



Haringey Council

Environment and Housing Scrutiny Panel

THURSDAY, 21ST MARCH, 2013 at 18:30 HRS - CIVIC CENTRE, HIGH ROAD, WOOD GREEN, N22 8LE.

MEMBERS: Councillors Alexander, Bloch, Gibson, McNamara (Chair) and Stanton

AGENDA

7. STRATEGIC PARKING ISSUES AHEAD OF THE TOTTENHAM HOTSPUR REDEVELOPMENT (PAGES 1 - 26)

1) Report back from Phillip Lane walkabout – update on costs, funding sources and implementation.

(Parking Service)

2) Report back from panel visit to Tottenham Hotspur Match-day 9th February 2013

- Unregulated off street parking (pop up parking)
- Blue Badge Scheme
- Council operated car parks

(Scrutiny)

8. WASTE AND RECYCLING (PAGES 27 - 30)

1) Progress report on the implementation of recommendations arising from the interim report on the roll-out of the new waste and recycling service:

- Update on recommendations
- Update on case studies
- Complaints audit (attached)

(Single Front Line)

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Wednesday, 20 March 2013



| | |
|-----------------------------|---|
| Briefing for: | Environment & Housing Scrutiny Panel, 21 March 2013 |
| Title: | Philip Lane Walkabout |
| Purpose of briefing: | To provide information on the range of issues identified during the Philip Lane Walkabout and implications arising. |
| Lead Officer(s): | Ann Cunningham, Head of Traffic Management |

1. Introduction

- 1.1. The following report outlines the issues / problems identified during a walkabout in Philip Lane, which was attended by officers from the Traffic Management, Neighbourhood Services and Ward Councillors. Those issues ranged from general maintenance of the existing infrastructure, to design and enforcement issues.
- 1.2. Philip Lane is a classified road, serving as a route for a number of buses travelling between Tottenham High Rd / Seven Sisters to St Ann's Rd and West Green Road towards Wood Green High Road. It experiences high level of traffic at particular times of day. Traffic levels have increased since the implementation of the traffic scheme implemented in May 2006 in the Bruce Grove area. This will at times result in high levels of congestion. Appendix A - sets of the issues identified and potential solutions.
- 1.3. A number of the maintenance issues highlighted will be addressed as part of our maintenance schedule. Officers have also committed to trialling additional footway enforcement, especially at locations where vehicles are crossing the pavements to access parking on private property.

2. Financial Implications

- 2.1. The total costs of the solutions identified are £46 651.00 if addressed as individual projects. These costs could be reduced by £25k if programmed as a complete scheme. This reduction relates to the consultation and legal order aspects of the work. The breakdown of those costs is available in Appendix B.
- 2.2. The cost of those works needs to be weighted up against the budget available and prioritised against other essential works that may need to be carried out elsewhere in the borough. This budget is set for 2013/2014 and is £60K for Parking infrastructure maintenance and £550k for reactive maintenance (which is proportionate use from the planned carriageway and footway maintenance additional investment).

Appendix A – Identified issues and recommended solutions

Appendix B – Estimated cost

Appendix C – Time frames

Location 1:

- Philip Lane Outside school entrance, existing single yellow lines operate Mon- Sat. 8:30 am – 6 pm.
- Obstructive parking identified



Possible Solutions: introduction of loading restriction Mon- Sat, 8:30 am – 6 pm to mitigate waiting in this location.

Location 2:

- New raised table at same level of footway encourages drivers to park on footpath.
- This design could causes problems during wet periods as storm water could run onto the footpath.



Possible Solutions:

- Implement parking bay to prevent footway parking.

- Subsequence investigations indicated that flooding is not an issue at this location, there may be issues of surface water during extreme inclement weather, but this is not at a level which requires intervention.

Location 3: Opposite 243 Philip Lane.

Double yellow lines required on the northern side of the carriageway adjacent to the refuse.



