

Reliance Street HWRC upgrade

recycling and recovery UK

Statement of Community Involvement

SUEZ recycling and recovery UK, in partnership with Greater Manchester Combined Authority (GMCA), set out to deliver public engagement to establish feedback from the local community ahead of preparing a planning application to upgrade the existing Household Waste Recycling Centre (HWRC) at Reliance Street. The programme was developed to raise awareness amongst the community and to give the opportunity to make comments and ask questions.

This Statement of Community Involvement (SCI) sets out:

- How SUEZ in partnership with GMCA has engaged with the local community around Reliance Street as it developed its proposals;
- The various communication channels available as part of the engagement process;
- The feedback received during the engagement process and our response to this up until the time that this document is submitted; and
- Details of all engagement activities and materials available

It should be noted that this document has been prepared to illustrate the engagement conducted during the pre-application period. Our teams will continue to engage the local community in relation to the proposals as they move through the planning process and thereafter.

The SCI is one of a suite of documents that has been submitted in support of this planning application. A detailed description of the proposal is provided within the Planning Statement and so it is not repeated here. However, in order that the SCI can be read in isolation, a brief outline of the proposals is provided below.

The main elements of the application to upgrade the existing HWRC at Reliance Street are:

- An improved layout which will allow easier access to the operational areas.
- Provision of additional recycling containers – both the replacement of current 'over the wall' process for certain materials to containers, and an additional container for reusable items
- A Renew shop which sells pre-loved household items at affordable prices. This will be the fourth facility of this type in Greater Manchester with all of the money going back to good causes in Greater Manchester.

The engagement process

Scope

The engagement activities focussed on the areas located closest to the site, as well as site users. An area encompassing 3000 households within 1.5 mile radius of the site (Appendix A) was identified for a mail drop of invitation letters to the drop in sessions in the local community library, with the aim of engaging with those nearest to the site who may be impacted by its operations. A range of sessions over a two week period, including evening and weekends, were offered alongside virtual drop in sessions and an additional session at the library to attend their weekly coffee morning. 500 leaflets were also given out on site to site users in the run up to the drop in sessions with the aim of engaging with those who use the site and may live further afield.

Communication channels

An email address has been set up for questions and feedback which will remain open and promoted throughout the process including the works should the planning application be successful.

This is reliancehwrcupgrade.uk@suez.com with two emails with feedback received during the engagement process so far. Hard copy feedback forms were also available at the drop in sessions.

Community Engagement Process

The pre-application engagement process consisted of the following:

Planning	We wanted to ensure that any drop in sessions were accessible and so chose to offer both in person and virtual drop in sessions over a two week period, including different times of the day. These are detailed in the table below. We also chose Newton Heath library as the location as it is a vibrant community hub with regular sessions for residents that are well attended. With the understanding that residents have experienced disruption from the wider site recently with construction on the MTR facility, we also chose to give this full picture when presenting and so our presentation slides cover the whole site in its various phases.
Notification	There is an established Community Liaison Group for Reliance Street consisting of local residents, the ward councillors and members of Manchester City Council. The group has operated via email correspondence for a number of years. We sent out early notification of the plans to the CLG on the 25th March, followed by the leaflet advertising the drop in events on the 16th May. The leaflet was also posted to 3000 households within a 1.5mile radius of the site the week of 16th May. The locations and a copy of the leaflet are in Appendix 1. The leaflet was also given out to 500 site users during the week of 23rd May and to local businesses along Reliance Street.

