

apse

APSE Northern Forum 2022

Douglas Cohen - Programme Manager

Louise Mitton - Community Capacity and Development Officer

Liverpool City Council



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City Council

Redefining “Community” through the introduction of Communal Bins

APSE Northern Forum 2022

May 2022



Louise Mitton, Community Capacity and Development Officer, Liverpool City Council
Douglas Cohen, Programme Manager, Liverpool Streetscene Services

Presentation Overview



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- Lessons from Liverpool's ambitious alleyway improvement and communal bin programme in changing the community's relationship with waste management.

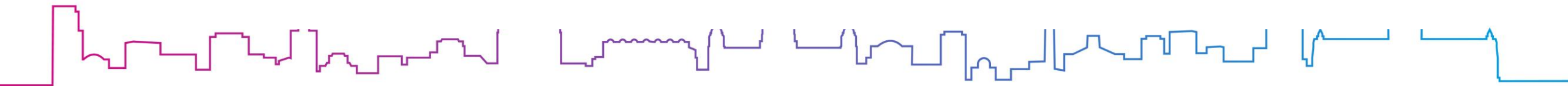


Background / Context



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- Liverpool has approximately 22,700 properties built adjacent to a 4ft (foot) wide alleyway which receive a weekly collection of bagged domestic waste from the rear alleyway.
- In addition to the waste management issues, the physical condition of the many alleyways (primarily 4fts) across the city is poor. Collapsed drains, the erosion of sub soil etc. has led to uneven surfaces and even collapses (including one on refuse worker).
- These circumstances have driven the need to deliver a programme to address the failing alleyway infrastructure and the poor working conditions for refuse workers in 4ft. alleyways.