Possible Solutions:

- Extend double yellow lines from the junction of Keston Road to a point 5 metres east of the refuse.
- Add at any time loading restriction (double kerb marking) to the existing restriction on the southern side of Philip Lane and to the proposed double yellow lines on the northern side.
- Add at any time restriction to existing double yellow lines on the junction of Keston Road and Bourn Avenue.
- Hatching and centre line needs remarking.

Location 4: Philip lane from its junction of Mansfield Avenue eastwards toward the junction of Downhills Park Road.



Possible Solutions:

- Waiting and loading restriction required alternative side to facilitate the free flow of traffic.
- Centre line needs remarking.

Location 5: Approach to junction of Downhills Park Road



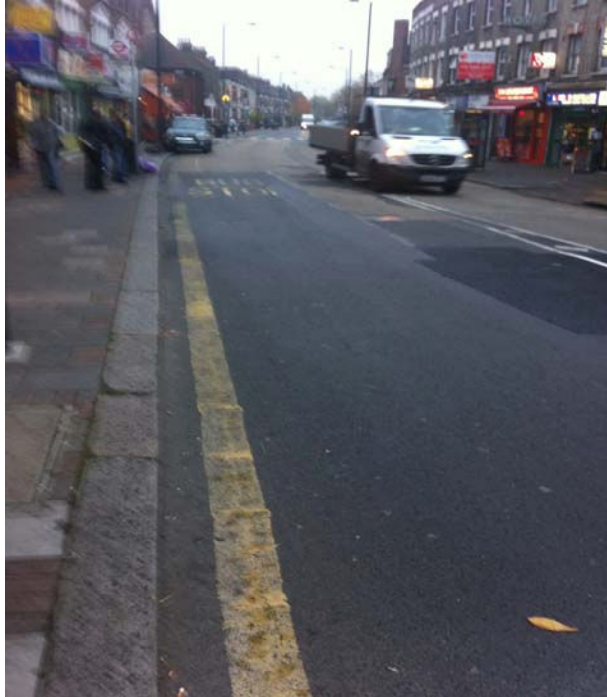
Possible Solutions:

- General maintenance of all restriction at this location.
- Waiting and Loading Restriction on the junction of Downhills Park Road need to prevent loading at any time.
- Loading restriction on the northern side need remarking/maintenance
- All signage needs to be checked and reinstalled where necessary.

Location 6: Crossing facility on Downhills Park Road



Location 7: Bus stop outside 270 Philip Lane



Possible Solutions: Bus stop badly faded, needs remarking.

Location 8: outside and opposite 264 Philip Lane

- Pay and Display parking operate Mon-Sat, 8 am – 6:30 pm north and south side of Philip lane.
- Concerns were raised with the footway parking on the northern side of Philip lane due to construction of footway.
- Observation: P&D parking on the southern side could be relocated to Summerhill Road within an existing lay-bye, to assist in the free flow of traffic.
- Concerns raised with existing footway parking.



Lay-bye Summerhill Rd



Possible Solutions:

Options 1

- Waiting and Loading restriction on Philip Lane within the P&D bays could be implemented during peak traffic flow to reduce traffic congestion.

Option 2

- Footway parking relocated to carriageway on northern side.
- P&D on southern side relocated to lay-bye on Summerhill Road, location above.
- All restrictions need to be remarked.

Location 9: Pay & Display parking on Colmell Road.



Action: remove waste bin from parking bay, this is an ongoing issue. Street Enforcement to take action.

Location 10:

