

# APPENDIX: TS 3 Local Environmental Quality

Plan Owner: Tara Dumas

Version 3 Update to Sustainable Communities OSC Nov 2009

	Activity	Planned Outcome	Activity Owner & Partners	Detailed Actions	Review Date / Milestones	Progress To Date	Next Steps	On Target R-A-G
Narrow the gap in cleanliness standards between the 5% most deprived areas and the borough as a whole	<b>Develop community environment champions</b>	Enhance community engagement with local environmental quality issues in order to reduce the amount and occurrence of littering.	<b>Technical Services Together</b> Woodchurch neighbourhood management	Recruit 250 individuals to participate in the programme	Sept 09	In progress - over 500 individuals from 40 groups have been identified	Continue development	A
				To develop a constitution for the organisation	Sept 09	Programme delayed due to Community Eng Manager being tasked with temp area manager roll.	Project commencement following role specification for Community Engagement Officer	A
				50 community led litter-picks to be carried out	Sept 09	Completed	NA	G
				A further 20 to be carried out by the Christmas	Jan 09	Completed (target exceeded by 10)	NA	G
	<b>Continue to promote the Tidy Business Campaign within the SOA area and beyond.</b>	Improve cleanliness standards in secondary retail areas, in order to meet BV199 stretch target and future LAA NI 195 targets.	Technical Services Chamber of Commerce, Keep Britain Tidy, elected Members and Wardens service	Continue to develop partnership working with local businesses	ongoing	In progress 61 tidy business awards to date. All business led enquiries now directed to Tidy Business Co-ordinator. TBO working with pubs and other businesses to tackle smoking related litter. Over 40 free smoking bins issued to business premises. 3 x meetings conducted with licence traders re smoking/alcohol related litter.	Oxton Village: '1st Tidy business Village in Britain' project.	A

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<b>Develop and implement citizen charters in 3 pathfinder areas.</b>	Enhance community engagement with local environmental quality issues in order to reduce environmental crime and increase cleansing standards in 3 targeted areas.	Woodchurch neighbourhood Management, Together and Beechwood and Balantyne Community Housing Association	Design and develop local charter with community focus for one pilot area	April 09	Beechwood and Balantyne chosen, charter developed.	Complete	G
		Beechwood and Balantyne Community Housing Association	Deliver local charter with community focus in one pilot area (Beechwood and Ballantyne).	April 09	Micah Gold Consultants, have developed a draft and this is due to go to print following recent comments from partners.	Printing timetable on its way, pick a Saturday to Launch. (Slippage due to Recruitment of Neighbourhood manager at BBCHA).	A
		Woodchurch neighbourhood Management, Together and Beechwood and Balantyne Community Housing Association	Organise and deliver community day roadshows	July 09	1st day to be delivered in Beechwood following print of Charter.	Printing timetable on its way, pick a Saturday to Launch. (Slippage due to Recruitment of Neighbourhood manager at BBCHA).	A
			Deliver other charters to a given number of pilots	August 09	Beechwood and Balantyne chosen, charter developed. More to follow.	Following initial Beechwood pilot	A
			Evaluate charters	September 09	Initial evaluation following launch of Beechwood Charter.	Utilise information from evaluation to shape further projects	A
<b>Community environment days</b>	Enhance community engagement with local environmental quality issues in order to reduce the amount and occurrence of littering.	Woodchurch neighbourhood Management, Together, Beechwood and Balantyne Community Housing Association, elected Members and Wardens service	Hold 8 events in total	Dec 09	Target exceeded (16)	Further days may still be conducted during 09/10	G

