

Haringey Council

Briefing note

St Ann's and Haringay Area Committee

St Ann's and Haringay Area Forum

Purpose of briefing

To provide a briefing on the changes to waste collection service and learning from phase 1 implementation.

Background

In April 2009 the council started the process of developing a new contract to increase recycling rates, reduce carbon emissions and improve the bin collection services it offers. In order to inform the procurement process of the Waste Management Contract, Haringey undertook consultation on its waste services in the summer of 2009. A questionnaire was distributed in Haringey People which is delivered to every household in the borough. The consultation was also available on Haringey's website. This generated 6,800 responses, and gave the opportunity for residents to comment on any aspect of the council's waste services. The council received the largest ever response to a consultation and the results were given to prospective contractors to consider when developing their bids for new services. Residents wanted us to recycle a greater range of materials, provide larger containers for recycling and provide a free bulky item collection service.

The new contract Haringey Council have with Veolia is set to deliver a 40% recycling rate and a 40% reduction in carbon emissions by 2015.

The changes will be rolled out to all low-rise residential properties across the borough in three phases, commencing in March 2012. The service includes;

- Continuation of the **weekly** collection of all dry recyclables.
- Continuation of the **weekly** collection of all food and garden waste (includes bones).
- A free bulky waste collection service for items that can be reused or recycled- this includes mattresses (new).
- The introduction of a 240 litre wheelie bin (new).
- Free six month supply of compostable food waste bags (new).
- Collection of non-recyclable rubbish fortnightly (new).

Phase one covered part of the west of the borough and the new service was implemented on the 5th March.

The second phase was launched on the 18th June, following a period of engagement with households affected. The areas affected include;

- Remaining streets in Crouch End, Hornsey, Bounds Green, Noel Park and Woodside

- Stroud Green
- Harringay
- West Green
- Bruce Grove
- Parts of St Ann's, White Hart Lane and Tottenham Green

Phase 1- Evaluation and Lessons Learnt

Impact on recycling

The overall target for recycling is 40% by 2015. The roll out has had an impact on recycling in the Phase 1 area, in its early days increasing the dry recycling tonnage in the Phase 1 area, from 260 tonnes to 300 tonnes a week, which represents a 15% increase in recycling tonnage. When translated to the recycling rate, this would represent an increase of just over 2%. Table 1 below compares the amount of co-mingled waste being collected on a weekly basis with the same weeks in 2011 and shows the steep increase at the first week of operating the new service.

