

Appendix 2

North East Local Operational Working Group Action Plan for Ward 09 - Calton 2015 2016

EDUCATION (educate & raise awareness)					
Ref	Lead Agency	Action/ Activity	Targets	Timescale	Outcomes/ Progress
09:01	Cleansing / Parks	Improve communication in relation to cleansing operations & refuse collection in tenemental properties to receive communication about bulk uplift information.	A decrease in incorrect storage and disposal of domestic waste. Reduce incidents of fly-tipping or early bulk disposal on pavements & open spaces Particular attention paid to Montieth Row, Ross St, Stevenson St, Moncur St, Gallowgate, London Rd, Green St, Tobago St, Millroad St, Greenhead St, Newhall St, Burgher St, Powfoot St and Tollcross Rd.	Continuous monitoring and reported 6 weekly via the LOWG	Increased level of active resident participation and community capacity to tackle environmental issues. Reduce fly tipping Identified problem properties have had bulk uplift procedural stickers placed in common close area – Queen Mary Scheme, Stevenson St. Camlachie CC report improvement with fly tipping in the area as residents are now utilising the bulk uplift service better. DRS/THE NEW/LES bin shelters at Montieth Row to be fully demolished and redesigned (issues with homeless/drug abuse). GHA City Park unclear of bulk procedures – number of meetings taken place with LES to resolve. On-going
09:02	All	Support on-going 'Clean Glasgow' educational activity in conjunction with Education Services, in particular, Secondary Schools	St Mungo's Secondary school as well as the following primary schools, St Michael's, Dalmarnock Primary, St Mungo's Academy, St Anne's Primary and Sacred Heart Primary supported in the delivery of Clean Glasgow also with a view to support localised de-littering days.	Term time activity	Increase in the number of schools actively participating in the Clean Glasgow campaign and reduce reporting /complaints on litter issues. CSG to encourage more participation in Clean Up events. LES giving support with the removal of refuse generated. On-going school participation in clean up events during term time.

09:03	Commercial Waste Enforcement	<p>Provide support and guidance to businesses in relation to commercial waste issues.</p> <p>Ensure compliance with Environmental Protection Act 1990 as it relates to waste presentation, uplift and disposal</p>	<p>A decrease in incorrect storage and disposal of commercial waste. Advise retailers in relation to kerbside presentation particularly on Gallowgate, Abercrombie St and Barras.</p>	<p>Continuous monitoring and reported 6 weekly via the LOWG</p>	<p>Increased level of active business participation. Unrestricted passage for pedestrians, a cleaner overall appearance along main arterial routes and a limited food supply for wildlife. Businesses to be given advice in regards to compliance with waste presentation, storage containment and collection times. Commercial Waste Enforcement Officers operate on a regular basis within the ward. Between April 2015 and July 2015 Officers have visited 77 Commercial Premises within the ward and provided advice and compliance.2 x Fixed Penalty Notices have been issued to businesses found to have contravened The Environmental Protection Act.12 items of Flyposting have been removed. A further 19 visits have taken recently.</p>
09:04	Environmental Health	<p>Provide support and guidance to residents in relation to correct storage and disposal of domestic waste and bulk items.</p> <p>Ensure compliance with Environmental Protection Act 1990 as it relates to waste presentation, uplift and disposal</p>	<p>Engage/advise local housing associations of agreed collection days : West Of Scotland , Reidvale, Parkhead, THENEW and Molendinar Housing Associations</p>	<p>Continuous monitoring and reported 6 weekly via the LOWG</p>	<p>Increased level of active resident participation and reduce fly tipping. Officers from Environmental Health respond to various complaints about incorrect disposal of domestic and bulk refuse on a regular basis. They engage with the residents and advise them on what they should and shouldn't do. In the majority of cases it is not possible to identify the source of any material dumped in back courts. This leaves Officers no recourse other than statutory action via service Of abatement notice on all owners .</p>

09:05	CSG / Cleansing	Provide continued support and guidance to residents in relation to the correct method for reporting environmental issues. Clean Glasgow Campaign Launch (April 14) Utilising the Neighbourhood Improvement and Enforcement Services to encourage individuals to play their part.	Continue communication with local community councils – Bridgeton & Dalmarnock, Calton, Parkhead CCs as well as attendance at local meetings – LHOs, GHA, Barras Future, Calton Area Association, THENEW Committee.	April - June	An increase in the correct reporting of environmental issues. An improved public perception and relationship. Clean Glasgow Hotline number provided to allow residents to report environmental incivility issues correctly coupled with direct contact details of all Cleansing Supervisors. Active daily reporting of issues to all internal and external agencies. Engagement with all CCs and LHOs. On-going activity
09:06	CSG	Provide on-going support and guidance to Secondary Schools in relation to the correct method for tackling issue of litter in and around school grounds. Utilising the Neighbourhood Improvement and Enforcement Services to encourage individuals to play their part.	Secondary schools supported in the delivery of the Clean Glasgow message: St Mungo's Secondary School.	Term Time Activity	Improved appearance of schools and their immediate environs as part of Clean Glasgow. Advise to report environmental incivility via the Clean Glasgow hotline. St Mungo's Academy have own Clean Up kit and have been encouraged to utilise these through each term. On-going school participation in clean up events during term time. On-going activity.
09:07	All	Work in partnership with the local community (residents groups, housing providers, community groups) to raise awareness of environmental issues and the importance of individual action.	Key areas will be identified at the LOWG and plans put in place to address specific issues.	Continuous through communication at community forums and LOWG	Increased level of active participation and community capacity to tackle environmental issues. Advised resident groups and community groups about community clean up events and how to take individual action through the Neighbourhood Improvement volunteer's scheme. NIES booklet getting started provided with NIES service request forms. LES are attending all HA's and community council meetings as well as regular contact with HA's and Community councils.