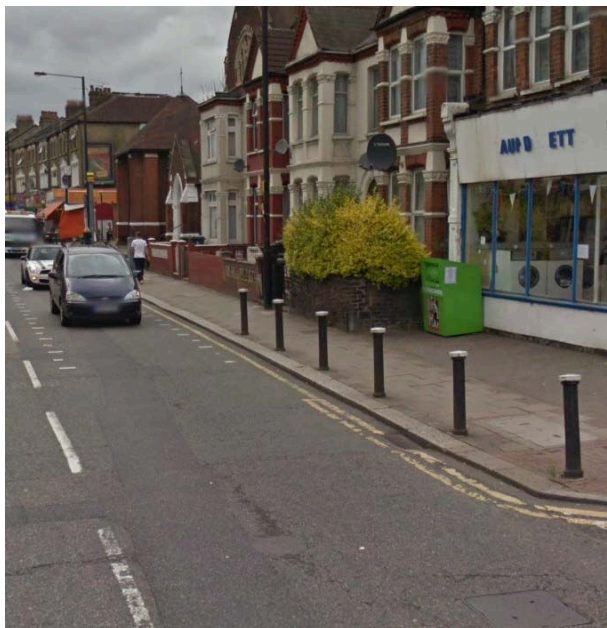
- Bus stop outside The Lord Palmeston Pub / 195 Philip Lane.
- Bus stop excessively long.
- Bus stop cage no removed correctly.
- Justification for the length of this Bus cage. Request from Sustainable Transport



Possible Solutions:

- Bus stop to be removed correctly and TMO to be amended to reflect restrictions on street.
- Single yellow line with loading restrictions to be implemented in place of redundant Bus Stop markings.
- Implement Loading bay.

Location 11: single yellow lines, northern side outside St Philip Church to Launderette on the corner of Philip Lane and Hansworth Road operates Mon-Sat, 8 am - 6:30 pm.



Possible Solutions:

- Apply loading restrictions in line with existing single yellow line restrictions.

Location 12: Double yellow line restrictions on Hansworth Road (one way system)



Possible Solutions:

- Possible reduction in length of double yellow line (+/- 3m) on the east and west side of Hansworth Road to increase parking availability.

Location 13: existing single yellow lines on the north and south side of Philip Lane operate Mon-Sat, 8 am to 6:30 pm no loading restriction. Looking east and west between Hansworth Road and Gloucester Road



Possible Solutions:

- possible Loading restrictions in line with existing single yellow lines



Possible Solutions: Upgrade single yellow lines to double yellow lines with at any time loading restrictions.

Location 15: Single yellow lines between Gloucester Road and Kitchner Road operate Mon-Sat, 8 am - 6:30 pm.



Possible Solutions:

- possible loading restriction to assist in the flow of traffic

Location 16: Corner of Kitchner Road, Vehicle parked on forecourt, using footway/ dropped pedestrian tactile paving to gain access.



Possible Solutions: Enforcement action required

Location 17: Single yellow lines at junction of Kitchner Road



Possible Solutions: upgrade single yellow lines to double yellow line and apply at any time loading restrictions.

Location 18: outside and opposite 206 Philip Lane, existing single yellow lines operate Mon-Sat, 8 am - 6:30 pm.



Possible Solutions: loading restriction to be applied in line with existing restrictions to assist in the flow of traffic.

Location 19: Lawrence Road CPZ Entry Plate facing wrong way



Action: twist entry plate to face correct direction. Raised and with contractor.

Location 20: Pedestrian Crossing east of Lawrence Road faded.



Possible Solutions: repaint crossing facility

Location 21: Bus stop outside 178 Philip Lane and single yellow line faded.



Possible Solutions:

- Bus Stop needs to be repositioned to the west to assist in traffic flow and eliminate traffic congestion when bus is stationary, current position is at narrowest point. This is subject to approval from TFL and London busses.
- Bus Stop need repainting
- Single yellow line requires time plate and loading restriction, identify times and days.

Location 22. Single yellow lines opposite 178 Philip Lane, existing Waiting & Loading restrictions Mon – Sat, 8 am – 6:30 pm.



Possible Solutions:

- Kerb marking need to be remarked.
- Additional signage required in a western direction every 30 m
- Advance works warning sign to be removed, inform Sustainable Transport

Location 23. Junction of Mount Pleasant Road and entrance to 107 Philip lane existing single yellow lines operate Mon-Sat, 8 am - 6:30 pm.



Possible Solutions: upgrade single yellow lines to double yellow lines with loading restriction

Location 24:

- Mount Pleasant Road zigzag north of crossing point in one way road heading northwards.
- Are 8 zigzag required?
- Could CPZ bays be extended and zigzags reduced?