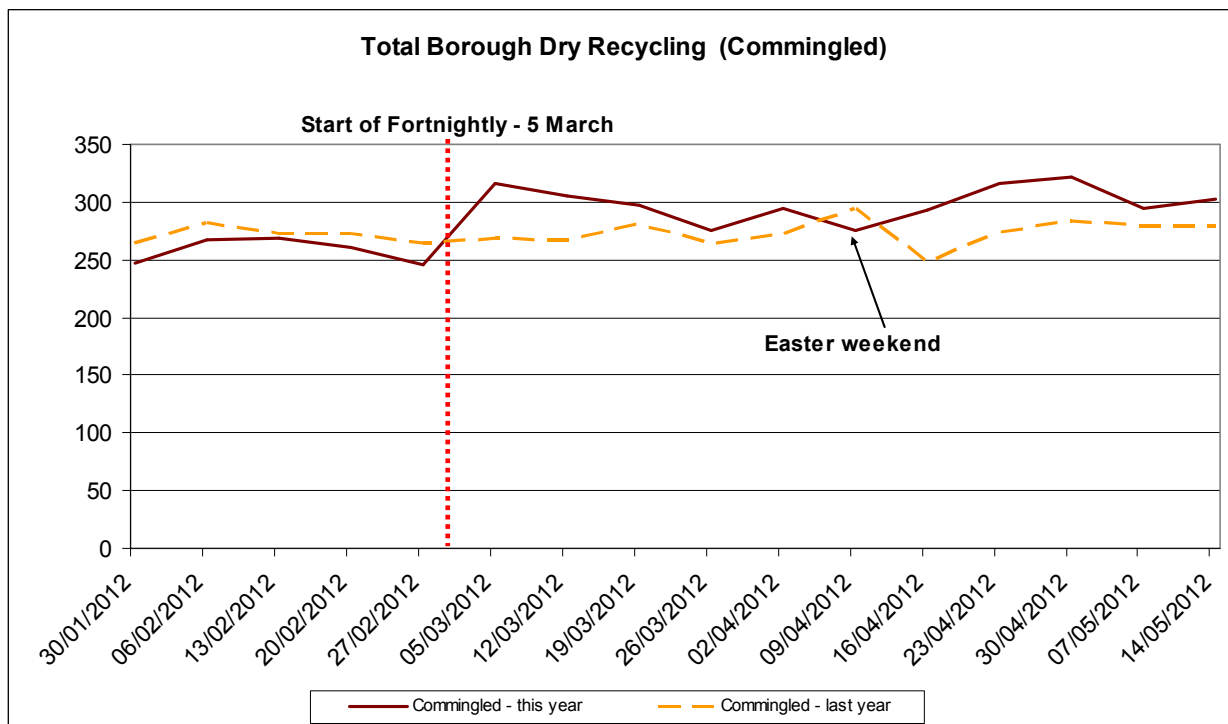


Table 1: Comparison of co-mingled recycling tonnages between last year and this year

Missed Collections

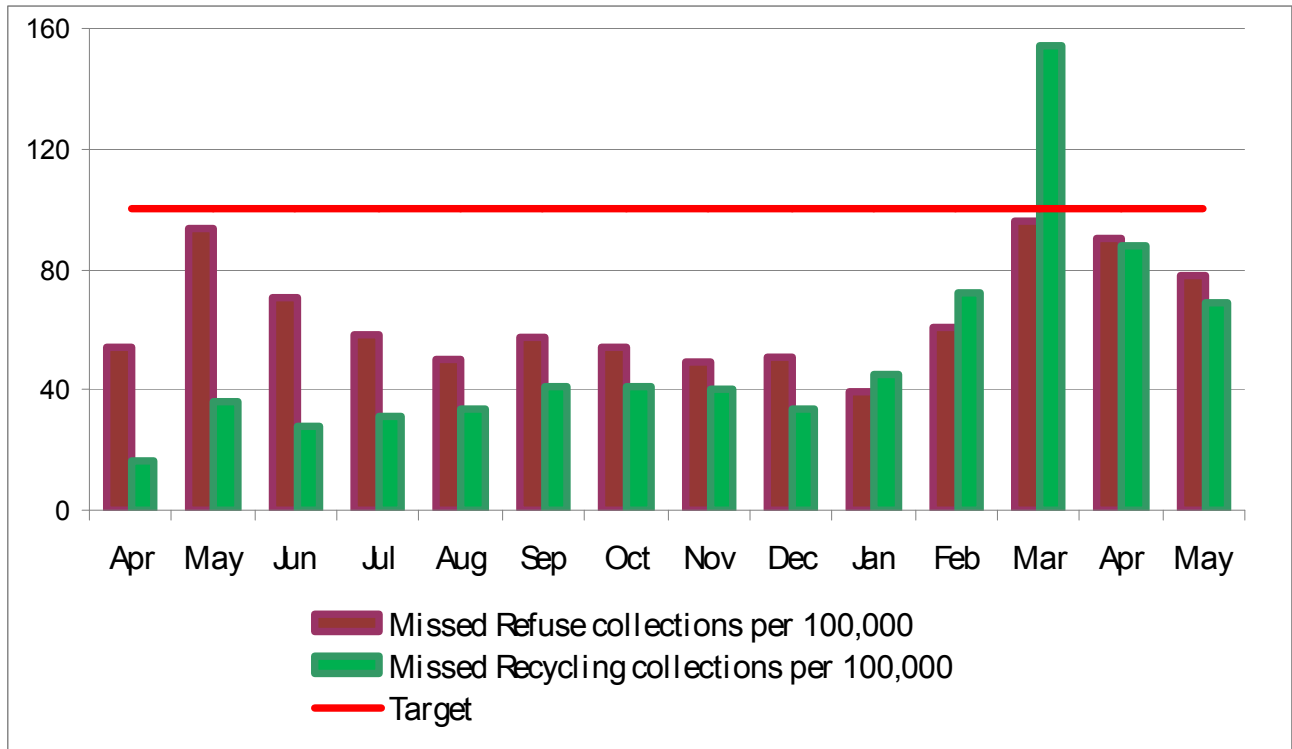


Table 2: Missed Collections

Lessons learnt and measure out in place for phase two

- Double-checking of delivery schedules with crews to ensure all roads are included.
- New service rounds are now issued to crews two weeks in advance.
- Temporary afternoon shift to deal with missed collections.
- If there is a missed collection twice or more then a Veolia supervisor will monitor the road for at least five weeks to identify the cause of the problem and ensure it doesn't re-occur.
- The Neighbourhood Action Teams are also monitoring both the performance of the refuse and recycling collection services.
- Daily report makes it easier to spot problems with missed collection.

