



2014/15 Report to Calton Area Partnership

LES | Land and Environmental Services

North East Local Operational Working Group

10-APR-2014 v0.5



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1 Introduction

This document is the 2014/15 Annual Report to the Area Partnership from Land and Environmental Services Cleansing Service.

The aim of the report is to provide an overview of the wide range of activities being undertaken by the Land and Environmental Services chaired Local Operational Working Groups in relation to tackling environmental issues in the Calton Ward.

The report provides a summary of analysis carried out at Ward level to ensure that activities within the area are intelligently deployed.

Further detail of multi-agency activity to tackle environmental issues across the Ward for the 2014/15 Financial Year is provided in the action plan at the back of this report.

One further update on progress to the Area Partnership within this Financial Year against plan will be provided by the Local Operational Working Group Chair.

2 Aims & Objectives

2.1 Aims

The aims of this report and action plan contained within in are:

- To free Calton Ward from environmental crime and degradation
- To deliver Clean Glasgow at a local level
- To encourage residents, businesses and visitors to play their part

2.2 Objectives

Subsequently, the objectives of this report and action plan contained within are:

- To detail analysis on environmental issues at a Ward level
- To describe the priorities for the ward relating to the local environment
- To detail the planned actions to tackle environmental crime and degradation via the Local Operational Working Groups

3 Local Operational Working Group

3.1 Overview

There are 7 Local Operational Working Groups across the city who act as the main delivery mechanism for Clean Glasgow at a local level. The Local Operational Working Groups are governed by Clean Glasgow and progress is monitored and reported internally on an 8 weekly basis via the Clean Glasgow Coordinator to Land and Environmental Services (LES) Leadership Team.

The Calton Area Partnership is aligned to the North East Local Operational Working Group. This forum is chaired by David McGoldrick, Land and Environmental Services, Area Manager and/or George Downey, Land and Environmental Services, Depot Manager and attended by the partners tabled overleaf.

Agency	Summary of Main Responsibilities	LOWG Attendance
LES Cleansing	<ul style="list-style-type: none"> All Street Cleansing and Refuse Collection Identify and highlight ongoing issues relating to domestic and commercial waste, fly tipping and other incivilities in the area Provide advice and assist implementation of new approaches to securing environmental improvements Input of ideas/resource to agreed “hot spot” areas and Action Plans 	Chair – All
LES Parks	<ul style="list-style-type: none"> Identify and highlight on-going issues relating to dog fouling, fly-tipping within the local area, etc Ensure parks maintained land is suitably maintained, clean and tidy. Input of ideas/resource to identify “hot spot” areas and progress Action Plans 	All
LES Public Health	<ul style="list-style-type: none"> Identify and highlight ongoing issues relating to domestic and commercial waste, fly tipping and other incivilities in the area Provide enforcement resource in relation to highlighted issues Input of ideas/resource to agreed “hot spot” areas and Action Plans Provide advice and assist implementation of new approaches to securing environmental improvements 	All
Community Safety Glasgow	<ul style="list-style-type: none"> High visibility patrols deterring environmental crime The issuing of Fixed Penalty Notices for littering and dog fouling. Gather and pass on intelligence to the relevant agencies Facilitation of community clean ups and wider community participation Deployment of Community Payback clients into local eligible sites for enhancement 	All

The Local Operational Working Groups are also attended as, and when, required by Police Scotland, Scottish Fire and Rescue, Glasgow Housing Association, Council departments and other key local stakeholders.

The Local Operational Working Group meet 4-6 weekly with the remit to discuss, develop and progress joint action in relation to the current priority locations across the Calton Ward. Priority locations/ issues are identified through a combination of the Clean Glasgow profile, Land and Environmental Services officer and Clean Glasgow partner observation and via Area Partnership request for action.

4 Clean Glasgow

4.1 Overview

Clean Glasgow seeks to address environmental crime degradation across 5 main instances: - Litter, Graffiti, Dog Fouling, Fly tipping and Fly Posting.

Clean Glasgow and its partners have a straight forward vision for our City and every neighbourhood within it to become a cleaner, safer, better place, where people take responsibility for, and feel pride in, the City's appearance.

Clean Glasgow Strategy is ultimately about prevention and throughout 2014 a framework will be created to support the delivery of an enhanced Clean Glasgow Programme across 4 broad areas (The 4E's):

(a) Education

- Educate residents, visitors, and business owners about the impact of environmental crime, and of individual's personal responsibilities and the importance of keeping our city clean.
- Add value to existing educational activity delivered by the Council and its partners exploring new and innovative methods of delivery.