	The drop in sessions were advertised in Newton Heath library as well as on social media via the Recycle for Greater Manchester pages. A care home has also been identified local to the site. The site management have made contact with this home to establish communication channels and ensure that they are aware of the proposals. This will continue throughout the process.																																
Engagement	Drop in sessions, both in person and online, were offered over a two week period: <table><tr><th>Date</th><th>Mon 6th June</th><th>Tue 7th</th><th>Wed 8th</th><th>Thu 9th</th><th>Fri 10th</th><th>Sat 11th</th><th>Sun 12th</th></tr><tr><th>Event</th><td>3-6pm library</td><td>None</td><td>2-5 library</td><td>10-11am & 5-6pm virtual</td><td>2-3pm virtual</td><td>10am-1pm library</td><td>None</td></tr></table> <table><tr><th>Date</th><th>Mon 13th June</th><th>Tue 14th</th><th>Wed 15th</th><th>Thu 16th</th><th>Fri 17th</th><th>Sat 18th</th><th>Sun 19th</th></tr><tr><th>Event</th><td>None</td><td>2-5pm library</td><td>None</td><td>1-2pm & 5-6pm virtual</td><td>11am-2pm library</td><td>10-11am virtual</td><td>None</td></tr></table> During these sessions, we offered a presentation to talk through the proposals alongside boards displaying the new proposed site layout and CGIs of the proposed site. These are detailed in Appendix 2. Representatives from both GMCA and SUEZ were in attendance at each session to answer any questions and make a note of any feedback. Comments forms were also provided for anybody who wanted to write their own feedback, these can be found in Appendix 3.	Date	Mon 6 th June	Tue 7 th	Wed 8 th	Thu 9 th	Fri 10 th	Sat 11 th	Sun 12 th	Event	3-6pm library	None	2-5 library	10-11am & 5-6pm virtual	2-3pm virtual	10am-1pm library	None	Date	Mon 13th June	Tue 14 th	Wed 15 th	Thu 16 th	Fri 17 th	Sat 18 th	Sun 19 th	Event	None	2-5pm library	None	1-2pm & 5-6pm virtual	11am-2pm library	10-11am virtual	None
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	The session on the 18th June also took place in the library to include attendance at a coffee morning with local residents following feedback during the earlier engagement. Following feedback from the ward councillors during the engagement, we also had a meeting with the Executive Member for Manchester City Council with all local councillors invited to discuss the plans and feedback with them on the 27th June. Their feedback is also detailed below. We spoke to around 20 people throughout including residents at the coffee morning, and received two emails from residents to the email address. Everybody discussed their views directly rather than completing the feedback form.
Analysis	We have summarised the feedback from the drop in sessions in the section below, responding to each comment directly.

Feedback and our response

Gathering feedback

Anecdotal feedback was gathered by the team during the sessions, alongside two emails which fell in line with comments received during the sessions. These are detailed below.

Summary of feedback and SUEZ's response

The feedback received is transcribed in the table below together our response:

Feedback	Our response
General feedback from everybody spoken to regarding the proposed new layout were very positive. Feedback primarily lay with the process for during the closure and the impact from construction on nearby residents.	Detailed below.

