

Robert Mack

26 September 2014

To: All Members of the Environment and Community Safety Scrutiny Panel

Dear Member,

Environment and Community Safety Scrutiny Panel - Tuesday, 30th
September 2014

I attach a copy of the following reports for the above-mentioned meeting which were not available at the time of collation of the agenda:

9. STREET CLEANSING; CURRENT POSITION (PAGES 1 - 10)

To report on the current position in respect of street cleansing, as well as future plans.

**10. WASTE AND RECYCLING DATA - CURRENT PERFORMANCE.
(PAGES 11 - 16)**

To receive relevant data regarding current performance in respect of waste and recycling.

11. LEISURE UPDATE (PAGES 17 - 20)

To report on current developments in respect of leisure, including the progress of the Leisure Centre Refurbishment programme and the leasing of White Hart Lane Community Sports Centre.

Yours sincerely

Robert Mack
Senior Policy Officer

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Report for:	Environment and Community Safety Scrutiny Panel 30 September 2014	Item Number:	
Title:	Street cleansing: Current performance		
Report Authorised by:	Stephen McDonnell, Assistant Director of Environment and Community Safety		
Lead Officer:	Graham Beattie, Single Frontline		
Ward(s) affected: All	Report for Key/Non Key Decisions: Non Key		

1. Describe the issue under consideration

1.1 This report sets out the year-to-date performance of the council's street cleansing service. The key current service delivery issues are highlighted together with the action being taken to address these.

2. Cabinet Member introduction

2.1 Since becoming Cabinet Member for Environment I have become acutely aware that while the borough wide performance statistics appear on the face of it good, there is much I believe that can be done within current resources to achieve a more effective and successful outcome for those living and working in the borough, including with the street cleansing and waste collection operations. While I look forward to sharing my thoughts with the Panel, I also welcome the Panel's views.

3. Recommendations

3.1 That the panel consider the contents of this report and comment as necessary on current street cleansing service performance and the delivery issues presently being addressed by the council.



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4. Alternative options considered

4.1 The council's street cleansing service is provided by Veolia following the competitive tendering of the council's waste and street cleansing services in 2010. Procurement was by way of competitive dialogue, with the final agreed specific service secured through contact setting out service requirements.

5. Background information

5.1 The performance of both the council waste collection and street cleansing services is subject to regular review at monthly council/contractor officer liaison meetings and at quarterly Waste Contract Partnership Board meetings, chaired by the Cabinet Member for Environment. Both meetings receive detailed service performance information on waste collection and street cleansing services and a copy of the latest performance statistics for street cleansing are shown in the appendix to this report.

5.2 The principal measures for street cleansing performance are the NI195 national indicators for litter and detritus. Performance is assessed by sample inspections carried out by the council's Neighbourhood Action Officers and the results for the last 3 years are shown in the appendix to this report (Figures 1 & 2). Contractual targets are set as % failure levels below which performance should lie. Inspection of the graphs shows that after 23 consecutive months of within target performance on litter, the most recent survey (73 inspections in August) showed performance at 8%, 1% above the 2014/15 target level of 7%. There are believed to be two reasons for this: there are a higher number of temporary cleansing staff employed in August to cover regular staff holidays and the monitoring sites included Northumberland Park which has the poorest cleanliness record of all wards (see 5.4 below). The performance on detritus has been consistently at or better than target over the past 27 months.

5.3 Two other NI195 indicators are monitored monthly, graffiti and fly posting (Figures 3 & 4). Performance on graffiti remains consistently below target while the opposite is true for fly posting. The fly posting figures include the small business card size emergency window replacement stickers which appear on the window frames of many retail premises throughout the borough.

5.4 Rolling twelve month NI195 performance figures are available by individual ward and these are also shown in the appendix (Figure 5). These show that: all but one ward, Northumberland Park, have met the litter performance standards; all wards have met the detritus performance standards; all but one ward, Tottenham Hale, have met the graffiti standards; and 12 out of 19 wards have met the fly posting standard.



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5.5 Street cleansing complaints are typically in the range of 100-200/month, and have shown an underlying year on year improvement (Figure 6). The latest figure for August this year is however the highest since last summer. The high percentage of regular staff that take holidays this month and are covered by agency staff is thought to have contributed to this. As this is a potential annual problem we are discussing with Veolia how a more robust arrangement can be achieved.

5.6 Fly tipping continues to be a significant problem in the borough with almost a 1000 reported incidences by residents in August, this being well ahead of the 2014/15 target ceiling level of 450/month (Figure 7). The council is continuing to pursue a fly tip action plan with a focus of inspection, door knocking and enforcement at identified fly tipping hot spots. To date 21 fly tipping hot spot locations have been addressed and 10 successfully resolved. On-going actions are continuing at the remaining 11 with further new sites awaiting action as resources permit. The level of the latest reports has led to a check on the figures to ascertain how many are repeat reports of a single fly tip. While if verified this will provide a more accurate level of fly tipping incidences, these remain unacceptably high.

