

Item 3(a)

25th February 2015



Progress Report to Calton Area Partnership

LES | Land and Environmental Services

North East Local Operational Working Group

December-2014 v0.2

Table Of Contents

1	INTRODUCTION	3
2	AIMS & OBJECTIVES	3
2.1	Aims	3
2.2	Objectives	3
3	LOCAL OPERATIONAL WORKING GROUP.....	3
3.1	Overview.....	3
3.2	Progress	4
4	CLEAN GLASGOW PROFILE.....	5
5	CALTON WARD 2014/15 ACTION PLAN.....	5
	APPENDIX 1	6
	APPENDIX 2 – SEE ATTACHMENT	ERROR! BOOKMARK NOT DEFINED.

1 Introduction

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

The aim of the report is to detail the progress made on the wide range of activities being undertaken by the Land and Environmental Services chaired Local Operational Working Groups (LOWG) in relation to tackling environmental issues in the Calton Ward.

The report provides the July to September 14, Clean Glasgow, Ward profile to assist the Area Partnership with Neighbourhood Management, this profile is also used by the LOWGs to ensure that activities and resources within the area are intelligently deployed.

Progress against the agreed multi-agency activity to tackle environmental issues across the Ward for the 2014/15 Financial Year is provided in the action plan attached this report.

The next update on progress to the Area Partnership against plan will be provided by the Local Operational Working Group Chair at the turn of the financial year, this update will include a revised action plan for 2015/16.

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 progress made against planned actions to tackle environmental issues via the Local Operational Working Groups

3 Local Operational Working Group

3.1 Overview

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 a range of partners.

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 requests for action.

3.2 Progress

A summary of the progress made by the North East Local Operational Working Group is detailed within the table below for the period April to September 2014.

In April 2014 the Calton Area Partnership considered the progress of the Local Operational Working Group report and agreed that the Area Partnership's Neighbourhood Management community engagement results would be referred to the LOWG for appropriate action. A Day of Action took place on 27 August 2014 where cognisance of the identified environmental priorities, street names and specific locations highlighted by the consultation process were addressed.

Clean Glasgow Activity (Number of.)	April – June 2014	July – Sept 2014
Day(s) of Action	0	1
Community meeting / engagement events attended	6	6
Fly Tipping instances removed (public reporting)	88	88
Fly Tipping instances removed (officer observation)	550	600
Bulk Uplifts	1051	934
Fixed Penalty Notice – Litter	87	72
Fixed Penalty Notice – Dog Fouling	55	46
Fixed Penalty Notice – Commercial	4	3
Fixed Penalty Notice – Domestic	6	6
Statutory Notices Served on private land owners	6	10
Community Clean-ups (Schools, Businesses and individuals)	26	48
Volunteers	152	232
Graffiti instances removed	274	233

Fly posting instances removed reported/ (officer observations)	3 (160)	3 (165)
New Neighbourhood Improvement Volunteers	4	3

4 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.

Development work is currently underway to include Elected member enquires into future profiles as requested by a number of Area Partnerships.

Appendix 1 provides the current Clean Glasgow Profile for Calton Ward, for Period 2, July to September 14.

5 Calton Ward 2014/15 Action Plan

The 2014/15 action plan has been updated to reflect the progress made against actions delivered by the Local Operational Working Group since April 2014.

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: Calton
Period: 01 July – 30 September 2014

RANK	MEDIUM DEMAND
POSITION	11

Calton MMW

Overview

During the previous quarter (July to September) the Calton ward was ranked the 11th highest in relation to the total number of environmental reports across city. This rank has increased compared with quarter two (April – June), when the ward was ranked the 9^h highest. During the same period in 2013, Calton experienced the 11th highest concentration of environmental activity citywide. Throughout the previous quarter, there has been a decrease in all environmental activity, compared to quarter two, with the exception graffiti. There has been no change in the level of fly tipping and needles/sharps & blood reports recorded.