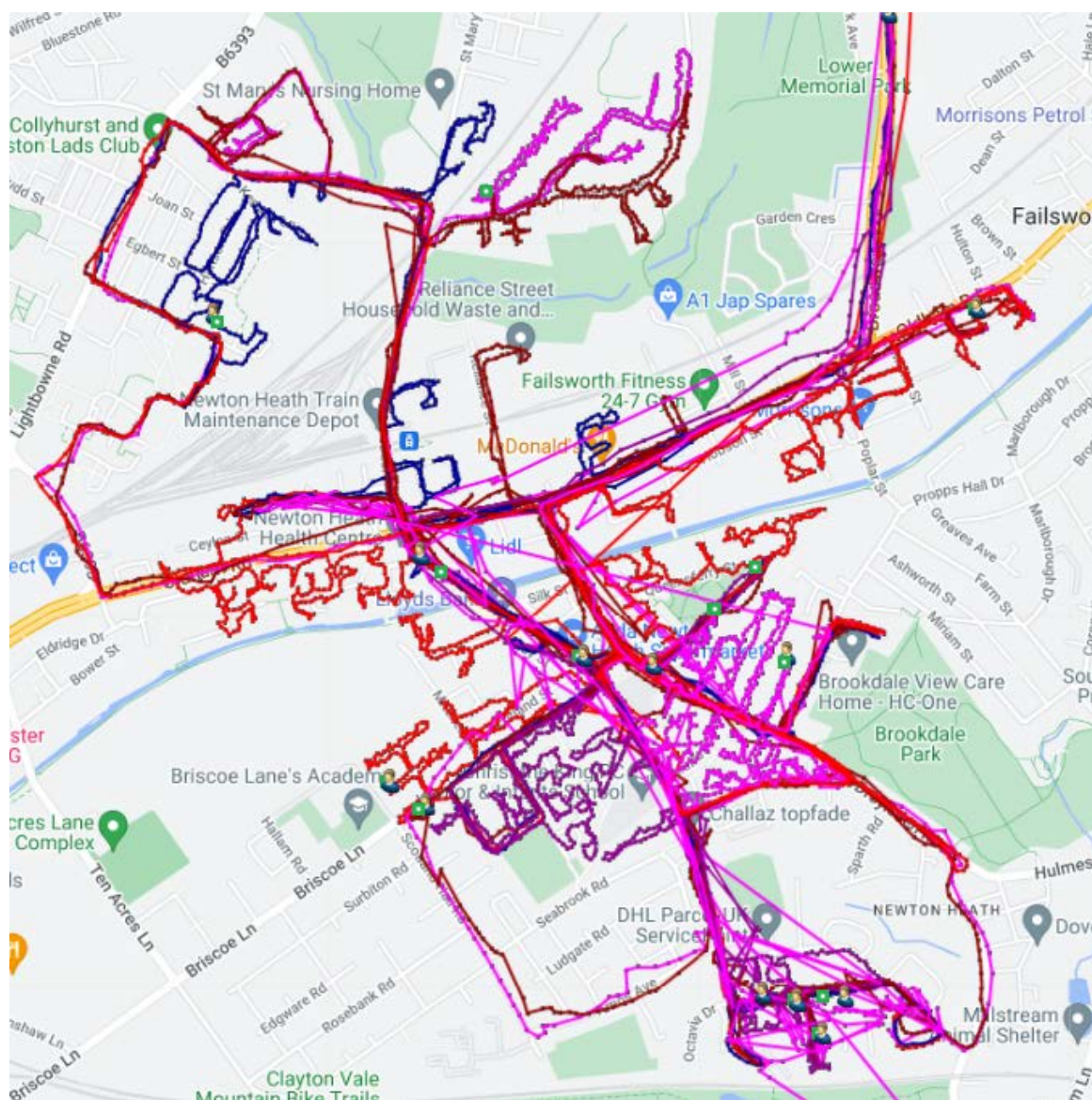
Concerns around the site potentially closing 12 months – This was raised by both councillors and residents with the primary concern being that proper notification is given in advance to give residents time to dispose of their waste and to understand the alternatives for during the closure. Councillor Flanagan was also concerned around traffic in the area for people being redirected during the closure and Councillor Hitchen requested a temporary solution for during the closure. Councillor Igbon, Executive Member, requested that we work with the neighbourhood and housing teams to raise awareness of the closure at the appropriate point. Both residents and councillors wanted to ensure open communication during the closure with a contact number for residents.	• A substantial communications plan will be developed and shared with local councillors to ensure advanced awareness of the site closure and alternatives, as well as involvement with the local neighbourhood and housing teams. This will be done at the earliest opportunity should planning be approved. • Contact details for during the closure will be provided so that residents have access to somebody from the site to raise concerns with. • We will continue to avoid heavily used highways during the closure of the HWRC, and redirection signage for residents will aim to reduce the build up of traffic on alternative routes.” • A temporary solution on site is not feasible during construction works. The offer would be extremely limited and would raise Health and Safety concerns for residents accessing a site with construction works and traffic.
Concerns were raised around the impact for local residents during the closure relating to hours of construction, noise and light pollution.	• We understand that any construction works can cause disturbance to local neighbours. • We intend to ensure open communication throughout to address any concerns. • We will also be requiring barrier hoarding around the construction site to minimise the noise and light disturbance as much as possible. • The hours of construction will be set following the planning condition and will take the local residents and care home into consideration as part of this.