Liverpool's Waste Management Journey



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After



Transition



Before

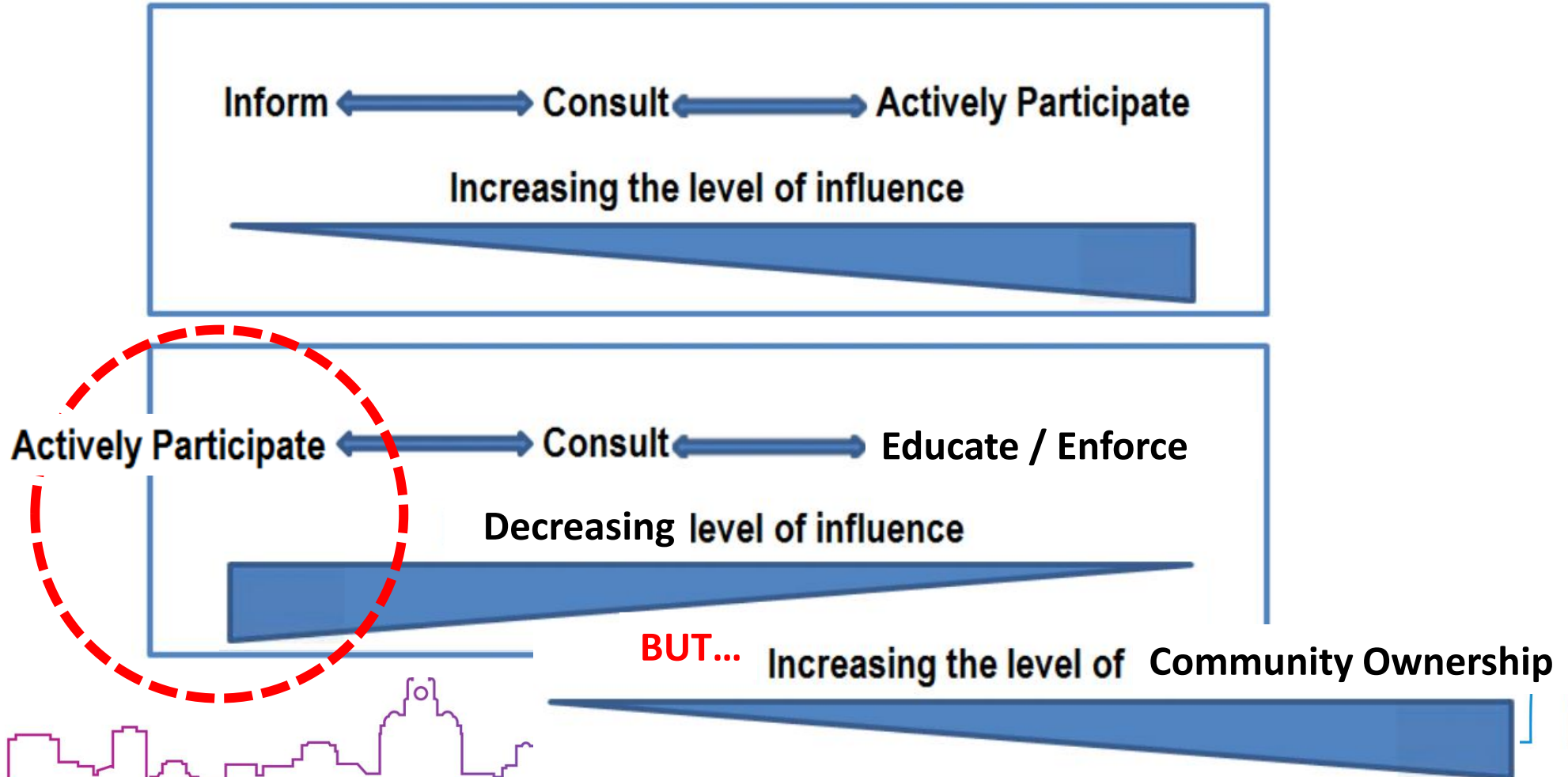


Community Engagement Model

Tweaking the theory*



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*https://douglas.qld.gov.au/download/community_engagement/Our%20approach%20to%20Community%20Engagement.pdf



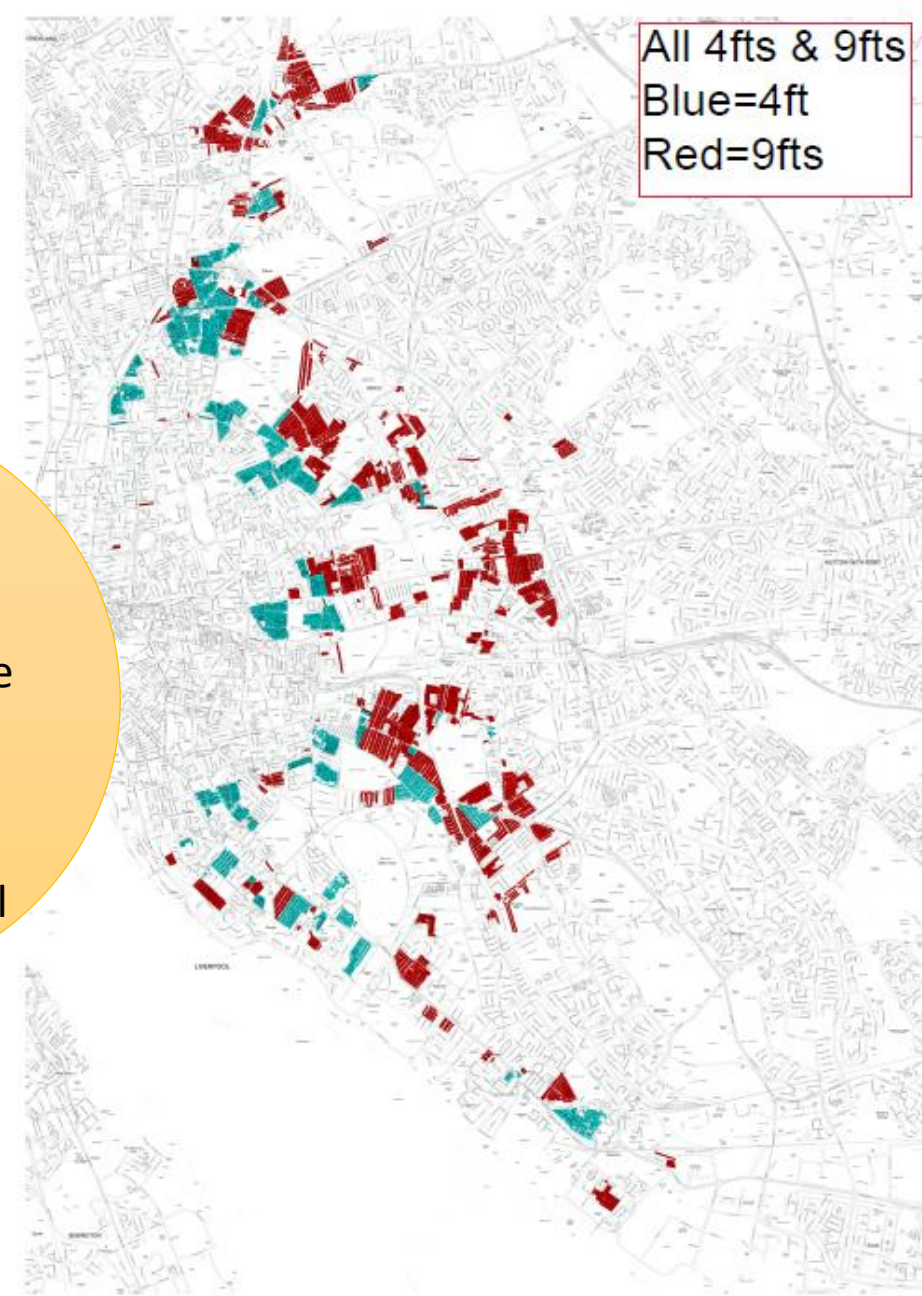
Balancing common ground rules with customising the message