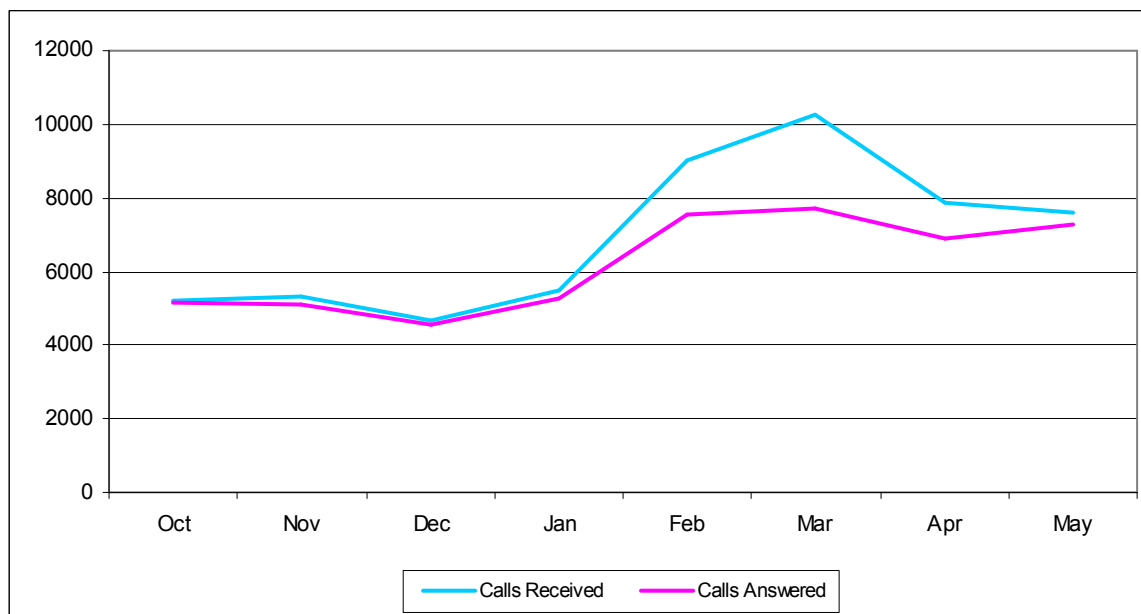


Table 3: Veolia Contact Centre Calls Received and Answered

Lessons learnt and measure out in place for phase two

- Veolia have made changes to their hardware through the provision of additional servers to ensure smooth and faster operation, which should speed up call handling and thus reduce call wait times.
- Veolia have increased staffing levels by 2 in phase 1 and a further 2 for phase 2 (4 extra staff in total).
- A new daily report is prepared which allows Veolia and the Council to see the number of calls to the Call Centre and response rate, requests for containers and the length of time people are waiting as well as missed bin reports from residents. This helps to ensure that issues can be picked up early.
- Veolia staff have been working at weekends to be able to deal with the volume of emails.