(b) Engagement

- Engage, encourage and empower individuals and communities to play their part, report environmental crime and take ownership and pride in their environment.
- Add value to existing engagement activity delivered by the Council and its partners increasing the number of individuals actively engaged with Clean Glasgow.

(c) Enhancement

- Cleanse, maintain and improve the appearance of the city and its neighbourhoods.
- Add value to existing services delivered by the Council and its partners championing innovative and new ways of working.

(d) Enforcement

- Ensure that the legislation regarding waste management is enforced.
- Add value to enforcement services delivered by the Council and its partners making enforcement a more effective tool.

Glasgow City Marketing Bureau has recently launched a new, highly successful city campaign with the header, "People Make Glasgow". The new Clean Glasgow Campaign has been developed in this style, using the header "People Make Glasgow Cleaner". This campaign presents a positive image of the city, encouraging residents, businesses and visitors to play their part and take pride in our city.

4.2 Clean Glasgow Profile

The Clean Glasgow Profile is an assessment tool which looks at the level of demand across the city for services to tackle environmental issues over 7 key areas: - litter, dog fouling, graffiti, fly posting, fly tipping, street cleansing and needles/sharps/ blood.

The 21 multi-member wards (MMW) are ranked on a quarterly basis based on the frequency of customer requests/ reports relating to environmental issues across the 7 areas.

Activity undertaken by Clean Glasgow and its partners is also represented on the profile enabling a holistic view to be taken.

The development of the Clean Glasgow assessment tool will continue throughout 2014 as part of the overall Clean Glasgow Strategy. This strategy aims to deliver an enhanced programme and to ensure that Clean Glasgow's resources and initiatives are intelligently deployed and evidence based.

Appendix 1 provides the current Clean Glasgow Profile for Calton Ward, for Period 4, October to December 13.

5 Calton Ward 2014/15 Action Plan

An annual action plan has been developed which will be delivered by the Local Operational Working Group throughout 2014/15. The action plan is a living document as such will be updated and reviewed throughout the course of the year to ensure that it meets the needs of the local area.

Appendix 2 is the Local Operational Working Group 2014/ 15 action plan for Calton Ward.

Appendix 1

Clean Glasgow Profile

Calton Ward

Clean Glasgow

Ward 9: Govan

Period: 01 Oct – 31 Dec 2013 RANK	MEDIUM DEMAND
04-APRIL-2014 v 0.1 POSITION	13

Calton MMW

Overview

During quarter four (October to December) the Calton ward was ranked the 13th highest in relation to the total number of environmental reports across the city. This rank has decreased compared to the previous quarter when the ward was ranked 10th for environmental activity. Throughout the previous quarter, there has been a decrease in all environmental activity compared to quarter three, with the exception of fly posting.

Fly Tipping & Street Cleansing

There has been a decrease in the level of reported fly tipping in the ward compared to the previous three months in line with expected seasonal variation. **Dalmarnock Road** and **London Road** have both been identified as hotspot areas for this type of activity. Reports regarding Street Cleansing have decreased by 10% in quarter 4 with 73 reports compared with 81 during the previous quarter.

Dog Fouling

Incidents of reported dog fouling have decreased during the quarter with 10 reports compared to 14 from July to September. **Greendyke Street** and **Whitevale Street** are both areas that were identified as being problematic based on current community intelligence.

Litter

There was a decrease in the number of reported litter incidents during the period, from 16 throughout July to September, to 6 in quarter 4.

Needles/Sharps/ Blood

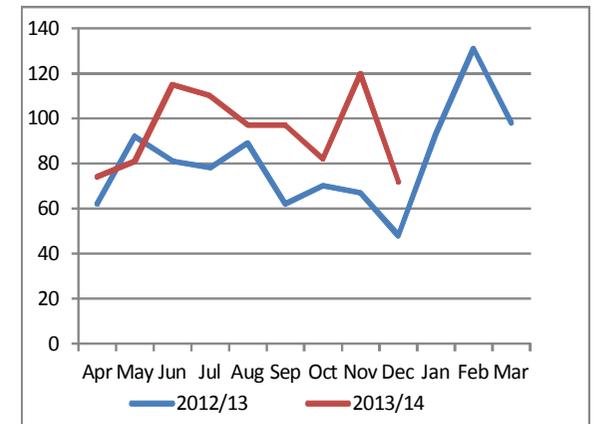
There were 6 reports regarding needles/sharps/ Blood during quarter 4 - a decrease of 8 incidents compared to the previous three months.