Possible Solutions:

- Possible extension of Bruce Grove CPZ bays and relocation of CPZ entry Plates southwards.

Location 25:

- Within the Seven Sister CPZ, existing single yellow line on the southern side operates Mon-Sat, 8 am - 6:30 pm.
- Bay marking faded.



Possible Solutions:

- Introduce loading restriction to single yellow line along southern side of Philip Lane.
- Remark bays opposite

Location 26: CPZ parking bay on the southern side from property no 91 – 95 potentially cause dangerous obstruction to traffic when vehicles are utilising bay. Currently should a vehicles parked within this bay it would force a vehicle travelling west around corner into oncoming traffic.



Possible Solutions: Remove Permit bay from southern side and replace with single yellow line/double yellow lines with appropriate loading restrictions.

Location 27: Footway parking bays from property 150 to 132.



Possible Solutions: footway parking bays to be repositioned onto the carriageway should bays opposite be removed

Location 28: Jansons Road junction existing waiting restrictions



Possible Solutions: Loading restriction to be applied

Location 29: Philip Lane name plate



Action: remove name plate form wall, NA team to action

Location 30: Naper Road, Zone Exit Plate both side of road



Action: Remove zone Exit plates, not required

Location 31: Crossing facility junction of Naper Road faded



Possible Solutions: remark crossing facility.

Location 32: Block paving not relay correctly junction of Naper Road



Possible Solutions: relay trench with matching block paving.

Location 33: TFL loading bay operating between 10 am -4 pm Mon – Sun



Possible Solutions: Notify TFL requesting permanent removal.

Appendix B

Estimated cost:

Items not listed

Location 2 Flooding is not identified as a problem at this location. There may be excess surface water during periods of extended inclement weather – no further work costed.

Location 9 Street enforcement to action – action taken by Neighbourhood Services

Location 16 Parking enforcement to action – action taken by parking enforcement

Location 19 Issued to contractor as maintenance work completed

| Location | Consultation/TMO Cost | Site works | Description |
|----------|-----------------------|------------|---|
| 1 | £2,000.00 | £14.25 | 20 m loading blips |
| | | £438.28 | 2 loading sign and 2 post |
| 2 | £2,000.00 | £17.75 | 20 m parking bay |
| | | £38.51 | 56 m of loading blips on 2 junctions |
| 3 | | £547.85 | 4 loading sign and 2 post |
| | | £15.12 | 15m of double yellow line restriction |
| 4 | £2,000.00 | £40.54 | 60 m of loading blips |
| | | £75.60 | 75m of double yellow line restriction |
| 5 | | £50.68 | 75 m of loading blips |
| | | £547.85 | 4 loading sign and 2 post |
| 6 | | £109.57 | 2 plate to be installed |
| | | £40.54 | 60m of loading blips |
| 7 | | £273.93 | Pedestrian crossing remark |
| 8 | | £164.36 | Bus Stop remark |
| 8 | £2,000.00 | £35.50 | 20m relocate Pay&Display parking |
| | | £17.75 | 20m remove Pay&Display parking |
| 10 | £2,000.00 | £14.19 | 20m of single yellow waiting and loading restriction |
| | | £876.56 | relocation of Pay&Display machine |
| 10 | £2,000.00 | £164.36 | relocate Pay&Display signage |
| | | £20.27 | 30m remark loading blips on 2 junctions |
| 10 | £2,000.00 | £5.04 | 10m single yellow line |
| | | £6.79 | 10m of loading blips |
| 11 | £2,000.00 | £34.88 | removal of redundant Bus Stop 8 letters |
| | | £855.66 | removal of redundant Bus Stop red surfacing 18.75m ² |
| 11 | £2,000.00 | £17.75 | 20 m loading bay |
| | | £164.36 | 1 post and plate and installation |
| 11 | £2,000.00 | £28.38 | 40 m of loading blips |
| | | £109.57 | 2 plate to be installed |
| 12 | £2,000.00 | £4.03 | reduce double yellow lines by 8m |

