early 2016/17, as the capacity to enforce was reduced.

The enforcement, regulatory and planning review was completed in late 2015, the Street Enforcement team is now fully staffed and in the process of tackling a number of street based enforcement issues.

3.3 Measures taken to address the increase in fly tipping

The new Street Enforcement Team, who are responsible for dealing with a range of environmental crimes, 'street based' issues, anti-social behaviour and noise nuisance, have been tasked with dealing with fly tipping. This team operates 7 days per week from 9am to 3am the following day.

We have now fully recruited to this team and we are currently training these officers in the required skills. More specifically, these officers are being trained to operate our 'hot streets' programme, which has been successful in reducing fly tipping. Details of the hot street programme can be found in appendix 1.

Other initiatives which aim to reduce fly tipping are as follows:

- The Community Payback programme funded by the Police & Crime Commissioner (Appendix 1).
- Use of surveillance to monitor fly tipping hot spots
- Work with partner agencies such as the Universities
- Improvements in reporting methods

3.4 The impact of reduced resources on Streetpride and street cleansing.

Street Pride undertake a range of key operational functions including, street cleansing, litter bin emptying, graffiti removal, fly tip removal, grass cutting, horticultural and grounds maintenance and Road traffic accident clearance amongst other activities.

It is estimated that the service cleans 10,000 miles of streets each year, picks 2,100 tonnes of litter each year, empties 2,000 litter bins each week, 1,500 tonnes of street sweepings each year and cuts up 69 million sq meters of grass each fortnight.

On the first of April 2015 Streetprides operational budget was reduced by £500,000 as part of the Councils overall Medium Term Financial strategy.

In order to meet the budgetary reduction the Streetpride Service was restructured. This restructure took effect during February 2016.

The restructure reduced the area teams from 10 to 6, reduction in amenity mowing teams, overall staff numbers have been reduced by approximately 40 full time posts. Week end working has been reviewed, reduced resource for winter works such as leafing, shrub bed maintenance and edging, highway weed spraying operations reduced from 3 to 2. Grass cutting frequencies reduced 16 to 8 cuts per year, reduction in plant and equipment.

New grass cutting equipment has been procured to cope with a reduction in cutting frequencies as well as new street sweeping plant to deal with the reduced sweeping frequencies.

It was anticipated that the impact of these reductions would result in reduced visits to shopping centres, loss of flexibility and change to Service Standards, increased response times , increase in the appearance of highway weed growth, increase in the length of grass between cuts visibly higher levels of litter and detritus between collection and sweeping operations, non offensive graffiti staying longer before removal.

The full impact of the budgetary reductions and corresponding operational restructuring is still being assessed and a review is planned to take place over the next two months. Anecdotally there has been an increase in complaints particularly regarding grass cutting. Complaint levels were high during the early part of the season when weather condition were wet and warm, however, complaints dropped off as the season progressed.

Craig Hick – Head of Environmental Services

Graham Hood – Head of Streetpride and Greenspace

Andrew Walster – Assistant Director for Streetscene and Regulatory Services

Appendix One.

4.1 Hot Streets

- Obtain monthly reports which identify fly tipping patterns down to street level.
- Ascertain the worst affected streets termed 'hot streets'.
- Each 'hot street' is allocated to an officer and they visit these streets on a regular basis and will highlight any issues such as refuse in the entry or waste in gardens.
- Officers will then look to educate and signpost local residents as to how they can dispose of their waste in a more appropriate manner.
- Officers will carry out any subsequent enforcement. If the waste isn't disposed of correctly then fines or potentially prosecutions could be the ultimate sanction.
- Entryways that are clogged with accumulations of waste are to be highlighted and referred on to the community payback team:

4.2 Community Payback Programme [CPP] [funded by the Police and Crime Commissioner]

- Areas such as rear entryways that are heavily blighted with fly tipping are highlighted.
- Photographs of the waste are taken and any evidence is gathered, action taken against anyone found to be responsible.
- Surrounding gardens are checked to see if they also contain waste [as part of the hot street programme see above]
- The site is thoroughly checked and the type of waste ascertained.
- CPP are engaged to clear the alleyway

4.3 Use of surveillance to monitor fly tipping hotspots

- Flytipping data analysed and hot spots are identified
- Deployment of overt cameras which are then positioned in areas where fly tipping is prolific, particularly in areas where there is little footfall and very few potential witnesses to any activity.
- All activity captured is assessed and action taken where appropriate.