Graffiti & Fly posting

There was a decrease in the number of graffiti incidents during the period, from 45 throughout July to September to 18 during quarter 4. Environmental reports of this type were most problematic in **Dalmarnock Road** and **Forbes Drive**. There were 2 reports of Fly Posting in the ward from October to December. This low level is consistent with the previous three months when 4 reports were recorded.

Forecasted Activity

Moving into the next quarter we would expect to experience an increase in fly tipping, litter and street cleansing, particularly during January as residents dispose refuse after the festive period. This can potentially lead to issues in terms of fire-raising whereby refuse is being used as material for fires. Other problems include the emergence of littering issues near schools where children congregate at lunchtime. Problematic areas will be identified for the next assessment.



Source: GCC Remedv Reports (Seven Areas)

Calton Ward Summary Statistics

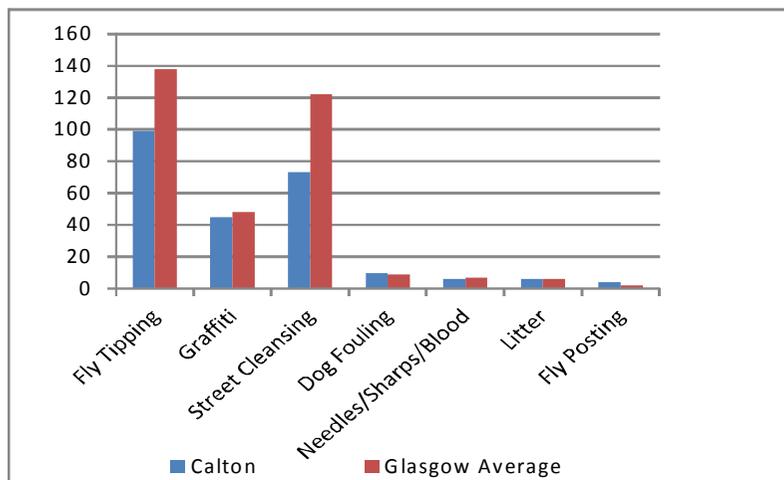
Customer Demand - Quarterly Trends

The table below highlights a comparison of month trend of customer demand across all 7 areas.

	Rank	Oct – Dec 13	Change vs. Previous Quarter		Change vs. Previous Year		Change YTD		
			Jul – Sept 13	%	Oct – Dec 12	%	2012/13	2013/14	%
All Environmental	13	215	279	-23	-	-	-	-	-
Fly Tipping	5	99	107	-7	83	19	270	306	13
Graffiti (Reported Via Public)	8	18	45	-60	12	50	70	94	34
Street Cleansing	12	73	81	-10	-	-	-	-	-
Dog Fouling	3	10	14	-29	17	-41	65	47	-28
Litter	11	6	16	-63	5	20	32	34	6
Needles/Sharps/Blood	2	6	14	-57	19	-68	55	34	-38
Fly Posting	2	4	2	100	-	-	-	-	-

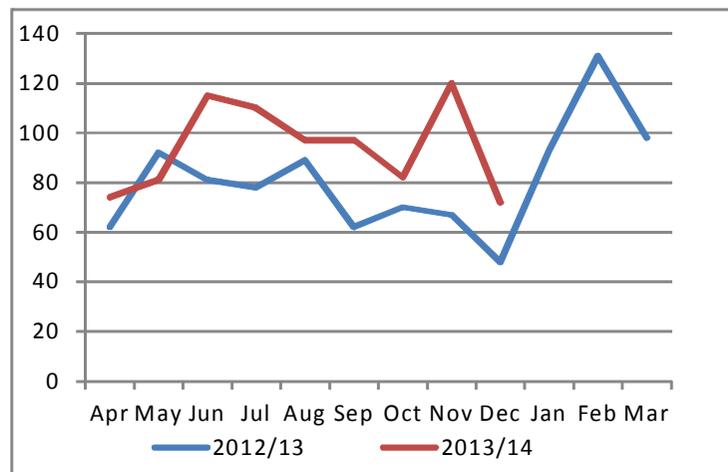
NB: The information included in this profile is currently incomplete for fly posting and street cleansing incidents during 2012. Development work is on-going to ensure that all activity is represented in future profiles.