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Monitor and respond appropriately to the levels of flytipping across the borough	Continue to develop and deliver the national "The Big Tidy Up Campaign" to Wirral residents	Enhance community engagement with local environmental quality issues in order to reduce the amount and occurrence of littering.	BEANBAG Technical Services EnCams	Attempt to expand the campaign into areas not reached by the efforts in 08.	Sept 09	Wirral contributed nearly one third	Attempt to launch Oxton as Britain's first 'Tidy Business Village' by Christmas lights event 4/12/09	A
Continue to improve the overall cleanliness of public highways through the Environmental Streetscene Contract and Biffa "partnering" arrangement	CRM Springboard Integration with Biffa	To attempt to streamline BIFFA street cleansing service and to allow Streetscene call centre to relay realtime information to customers.	Biffa Waste Services + WMBC WITS	Set up reports to measure KPIs / defaults	Mar - 10	UAT testing on schedule	Street cleansing and new missed bins to go live.	G
				Test / prove Missed bin CRM/Springboard integration		Revision of project brief to be completed by end Sept 2009. Project to be monitored through Liaison meetings	Rescheduled plan being produced still within timescale	G
				Apply test to other service areas		Negotiations for rest of workforce underway.	Will be phase 2.	A
				Ensure PDA use rolled out to street cleansing workforce, starting with entry cleansing crews		Biffa agreed to roll out PDA's to large mechanical sweepers by March 2010.	Mecanical sweepers using PDA .Operational data recording problem resolution required.	G
MIEP funding to set baseline data for Merseyside surveying of NI195	To enable all Merseyside LA's NI195 survey results to be compared in confidence. This will also enable the MCSGP to establish best practice re. street cleansing and possibly identify regional efficiencies.	All other Merseyside Local Authorities and Keep Britain Tidy	Keep Britain Tidy	Work with ENCAMS to establish baseline data for all Merseyside local authorities.	Jul- 09	Funding successful (July 2009)	Review survey results to assess need.	G
				Establish baseline data for Wirral from Keep Britain Tidy surveys.		First tranche of Surveys to be completed by end November.	Ni195 surveying to be shadowed by ENCAMS in November.	G
Review of cleansing equipment and techniques in order to tackle smoking related litter, paying particular attention to retail areas.	Improve cleansing standards borough wide in order to meet BV199a stretch target of 14% and LAA NI195 targets by reducing presence of small accumulations of smoking related litter	Biffa Technical Services		Trial of alternative equipment in most effected areas	Jun 09	trials completed – awaiting review from Biffa	Report being drafted in relation to the schedule s and usage	G
				Review of trials and consideration of mainstreaming / identifying capital budget requirements through partnering board.	Jun 09	Biffa recruited additional supervisor to monitor primary/sec retail areas (from Sept 2009)	Reporting mechanism to be drafted by Biffa.	G

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Work with partners and statutory land owners to identify and deliver borough wide improvements in environmental quality	<b>Review use of HMRI Wardens to enhance partnership working between key council departments (Technical Services / Regenerations) and RSL's</b>	Improve cleansing standards borough wide in order to meet BV199a stretch target of 14% and LAA NI195 targets by reducing occurrence of litter (long term strategy)	<b>Regeneration WMBC</b>  Technical Services WMBC  Together / HMRI Wardens			Complete	NA	G
	<b>Liveability Mapping exercise</b>	Improve cleansing standards borough wide in order to meet BV199a stretch target of 14% and LAA NI195 targets by reducing litter and fly tipping on al land	Together, Wardens Service and Wirral Partnership Homes (WPH)	To ensure the collection of monthly data from as many land owning partners as possible	09/10	WPH and Wardens engaging in project, further engagement from other partners not anticipated.	Continue collecting data	G
				To produce a set of boroughwide maps showing liveability issues for the first quarter of 09/10	July 09	1st quarter maps complete	produce maps for 2nd quarter of 09/10	G
				To produce a number of projects directed specifically at the identified 'hot-spot' areas	Sept 09	Awaiting 2nd quarter data and then projects will be developed on info from 1st 2 quarters of 09/10	Awaiting 2nd quarter data and then projects will be developed on info from 1st 2 quarters of 09/10	G
				Woodchurch neighbourhood Management, Together, Beechwood and Balantyne Community Housing Association, elected Members, Wardens service and Wirral Partnership Homes (WPH)				
			Together, Wardens Service and Wirral Partnership Homes (WPH)	To continue the above mapping/project process following each set of quarterly maps	Mar 09	ongoing	Continue collecting data	G
	<b>Empty Property Strategy</b>	Increase the amount of empty properties brought back into use and to maintain empty properties to higher standards, in order to reduce the negative impact on environment quality at street and neighbourhood level.	<b>Regeneration</b> Planning / Planning Enforcement Building control Fire Brigade (Arson Reduction) Housing strategy Council tax  Cosmopolitan Housing Association	Continue Enforced sales pilot	on-going	one successful pilot case delivered	Work with District Environmental Health, Planning DC & Building Control with regards to identifying suitable cases for the pilot. Also work with the Legal Team with regards to putting the relevant cases together to deliver Enforced Sales as appropriate.	A
"HOUSED" Scheme – use of grant funding to refurbish long term vacant properties in sustainable streets and sell on open market with a 10% discount				on-going	3 phases of the HOUSED Scheme already successfully delivered	Refurbish HOUSED properties in Phase 4	G	