Concerns were raised around flytipping in the local area and concerns that this will increase during the site closure.	- Flytipping outside of the site is monitored by SUEZ and reported. SUEZ operatives also litter pick Reliance Street and ensure that the site is maintained – this will continue during the closure. - Flytipping in the local area is the responsibility of Manchester City Council. However, Recycle for Greater Manchester will work with Manchester City Council and Keep Britain Tidy to campaign around flytipping in the local area.
What are the nearest alternative sites during the closure and will there be an impact on them with increased traffic?	- Ash Road (Droylsden), Arkwright Street (Oldham) and Springvale (Middleton) are the nearest alternative recycling centres. Ash Road being the nearest at less than 3 miles (10 minutes) from Reliance Street. - Staff from Reliance Street will be dispersed to these alternative sites during the closure to help manage traffic and all recycling centres are open 7 days a week.
Concerns were raised about rodents being disturbed by construction work and the impact on nearby residents	- There are established rodent procedures on site, although these do not tend to house around the recycling centre itself. - The construction site will also have barrier hoarding to help to shield local residents from noise and light as much as possible.
Proposal for a reuse shop – All resident feedback to this were very positive. One resident said that there was previously a second-hand bike shop locally which had closed so welcomed this. Councillor Hitchen feedback that we should price according to the local area and ensure those most in need have access to items.	- This will be the fourth shop across the recycling centres, with the other three all being very positively received in their local communities. - The shops sell preloved items at affordable prices – with all electrical items PAT tested and refurbished where needed, and all bikes being tested by qualified bike mechanics. - The money raised in the shops goes back to the local community via annual donations of £100,000 to the Greater Manchester Mayor's Charity and £220,000 to the Recycle for Greater Manchester Community Fund. - We also work with housing providers and charities directly, offering items free of charge for those most in need and will happily continue to do this with the Manchester providers.
A number of residents asked about pedestrian access – both to the recycling centre itself and to the reuse shop.	Recycling centre – Pedestrian access to the recycling centres is not compatible with Health and Safety for site users. This particular facility is on an industrial estate with no footpath directly to the entrance, meaning that residents would need to cross traffic including operational vehicles.

	– However, residents are able to access the site by bike. • Reuse shop – Pedestrian access to the reuse shop is not currently planned, however it is something that we will explore following feedback as it would not require access via the main entrance to the site.
One resident suggested that this will not solve queuing on site because of the layout being two lanes as you go in and then one lane on the busiest side with the containers and asked whether it could be moved so that one lane is by the cages going into two by the containers to allow for traffic to exit without waiting for cars to park up	• The site has been designed with two lanes on the entrance containers to alleviate traffic on Reliance Street and back on to Oldham Road. • The parking bays on the main containers have been designed in a parallel parking format to ensure that cars aren't reversing for both Health and Safety and operational reasons to alleviate any build up of traffic waiting to exit site. • Site staff will manage this to ensure that traffic flows on the site.

Appendix 1: Distribution Area and Invitation letter

3000 households in a 1.5mile radius of the site



Copy of leaflet posted in the letter drop, handed out to 500 site users, advertised in Newton Heath library, and promoted on social media

Reliance Street recycling centre upgrade

**We are planning an upgrade
to your local recycling centre
and want to hear your thoughts!**



Come along to see us at **Newton Heath library,
Old Church Street, Newton Heath, M40 2JB.**

We'll be there to show you the plans, listen to what you think
and answer any questions you may have.