Fly Tipping & Street Cleansing

There has been a no change in the level of reported incidents of fly tipping in the ward during July to September compared to the previous three months. **London Road** and **Dalmarnock Drive** are both locations that have been identified as experiencing a high frequency of reports. Reports of Street Cleansing in the ward have decreased in quarter 3 with 51 reports received compared with 57 during the previous quarter. **Duke Street** was the most problematic locations for this type of activity from July to September 2014.

Dog Fouling

Incidents of reported dog fouling in the ward have slightly decreased slightly throughout the quarter with 9 reports received, a reduction of 1 incident compared with quarter 2. **Bluevale Street, High Street** and **Springfield Gardens** are all areas that were identified as problematic for dog fouling based on current intelligence.

Litter

There was decrease in the number of reported litter incidents, from 39 throughout April to June, to 36 in quarter 3. Reports of this type were received throughout the ward, with no particular area identified as a hot spot

Needles/Sharps/ Blood

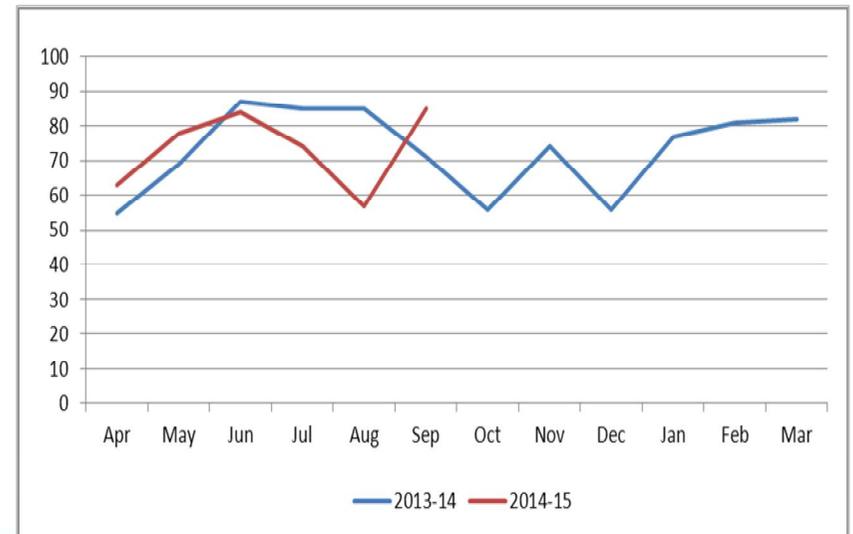
There were 18 reports involving Needles/ Sharps/ Blood to the Calton ward during quarter 2, this figure is consistent with the previous quarter when there were also 18 incidents recorded. **High Street, London Road** and **Abercromby Street** are all locations that were problematic for this type of activity from July to September 2014

Graffiti & Fly posting

The number of graffiti incidents reported via members of the public during the period has increased compared with the previous quarter, with 14 reports received. This is a rise of 2 reports compared to quarter 2. In addition, there were 8 own observation reports of graffiti recorded. There were n reports of Fly Posting received to the Calton area in quarter 2.

Forecasted Activity

Moving into the next quarter we would expect to experience an increase in littering issues particularly near schools where children congregate at lunchtime. Fly tipping may also be problematic during the winter months and particularly during January as residents dispose of refuse after the festive period. Hot spot areas will be identified for the next assessment.



Source: GCC Remedy 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.

INDICATOR	Rank	Jul-Sept 14	Change vs Previous Quarter		Change vs Previous Year		Change YTD			Glasgow Ave
			Apr-June 14	%	Jul- Sept 13	%	YTD 13-14	YTD 14-15	%	
All Environmental	11	216	225	-4%	241	-10%	452	441	-2%	251
Fly Tipping	11	88	88	0%	96	-8%	179	176	-2%	120
Street Cleansing	10	51	57	-11%	41	24%	83	108	30%	54
Graffiti (Reported Via Public)	10	14	12	17%	39	-64%	63	26	-59%	16
Litter	14	36	39	-8%	42	-14%	67	75	12%	47
Dog Fouling	7	9	10	-10%	13	-31%	34	19	-44%	7
Needles/Sharps/Blood	2	18	18	0%	9	100%	21	36	71%	4
Fly Posting	18	0	1	-100%	1	-100%	5	1	-80%	2