Chart – Environmental Report Ward vs. Glasgow Average



Source: GCC Remedy Reports (Seven Areas)

Chart – Monthly Trend Year to date Remedy Reports (Seven Areas)

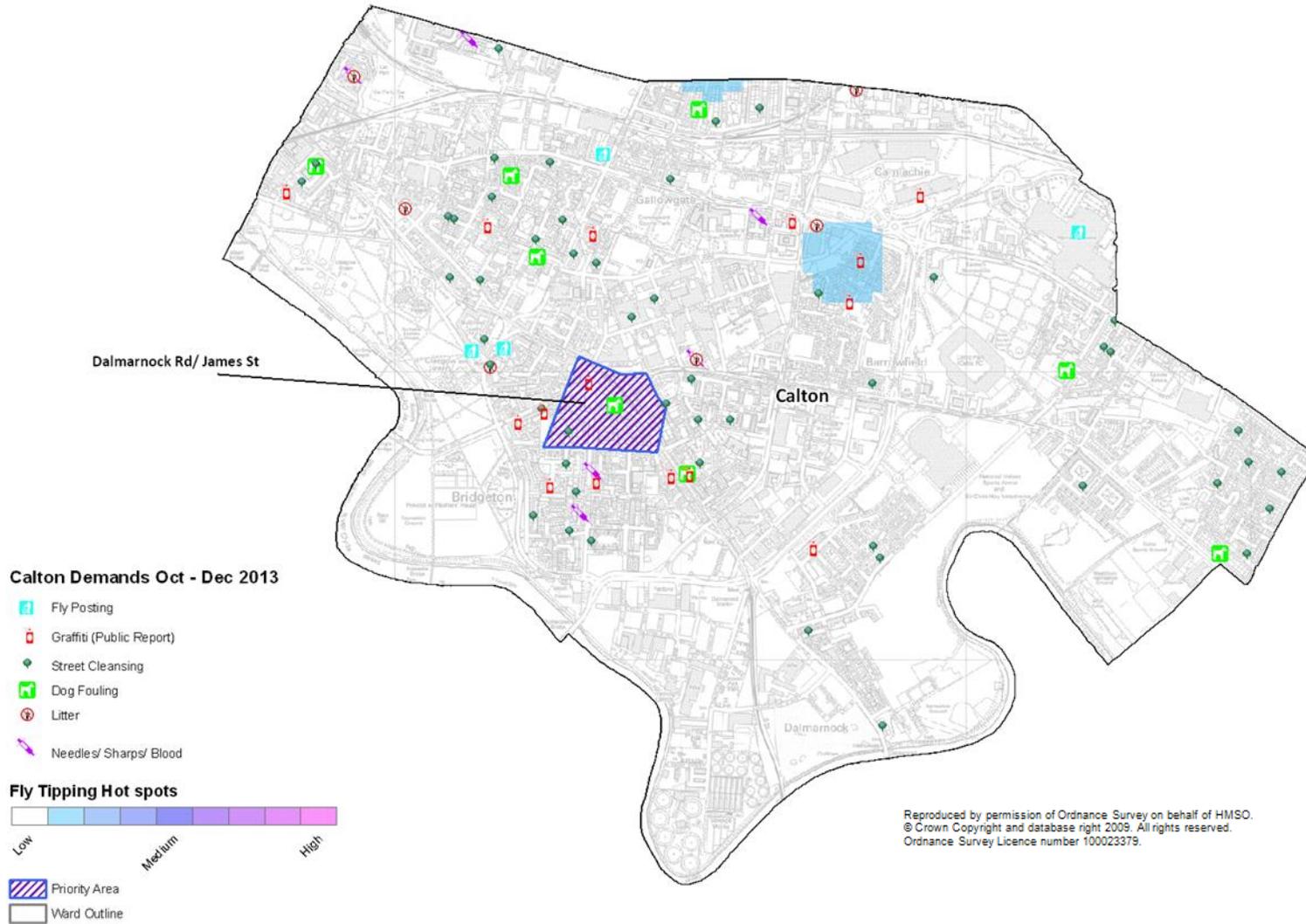


Source: GCC Remedy Reports (Seven Areas)