5.7 Despite many of the performance indicators being within target there are significant ongoing concerns about the cleanliness of the street scene and the impact of current cleansing and waste collection operations. In this regard a number of changes are currently being pursued:

- (i) A borough wide review of all sweeper drop off points and pick up arrangements.
- (ii) The introduction of 'drop boxes' in two town centres to allow sweeper bags to be containerised pending collection.
- (iii) The introduction of new dual litter bins with recycling facility in two town centres.
- (iv) The introduction of new tighter timed collection arrangements in two town centres.
- (v) The roll out of new tighter timed collection arrangements to all other existing timed collection locations and then to all other locations requiring this arrangement.
- (vi) Robust enforcement of the new timed collections.
- (vii) The reorganisation of existing sweeper resources to provide a bespoke branded Tottenham High Road cleansing team supported by a new electric vehicle with bag collection and bin/street washing capability.

5.8 As part of its Medium Term Financial Plan the council is presently reviewing the future funding of all services. The implications of this for the street cleansing service will not be known until later this year.

6. Comments of the Chief Finance Officer and financial implications



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6.1 There are no specific financial implications arising from this report. The council is currently reviewing the future funding level for all services to meet the saving levels required in its Medium Term Financial Plan. The outcome from this review will be the subject of a separate report to Overview and Scrutiny Committee later this year.

7. Comments of the Assistant Director of Corporate Governance and legal implications

7.1 There are no particular governance or legal implications arising from this report.

8. Equalities and Community Cohesion Comments

8.1 There are no particular equality or community cohesion implications arising from this report.

9. Head of Procurement Comments

9.1 There are no particular procurement implications arising from this report.

10. Policy Implication

10.1 The provision of a cleaner, greener environment and safer streets is a current Corporate Plan priority.

11. Reasons for Decision

11.1 It is for the Panel to make any specific recommendations having considered the contents of this report.

12. Use of Appendices

12.1. The attached appendix sets out the council's latest street cleansing performance statistics.

13. Local Government (Access to Information) Act 1985

13.1 None.



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Appendix- Street Cleansing

Figure 1. The graph below shows NI195 litter scores, April 2012 to August 2014.

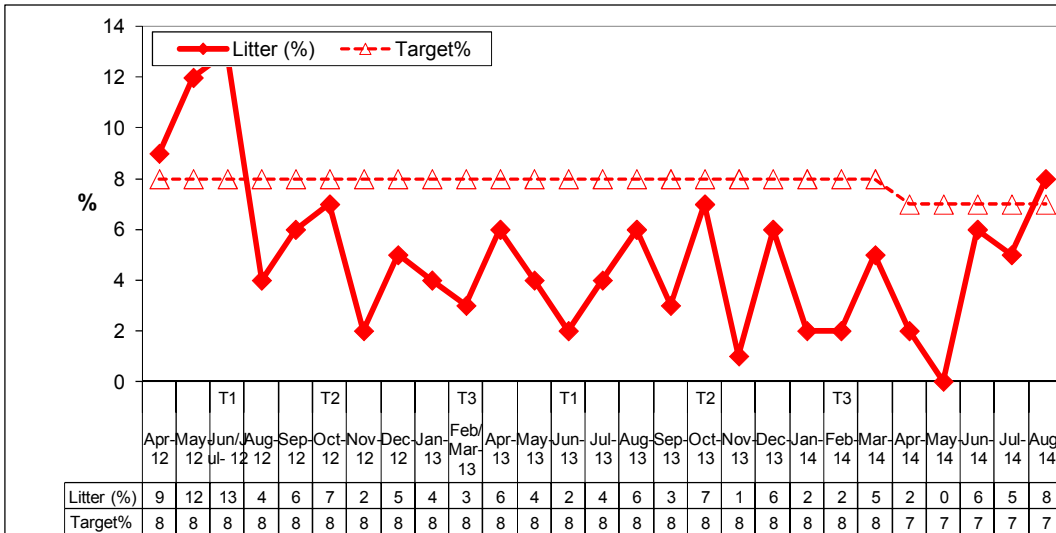
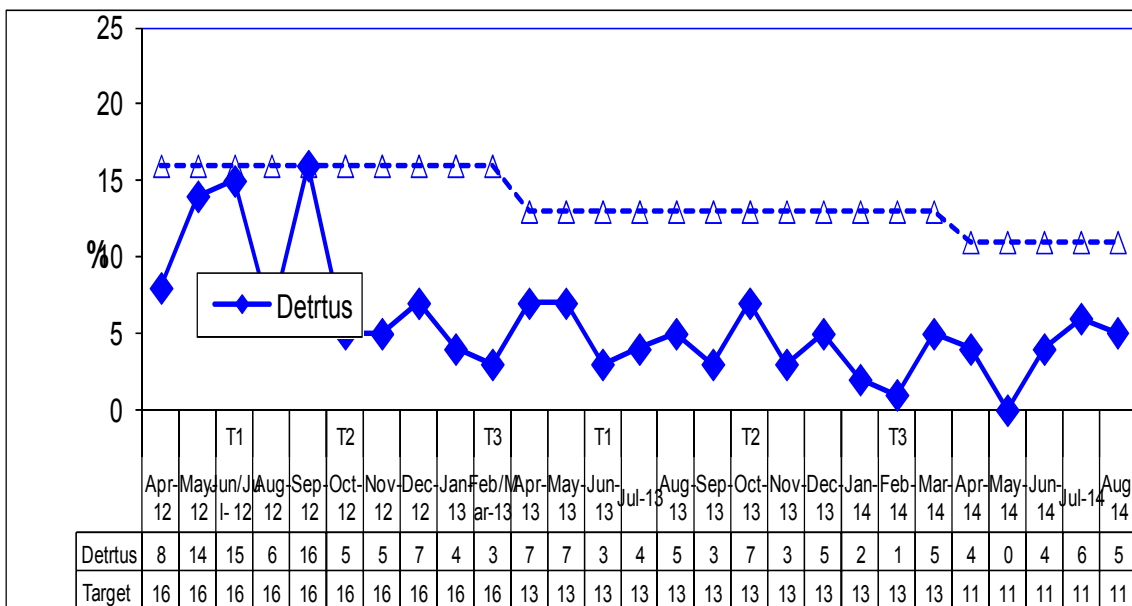