- ▶ **Monday 06 June 2022**
3pm to 6pm
- ▶ **Tuesday 14 June 2022**
2pm to 5pm
- ▶ **Wednesday 08 June 2022**
2pm to 5pm
- ▶ **Friday 17 June 2022**
11am to 2pm
- ▶ **Saturday 11 June 2022**
10am to 1pm

If you would prefer to join us online, we'll also
be running presentations with the opportunity to
ask questions and share your thoughts.

- ▶ **Thursday 09 June 2022**
10am to 11am
- ▶ **Thursday 16 June 2022**
1pm to 2pm
- ▶ **Thursday 09 June 2022**
5pm to 6pm
- ▶ **Thursday 16 June 2022**
5pm to 6pm
- ▶ **Friday 10 June 2022**
2pm to 3pm
- ▶ **Saturday 18 June 2022**
10am to 11am



scan for link

Sign up for one of our
virtual sessions online

recycleforgreatermanchester.com/reliance-street



Appendix 2: Drop-in Session PowerPoint and photos from two sessions



1



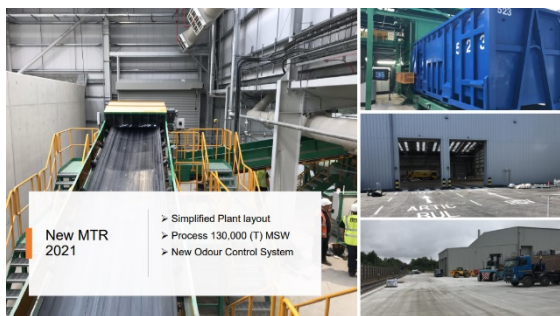
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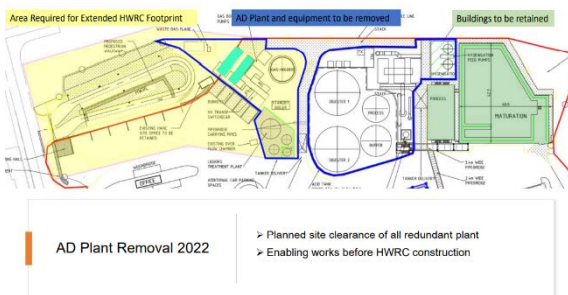
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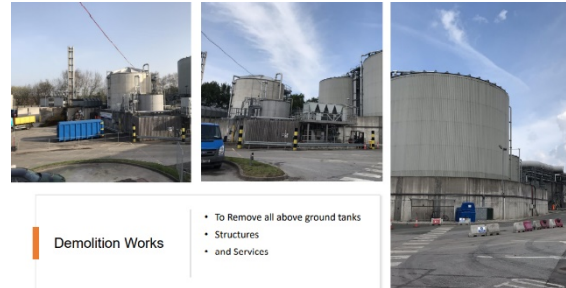
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Recycle for Greater Manchester

June 8 at 11:00 AM · 🌐

Reliance Street Recycling Centre is getting an upgrade. We're holding public consultations 6th-18th June, online and in-person at Newton Heath library.

Come see the plans and share your thoughts.

Find out more at <https://recycleforgreatermanchester.com/reliance-street>



Copy of facebook post showing set up during engagement sessions.



Photo from another drop in session attended by local Councillor.

Appendix 3: Comments form



We consider the involvement of the local community to be an essential and important part of the planning process.

We will carefully consider all feedback regarding the proposed upgrade to the Reliance Street recycling centre before we make a planning application to Manchester City council.

Please provide your feedback below or email us at reliancehwrupgrade.uk@suez.com

Postcode (optional):

Name (optional):

Address (optional):

Email (optional):

Your name and address is optional but is requested to support your comments. Copies of the responses may be made available, in due course.

We will, however, request that your personal details are not placed on the public record.

Your personal details are held securely by SUEZ and will not be passed to any additional third party.