Maps Demand vs. Activity

MMW Demand Map

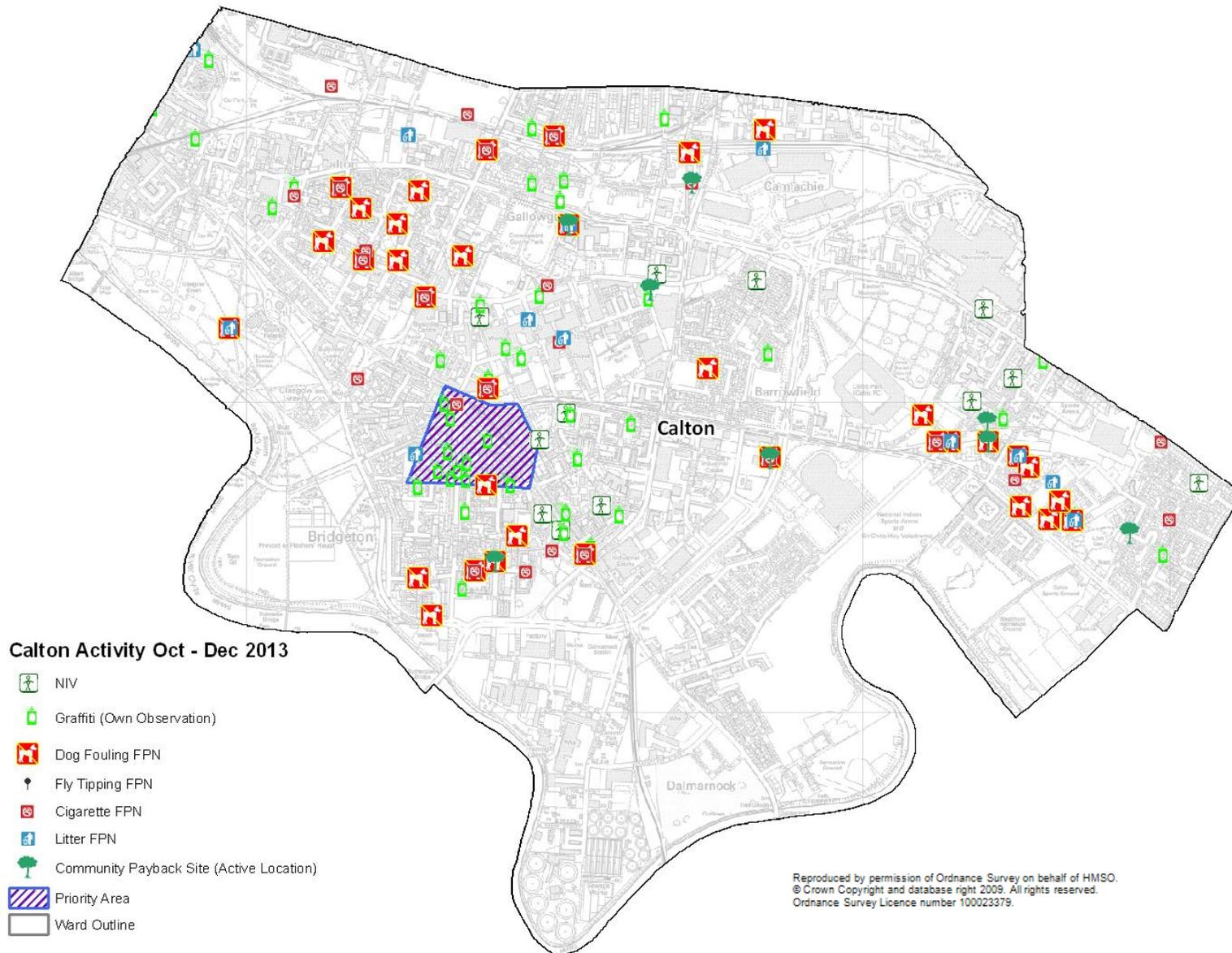
The map highlights the distribution of public reported environmental reports, including fly tipping, graffiti, Street cleansing, litter, fly posting, dog fouling and discarded needles/ sharps across the Calton ward from October through to December 2013.



MMW Activity Map

The map highlights the distribution of Clean Glasgow activity from October to December 2013.

