

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 COMPLETED
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. Dalmarnock Primary, St Mungo's Academy, St Anne's Primary and Sacred Heart Primary have been supported during term by CSG to encourage more participation in Clean Up events. On going work with schools
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. Commercial Enforcement Team visit 79 properties during Day Of Action Businesses given advise in regards to compliance with waste presentation, storage containment and collection times.

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	<p>Provide support and guidance to residents in relation to the correct method for reporting environmental issues.</p> <p>Clean Glasgow Campaign Launch (April 14) Utilising the Neighbourhood Improvement and Enforcement Services to encourage individuals to play their part.</p>	<p>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.</p>	<p>April - June</p>	<p>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. Completed</p>
09:06	CSG	<p>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.</p>	<p>Secondary schools supported in the delivery of the Clean Glasgow message: St Mungo's Secondary School.</p>	<p>Term Time Activity</p>	<p>Improved appearance of schools and their immediate environs as part of Clean Glasgow. St Mungo's Academy has been given a Clean Up kit and have been encouraged to utilise these through each term. Also advised to report environmental incivility via the Clean Glasgow hotline. On going action including taking of cognisance of "Beyond the school gate initiative".</p>

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. ONGOING
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. Calton Gala Day / Calton Beach Party
09:09	CSG/ Cleansing	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.	During term time.	Improved appearance of schools and their immediate environs as part of Clean Glasgow. St Mungo's Academy, St Michael's Pri, Dalmarnock Primary and St Anne's Primary have taken part in Clean Ups as part of Clean Glasgow. All schools have been contacted to organise litter picking events. Timescale – Annual Activity CLEANSING / CSG COMPLETED – LOWG COMPLETED

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. Residents, Businesses and Community Groups are communicated with information regarding Clean Glasgow. Individuals also advised on the correct method to report via the hotline number. CAA, DBCC, BARRAS FUTURE ongoing
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 2014 – Sept 2014: 74 clean ups.	Reviewed and reported quarterly via Clean Glasgow Profile	Increased level of active resident participation and community capacity to tackle environmental issues. All Clean Ups have been supported & promoted with community involvement & equipment supplied & LES Cleansing/Parks providing refuse bag uplifts.
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 2014 – Sept 2014: 384 Volunteers. Calton Ward April 2014 – Sept 2014 7 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. Increased the membership of Neighbourhood Improvement Volunteers. Volunteers are encouraged to participate in all clean up events. Clean Glasgow as per agreed reports
09:13	All	Promote and support Spring Clean (KSB National Initiative) Promote and support all national activities (Keep Scotland Beautiful / Zero waste) at	Spring Clean events held across the city.	April Monthly Initiatives	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. COMPLETED – LEAMS audits as an example

		a local level.	In line with Clean Up Scotland 2014 calendar.		Recognition at a national level of local resident supporting Clean Glasgow and tackling environmental issues. Promote Spring Clean events to all volunteers and promoted Zero Waste Recycle Week 16-22 nd June. Promote Spring Clean events to all volunteers and Promoted Zero Waste Recycle Week 16-22 nd June
09:14	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. COMPLETED
09:15	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. Actioned - Individual / Group nominated for consideration for KSB Hero of the Month Award. Ongoing Action
09:16	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. ONGOING

ENHANCEMENT (maintain and enhance)					
Ref	Lead Agency	Action/ Activity	Targets	Timescale	Outcomes/ Progress
09:17	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. Action Plan October – Follow LES Bonfire Procedures. Close working with all parties – Police Scotland No major instances or issues reported Action Complete for this year
09:18	All	Identify “Hotspot” areas in Ward, focus attention out with the last miles routes and Commonwealth Games areas. Identify & implement joint partnership enhancement enforcement 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. Working in partnership with LOWG to address hotspot sites. ONGOING – Hotspot List
09:19	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. Day of Action carried out on 27 August in conjunction with LOWG.
09:20	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 ONGOING
09:21	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. Environmental enhancement at Boden

					Street / Bernard Terrace, Dalmarnock Primary, Scared Heart Primary and Glasgow Green Dassie Green (WW1) ONGOING
09:22	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.
09:23	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. Major Success COMPLETED
09:24	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 Update required from Archie Curran

ENFORCEMENT (identify & target)					
Ref	Lead Agency	Action/ Activity	Targets	Timescale	Outcomes/ Progress
09:25	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.
09:26	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