Figure 2. The graph below shows detritus scores, April 2012 to August 2014.





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Figure 3. The graph below shows graffiti scores, April 2012 to August 2014.

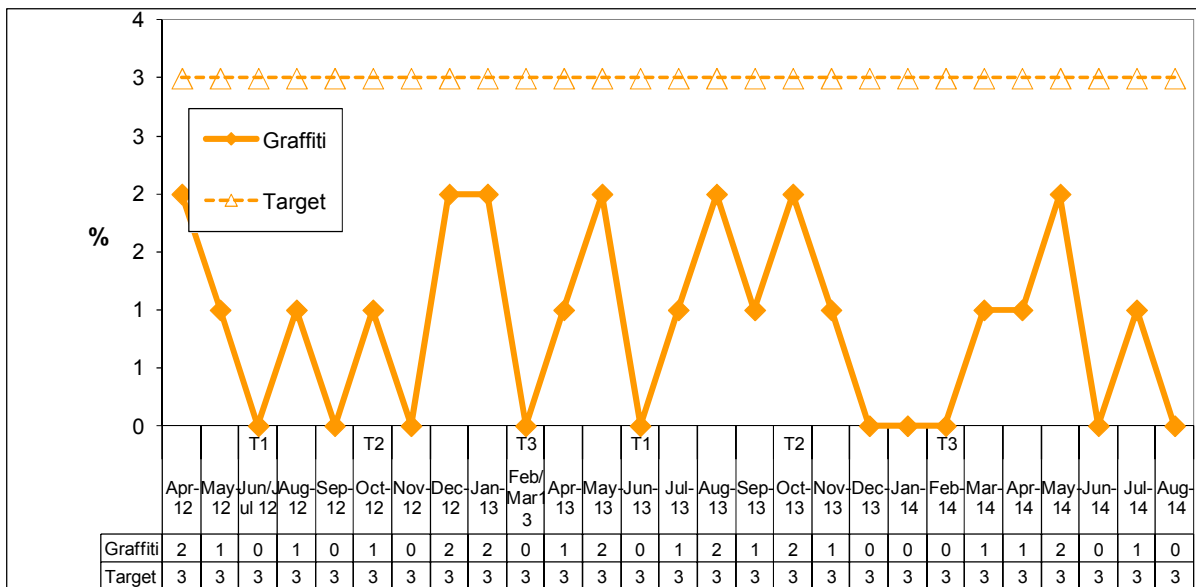


Figure 4. The graph below shows fly posting scores, April 2012 to August 2014.

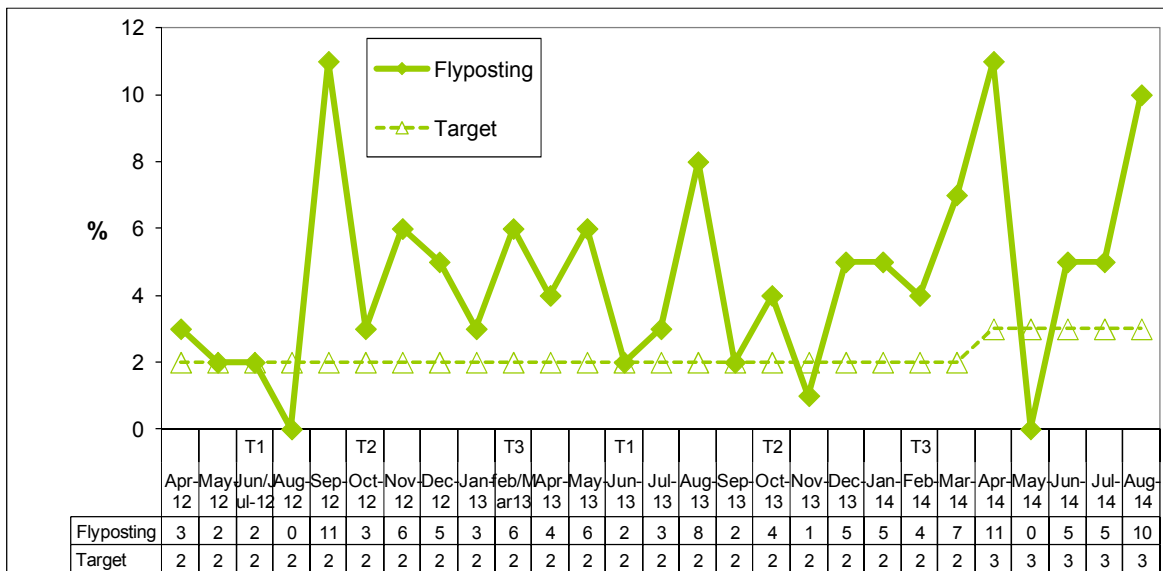




Figure 5. The table below shows NI195 rolling 12 month ward performance from September 2014 to August 2014. The cells highlighted in green indicate the ward where contractual performance targets are being achieved. The cells highlighted in red indicate the wards where contractual performance targets are not being achieved.