					On-going activity.
ENGAGEMENT (encourage & empower)					
Ref	Lead Agency	Action/ Activity	Targets	Timescale	Outcomes/ Progress
09:08	All	Support local community events to ensure that they are litter free with no adverse effect on surrounding area / residents	An increase in awareness of Clean Glasgow campaign. An improved public perception and relationship e.g. Calton Gala Day	Pre, during and post event	Improved appearance of areas in the vicinity of event. Reduce instances of litter. Calton Gala Day – bins, clean up and support provide. NIES service request form provided to community groups to participate in clean up events prior to community events. Distributed See Something Say Something Cards. “Fly tipping Amnesty Day “ held on 26Nov in Barrowfield Area – West Of Scotland HA, Les Cleansing, Green Space team and Cllr involvement. On-going activity
09:09	CSG/ Cleansing	Increase school clean-ups in all learning communities	Engage with St Mungo’s, St Michael’s St Anne’s and Dalmarnock Primaries with a view to enhance and support localised de- littering days.	During term time.	Improved appearance of schools and their immediate environs as part of Clean Glasgow. All schools to be contacted to organise litter picking events. Annual term time activity. Providing on-going support for clean-up projects. On-going activity.

09:10	LOWG/CSG	LOWG will continue to support CSG Neighbourhood Improvement and Enforcement Service to engage with the local community via the most appropriate channel in order to increase the awareness of " Clean Glasgow", to encourage individuals to play their part, and to promote the correct method of reporting environmental issues	Key areas will be identified quarterly via the Clean Glasgow Profile with plans put in place to address specific areas/issues.	Reviewed quarterly via Clean Glasgow Profile	Increased level of active resident participation and community capacity to tackle environmental issues. Residents, Businesses and Community Groups to be communicated with regarding Clean Glasgow. Individuals to be advised on the correct method to report via the hotline number. CAA, DBCC, BARRAS FUTURE. On-going activity
09:11	CSG /Cleansing / Parks	Support and promote all clean-ups and community participation. Ensuring all required equipment is supplied and refuse collected.	Calton Ward current level: Number of clean ups will be updated throughout the year.	Reviewed and reported quarterly via Clean Glasgow Profile	Increased level of active resident participation and community capacity to tackle environmental issues. All Clean Ups supported & promoted with community involvement & equipment supplied & LES Cleansing/Parks providing refuse bag uplifts. On-going activity
09:12	CSG	Increase the number of volunteers participating at clean-up events. Expand the membership of the Neighbourhood Improvement Volunteer scheme.	Calton Ward: Number of volunteers involved will be up dated throughout the year. Calton Ward: number of new Neighbourhood Improvement Volunteers will be up dated throughout the year.	Reviewed and reported quarterly via Clean Glasgow Profile	Increased level of active resident participation and community capacity to tackle environmental issues. Increased the membership of Neighbourhood Improvement Volunteers. Volunteers are encouraged to participate in all clean up events. Clean Glasgow as per agreed reports On-going activity.
09:13	All	Promote and support Clean ups (KSB National Initiatives)	Clean up events held across the city.	Throughout the year	Increased level of active resident participation and community capacity to tackle environmental issues. Encourage schools to update information to KSB website in relation to the Clean Ups that they take part in. Promoted KSB Spring Clean Events.