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<b>Launch a smoking litter awareness campaign, targeting public houses, shops, offices and eateries.</b>	Improve cleansing standards borough wide in order to meet BV199a stretch target of 14% and LAA NI195 targets by reducing presence of small accumulations of smoking related litter	Tranmere Rovers	Discuss basics of SRL campaign with Tranmere Rovers regarding distribution of 'STUBBIS' prior to matches.	Sep-09	Complete	NA	G
		Tranmere Rovers, PR	Meet with Tranmere Rovers to discuss concept further and work out an action plan for the duration of the project.	Oct-09	Date to be arranged	Hold meeting	G
			Order 'STUBBIS' , following sign off of artwork from both PR and Tranmere Rovers	Oct-09	Awaiting completion of artwork	Chase artwork sign off	G
		Tranmere Rovers, local football youth teams re. distribution	Distribute 'STUBBIS' prior to a number of home games throughout the 09/10 Season	May-10	Awaiting order delivery in November	Liase with local football leagues to gauge interest of local youth teams in project. This will be in exchange for a match ticket	G
		Tranmere Rovers, local football youth teams re. research	Measure impact of campaign	May-10	This will commencing May 2010	Completion	G
<b>Develop Key Stage 2 education pack tackling the issue of litter</b>	Improve cleansing standards borough wide in order to meet BV199a stretch target of 14% and LAA NI195 targets by reducing the number of recurring enviro-crime offences	Children and Young People's department, PR and Graphics.	Develop education support pack to accompany existing DVD	Sept 09	Not completed – no budget due to additional garden waste leafleting	NA	R
			Re-produce pack and circulate to all schools. Develop web based activities	Sept 09	Not completed – no budget due to additional garden waste leafleting	NA	R
		Children and Young People's department	Evaluate use of pack	Sept 09	Not completed – no budget due to additional garden waste leafleting	NA	R
<b>Dog Fouling initiatives</b>	Reduce the occurrence of dog fouling across the borough in order to improve cleanliness standards and public satisfaction.	ENCAMS	Consultation with Encams on feasibility of attitude survey prior to and following campaign.	April / May 09	Complete	NA	G
		Regeneration, Animal Control and welfare, Community Safety – Community Patrol Officers, Anti Social behaviour Team, Youth Offending Team	Enhanced enforcement, awareness, and reward campaign targeted at waterfronts and country parks during late spring & throughout summer.	May till August 09	Complete	NA	G
		Regeneration, Animal Control and welfare, Community Safety – Community Patrol Officers, Anti Social behaviour Team, Youth Offending Team.	Increased officer presence programmed for scheduled early evenings and weekends throughout campaign period.	May till August 09	Complete	NA	G

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<b>Improve partnership working with other statutory landowners with regards to environmental quality issues, specifically in SOA areas.</b>	Improve cleansing standards borough wide in order to meet BV199a stretch target of 14% and LAA NI195 targets by reducing the number of recurring enviro-crime offences, paying particular attention to land adjoining adopted highway.	Other Merseyside Districts via Merseyside Cleaner Greener Safer Network	Review second LEQ survey in SOA areas in order to highlight and quantify environmental issues, as well as identifying types of land where problems occur.	May 09	March 09 survey deemed not statistically viable so Encams commissioned to do full survey (Sept 09)	Second set of LEQ surveying to be carried out in November 2009	G
			Develop further the existing regional network of partners in the Merseyside cleaner safer greener partnership. This include RSLs and Statutory Undertakers such as Mersey Travel and Utility Companies	Sept 09	Meeting set up with Merseyrail to discuss cleansing standards outside stations (OCT 09)	Develop relationship with Mersey Travel via MCSG	G
			Identify opportunities for partnership working in 09/10	09/10	First meeting w/ highways agency took place in May – second to follow Oct 09	Continue meetings	G
<b>Develop new and enhanced graffiti removal service</b>	Improve NI195 scores by reducing levels of graffiti within the borough through programmed removal of offensive and non-offensive graffiti.	WMBC ASB Team, Together, Probation Service, Youth Offending Service, Newly developed community action groups	Establish information flow for graffiti removal requests, and data capture	July 09	Complete	NA	G
		WMBC ASB Team, Together, Wardens Service	Secure co-operation from partners to gather intelligence re graffiti occurrences	July 09	Awaiting info from Parks and Open Spaces – letter sent to Director of Regen	Chase up contact with Parks and Open Spaces	A
		WMBC ASB Team, Together	Measure Impact of graffiti removal service	July 09	Ongoing – NI195 suggest steady improvements (4% against a target of 6% lower is better)	Continue to compare NI195 scoring and ENCAMS LEQ surveying in November	G
			Promotion of new service / policy to public	May 09	Completed launch	Arrange further public roadshows to promote service, possibly alongside ASB Team	G
			Increase external funding for service from Utility companies and RSLs	2009/10	Graffiti steering group progressing Manweb partnership (SLA) Outstanding: Partnership opportunity with Virgin Media and all Merseyside districts re graffiti – unsatisfactory progress being made	Arrange SLA with Scottish Power and push Virgin arrangement via MCSG Partnership	G

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			Procurement	Procure a 3 year contract	Sept 09	ITT being prepared. tendering on an accelerated procurement basis . Ojeu to go out December 09	Compare other procurement exercises across the UK	G