

Muswell Hill, Alexandra, Fortis Green and Highgate Area Forum

Environment Contract – Veolia

Veolia Environmental Services took over responsibility for Haringey Council's Refuse, Recycling and Street Cleansing Services on 17 April 2011.

The intention is to provide a waste management service that exhibits top quartile performance, fulfils Haringey's ambition of increasing recycling and reducing carbon emissions and provides environmentally friendly services. We have also introduced a locally based service for street cleansing. The Borough has been divided up into 8 "Villages" – which map onto the Area Committees, with the exception of the Muswell Hill Area which because of its geographical size has been split into two. Each Village has its own, locally based resources and a Village Manager.

The Veolia Village Manager for both of the Muswell Hill Villages is John Crawley. The Haringey Contract Manager is Jean-Francois Moreau.

The New Service

- On average 2x/week manual sweep for all residential streets
- 6 day sweeping service – Monday to Saturday
- Recycling – Service designed to increase the rate to 40% by 2015
- Introduction of 240lt bins for recycling
- Trade waste recycling
- A Free Bulky Recycling & Reuse Collection Service
- A phased introduction of fortnightly collections on residential streets (excludes estates, main roads and flats above shops) for non recyclable, general waste – starting from the west where recycling rates are highest
- 75% of waste will continue to be picked up weekly as recycling – plastics/paper etc, garden and food waste
- Significant CO2 reductions – 12,000 tonnes equivalent per annum
- Improving Resident Satisfaction - Key performance Indicator

Local Priorities

We are still very early in the contract term, now two months in. Veolia's short term aims, between now and the September's forum will be to:

- Stabilise the service
- Get to understand the local issues
- Start the local engagement process – Area Forums, resident groups, traders and dedicated communications staff who will meet with the public directly to discuss recycling and future service changes
- Develop Local Action Plans e.g. Fly tipping

Medium Term goals over the next 12 months, will be to

- Continue to work with residents to address their concerns
- Develop local targets for performance
- Develop local reporting on performance, responsiveness and cost
- Implement Local Action Plans

In the longer term – 12 months +, once local performance reporting is in place, and we've had the opportunity to review the effectiveness of Local Action Plans, we can start looking at readjusting services where required to reflect local priorities. There are some constraints however in that any proposed changes will still need to be compliant with Council policy, and be affordable within the service's budget.

Veolia Contact Details

For the reporting of all problems – dumped rubbish, missed collections, overflowing bins etc. the fastest and most efficient contact point is the Veolia call centre.

Phone: 020 8885 7700

Email: enquiries.haringey@veolia.co.uk