Chart – Environmental Report Ward vs Glasgow Average

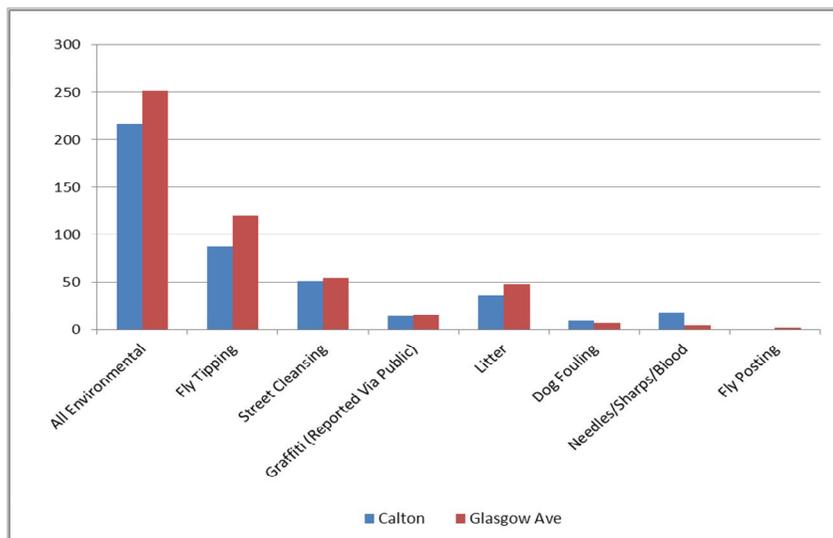
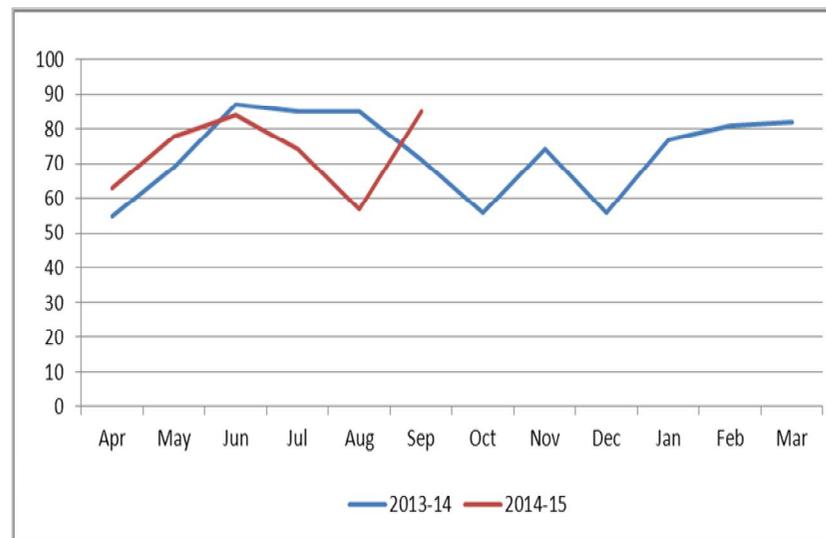


Chart – Monthly Trend Year to date Remedy Reports (Seven Areas)