| Location | Consultation/TMO Cost | Site works | Description |
|--------------|-----------------------|--------------------|---|
| 13&15 | £2,000.00 | £216.89 £328.71 | 320m of loading blips 6 plate to be installed |
| 14 | £2,000.00 | £164.36 £28.23 | 1 post and plate and installation 28 m of double yellow line |
| | | £20.27 | 28 m of loading blips |
| | | £219.14 | 4 plate to be installed |
| 17 | £2,000.00 | £20.23 | 28 m of double yellow line |
| | | £20.27 | 28 m of loading blips |
| | | £219.14 | 4 plate to be installed |
| 18 | £2,000.00 | £17.37 | 40m of loading blips |
| | | £20.16 | 40m single yellow line remarked |
| | | £164.36 | 3 plate to be installed |
| 20 | | £273.93 | remark pedestrian crossing |
| 21&22 | £2,000.00 | £547.85 | remark and relocate Bus Stop |
| | | £164.36 | relocate Bus Flag |
| | | £60.81 | 90m of loading blips |
| | | £41.40 | 90 m of single yellow line remark |
| | | £219.14 | 4 plate to be installed |
| | | £164.36 | 1 post and plate and installation |
| 23 | £2,000.00 | £25.20 | 25m of double yellow line |
| | | £16.22 | 25m of loading blips |
| | | £219.14 | 4 plate to be installed |
| 24 | £2,000.00 | £7.10 | 8m parking bay |
| | | £7.82 | remove zig zag lines |
| | | £657.42 | relocation of CPZ entry posts and plates |
| 25&26&27 | £2,000.00 | £20.16 | 40m of single yellow line |
| | | £28.38 | 40m of loading blips |
| | | £116.47 | 130m of parking bay to be remarked |
| | | £26.63 | 30m of parking bay to be removed |
| | | £36.16 | remove parking bay plate |
| | | £15.12 | 30 m of single yellow lines |
| | | £20.27 | 30m of loading blips |
| | | £54.79 | 1 plates to be installed |
| | | £164.36 | 1 post and plate and installation |
| | | £44.62 | remove 2 redundant post |
| | | £53.25 | 30m of footway parking to be relocated to carriageway |
| 28 | £2,000.00 | £20.27 | 30m of loading blips |
| | | £219.14 | 4 plate to be installed |
| 29 | | £21.19 | remove plate from wall |
| 30 | | £21.19 | remove CPZ exit plate |
| 31 | | £273.93 | remark pedestrian crossing |
| 32 | | £1,095.70 | reinstate trench on both side of junction to match existing surface |
| Total | £32,000.00 | £10,805.43 | |

| Location | Consultation/TMO Cost | Site works | Description |
|---------------------------|-----------------------|-------------------|-------------|
| Total | | £10,805.43 | |
| Contingency 10% | | 1025.63 | |
| Sub Total | | £11,831.06 | |
| 25% Project Management | | £2,820.30 | |
| Grand Total | *£32000.00 | £14,651.36 | |
| | | | |

* reduced to £25k if completed as an individual scheme.

Appendix C**Programme of works**

| | |
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| Site | |
| Preliminary Design | |
| Draft traffic Order and Notice of proposal | |
| Draft Statutory Notification letters | 50 day |
| Inform ward Cllrs of the proposals | |
| Distribute Statutory Notification letters | |
| Publication of Notice of Proposals | |
| Site Notices to be posted on site | 10 day |
| Consultation | 21 day |
| Consider any objections & Draft delegated Report | 15 days |
| Approval | |
| Any amendment Required | |
| Draft works Notification letter | 20 days |
| Inform Ward Cllrs | |
| Distribute Works Notification letter | 5 days |
| Finalise Traffic Order and Notice of making | |
| Publication of Notice of Making | |
| Site Notices to be posted on site | |
| Instructions to Contractor | |
| Works to commence on site | 21 days |
| Site checks | 5 days |
| Go-live parking enforcement | 1 day |
| Total Project Timeframe | 148 days approximately 5 month |