- Programme Objectives / Benefits
 - To improve the local environment for all residents by removing the storage of waste from alleyways
 - **To enable improved resident access to the alleyway and their homes,**
 - **To address residents' concerns of rats, flies and smells from the alleyways,**
 - To provide a safe working environment for collection and cleaning crews.
 - **To increase the City's recycling performance**
 - To develop an efficient, effective, sustainable and scalable waste collection service for properties adjacent to 4ft alleyways

Local knowledge and priorities

Understanding the community and the context

No one size fits all





Taylor

general waste

general waste

NO PLASTIC BAGS

NO PLASTIC BAGS

Importance of partnerships both within the community and the Council



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News Liverpool News

Meet the 'Angels of Anfield' volunteering to clean up rubbish, dead rats and their neighbours' dog mess

The real life pied pipers are ridding the streets of rubbish and rodents

SHARE



By **Faye Brown** Local Democracy Reporter

05:00, 11 FEB 2019 | UPDATED 08:17, 11 FEB 2019

So far 50 local residents have been involved in the ambitious project with more than 250-hours of their collective time donated since it started.



Weekly clean ups leave Anfield alleyways looking spic and span

WARD NAME	
Site Inspection and Mapping	20d
Draft Maps and ID Sites	14d
Share Maps with Members	5d
Members Sign Off	1d
Programme Sign Off	1d
Traffic Management	30d
Emergency Order / TTRO Request Submitted	15d
Emergency Order / TTRO Request In-place	1d
One-way Request Submitted	
One-way Request Approved	
Communal Bins	86d
Order New Bins	1d
Receive New Bins	1d
Existing Bins Available	1d
Project Communication	22d
Resident Communication	22d
Preparation of Letter 1	10d
Delivery of Letter 1	3d
Trailer Engagement for Residents (on site)	3d
End date for consultation Letter 1	1d
Consultation Feedback to Members	5d
LSSL Communication	7d
Street Cleansing Informed	1d
Pest Control Informed	1d
Briefing / Comms to all Project Teams	1d
Implementation	36d
Delivery of Letter 2	1d
Street Cleansing Area Polish	15d
Baiting Begins	5d
Final Collection (pre-installation)	1d
Bin Installation	5d
Reusable Bag and Recycling Letter Delivery with Resident Q&A	5d
Communal Collection To Start	1d
Remove Any Wheelie Bins	5d
Baiting Impact Review	1d

4-6 week period

The best referrals come from other residents

Self policing

Team effort required across services



THE ALLEYWAY
PROGRAMME

CHRISTMAS PARADE

COMING TO A STREET NEAR
YOU



KENSINGTON

ON THURSDAY 9TH DECEMBER FROM
5:15PM WE WILL BE VISITING:

MOLYNEUX ROAD
HALSBURY ROAD
ESHER ROAD
HANNAN ROAD
HAWKINS STREET
GRANTHAM STREET
PRESCOT ROAD
SHEIL ROAD
HOLT ROAD
NEEDHAM ROAD
CHISWELL STREET
CAMERON STREET
ODSEY STREET
REDGRAVE STREET
DIAL STREET

GANNOCK STREET
FROST STREET
TOFT STREET
STAMFORD STREET
WRENBURY STREET
CLIFF STREET
DELL STREET
GILEAD STREET
COTSWOLD STREET
FELL STREET
LING STREET
BRAE STREET
WEDGEWOOD STREET

Ways of planting the seeds of building community ownership and trust



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- Using carrots and sticks
- Listen and be open to changes
- Take ownership of wider issues





