



Haringey Council

Environment and Housing Scrutiny Panel

TUESDAY, 19TH NOVEMBER, 2013 at 18:30 HRS - .

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

AGENDA

9. ENVIRONMENT UPDATE (PAGES 1 - 10)

Briefings on:

- Waste Management Group and EHSP - briefing
- Contamination Policy - briefing
- Community Environmental Champions - briefing
- Enforcement reporting App – presentation
- HGV automated number plate recognition – business case –verbal briefing.

12. STRATEGIC ENFORCEMENT UPDATE (PAGES 11 - 18)

To receive and update on the strategic enforcement work of the panel:

- Enforcement survey;
- Evidence gathering sessions;
- Future work.

David McNulty
Head of Local Democracy
and Member Services
Level 5
River Park House
225 High Road
Wood Green
London N22 8HQ

Martin Bradford
Scrutiny Officer
Level 7, River Park House
225 High Road
Wood Green
London N22 8HQ

Tel: 0208 489 6950

Email: martin.bradford@haringey.gov.uk

Friday, 15 November 2013



Haringey Council

Report for:	Environment and Housing Scrutiny Panel – 19 Nov 13	Item Number:	
--------------------	---	---------------------	--

Title:	Update on Environmental Champions Review
---------------	---

Report Authorised by:	Cllr John Bevan , Cabinet Member for Environment
------------------------------	---

Lead Officer:	Stephanie Amogbokpa, Contract Development Officer
----------------------	--

Ward(s) affected:	Report for Key/Non Key Decisions:
--------------------------	--

1. Background : Report Purpose

1.1. To provide the Panel with an update on the Environmental Champions Programme that is due to be launched in November 2013.

2. The Environmental Champions programme

2.1. The Environmental Champions scheme is a programme where volunteers are invited to work closely with the Council to improve the environment in their local areas and provide feedback on services. They will be asked to be actively reporting and monitoring environmental crimes as part of an established resident's participation group, i.e. fly tipping, overflowing refuse bins, street cleaning issues, broken street lighting, potholes.

2.2 In addition they will be invited, acting as a focus group, to provide feedback on areas such as planned communications and services.

3.0. Benefits of the Environmental Champions Programme

3.1. By establishing key links and liaisons with the local community on day to day services and issues this will enable improved issue resolution and service monitoring.



Haringey Council

3.2. As representatives of the Community, they will help the Council to understand the needs of the residents.

3.3. The champions will be able to provide advice on recycling, waste management and service developments. They will be trained and provided with information on service developments to allow them to give advice on things like the changes in the Christmas calendar schedule, recycling and free bulky waste collections.

4.0. Who are the Champions and how were they chosen to join the scheme?

4.1. The Champions are a group of 30 residents from a cross section of wards across Haringey. The launch event is on Wednesday the 20th of November 2013, and after that we will have a better idea of the number of residents involved. Our aim is to have one per ward in this financial year.

4.2. They are all active residents who are currently involved with other community programmes. Some champions currently chair residents associations, are members of social enterprises and/or are avid reporters of environ-crimes.

4.3. The initial intake will be limited to those invited.

5.0. Programme Management

5.1. The Champions will have direct contact with Veolia's Education Outreach Team and working with the Single Frontline Contract Development Team .

5.2. Veolia are the lead agency. They will provide the volunteers with monthly information bulletins, coordinate the launch event and engage with the residents throughout the year.

6.0. Next Steps

6.1. The volunteers will be asked if they would like to participate in the scheme at the launch event on 20 November 2013.

6.2. The champions will initially be invited to a training session on how to report environmental crimes. They will also be given an opportunity to visit the NLWA recycling unit and will be invited to the Veolia Depot to discuss the value of their communication material. The Champions will be offered regular opportunities to engage with the Veolia Local manager, Veolia education and Outreach team and the Neighbourhood Action Team Officer for their wards.

7.0. Recommendations

7.1 For the Panel to note the proposed scheme and provide comments.

7.2. To receive a report on project progress and offer suggestions on service improvements.

8.0. Alternative options considered.



Haringey Council

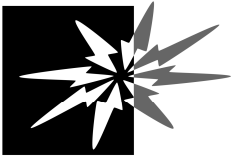
8.1. N/a

9.1. Use of Appendices

9.1. Appendix A- Project Initiation Document for the Environmental Champions project

9.2. Appendix B - FAQs for the Environmental Champions scheme

This page is intentionally left blank



Haringey Council

Briefing note

Dealing with Contamination of Kerbside Recycling Bins

November 2013

Purpose of the briefing

To set out the arrangements for dealing with contamination of kerbside dry recycling bins.