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Haringey Council

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| Briefing for: | Environment and Housing Scrutiny Panel 21 st March 2013 |
| Title: | Briefing on Visit to Tottenham Hotspur to view Match-day parking issues (Saturday 9th February). |
| Lead Officer: | Martin Bradford, Policy Officer, 0208 489 6950 |
| Date: | March 12 th 2013 |

1. Introduction

- 1.1 As part of its work programme for 2012/13, the Environment and Housing Scrutiny Panel is looking at strategic parking and traffic management issues ahead of the Tottenham Hotspur Redevelopment. A number of objectives are included within this work:
- Investigating the nature and extent of pop up parking (unregulated off-street parking) on match days
 - The operation of Blue Badge scheme (for disabled drivers) on match days
 - Assessing the capacity, condition and use of council operated car parks in Tottenham.
- 1.2 To facilitate the investigation of the above issues, the panel undertook a planned visit to Tottenham Hotspur stadium and the surrounding area on a match-day (Saturday 9th February). The purpose of the visit was to provide members with a practical insight of match day parking and traffic management issues to help guide and inform subsequent discussions and recommendations on this.
- 1.3 The following provides a brief summary of the visit, including key observations and assessment made by the panel at the time of the visit.

2. Unregulated off street parking (pop up parking)

- 2.1 The panel toured around the Tottenham Hotspur area to identify the nature and extent of unregulated off-street parking (pop up car parks) that occurred on match days. The duration of this aspect of the visit was limited to just over an hour and therefore a systematic (road by road assessment) assessment was not possible. The following therefore provides an illustrative view of the issues under consideration rather than a comprehensive assessment.

Coverage

- 2.2 The extent of pop-up parking was difficult to gauge as not all roads surrounding the stadium were viewed on this occasion. From this visit however, and the various locations that were visited, it was concluded that that pop-up parking was widespread across the Tottenham area on match day.
- 2.3 In this visit alone, approximately 20-25 individual pop up parking sites were identified, catering for approximately 1,500cars (conservative). It can be safely concluded that if a more systematic assessment was undertaken, then the total number of sites and volume of pop up parking spaces available would be significantly higher.
- 2.4 Pop-up parking sites were located across a broad geographical area around the Tottenham Hotspur site. The following are only observed limits of pop-up parking sites, and it is very likely that additional sites exist beyond these notional boundaries:
- North – Brantwood Road, N17
 - East – Garman Road, N17
 - South – Tottenham High Road (junction of Drapers Road/ Somerset Road) N15
 - West – Creighton Road, N17.

Nature and scope

- 2.5 The panel observed many individual examples of unregulated off-street parking or 'pop-up parking' during the site visit. The panel noted that there was considerable variation in the nature and scale of individual pop-up parking sites:
- The capacity at individual pop-up parking sites varied from relatively small scale ventures of up to 10 parking spaces (e.g. forecourts) right through to much larger operations where 150 parking spaces or more were offered (e.g. community sports facilities and schools);
 - Pop-up parking was offered offered from a range of different sites including public organisations (e.g. schools), community centres, privately owned sites and commercial settings (SME businesses).
 - Whilst many pop-up parking sites appeared to be ad-hoc in nature and individually run, at others there was a degree of regulation where parking attendants were present. In some instances (for larger schemes), it was apparent that an official private contractor had been appointed to operate the pop up car park.
 - There appeared to be some specialised pop-up parking. Some sites were dedicated to motorcycle parking (e.g. near Coombes Croft Library), whilst others appeared to cater for coaches for visiting fans (though in some cases, it was not apparent if any of these were paid for sites).

Cost

- 2.6 From this visit, the panel observed that the cost of parking at individual pop-up parking sites varied considerably, and appeared to be relational to the distance from the stadium and degree of regulation on site. The variance of price for pop-up parking across individual sites is given below
- Maximum - £18 (observed at a school near the Stadium);

- Minimum - £5 (observed at a nightclub forecourt, nr Tottenham Green).