NB: Development work is ongoing to ensure all Clean Glasgow and Local Operational Working Group activity is represented in future profiles



Locations

High Demand Locations

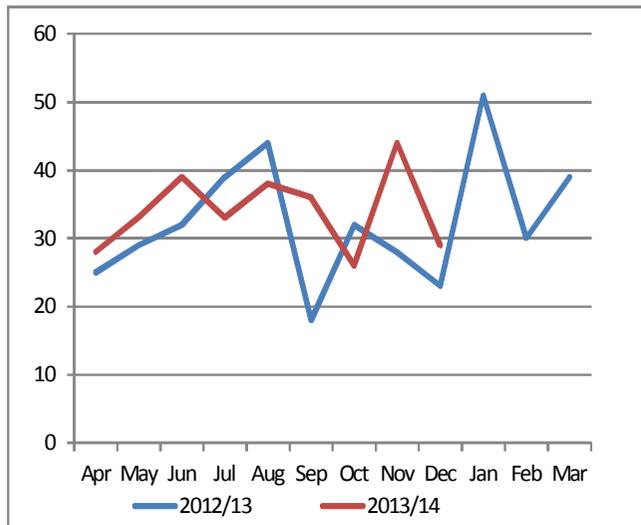
The following table highlights the street areas where environmental reports have been most persistent during October - December 2013.

Quarter 4 (October – December 2013)								
Location	All Reports	Fly Tipping	Graffiti (All)	Street Cleansing	Needles/Sharps /Blood	Litter	Dog Fouling	Fly Posting
Dalmarnock Rd	19	6	10	1	0	0	2	0
Main St	9	1	5	1	2	0	0	0
London Rd	9	5	0	1	1	2	0	0
Orr St	9	3	1	5	0	0	0	0
Gallowgate	8	1	4	3	0	0	0	0

Clean Glasgow Areas

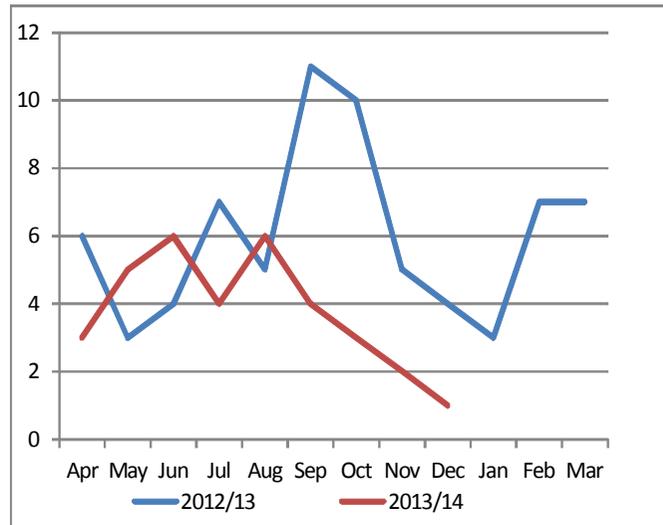
During the quarter, the 3 priority environmental issues identified for the ward are fly tipping, needles/ sharps/blood reports and street cleansing. Further information on the level of customer demand on a monthly basis is provided in the following charts.

Chart – Monthly Trend Year to date Fly tipping



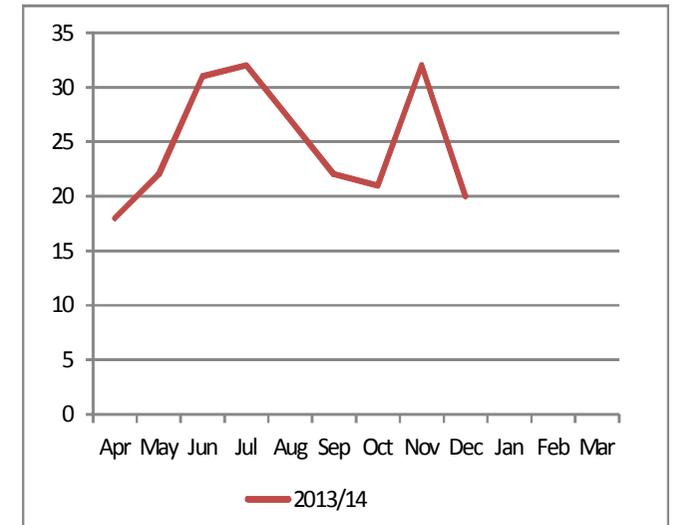
Source: GCC Remedy Reports (Seven Areas)

Chart – Monthly Trend Year to date Needles/ Sharps/ Blood



Source: GCC Remedy Reports (Seven Areas)

Chart – Monthly Trend Year to date Street Cleansing



Source: GCC Remedy Reports (Seven Areas)

Priority Area Location

Based on incident levels, concentration of reports and the type of environmental activity recorded, the area surrounding Dalmarnock Road and James Street has been identified as a priority location for quarter four.