Ward	Number of NI195 inspections rolling 12 month period to August 2014	NI195 Litter score %	NI195 Litter Target %	NI195 Detritus score %	NI 195 Detritus Target %	NI195 Graffiti score %	NI 195 Graffiti Target %	NI195 Fly posting score %	NI 195 Fly posting Target %
Alexandra	96	1	7	1	11	1	3	0	3
Fortis Green	87	0	7	2	11	0	3	0	3
Highgate	27	0	7	2	11	0	3	0	3
Muswell Hill	146	2	7	2	11	1	3	1	3
Bounds Green	121	4	7	5	11	0	3	1	3
Noel Park	68	6	7	4	11	0	3	0	3
Woodside	73	7	7	4	11	0	3	7	3
Bruce Grove	68	1	7	2	11	0	3	24	3
West Green	106	1	7	1	11	0	3	5	3
Crouch End	122	6	7	4	11	1	3	0	3
Hornsey	122	1	7	1	11	0	3	1	3
Stroud Green	124	0	7	0	11	0	3	0	3
Harringay	66	5	7	11	11	0	3	14	3
St Anns	190	6	7	4	11	1	3	6	3
Northumberland Park	88	13	7	9	11	0	3	25	3
White Hart Lane	102	6	7	8	11	0	3	14	3
Seven Sisters	146	6	7	5	11	1	3	1	3
Tottenham Green	199	4	7	5	11	1	3	2	3
Tottenham Hale	119	4	7	3	11	5	3	0	3



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Figure 6. The graph below show the monthly levels of street cleansing complaints from November 2011 to August 2014.

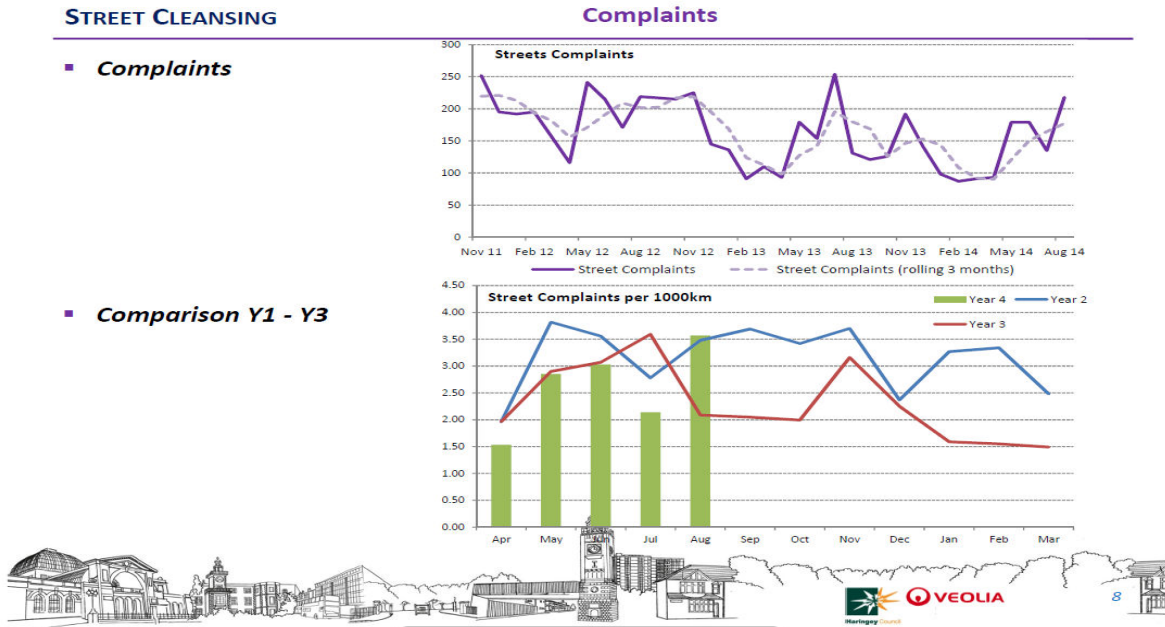
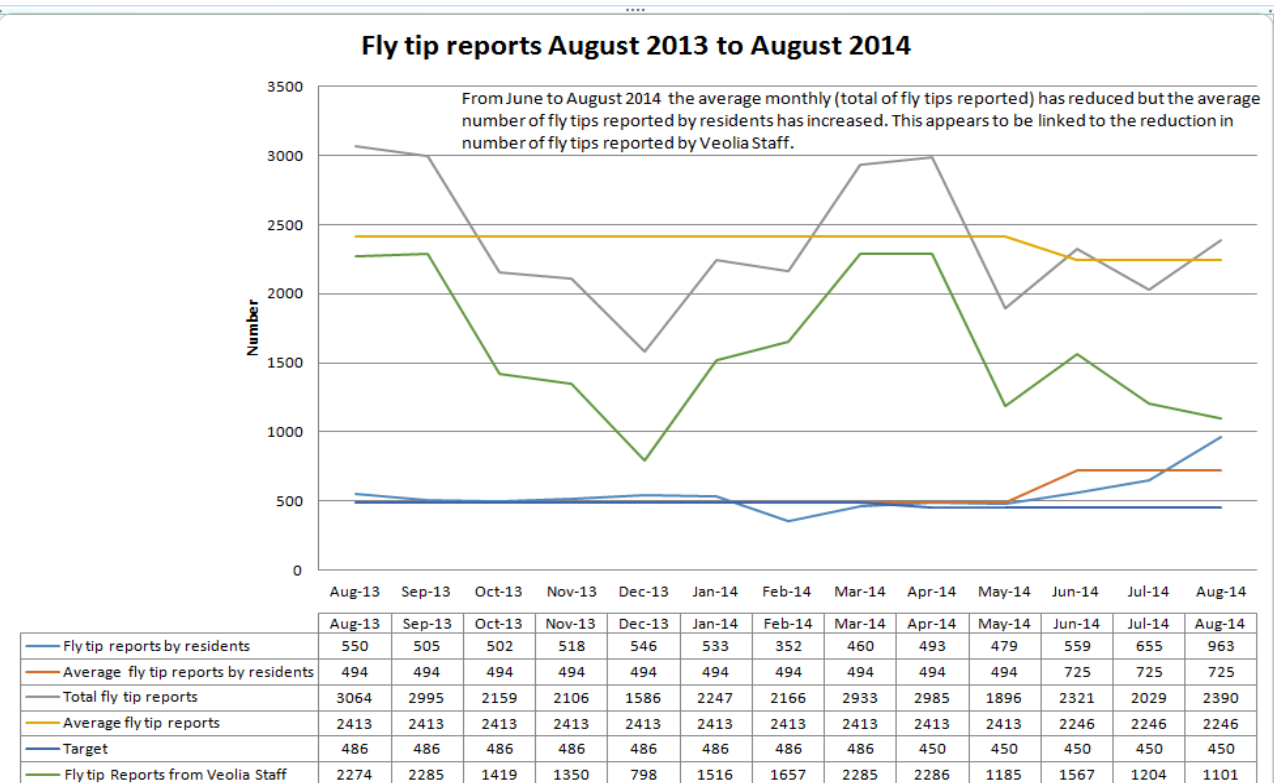