Maps Demand vs. Activity

MMW Demand Map

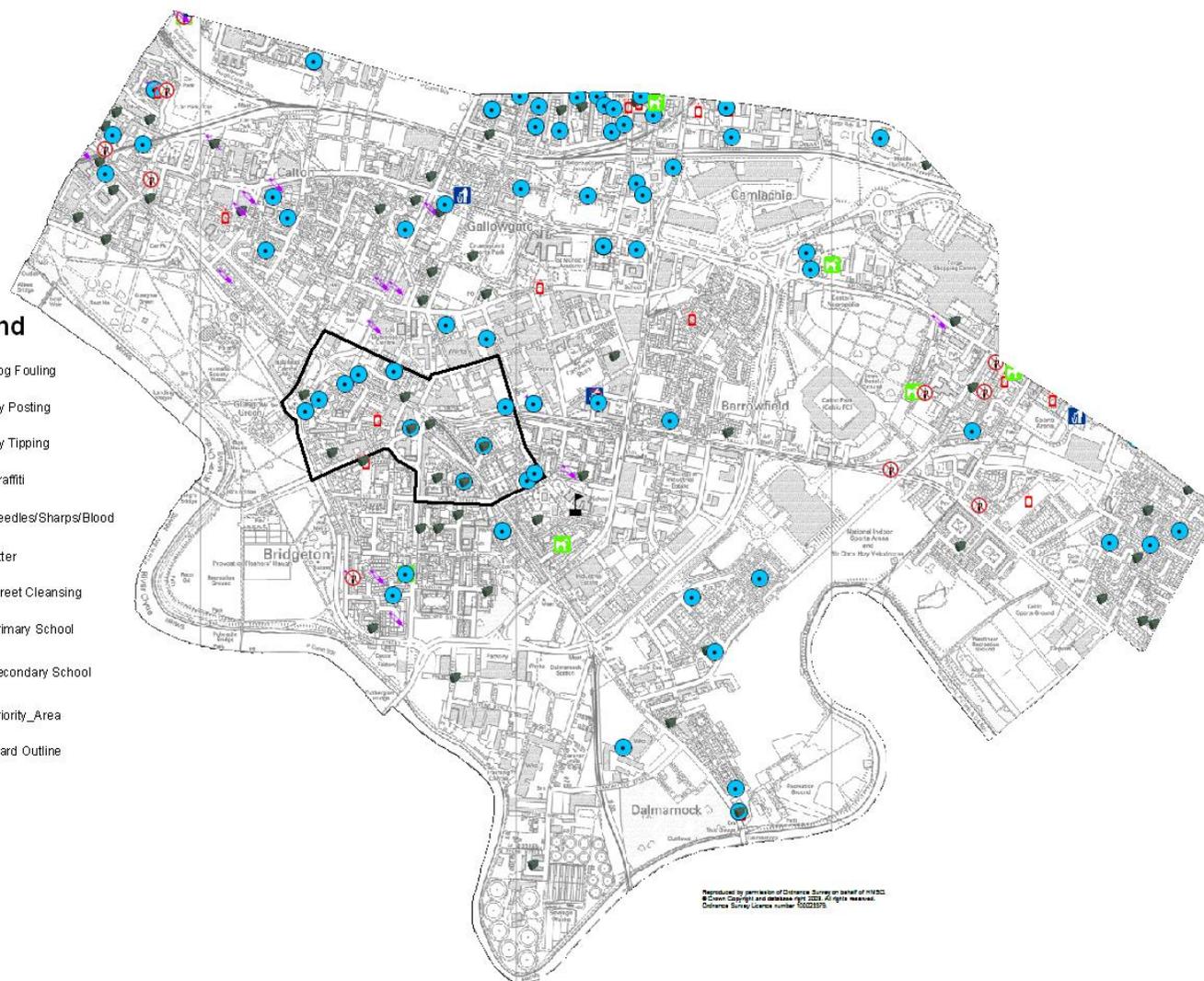
The map highlights the distribution of public reported environmental reports, including fly tipping, graffiti, Street cleansing, litter, fly posting, dog fouling and discarded needles/ sharps across the Calton ward from July through to September 2014.

Service request breakdown

Service Request	July – Sep 14
All Environmental	216
Fly Tipping	88
Street Cleansing	51
Graffiti (Reported Via Public)	14
Litter	36
Dog Fouling	9
Needles/Sharps/Blood	18
Fly Posting	0

Legend

-  Dog Fouling
-  Fly Posting
-  Fly Tipping
-  Graffiti
-  Needles/Sharps/Blood
-  Litter
-  Street Cleansing
-  Primary School
-  Secondary School
-  Priority_Area
-  Ward Outline