Background

When non-recyclable waste has been placed in recycling bins it is not possible to collect it as part of the recycling collection service. This is because when the recycling collection round has been completed for the day and the load is tipped at the Materials Recycling Facility (MRF), there is a risk that the whole recycling load could be rejected and have to be consigned to the refuse stream for disposal. Whilst it is important that loads delivered to the MRF contain good quality recycling, it is also important to ensure that there are arrangements in place to help those households with contaminated recycling bins return to good recycling practices. For this purpose we have adopted a Contamination Policy.

Contamination Policy

The Contamination Policy has been in place since 1st July 2013 and is as follows:

First contamination event

- Bin identified to be contaminated has bin tag attached and is left uncollected.
- Collection crew logs contamination report using the in-cab device.
- Visit by Veolia Outreach Officer made to educate and advise the resident about correct use of waste bins. Where contact is not possible a letter and leaflet is left at the address. The letter explains that if the contamination continues the recycling bin won't be collected in future.
- The contaminated recycling bin is emptied by a separate crew, generally within 48 hours of the scheduled collection.

Second contamination event (in rolling three month period)

- Bin identified to be contaminated has bin tag attached and is left uncollected.
- Collection crew logs contamination report using the in-cab device.
- For second occurrence in a rolling three month period the bin will not be collected. The onus is on the resident to clear the contamination from their dry recycling bin in order for the bin to be collected on their next scheduled collection.
- Outreach Officer will visit if the property was not visited in the first week or if contact was not made.

Third contamination event (in rolling three month period)

- Bin identified to be contaminated has bin tag attached and is left uncollected.
- Collection crew logs contamination report using the in-cab device.
- Those details of those properties that have contaminated their bin three times in a rolling three month period will be passed on to the Neighbourhood Action Team for investigation and possible enforcement action.

Note that if contamination ceases after the first or second contamination event the process ceases provided there are no further contamination events in a rolling three month period. Table 1 below is a summary of the contamination process.

Table 1 – Summary of Contamination Process

Week	Issue	Action
1	1 st Contamination	Bin tag and bin cleared, letter and Outreach Officer visit
2	2 nd Contamination	Bin tag (and Outreach Officer visit if contact was not made at the point of the first contamination visit) bin not cleared
3	3 rd Contamination	Bin tag, bin not cleared, report generated and information passed to NAT team for investigation and enforcement action

Communications and Engagement

Initial Engagement (March to June 2013)

Prior to the commencement of the Contamination Policy on 1st July 2013 the Veolia Outreach Team with support from the Neighbourhood Action Team undertook visits to households with contaminated recycling bins commencing 4th March 2013. Where possible the visit was conducted the working day following the scheduled collection day. The message to the resident was all about reiterating what materials can be recycled and the importance of correctly segregating their waste. In addition, container orders were taken, HMOs were identified and where possible the type of contamination was identified. Where nobody was at home at the time of the visit a letter was posted to explain that someone called to talk about contamination and to explain how to use the service correctly.

1st July 2013 onwards- Contamination Policy

During the initial engagement period contamination reports were running at around 500 to 600 per week, or about 0.7%. In the weeks immediately after the Contamination Policy went live on 1st July 2013 the number of contamination reports doubled to around 1,000 per week. In recent weeks the number of contamination reports has returned to a figure around 500 per week.

Veolia has examined the reports during the period late July to late October 13 and provided the following details:

- There have been 9,200 contamination reports for 7,450 properties. These reports can be split into first, second, third, fourth and fifth occurrence as follows.
 - 1st occurrence 6212 (83%)
 - 2nd occurrence 912 (12%)
 - 3rd occurrence 226 (3%)
 - 4th occurrence 56 (1%)
 - 5th occurrence or more 52 (1%)

The main issue arising from this information is that there is not a significant hard-core of households constantly contaminating their recycling bins, rather there is high proportion of first occurrences who after having the contaminated bin emptied for them do not re-offend.

Enforcement

The most recent list of repeat contaminations over the last 90 days shows that there are just under a hundred properties with three or more occurrences. The Neighbourhood Action Team is currently preparing to issue Environmental Protection Act, Section 46 Notices to the occupiers of single occupancy households. These notices set out what the occupier is required to do to ensure that the recycling bin is only used for dry recycling materials and so is not contaminated. Failure to comply with the notice by continued contamination of recycling bins could lead to the issue of Fixed Penalty Notice fines. Where a property is a HMO it will require a different enforcement approach aimed at forcing the landlord to take action to change the behaviour of the tenants of the property. This would most likely be through the use of Town and Country Planning Act Section 215 Notice which is a more onerous and lengthy enforcement process.

Other communications

- Information leaflet

An information leaflet focusing on contamination has been produced. This is used by officers when visiting properties to engage with residents regarding contamination. Where there is no response the officer can post a leaflet through the door, to provide additional information to the letter, please see attached.