Figure 7. The graph and table below shows the number of fly tips reported by residents, Council staff and Veolia staff. The contractual target is the number of reported fly tips by residents.





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Report for:	Environment and Community Safety Scrutiny Panel 30 September 2014	Item Number:	
Title:	Waste and Recycling: Current performance		
Report Authorised by:	Stephen McDonnell, Assistant Director of Environment and Community Safety		
Lead Officer:	Graham Beattie, Single Frontline		
Ward(s) affected: All	Report for Key/Non Key Decisions: Non Key		

1. Describe the issue under consideration

1.1 This report sets out the year-to-date performance of the council's waste and recycling services. The key current service delivery issues are highlighted together with the action being taken to pursue these.

2. Cabinet Member introduction

2.1 This report sets out key performance statistics for the council's waste collection and recycling services. While the majority of the performance statistics compare favourably with set targets, there is more to be done. I have a particular concern about waste of all types being left on street for unacceptably long periods and missed collections. As an example of a common sense innovation, I am working with officers to roll out the removal of Veolia's own purple bagged waste from our High Streets through the use of 'drop boxes' to contain such waste, pending collection. We will also be rolling out a completely overhauled timed collection service for bagged waste. Initial pilot schemes are in the process of being introduced in two town centres prior to borough wide roll out.

2.2 The principal purpose of this report is however to provide the Panel with current service performance data to enable it to constructively challenge performance and



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suggest specific areas that might benefit from further examination or indeed a change of approach.

3. Recommendations

3.1 That the panel consider the contents of this report and comment as necessary on current waste collection and recycling service performance and the delivery issues presently being addressed by the council.

4. Alternative options considered

4.1 The council's waste and recycling services are provided by Veolia following the competitive tendering of the services in 2010. Procurement was by way of competitive dialogue, with the final agreed service secured through contact setting out specific service requirements.

5. Background information

5.1 The performance of both the council waste collection and street cleansing services is subject to regular review at monthly council/contractor officer liaison meetings and at quarterly Waste Contract Partnership Board meetings, chaired by the Cabinet Member for Environment. Both meetings receive detailed service performance information on waste collection and street cleansing services and a copy of the latest performance statistics for waste collection and recycling are shown in the appendix to this report.