4.4 Work with Partner agencies such as the Universities

- Work with both universities in providing education to their students and have also provided assistance to the 'student wardens' in their work to improve the quality of life for students in the community.
- Collection of unwanted goods arranged by British Heart Foundation

4.5 Improvements to reporting methods

- Currently working with partners in ICT to provide customers with an online app through which they can make referrals regarding fly tipping to the council. [DEMO]

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Communities and Neighbourhoods (4)

Scrutiny Work Programme 2016/17

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|---|
| 20th July 16 |
| Innovation in traffic management Bus Gates |
| 14 September 16 |
| Fly-tipping and Littering |
| 16 November 16 |
| Policy for implementation and future management of residents parking schemes. Empowered Citizen's Programme |
| 18 January 17 |
| Progress on the implementation of supported accommodation and floating support for homeless service users and ex-offenders (Salvation Army) |
| 8 March 17 |
| Progress on the Highway Asset Management Policy and Strategy Flood Risk Management and Drainage Update |
| 5 April 17 Proposed Agenda Items |
| Delivering Early Action Neighbourhood Bid/IGNITE Project Taxi Licensing Policy Future Burial Provision |

| Date | Title | Detail | Cabinet Member/ Lead Officer |
|--------------------------------|---|--|--|
| 20th July 16 | Innovation in traffic management | To brief Members on progress and developments on innovative projects in traffic management | Cllr Innes Colin Knight Sunil Budhdeo |
| | Bus Gates | To brief Members on the issues with bus gates, particularly Park Rd, and what steps have been taken for mitigation. | Karen Seagar |
| 14 September 16 | Fly-tipping and Littering | Members would like to know what is being done to address the increase in fly-tipping and concern from residents. To look at the impact of reduced resources on Streetpride and street cleansing. | Andrew Walster Cllr Innes |
| 16 November 16 | Policy for implementation and future management of residents parking schemes. | To look in more detail at proposals for a policy on how to implement and manage residents parking schemes. | Jonathan Hagan Colin Knight Cllr Innes Karen Seager |
| | Empowered Citizen's Programme | Evaluation and feedback on how we can work together to share resources and fresh ways of engaging with neighbourhoods or communities of interest. Moving towards next form of partnership within the city - getting more residents as well as organisations involved in the discussion | Helen Shankster Cllr Bigham |
| 18 January 17 | Progress on the implementation of supported accommodation and floating support for homeless service users and ex-offenders (Salvation Army) | At her Cabinet member meeting on 13 th Nov 15 the Cabinet member requested that a further progress report be submitted to Scrutiny so she can consider their comments. | Cllr Bigham Andrew Walster |
| 8 March 17 | Progress on the Highway Asset Management Policy and Strategy | Following approval at Cabinet on 5 th January Members requested progress on implementing the strategy and policy and whether the Council is meeting the | Neil Cowper Cllr Innes |

| Date | Title | Detail | Cabinet Member/ Lead Officer |
|------------------------------|--|--|---|
| | | requirements for funding. 6 months. To include information on pot hole actions. | |
| | Flood Risk Management and Drainage Update | An annual report on Flood risk Management and Drainage to be brought to Scrutiny in 2016/17. To include information on the following which was identified in March 2016. 1) Officers to look at the strategic network when closing roads during flooding events to prevent potential additional damage by flood water through vehicles continuing to use flooded routes. 2) Officers to look at the sandbag distribution network and investigate a flooding 'champion' role with elected members to ensure fair distribution of bags and update when supplies are running low. 3) To provide information on when the pond or alternative improved drainage scheme at Bannerbrook Park will be completed. | Neil Thomas Cllr Innes |
| 5 April 17 | | | |
| Proposed Agenda Items | Delivering Early Action Neighbourhood Bid/IGNITE Project | The IGNITE project delivered by Coventry Law Centre and Grapevine was awarded Early Action Neighbourhood Bid. Members are interested in progress. | Helen Shankster Cllr Bigham |
| | Taxi Licensing Policy | | |
| | Future Burial Provision | There have been significant savings made to the budget, the Board may want to consider the implications of this. | Andrew Walster Graham Hood Cllr Innes |

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