Location: Dalmarnock Road/ James St

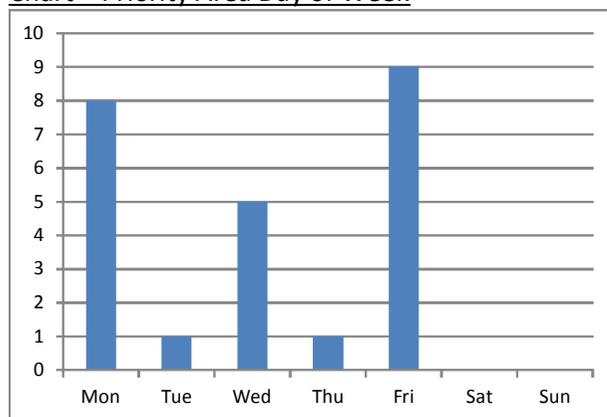
Issue: Fly Tipping/ Graffiti

There were 24 environmental incidents reported in the priority area during Quarter 4, a decrease of 37% compared with the previous quarter when there were 15 reports received. The main issue reported were incidents of fly tipping and graffiti.

- **Dalmarnock Road** experienced the highest concentration of environmental reports in the priority area, during quarter four. Reports received to the area predominately related to fly tipping. Graffiti was also problematic in the area, however the majority of reports were recorded via own observation.
- Environmental reports tended to be higher on a **Monday, Wednesday and Friday** – there were no incidents reported during the weekend period (Saturday and Sunday)
- The peak time for environmental reports was between **08:00** and **09:00** on a **Monday** and then from **19:00** until **20:00** on **Friday's**. Reports of environmental incidents tended to be lower during the weekend period (Saturday – Sunday).

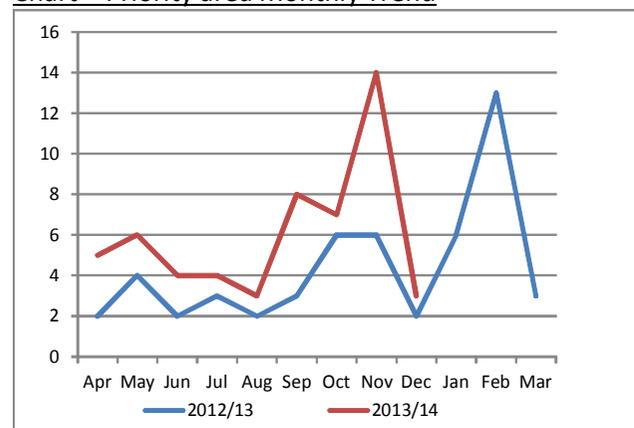
Priority Area Temporal Breakdown

Chart – Priority Area Day of Week



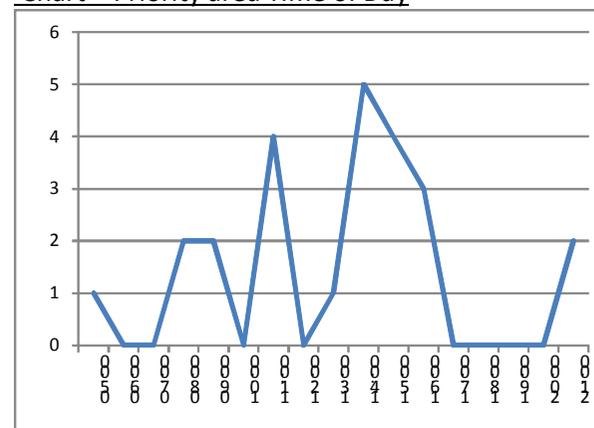
Source: GCC Remedy Reports (Seven Areas)

Chart – Priority area Monthly Trend



Source: GCC Remedy Reports (Seven Areas)

Chart – Priority area Time of Day



Source: GCC Remedy Reports (Seven Areas)

Appendix 2

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

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 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
09:02	All	Support '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 David's, Parkhead, St Michael's and Dalmarnock Primaries 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.
09:03	Commercial Waste Enforcement	Provide support and guidance to businesses in relation to commercial waste issues. Ensure compliance with Environmental Protection Act 1990 as it relates to waste presentation, uplift and disposal	A decrease in incorrect storage and disposal of commercial waste. Advise retailers in relation to kerbside presentation particularly on Gallowgate, Abercrombie St and Barras.	Continuous monitoring and reported 6 weekly via the LOWG	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.
09:04	Environmental Health	Provide support and guidance to residents in relation to correct storage and disposal of domestic waste and bulk items. Ensure compliance with Environmental Protection Act 1990 as it relates to waste presentation, uplift and disposal	Engage/advise local housing associations of agreed collection days : West Of Scotland , Reidvale, Parkhead, THENEW and Molendinar Housing Associations	Continuous monitoring and reported 6 weekly via the LOWG	Increased level of active resident participation and reduce fly tipping.