Match day parking restrictions and pop up parking

2.7 The panel noted that there were a number of streets which were included within match day parking restrictions (CPZ) on which there were no cars parked (e.g. Tariff Road and surrounds). The panel indicated that this represented a potential loss of income in that these spaces could be used to allow for match day parking as this was not a residential area (commercial properties on this street). The panel suggested that this area could be used to pilot a cashless match day parking.

3. Operation of Blue Badge scheme on match days

3.1 The Blue Badge Parking Scheme is a parking permit that gives parking concessions to people with severe walking difficulties. It is a national scheme that allows badge holders to park their car closer to their destination, for example when travelling to shops and stations.

3.2 Local parking intelligence on match days suggested that whilst many Blue Badge holders use this scheme correctly, others breach the parameters of their use (e.g. using the Blue Badge without the holder being present).

3.3 Members were keen to view first-hand the use of the Blue Badge scheme on match days and visited a number of streets in the vicinity of the stadium. In a number of streets (Church Road, N17; Tebworth Street, N17) almost all of those cars parked on the street were displaying a Blue Badge.

3.4 Whilst many of the Blue Badges may be being used legitimately, the panel were of the opinion that the exceptionally high usage of Blue Badges in this area on match day may be seen as possible indicator of abuse of this scheme. The panel was concerned that if the scheme was being abused, this may actually limit parking spaces available to disabled people who may genuinely need them.

3.5 The panel discussed a number of possible solutions:

- Increased random checks on Blue Badge holders on match days;
- Placing of additional signage in local areas to indicate that Blue Badge checks will be taking place;
- Writing to Blue Badge holders to enquire if noted match day usage was correct/ authorised.

4. Council operated Car Parks

4.1 In total, the panel visited five council operated car parks in the Tottenham area. The purpose of the visit to each of the car parks was to assess:

- Signage (clear, transparent)
- Condition of parking infrastructure (e.g. space marking, P & D machines)
- Safety (e.g. lighting, CCTV).

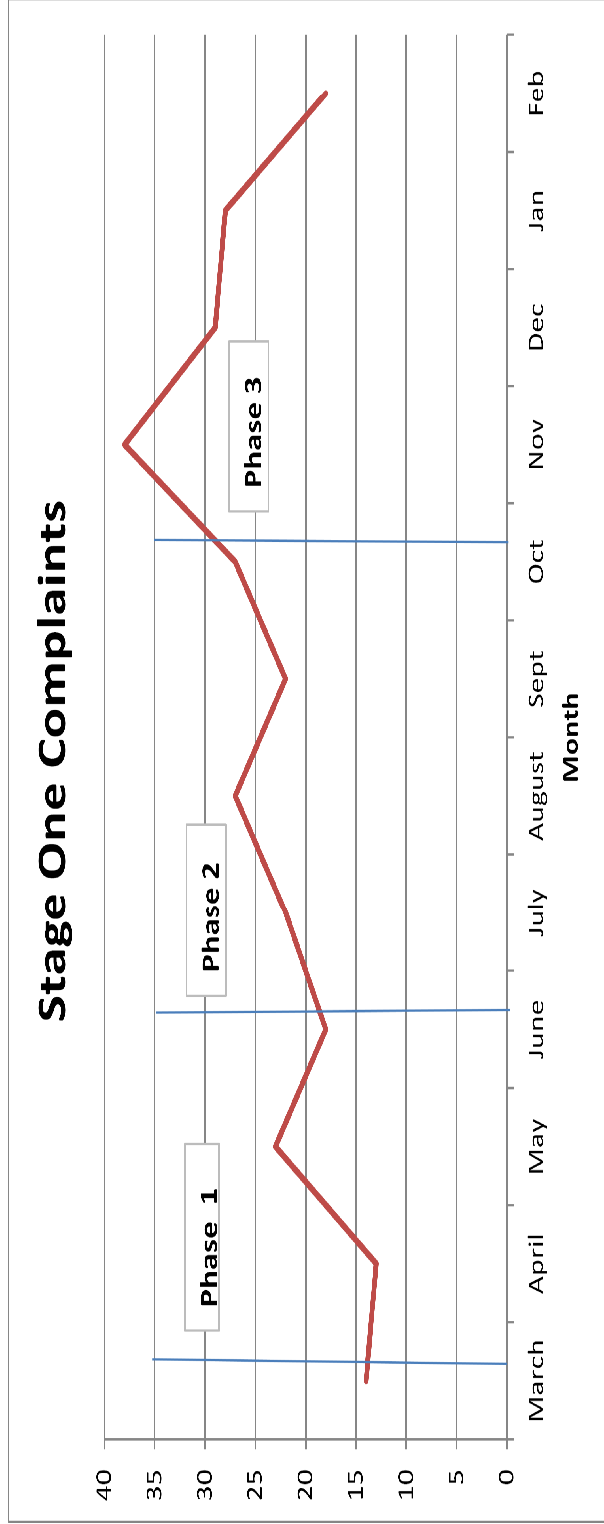
| Site | Detail |
|-------------------------------------|---|
| Garman Road N17 40 spaces | The panel noted that: <ul style="list-style-type: none"> ▪ At the time of the visit, the car park was full, but during the week, it was estimated to be at 30% |