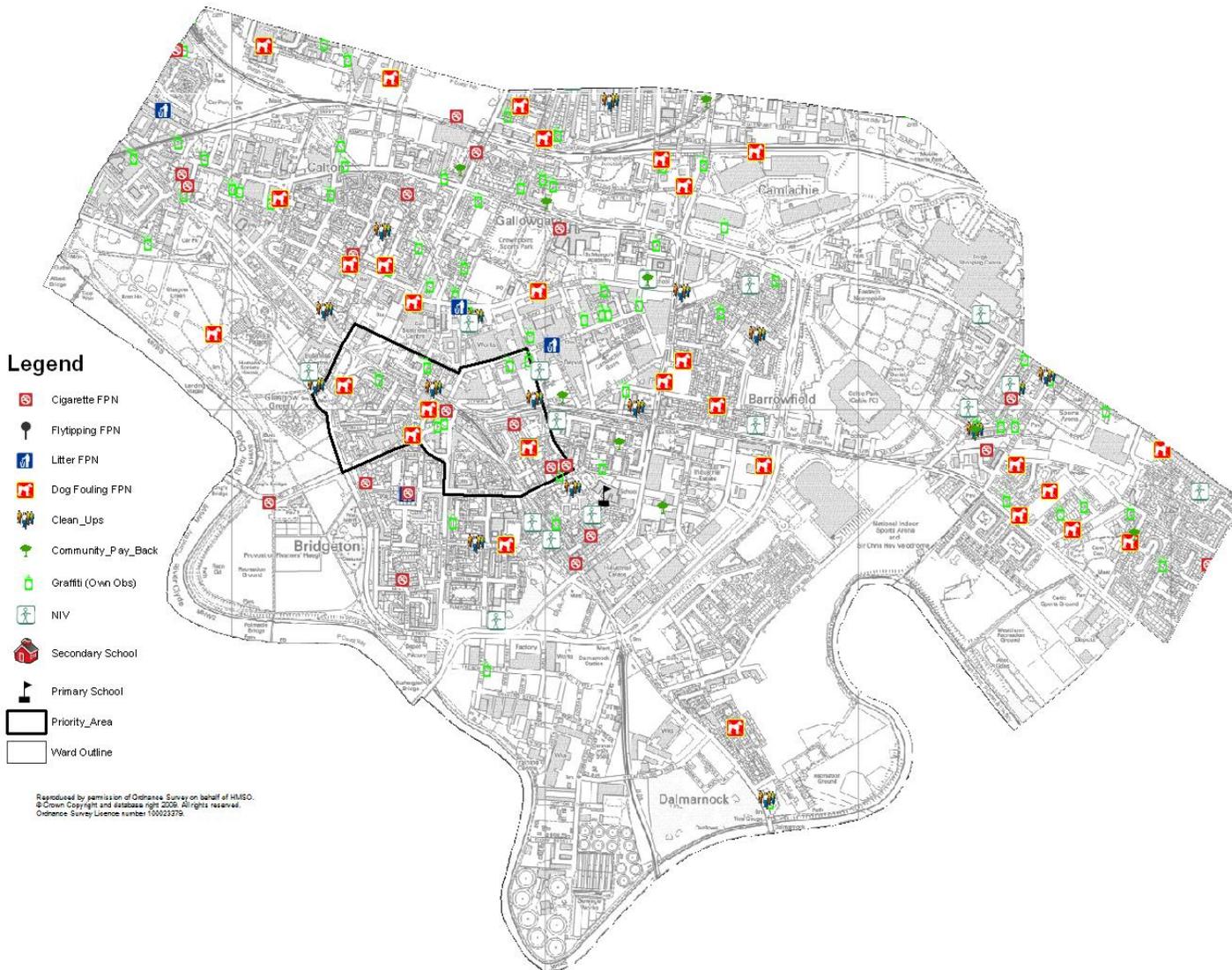


MMW Activity Map

The map highlights the distribution of Clean Glasgow activity from July to September 2014.