5.2 Reported missed collection levels are generally below those of 2013/14 and, for refuse and dry recycling, below the current year's contractual ceiling level of 90 per 100,000 properties (Figure 1). The exception this year is the refuse figure for June. During the summer Veolia's HGV drivers were required to out Certificate of Professional Competence (CPC) driver training and their replacement with agency drivers has had an impact on service delivery. Notwithstanding these generally satisfactory figures, there have been a number of recent incidences where missed collections have not been remedied quickly enough and have led to escalating individual complaints. Veolia have been reminded of the absolute need to ensure that when residents are advised of remedial action to address missed collections this must be delivered. A further issue affecting current services problem is vehicle reliability and a further four new refuse freighters are scheduled to arrive in October.

5.3 Complaints to Veolia's contact centre generally fell to an all time low during 2013 but increased through the first half of this year (Figure 2). The driver training and vehicle reliability issues referred to above will have contributed to this profile. While the latest figures indicate that the position has been stabilised for refuse and dry recycling collections this will continue to be closely monitored through the monthly



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liaison meetings. With the roll out of food waste collection to all estates presently underway, it is likely that the level of complaints will be higher than previously until this exercise is complete.

5.4 The recycling out-turn for 2013/14 was 36.5%, 1.1% ahead of the target of 35.4% for that year (Figure 3). The new target for 2014/15 is 37.0%. As can be seen from the latest performance figures, the year to date figure for July exceeded this year's target although with a subsequently very low figure for August (for dry recycling in particular), the year to date has since fallen below target. The Jun-Jul-Aug profile in the current year mirrors that of last year, but with a much more significant fall in August. This is subject to further investigation. However, data from the first weeks of September appears to indicate dry recycling tonnages returning to pre-August levels. The required increase in recycling is being driven by a recycling action plan led by Veolia and supported by council officers. Specific increases are being sought in food waste and dry recycling on estates, through the roll out of new food collections to all estates/blocks of flats in the borough by January 2015, accompanied by the distribution of reusable sacks for dry recycling and door-knocking to all estates households. Other activities include continued separation of recycling from street cleansing and the planned introduction of dual recycling/waste litter bins on high roads, and expanding schools food waste collections.

6. Comments of the Chief Finance Officer and financial implications

6.1 There are no specific financial implications arising from this report. The council is currently reviewing the future funding level for all services to meet the saving levels required in its Medium Term Financial Plan. The outcome from this review will be the subject of a separate report to Overview and Scrutiny later this year.

7. Comments of the Assistant Director of Corporate Governance and legal implications

7.1 There are no particular governance or legal implications arising from this report.

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10. Policy Implication

10.1 The provision of a cleaner, greener environment and safer streets is a current Corporate Plan priority.

11. Reasons for Decision

11.1 It is for the Panel to make any specific recommendations having considered the contents of this report.

12. Use of Appendices

12.1. The attached appendix sets out the council's latest waste and recycling performance statistics.

13. Local Government (Access to Information) Act 1985

13.1 None.



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Appendix – Waste and Recycling

Figure 1. The graph below shows the number of reported missed refuse and recycling collections. The 2014-15 missed collection contractual target is 90 per 100,000 properties.