Container requests

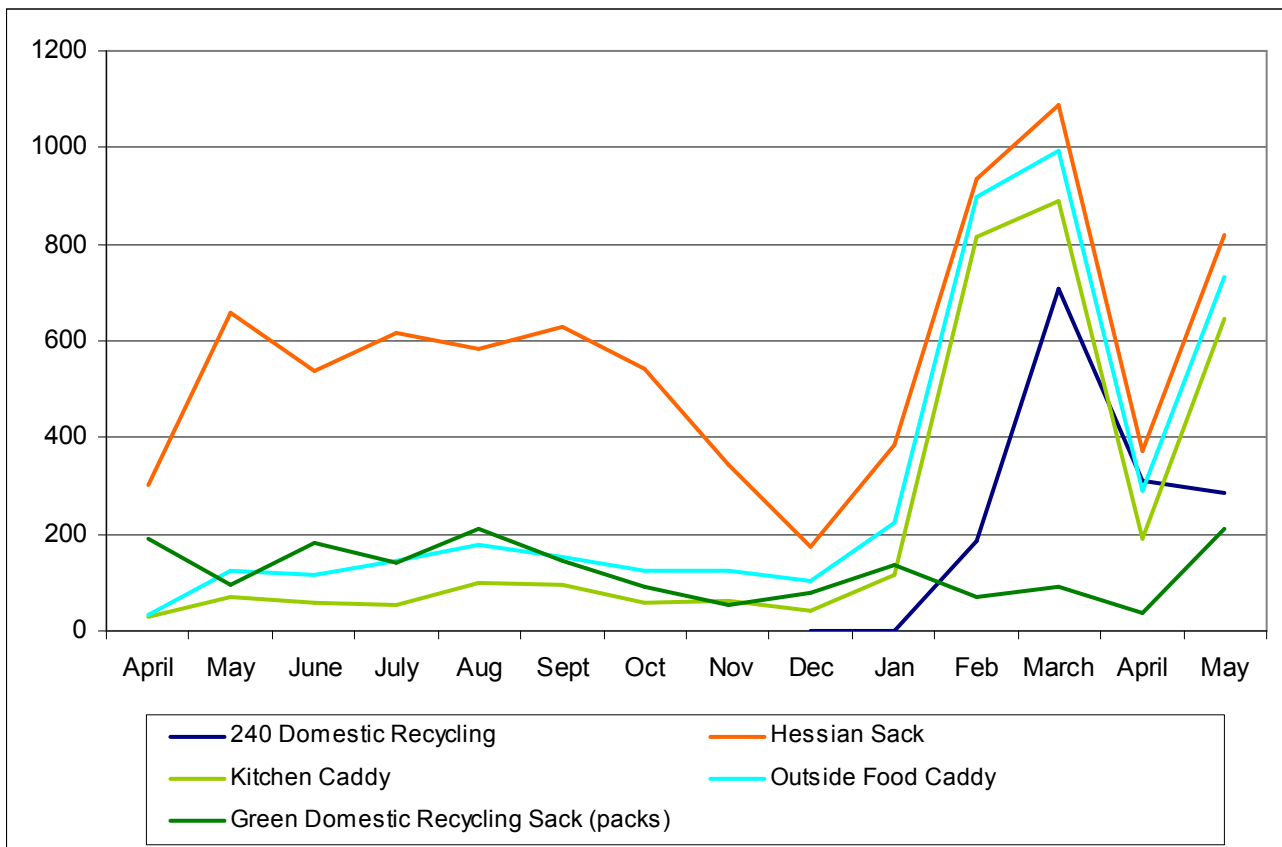


Table 4: Container requests to Veolia Contact Centre

Lessons learnt and measure out in place for phase two

- The appointment of a dedicated container manager and maximum stock level prior to phase 2 roll out to ensure correct deliveries of containers, application of lids and stickers and better planning of delivery schedules.
- Additional vehicles and crews to ensure timely delivery and can make decisions and record alterations during the roll out.
- The recycling sack has been made larger following feedback from residents that they found it too small.
- Residents are now able to collect containers (outdoor food waste bins and kitchen caddies) from the council's Reuse and Recycling Centres at Hornsey and Park View Road.
- Special arrangement with GRA and LCSP- residents can deliver their green recycling boxes to the Community Garden.
- Boxes will be collected from households in a rolling programme later on in the year.

Side waste and overflowing bins

Lessons learnt and measure out in place for phase two

- Identifying those bins that are overflowing as we roll out to identify for the engagement team to visit to encourage greater recycling.
- Identification of overflowing bins is a role for Veolia Village Managers, Street Sweepers and Neighbourhood Action Team Officers.

- NAT officers to take part in rounds to monitor missed collections/performance and properties of side waste.
- Double-checking of the property survey to ensure that there is more accurate identification of appropriate container for the property.
- In preparation for Phase 2 the council and Veolia have developed a specific action plan for houses in multiple occupation with face to face contact for over 8000 households.

Communications and engagement

- Generally the communications were seen to be successful but despite this we have increased our communications plan to include the following:
- Attendance at Area Forums and key stakeholder meeting i.e. resident association meetings.
- HMOs: there is a specific action plan for houses in multiple occupation. Activities include door knocking each HMO and a letter to be sent to all landlords.
- A separate letter has gone to blocks of flats in the Phase 2 area to explain changes from a recycling box collection to a wheelie bin collection and that blocks of flats will retain their weekly residual waste collection.
- Door knocking includes 8,000 households and 400 properties currently receiving a sack collection. The remaining households to be contacted will be those where recycling or where a smaller bin has been requested.
- Additional Council Officers have been trained to be able to deal with complaints to the Council.
- Letter is being sent to all community organisations and faith groups.
- Targeted engagement with certain locations i.e. Milton Avenue, N6.
- The letter to residents included the leaflet title, 'Changes to the waste collection services,' in several languages.
- Information and frequently asked questions on the council website.
- Ongoing engagement.

Further information about the changes and frequently asked questions can be found on the council's website: <http://www.haringey.gov.uk/changes>