Environmental Clean Ups

Location (July – September 14)	Total
Baltic Street	1
Barrowfield Gate	3
Burgher Street	14
Crownpoint Street	2
Dale Street	2
Dalmarnock Rd	2
East Whilby Street	2
Finnart Street	1
Garfield St	1
Helenvale Street	1
Heron St	6
Hide and Seek Nursery	1
London Road	5
Millroad Street	1
Newbank Road	2
Old Dalmarnock Rd	1
Ruby Street	1

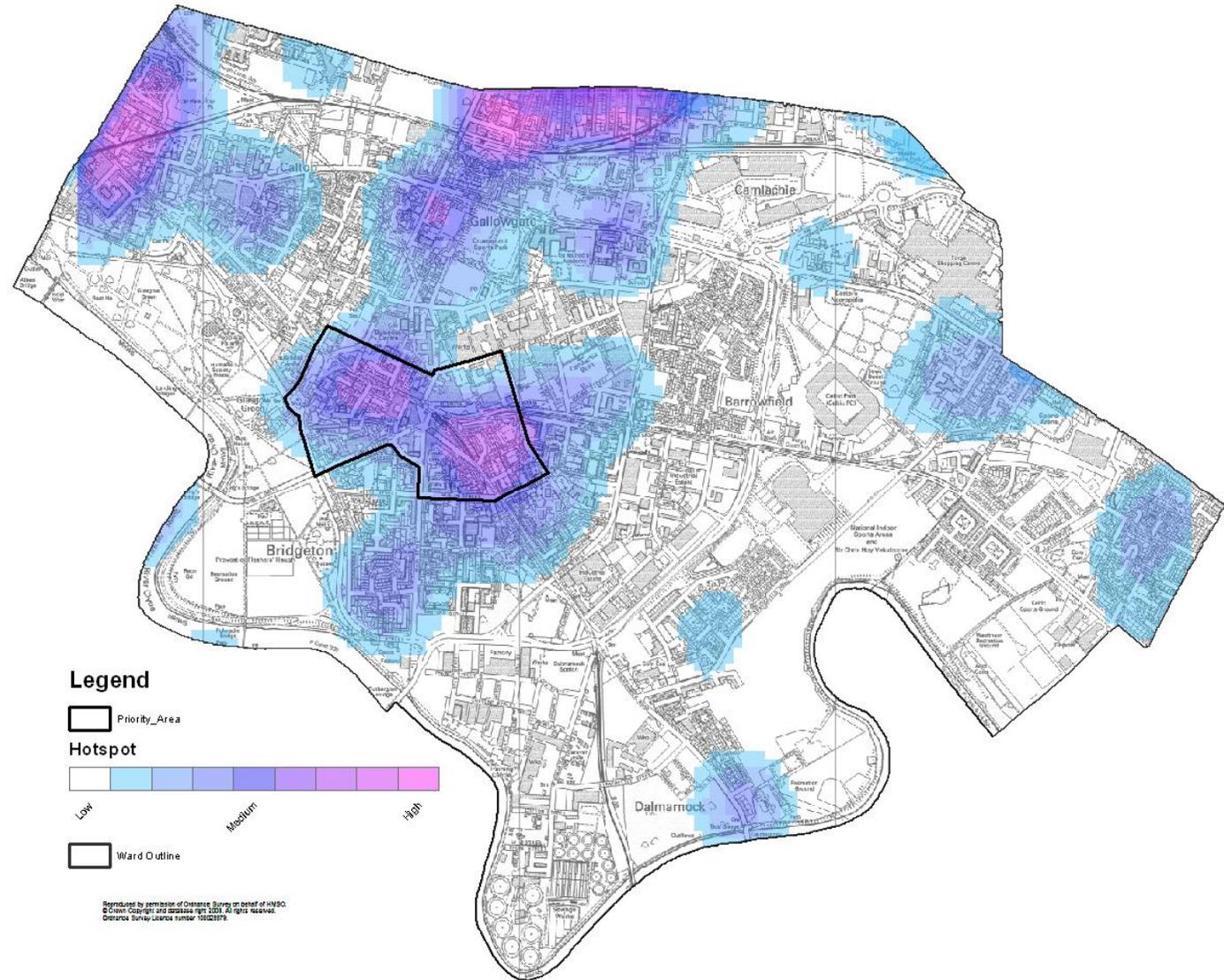


MMW Hot Spot Map

The map highlights the hot spot locations in the Calton MMW based on concentration of Clean Glasgow demands from July to September 2014.