09:05	CSG / Cleaving	Provide 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.
09:06	CSG	Provide 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.
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.
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	Pre, during and post event	Improved appearance of areas in the vicinity of event. Reduce instances of litter.
09:09	CSG/ Cleaving	Increase school clean-ups in all learning communities	Engage with St Mungo's, St David's, Parkhead, St Michael's and Dalmarnock Primaries with a view to enhance and support localised de-littering days.	Bi-monthly during term time.	Improved appearance of schools and their immediate environs as part of Clean Glasgow.

09:10	LOWG/CSG	LOWG will 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.
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: April 2013 – Dec 2013: 164 clean ups.	Reviewed and reported quarterly via Clean Glasgow Profile	Increased level of active resident participation and community capacity to tackle environmental issues.
09:12	CSG	Increase the number of volunteers participating at clean-up events. Expand the membership of the Neighbourhood Improvement Volunteer scheme.	Calton Ward April 2013 – Dec 2013: 1774 Volunteers. Calton Ward April 2013 – Dec 2013 9 new Neighbourhood Improvement Volunteers	Reviewed and reported quarterly via Clean Glasgow Profile	Increased level of active resident participation and community capacity to tackle environmental issues.
09:13	All	Promote and support Spring Clean (KSB National Initiative)	Spring Clean events held across the city.	April	Increased level of active resident participation and community capacity to tackle environmental issues.
09:14	All	Promote and support all national activities (Keep Scotland Beautiful / Zero waste) at a local level.	In line with Clean Up Scotland 2014 calendar.	Monthly initiatives	Recognition at a national level of local resident supporting Clean Glasgow and tackling environmental issues.
09:15	Cleansing / CSG	Identify local sites on the Queen Baton Relay route, which are in need of clean up activity. Support and promote Queens Baton Relay route, clean-ups (in conjunction with KSB)	Queens Baton Relay route - Clean Ups held across the City. Number and timeline to be confirmed once route has been finalised.	End Jun/ Start July	To engage local residents in Clean-ups activity who wouldn't normally participate. Clean up events in Ward.

09:16	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.	The LOWG will look to nominate a resident every 6 months.	6 monthly	Recognition at a national level of local resident supporting Clean Glasgow and tackling environmental issues
09:17	All	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.
ENHANCEMENT (maintain and enhance)					
Ref	Lead Agency	Action/ Activity	Targets	Timescale	Outcomes/ Progress
09:18	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 by fire service.
09:19	All	Identify "Hotspot" areas in Ward, focus attention out with the last miles routes and Commonwealth Games areas. Identify and implement joint partnership enhancement enforcement and educational activities in neighbourhood "Hotspot" areas	Target areas identified through LOWG discussion and communication with local groups: St James Pitch, Mill St, Parkhead Cross, Tollcross Rd.	6 weekly via LOWG discussion	Discourage anti social behaviour, enhance pedestrian routes to shopping and residential areas.
09:20	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, Bridgeton, Dalmarnock, St Marys scheme, Barrowfield, Parkhead, Helenvale.	6 weekly via LOWG discussion	Safe walk for residents and school pupils, improve perception of walkway.

09:21	All	CSG conduct Environmental Visual Audits(EVA) for the most prevalent hotspot areas Utilise the EVA to improve joint partnership enhancement enforcement and educational activities	Target areas to being identified and discussed by the LOWG	Continuous Annual Activity	Significant improvement to key sites across the city
09:22	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. Vacant sites in Calton, Boden St, Bernard Terr.	April - Dec	Improve immediate areas and to deter fly tipping, ease access for service
09:23	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.
09:24	LES	Commonwealth - Deep Clean Action Plans	Main arterial routes: London Rd, Westmuir St Gallowgate, Dalmarnock Rd, EERR as well as agreed sites around games venues and Cycle Time Trial Route will receive a deep clean.	April - July	Enhance City's appearance to residents and visitors.
09:25	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	March – September	Reduction in number of rubbish related fires
ENFORCEMENT (identify & target)					
Ref	Lead Agency	Action/ Activity	Targets	Timescale	Outcomes/ Progress
09:26	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.

09:27	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.
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