		Promote and support all national activities (Keep Scotland Beautiful / Zero waste) at a local level.	In line with Clean Up Scotland 2015 calendar.	Monthly Initiatives	LEAMS audits as an example <u>Spring Clean Complete</u> Recognition at a national level of local resident supporting Clean Glasgow and tackling environmental issues. Promote Clean ups events to all volunteers and promote Zero Waste initiatives. On-going promotion of activities by Keep Scotland Beautiful and Zero Waste. On-going partnership working. On-going activity.
09:14	All	Nominate a local hero for the Keep Scotland Beautiful - Clean Up Scotland Campaign Clean Up Scotland's Hero of the Month award recognises a volunteer's outstanding contribution to cleaning up Scotland.	Recognition at a national level of local resident supporting Clean Glasgow and tackling environmental issues An increase in awareness of the local work being supported by Clean Glasgow at a National level. An improved public perception and relationship.	6 monthly	The LOWG will look to nominate a resident every 6 months. On-going with LOWG
09:15	All	Continue to work in partnership with the local community (residents groups, housing providers, community groups) to tackle specific local environmental issues.	Key areas will be identified at the LOWG and plans put in place to address specific issues.	6 weekly via LOWG discussion	Increased level of active resident participation and community capacity to tackle environmental issues. Owners of land close to Morrisons have been identified and contacted to clear and secure site where drug misuse is taking place. On-going activity with LOWG
ENHANCEMENT (maintain and enhance)					
Ref	Lead Agency	Action/ Activity	Targets	Timescale	Outcomes/ Progress
09:16	All	Early identification and removal of rubbish and bulk items being store for use in unauthorised bonfire sites	Early detection and removal of bonfire sites from open spaces and back courts.	Oct - Nov	Decrease in the number of unauthorised bonfires, discourage local fires, ease public concerns and reduce attendance

		Anti-social behaviour site identification	Target identified sites	Throughout the year	by fire service. Action Plan October – Follow LES Bonfire Procedures. Close working with all parties – Police Scotland Improved safety and wellbeing of local residents. Cutting back of shrubbery at Orr St to deter drug abuse. Gallowgate site at the Barras- remove drug den. Helenslea park- remove drinking den
09:17	All	Identify suitable local areas and implement partnership "Days of Action " undertaking enhancement enforcement and educational activities to tackle environmental issues such as litter, dog fouling, fly tipping etc	Target areas identified through the LOWG to include: Calton, Parkhead and Gallowgate	6 weekly via LOWG discussion One per year	Safe walk for residents and school pupils, improve perception of walkway. Over all enhancement to targeted area. Addition of 25 street litter bins placed strategically within ward funded by AP. Day of Action took place on Tuesday 23rd June 2015. Clean-up of Bernard Terrace which involved scrapping of paths, Clean up with local school, removal of fly tipping, Contact with GHA to maintain their soft landscaped areas.
09:18	CSG/ Cleansing	Community Payback Services will support LOWG activity where applicable. Hot Spot sites identified and enhanced by Community Payback Service.	Support community payback applications. LOWG to identify suitable sites.	April - Dec	Improve immediate areas and to deter fly tipping, ease access for service. Environmental enhancements.
09:19	CSG	Increase Clean Glasgow Neighbourhood Zones.	Provide support and guidance to local residents who adopt areas.	Reviewed quarterly via Clean Glasgow Profile	Increased level of active resident participation and community capacity to tackle environmental issues. New NIVs have been given their adopted zones and guidance on how to keep these zones litter free and also report environmental incivility to Clean Glasgow Hotline. On-going Activity

09:20	SFR / LES / LHO / RSL	Fire Service to carry out safety checks of premises within priority locations identified	Target bulk items contained within tenement closes & back courts which present a fire risk	April - December	Reduction in number of rubbish related fires
ENFORCEMENT (identify & target)					
Ref	Lead Agency	Action/ Activity	Targets	Timescale	Outcomes/ Progress
09:21	Environmental Health	More proactive approach by Environmental Health Officers, e.g. action on back courts, fly-tipping (definition. of fly-tipping – conscious dumping of waste to avoid charge, inconvenience, etc.)	Tenemental and flatted properties in Green St, Stevenson St, Tobago St, Burgher St, Dalmarnock Rd, Tollcross Rd.	6 weekly via LOWG discussion	Cleaner, hazard free areas, reduce fire and health risks. Officers from Environmental Health regularly patrol the streets of the Ward looking for fly tipped material. Such material is inspected for correspondence and where it is found to identify the culprit and fixed penalty notice is issued. Complaints regarding fly tipping in back courts are responded to and where is possible action taken against individuals identified who have offended. On-going work around the Montieth Area. Abatement notice served on Backcourts at Stevenson St- area cleared plus installation of additional containment.
09:22	All	A continued focus on antisocial behaviour such as dog fouling, littering, fly tipping and the inappropriate disposal of refuse shall be challenged through intelligence gathering and enforcement actions where appropriate (increased bag searches, dog fouling and littering enforcement through fixed penalty notices)	Target areas identified through LOWG discussion and communication with community councils: Dog fouling - Dalmarnock Rd, Springfield Rd, Millroad Dr. Littering – St, London Rd, Millroad St, Broad St, Greenhead St, Gallowgate. Fly tipping – Dalmarnock Rd, London Rd, Dalsarf Gds, Baltic St, Orr St, Forbes Dr.	Monthly	Improved appearance of identified areas. Ongoing Statistical analysis CG Report Identified on hot spot list Site added to RRT hot spot list for additional attention – Dalmarnock Rd remain problematic On-going action in partnership with LOWG. Day of Action on Tuesday 23 rd June 2015 Clear up of site on Baltic St by Cleansing RRT– near derelict building- DRS & Public Health to investigate issues with

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