

## EXECUTIVE MEMBER REPORT TO COUNCIL Wednesday 11<sup>th</sup> January 2017

### 1. Area Care

Area Care provided 'clean-up' services during and after the traditional Christmas lights switch-on and reindeer parade which took place on the 27<sup>th</sup> November.

Area Care also provided cleansing cover for late night shopping which commenced in November.

Following the recent floods in Middlesbrough which caused severe disruption on the roads due to a combination of heavy rainfall and high winds, Area Care operatives assisted Highways Maintenance operatives/managers with the clear up of leaves and debris which had been deposited along road channels and gutters along Park Vale Road and the surrounding areas.

Askham Bryan held the Frost Fair at Stewart Park on Sunday 4<sup>th</sup> December with assistance from Middlesbrough Council Parks staff. The event was once again heavily attended and received great reviews.

### 2. Waste Services

The Christmas holiday is one of the busiest times of the year for refuse collections. With so much rubbish being thrown away at this time of year, it is important that collections are uninterrupted. Middlesbrough Council have therefore ensured that these collections continued to take place on the usual scheduled collection days over the festive period, with residents being asked to present their waste on their designated collection days.

The green waste recycling collection service which was extended to the end of November in response to warmer temperatures and a longer growing season. The last green waste collection day came to an end on Friday 2<sup>nd</sup> December with tonnages of 6279 for the 2016 season and showed a 17% increase on the previous year's figures.

### 3. Waste Policy

The new office paper recycling scheme is fully implemented in the Civic Centre and working well. All the blue lidded paper recycling bins are being well used which is leading to a reduction in the amount of waste sent for final disposal and increasing the amount of paper which is being recycled.

The Recycling Reward Scheme was launched in November and a winner has been chosen from every ward across Middlesbrough with all the winners receiving £50 shopping vouchers for the Cleveland Centre. Winners were invited to the Town Hall to receive their prize and took full advantage of a tour of the Town Hall facilities. The scheme aims to increase the number of people recycling correctly and is also a "thank you" to everyone who participates in the blue lidded kerbside recycling service. The scheme will continue in the New Year with all areas again being covered.

#### **4. St Bede's Chapel**

Phase 1 of the 2 – phase programme to improve the appearance of St Bede's Chapel was completed on 17<sup>th</sup> December. Several very positive responses have been received including the following from a delighted funeral director from Stockton,

“Apart from the huge difference the grounds have made, I would like to express my delight in the refurb of St Bede's Chapel. It looks amazing! The upholstery, curtains and the new lights just make such a huge difference.”

#### **5. Dementia Friendly Middlesbrough**

The donation of £4000 that the service made to Dementia Friendly Middlesbrough last month has enabled the charity to extend its education work and as a result, all Bereavement Services staff have now been trained in Dementia awareness by the charity

#### **6. Volunteer Groups in Middlesbrough Cemeteries**

The work of Friends of Linthorpe Cemetery has been widely recognised in enhancing and promoting education based on Linthorpe cemetery, and this year the work of volunteers in our cemeteries has expanded significantly with the TS1 group teaming up with the Friends of Thorntree Cemeteries and Middlesbrough Council to plant trees and edge grass sections of Thorntree Cemeteries.

TS1 Tees Valley Community Group Development Officer Gohar Ihsan said, “Everyone who came along thoroughly enjoyed themselves and left with a real sense of achievement - you know they enjoyed themselves from the number wanting to know when the next project will be!”, and “our aim is to get everyone across Middlesbrough motivated to think about, care and support their local areas – in partnership with our local authorities.”

#### **7. Middlesbrough Bus Station Award**

A sense of safety for visitors to Middlesbrough has resulted in the town's bus station becoming the first in the North East to gain national recognition.

The Safer Bus Station Award highlights standards of good practice in security and reassurance for passengers and staff, and also recognises operators' efforts to reduce crime and disorder, as well as fear of crime.

Middlesbrough Bus Stations welcomes up to 30,000 visitors each and every day. An independent survey of passengers found:

##### **During the day**

- 70% of people felt very safe.
- 26% of people felt fairly safe.
- 3% of people felt fairly unsafe.
- 1% of people felt very unsafe.

## On an evening

- 50% of people felt very safe.
- 40% of people felt fairly safe.
- 5% of people felt fairly unsafe.
- 5% of people felt very unsafe.

The Safer Bus Station award scheme is owned by the Association of Chief Police Officers – Secured by Design and is managed by the British Parking Association.

Phil Taylor, the North Eastern Area Manager for the Scheme, said: “You just need to look around the bus station to see the things which make it such a good example.

“The lighting, cleanliness and signage are clear for all their customers to see. The station is always clean and tidy and these together with exemplary management practices ensure it is safe and the management and staff are dedicated to making the Middlesbrough bus station a pleasurable experience for every customer or visitor.”

Cleveland Police Crime Prevention and Architectural Liaison Officer Steve Cranston said: “This is the first bus station in the region to be awarded this accolade and should be seen as a positive initiative in ensuring the on-going safety for residents of, and visitors to, Middlesbrough.”

Accepting the award, Cllr Tracy Harvey, Middlesbrough Council’s Executive Member for Environment, said: “I’d like to say thank you to the staff at the Bus Station who work hard day-in day-out to create a welcoming atmosphere in which people feel safe.

“They do this not for recognition but because they care and so it is doubly pleasing for us all that the Bus Station and their efforts have been recognised in this way.

“We are delighted people feel safe and it is not just about feeling safe from crime and anti-social behaviour, the Bus Station is also a Dementia Friendly site with staff fully trained in dealing with dementia, which is an absolute priority of Middlesbrough Council and Mayor Dave Budd.”