Activity Break down

Clean Glasgow Activities	July - Sept 14
Litter FPNs (incl. cigarettes)	72
Dog Fouling FPNs	46
Fly-tipping FPNs	0
Commercial FPNs	3
Domestic FPNs	6
Other FPNs	0
Clean Up Events	48
Own Observation Graffiti	8



Locations

High Demand Locations

The following table highlights the street areas where environmental reports have been most persistent during July - September 2014.

Quarter 3 (July – September 2014)								
Location	Dog Fouling	Fly Tipping	Graffiti	Litter	Needles/ Sharps/ Blood	Street Cleansing	Fly Posting	All Reports
London Rd	0	7	0	2	2	2	0	13
Duke St	0	2	0	1	0	5	0	8
Annbank St	0	2	0	4	0	2	0	8
Dalmarnock Rd	0	1	2	1	0	3	0	7
Dalmarnock Dr	0	6	0	0	0	1	0	7
Gallowgate	0	1	1	3	1	0	0	6
Bell St	0	5	0	0	1	0	0	6
High St	2	1	0	1	2	0	0	6

Clean Glasgow Areas

During the quarter, the three priority areas identified for the ward are fly tipping, needles/sharps/blood 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

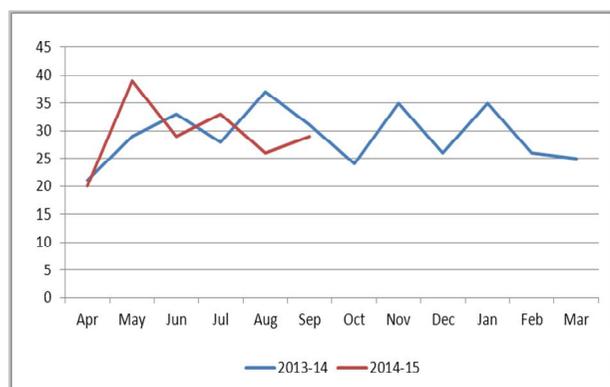


Chart – Monthly Trend Year to date Street Cleansing

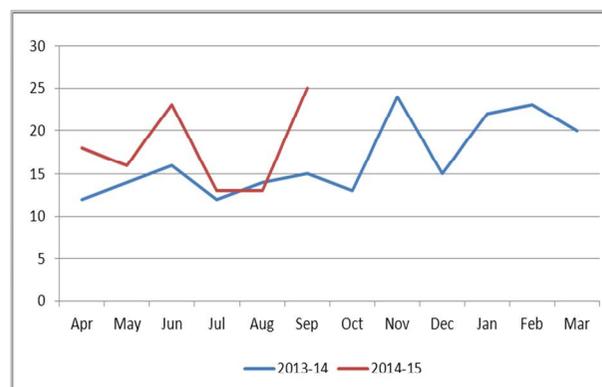
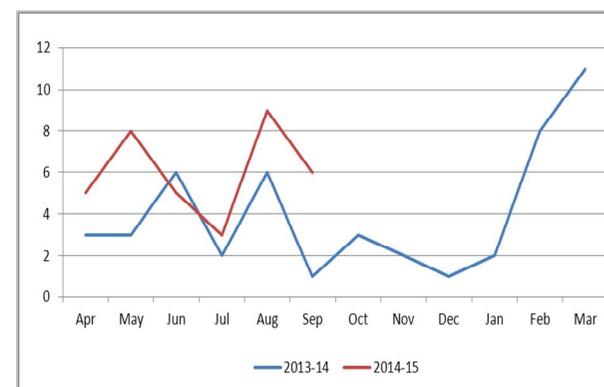