| | |
|---|--|
| | occupancy. |
| Stoneleigh Road N17 A - 50 spaces B - 33 spaces C - 35 spaces | The panel noted that: <ul style="list-style-type: none"> ▪ There was about 30-40% occupancy of A and B, though C was empty. Considering the location of these car parks (off the High Road ▪ that signage to this series of car parks could be improved from high road (indicating number of spaces available). ▪ there needed to be clearer entry and exit signs up for the car park ▪ there were advertising boards illegally placed. ▪ a car park user (out of town) who came across the car park by chance (felt it was not adequately signed). ▪ Stoneleigh Car Park C was empty (as this was in the process of becoming a pay and display). ▪ There was rubbish (overflowing skip) in the car park. |
| Somerset Road, N17 45 spaces | The panel noted that: <ul style="list-style-type: none"> ▪ This car park was mostly full (95%) during the visit but there did not appear to be a high turnover. ▪ Part of the car park is leased to a local bus company. Panel members indicated that this part of the car park was not well maintained (rubbish and litter). |
| Westerfield Road, N15 71 spaces | The panel noted that: <ul style="list-style-type: none"> ▪ this was a very busy car park serving West Green Road shopping ▪ that there was about 70-80% occupancy, with a high turnover (indicating that this was providing an effective service) ▪ there was CCTV in the car park; ▪ there was an abundance of signage which could possibly be rationalised. |
| Brunswick Road, N15 65 spaces | The panel noted that: <ul style="list-style-type: none"> ▪ Approximately half of this car park is set aside for local residents, businesses and to users of APEX house (this part was empty at the time of the visit). The remainder of the car park was 10-20% occupancy. ▪ Height and width access was severely restricted (the barrier may also be difficult to negotiate). ▪ There was a number of 'dead spaces' (e.g. as a result of bollards) which could be released for additional parking spaces. |

Environment and Housing Scrutiny Panel- Complaints information March 2012-February 2013

Graph one outlines the number of stage one complaints received to the council.

Graph one- Stage one complaints received



Points to note:

- The service has received 280 stage complaints between March 2012 and February 2013.
- 47 cases have progressed to stage 2.
- In conjunction with the phase 3 roll-out in the East of the borough, the rescheduling of the rounds was applied across all phases. This resulted in 80% of households seeing a change to their collection day.

The table below outlines the total number and nature of complaints received:

| Nature of complaint | Total |
|---|-------|
| Bags not delivered | 5 |
| Bin not delivered | 8 |
| Concern about health / pests | 1 |
| General enquiry / question about process | 18 |
| Lack of communication | 3 |
| Missed Collection | 181 |
| Policy | 14 |
| Reduction in service | 7 |
| Unhappy with containers (wanted other than allocated) | 16 |
| Quality of service | 17 |
| Bins not returned properly | 10 |
| Total | 280 |

The graph below highlights the number of enquiries logged by the Veolia Contact Centre

Graph 2 - Enquiries logged via the Veolia Contact Centre March 2012 - February 2013