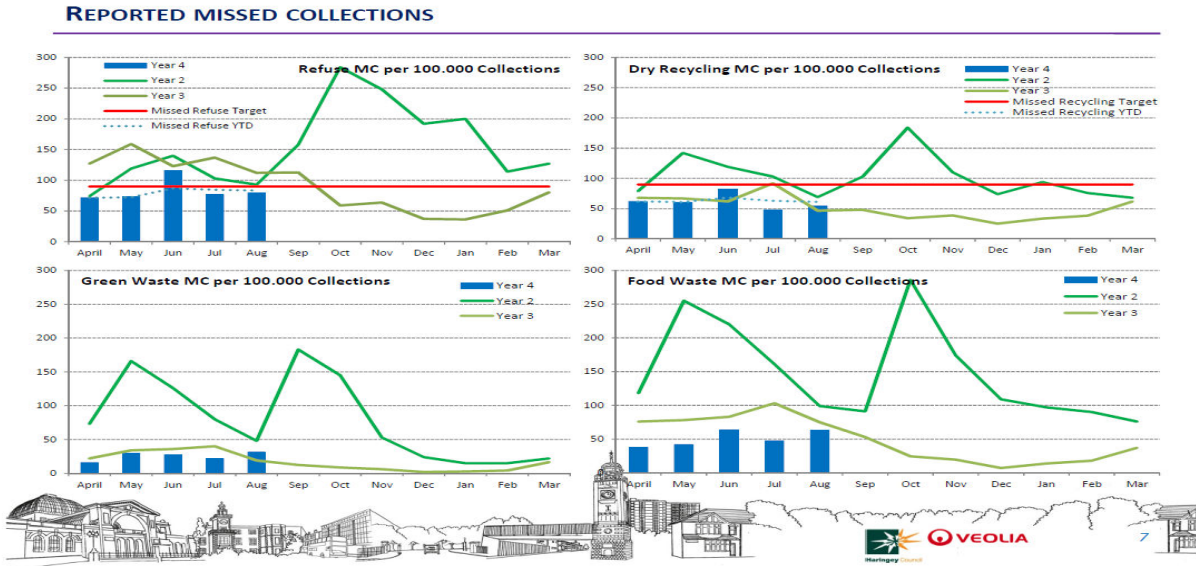
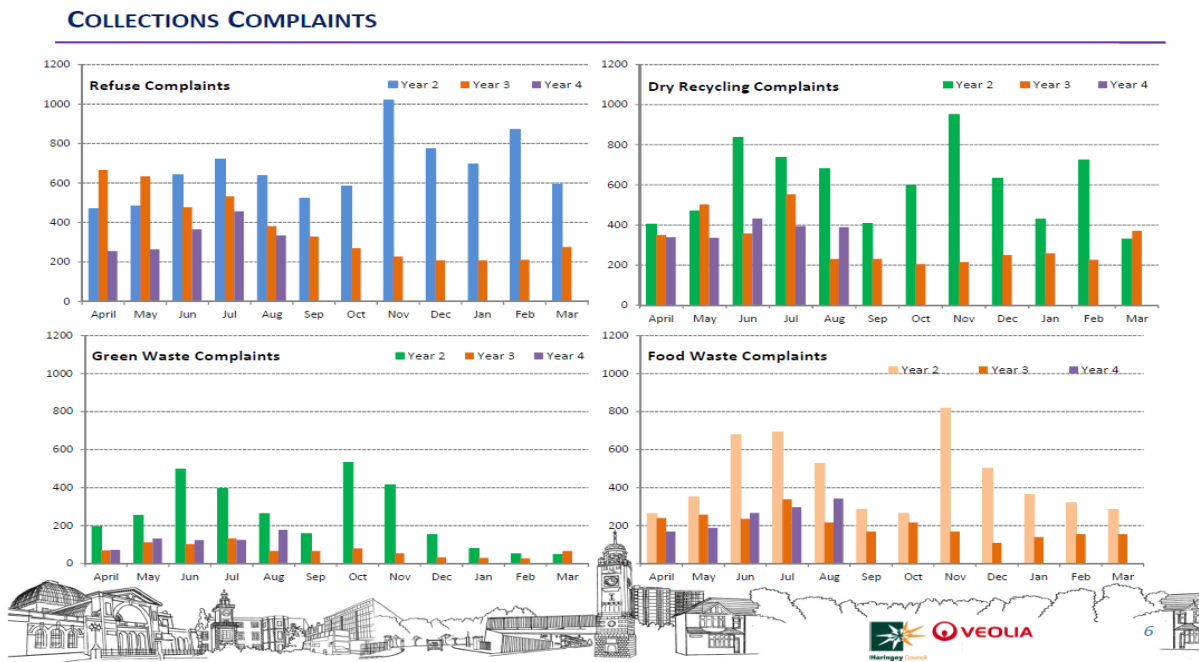


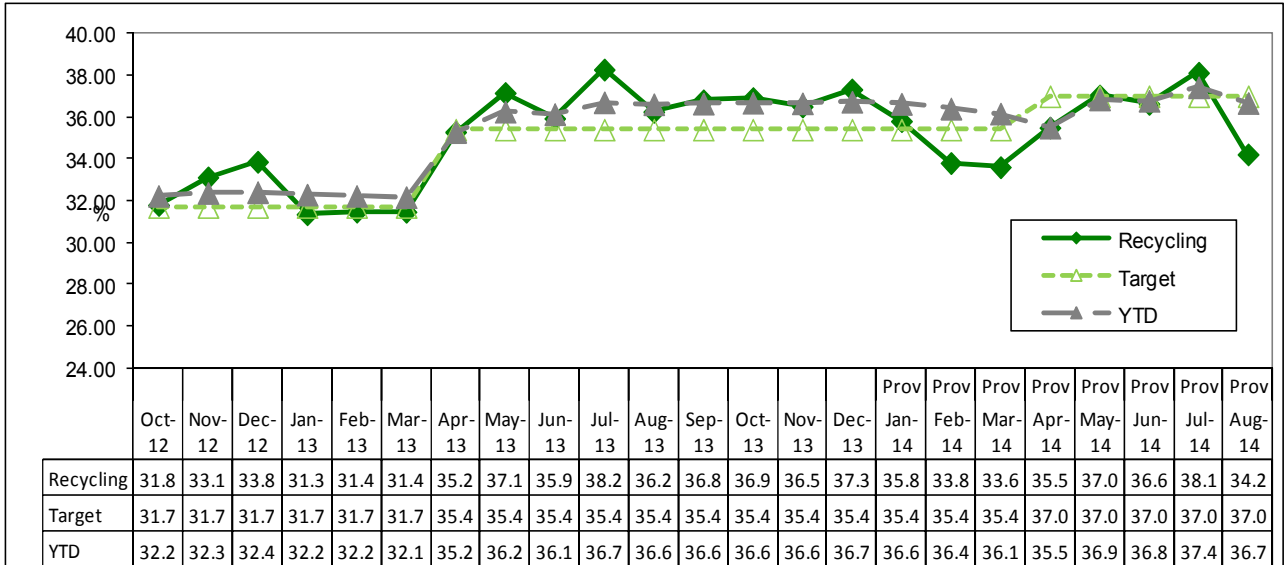
Figure 2. The graph below shows the monthly numbers of waste collection complaints reported to the Veolia Contact Centre from year 2 (2012-13) of the contract to year 4 (2014-15).