**Alleyway
CLOSED
due to
reconstruction**

liverpool.gov.uk



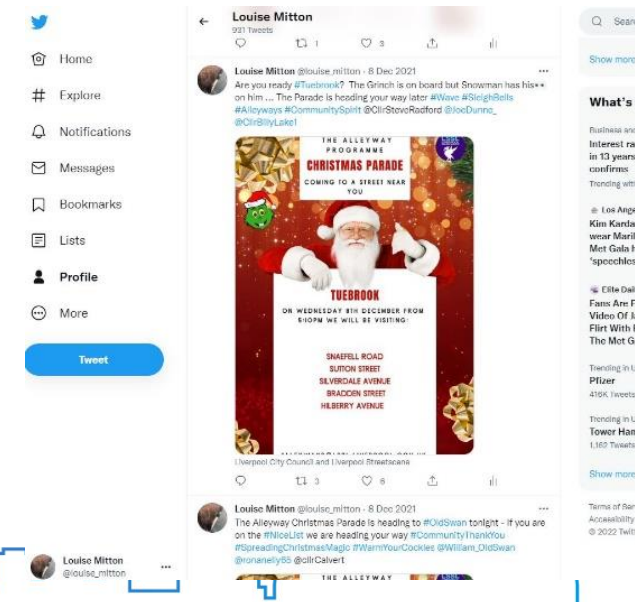
The promise and pitfalls of using social media

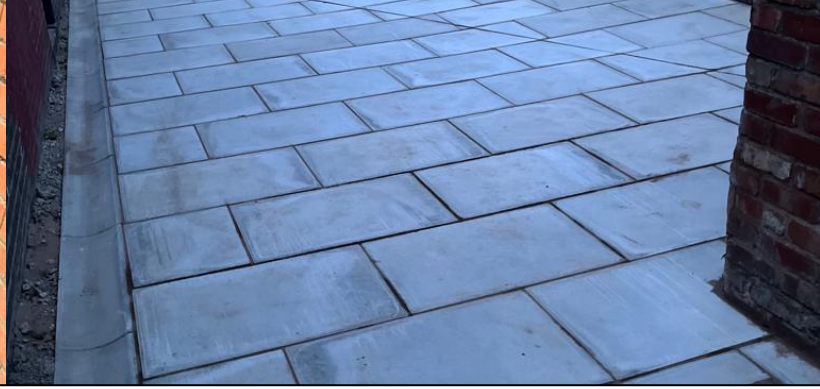
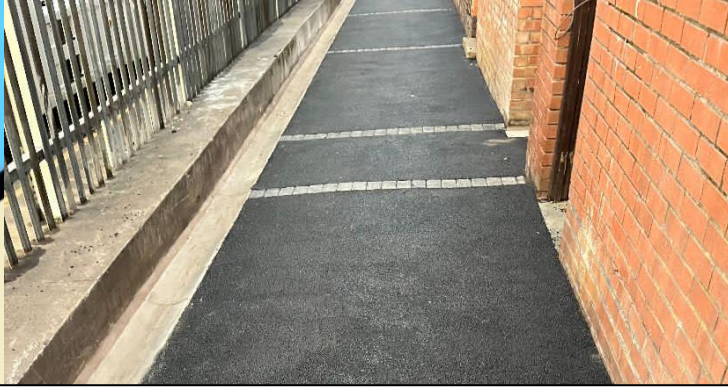


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Nowhere to hide
24/7
Celebrating change





News ▶ Liverpool News ▶ Joe Anderson

Alleyway blitz will be Liverpool's biggest since VICTORIAN times

Council signed off major plan today aimed at dealing with rats and mess problems across city



When and how do you know you have done a good job?

- [Alleyway Programme](#)



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The condition of the Alleyway, which used to be full with litter and fly tipping are generally clear. Due to this pest control is easier.

60% of residents said installation of recycling communal bins had changed their recycling habits

There a lot less rats now the bins are here

Alleyways spotless, just moved into area

“The Euro bins in Oceanic and Ronald and Herrick are proving a great success, so well done everyone”

Listening
Cant please everyone all the time
Learn (improve) by doing

News > Liverpool News > Liverpool Council

More Liverpool alleyways to be overhauled to target rats and rubbish

The program has been extremely popular in areas where work has already taken place

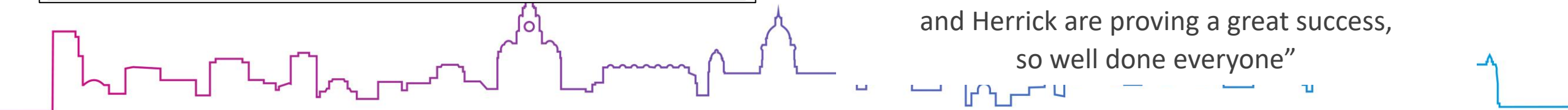
SHARE 10 COMMENTS By **Nick Tyrrell** Magistrates court reporter 15:46, 14 DEC 2020 NEWS

News > Liverpool News > Liverpool Council

Next phase of alleyway overhaul approved by Liverpool Council

The state of some alleyways has caused residents issues for years

SHARE 6 COMMENTS By **Nick Tyrrell** Magistrates court reporter 16:36, 18 DEC 2020 NEWS





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Civils



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THE

A



TEAM