Chart – Monthly Trend Year to date Needles/Sharps/Blood



Priority Area Location

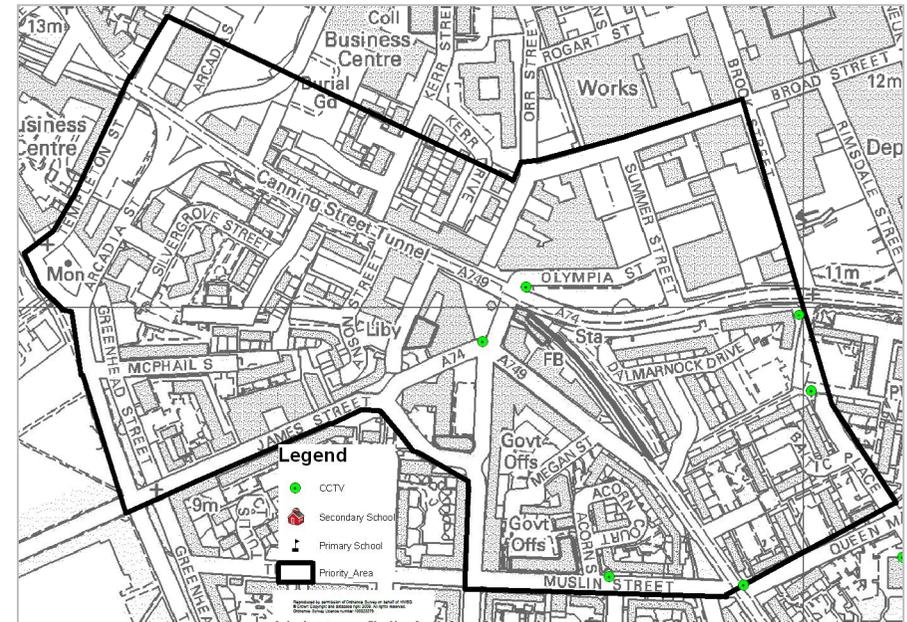
Based on incident levels, concentration of reports and the type of environmental activity recorded, the area surrounding Dalmarnock Drive and London Rd has been identified as a priority location for quarter three.

Location: London Rd/Dalmarnock Dr

Issue: Fly Tipping

There were 31 environmental incidents reported in the priority area during Quarter 3, a decrease of 1 report compared with the previous quarter when there were 32 reports received. The main issue in the area was fly tipping

- **London Road** experienced the highest concentration of environmental reports in the priority area, during quarter 3 and the main issues reported were items being dumped, litter bins overflowing and requests for litter to be uplifted.
- The peak time for environmental reports was between **10:00 & 12:00** hours and from 13:00 to 14:00 hours. Activity tended to be higher on a **Friday**. Reports of environmental incidents were lower on a Tuesday



Priority Area Temporal Breakdown

Chart – Priority area Monthly Trend

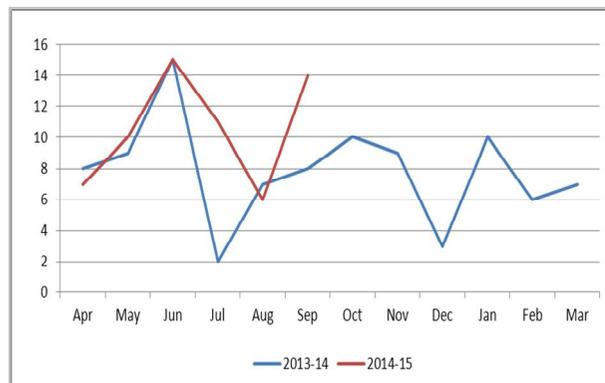


Chart – Priority Area Day of Week

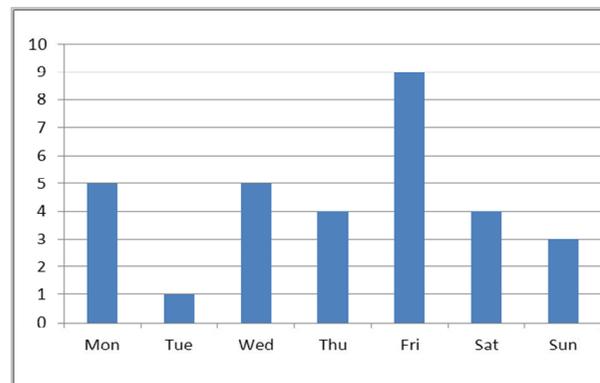


Chart – Priority area Time of Day