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Figure 3. The graph below shows the recycling performance from October 2012 to August 2014.





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Briefing for:		Item number	
Title:	Leisure Centre Refurbishment and White Hart Lane Improvements		
Lead Officer:	Andy Briggs – Head of Direct Services		
Date:	25th September 2014		

1. Purpose

- 1.1 This briefing seeks to update the panel about Fusions progress in completing the refurbishment of the leisure centres and the transfer of White Hart Lane Community Sports Centre to Fusion and the planned improvements on that site.

2. Fusion 20 year Leisure Management contract

- 2.1 In February 2011, Cabinet approved the Council seeking an alternative management solution for three of the five leisure facilities then operated by the Council and that the remaining 2 should be leased.
- 2.2 The rationale for the different approaches was mainly based upon an options appraisal exercise that informed the Cabinet report and which identified that White Hart Lane, as a mainly outdoor focused facility requiring considerable investment, should be considered for an alternative approach to that recommended for the majority of the main stream leisure centres.
- 2.3 As part of the award of contract Fusion committed to investing £14.7m to refurbish the centres and enhance the facilities at Broadwater Farm, Tottenham green Leisure Centre and Park Road Leisure Centre.
- 2.4 Works at Broadwater Farm Community centre included the conversion of existing rooms into a state of the art fitness facility, improvements to the reception and other minor improvements around the centre. These were completed in October 2013 and the usage of the new gym has grown



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steadily over the last year. It has also provided opportunities for some groups displaced by the works at White Hart Lane to relocate to the Broadwater Farm site.

- 2.5 At Tottenham Green works commenced in February 2014 and has generally run to programme. The works includes the following elements:-

Refurbishment	Progress	Open(ed)
Sports Hall	Completed	March
Main Pool	Completed	May
Kitchen and Offices	Completed	May
Reception	Completed	July
Studio 4	Completed	August
Teaching Pool	Completed	September
Wet Changing Village	Completed	September
Health Suite	Completed	October
Fitness Suite	On track	October
Squash Courts	On track	October
New Dry Changing Rooms	On track	October
Studio 3	On track	October
Spin Studio	On track	October
Studio 2	On track	October
Function Room	On track	November
Cafe	On track	December
Soft Play	On track	December

- 2.6 At Park Road works commenced in February 2014 and have been delayed due to a number of reasons which have combined to mean that the opportunity to use the lido during the summer and close the main pool was lost. This means that currently all pools at Park Road are closed. Fusion are working hard to open the lido as soon as possible and when it does open, it will remain open during the mornings and weekends whilst the main pool is closed at Park Road. It is anticipated that all the pools and new facilities will be open for the beginning of January.

Schedule to completion

Refurbishment	Progress	Open(ed)
Café	Completed	August
Reception and Offices	Completed	August
Lido	On track	October
Dry Changing Rooms	On track	November
Fitness Suite	On track	November



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Health Suite	On track	November
Soft Play	On track	November
Studios 1-4	On track	November
Teaching Pool	On track	November
Wet Changing Village	On track	November
Main & Diving pool	On track	January

2.7 All the completed works are of a very high standard and despite the delays are being well received.

2.8 Displaced users from Park Road have several options available to them. If they are a monthly direct debit customer they are able to make use of either Tottenham Green's refurbished facilities or they are able to use any of Fusion's centres in Enfield. If they do not wish to travel they can freeze their membership until January when the centre fully reopens.

3. Disposal of White Hart Lane Community Sports Centre and award of a 50 year lease to Fusion

3.1 On 9 July 2013, Cabinet authorised the disposal of White Hart Lane Community Sports Centre (WHLCSC) to Fusion Lifestyle by way of a 50 year lease starting from 1 April 2014

3.2 Key potential benefits identified with this leasing are:

- White Hart Lane Community Sports Centre secured as a sports/recreational facility for the next 50 years
- An annual saving of £490k in revenue subsidy compared with the costs of operating the facility in February 2011
- Full risk transfer to Fusion from lease commencement date
- £3.6m investment in the Centre via a repayable loan from the Council

3.3 White Hart Lane Community Sports Centre closed the majority of it's activities on 21st July 2014 to the general public to focus on the redevelopment works.

3.4 The council have allowed Fusion the use of the Enterprise building (Glass building in the grounds of Woodside School) during the refurbishment of the grandstand and old pavilion, thereby providing continued service delivery of a range of indoor and outdoor activities

3.5 The outside areas under refurbishment will include:

- A newly resurfaced full sized MUGA,



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- A new four court indoor tennis dome,
- A new full size stadium 3G pitch,
- Refurbished athletics track
- Ten 5 a side 3G pitches

3.6 These areas are expected to be open by 1st November 14, subject to good weather conditions.

3.7 In addition, the main buildings (the grandstand and old pavilion) are expected to reopen in March 2015 following modernisation and refurbishment.

3.8 The new site name will be New River Sport and Fitness and the football brand (10 x 5 a side pitches) will be called Total Football.

4.0 Conclusion

4.1 It is anticipated that, following the transfer of leisure centres to Fusion Lifestyle in December 2012, that by March 2015 Haringey's leisure centres will have received in the region of £19m of investment and be amongst the best in London.