- Website

Content has been produced for the website, which provides details for residents on the contamination campaign and policy.

Prepared by Michael McNicholas, Neighbourhood Action Team Manager, November 2013

This page is intentionally left blank



Haringey Council

Report for:	Environment and Housing Scrutiny Panel 19 November 2013	Item Number:	
--------------------	--	-------------------------	--

Title:	Waste Contract Advisory Group
---------------	--------------------------------------

Report Authorised by:	Cllr John Bevan , Cabinet Member for Environment
----------------------------------	---

Lead Officer:	Graham Beattie, Interim Assistant Director Single Frontline
----------------------	--

Ward(s) affected: All	Report for Key/Non Key Decisions: NK
------------------------------	---

1. Report Purpose

1.1. To provide the Panel with a briefing on the previous Waste Contract Advisory Group and how the Panel receives regular information on the performance of the council's waste, recycling and street cleansing services.

2. Background

2.1. The procurement of the council's new waste contract was overseen by a cross party Member Advisory Group whose principal role came to an end with the award of the new contract to Veolia in April 2011. This Group was for a short while succeeded by a Waste Contract Advisory Group whose role was to review Veolia's performance and strategic plans in an advisory capacity. In this role it largely duplicated the principal contract management body, the Partnership Board, whose role was to keep under review the functionality of the contract and to monitor contract performance. In the light of this duplication the then Cabinet Member, Cllr. Nilgun Canver, agreed that the Advisory Group should cease to meet, a position confirmed by the new Cabinet Member, Cllr. John Bevan.



Haringey Council

2.2 Key waste, recycling and street cleansing performance indicators are included in the corporate Quarterly and Annual End of Year Performance Assessments reported to Cabinet. These reports also come to this Scrutiny Panel and the annual report for 2011/12 is scheduled for your November meeting.

3.0. Recommendation

4.1 That the Panel note this report.



Haringey Council

Environment and Housing Scrutiny Panel

7th November 2013

Strategic Enforcement Evidence Gathering (Session 1)

Enforcement Survey - respondents



- **Anti Social Behaviour Action Team (ASBAT)**
- **Audit & Risk Management – Fraud Investigation**
- **Building Control**
- **Commercial Environmental Health**
- **Licensing**
- **Neighbourhood Action Team**
- **Noise (Enforcement Response)**
- **Parks & Open Spaces**
- **Planning Enforcement**
- **Pollution**
- **Private Sector Housing**
- **Revenues, Benefits and Customer Services**
- **Trading Standards**
- **Traffic Management**

Key aims of the survey



- Identify the nature and scope of enforcement services (what is enforced and how it is enforced)
- To understand how enforcement services currently work together
- To ascertain how enforcement data is collected, stored and shared across the organisation
- To identify examples of good practice that can be replicated elsewhere that could further support effective enforcement
- To assess the challenges that services face in delivering effective enforcement outcomes
- To assess how services interface with the public and identify ways in which further involvement may assist enforcement action
- To identify what practical actions the council should take to support more effective enforcement outcomes

Organisational challenges for enforcement:



- Information Technology: incompatible systems (software, viewing platforms, training)
- Data rich organisation - but not effectively shared and the need to develop shared intelligence
- Perception that joint enforcement partnerships based on *informal relationships* – institutional risk that this may be lost
- Risk averse (data protection)
- Resources – especially site visits

Other challenges for enforcement



- **Volume enforcement requests**
 - Can result in competing priorities
 - Can make services reactive and limit opportunities for proactive enforcement
- **Legislation**
 - Supporting legislation to support enforcement is often complex or inadequate
- **Evidence (information/ intelligence)**
 - Evidence gathering enforcement can be a time consuming and lengthy process
- **Nature of perpetrators**
 - Transience, mental health, language
- **Often difficult to establish conclusive enforcement outcomes**

More effective enforcement...emerging themes



- **Strategic framework for enforcement**
 - Further guidance on priorities and principles that underpin enforcement
- **Improved information sharing - shared intelligence**
 - More formalised processes for partnerships (protocols)
 - Core council database (events and location)
 - Improved compatibility of existing data management systems
- **Improved IT infrastructure**
 - Mobile technologies to support field officers
 - Making more use of new technologies e.g. GIS
- **Improved publicity and communications to support enforcement**
- **Clearer public understanding of what enforcement action the council can and will take**

Key themes for the evidence gathering sessions.....



- **What is effective enforcement (characteristics, examples) and how can this be replicated?**
- **What are the challenges for effective enforcement action and how can these be overcome?**
- **What should be priorities and actions of the council to support effective enforcement?**

This page is intentionally left blank