



**Haringey** Council

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## Environment and Housing Scrutiny Panel

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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 and Weber

### **AGENDA**

#### **1. APOLOGIES**

#### **2. LATE ITEMS OF URGENT BUSINESS**

The Chair will consider the admission of any late items of urgent business. Late items will be considered under the agenda item where they appear. New Items will be dealt with at item X below.

#### **3. DECLARATIONS OF INTEREST**

A member with a disclosable pecuniary interest or a prejudicial interest in a matter who attends a meeting of the authority at which the matter is considered:

(i) must disclose the interest at the start of the meeting or when the interest becomes apparent, and

(ii) may not participate in any discussion or vote on the matter and must withdraw from the meeting room.

A member who discloses at a meeting a disclosable pecuniary interest which is not registered in the Members' Register of Interests or the subject of a pending notification must notify the Monitoring Officer of the interest within 28 days of the disclosure.

Disclosable pecuniary interests, personal interests and prejudicial interest are defined at Paragraphs 5-7 and Appendix A of the Members' Code of Conduct.

**4. MINUTES (PAGES 1 - 10)**

To agree minutes and action points from the meeting of 8<sup>th</sup> January 2013.

**5. CABINET MEMBER QUESTIONS**

Cllr Canver (Cabinet Member for Environment) will attend to respond to panel questions within the Environment portfolio.

**6. TOTTENHAM HOTSPUR CPZ (PAGES 11 - 22)**

- To receive a briefing on the Councils approach to CPZ. (Scrutiny/Parking Service)
- To receive a presentation update on plans for the Tottenham Hotspur CPZ. (Parking Service)

**7. STRATEGIC PARKING ISSUES AHEAD OF THE TOTTENHAM HOTSPUR REDEVELOPMENT**

- 1) Report back from Phillip Lane walkabout – update on costs, funding sources and implementation. (To follow) (Parking Service)
- 2) Report back from panel visit to Tottenham Hotspur Match-day 9<sup>th</sup> February 2013
  - Unregulated off street parking (pop up parking)
  - Blue Badge Scheme
  - Council operated car parks(To follow) (Scrutiny)
- 3) Verbal report on other Local Authority perspectives of parking and traffic management on match days. (Scrutiny)

## **8. WASTE AND RECYCLING (PAGES 23 - 144)**

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 (to follow)

(Single Front Line)

2) Recycling from flats

- Report back from panel visit to 6 flatted developments on 25<sup>th</sup> February 2013

(Scrutiny)

- Report back from evidence gathering session on 4<sup>th</sup> March 2013:
  - o Waste Watch
  - o London Boroughs of Hammersmith & Fulham and Hackney
  - o Local Registered Housing Providers

(Scrutiny)

3) Further policy options for increasing recycling

- Report back from evidence gathering session held on 4<sup>th</sup> March 2013:
  - o Single Front Line
  - o Greater London Authority
  - o London Boroughs of Croydon, Ealing and Lambeth.

(Scrutiny)

4) Report back (verbal) from panel visit to Eco Park and Materials Recovery Facility (MRF) on the 18<sup>th</sup> March.

(Scrutiny)

## **9. STRATEGIC ENFORCEMENT**

The panel to discuss scope and approach of a future review of enforcement functions of the council in particular relation to:

- 1) Audit of enforceable functions;
- 2) Criteria for enforceable action (e.g. cost, public interest);
- 3) Partnership working and information sharing protocols.

**10. COMMUNITY ENGAGEMENT WITH THE PLANNING AND LICENSING PROCESS  
(PAGES 145 - 190)**

For the panel to discuss the nature and scope of a future review in this area. The current Statement of Community Involvement (planning) is attached for reference.  
(Scrutiny)

**11. FUTURE MEETINGS**

To agree a further meeting date for April 2013.

**12. WORK PROGRAMME**

To review current work programme for 2012/13.

**13. ANY OTHER BUSINESS**

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Thursday, 14 March 2013

**Minutes of the Environment and Housing Scrutiny Panel 8<sup>th</sup> January 2013**

**Present:** Cllrs Alexander, Bloch, Gibson, McNamara (Chair), Stanton and Weber

**Also present:** Cllr Bevan

**Attending:** Daliah Barrett (Lead Licensing Officer), Ann Cunningham (Head Traffic Management), Phil Harris (Assistant Director, Adults and Housing), Eubert Malcolm (Enforcement Response Manager), Stephen McDonnell (Assistant Director, Single Front Line), Eamon McGoldrick (Director of Housing Management), Chris Roberts-Wray (Team Leader Parking Projects) and Gary Weston (Parking Infrastructure Manager).

**1. Apologies for absence**

1.1 Cllr Canver

**2. Declarations of interest**

2.1 Cllr Stanton declared an interest as a board member of Homes for Haringey and would thus exclude himself from housing related items on the agenda.

**3. Urgent Business.**

3.1 None received.

**4. Minutes of previous meetings**

24<sup>th</sup> September (Waste and recycling)

4.1 The panel sought to clarify how issues that were not resolved by the waste contractor (Veolia) were dealt with. It was noted that in most instances, such cases were brought to the attention of Single Front Line Service via a local Councillor when further investigation would then take place.

4.2 The panel noted one instance (Jacksons Lane) where waste collections had been missed in 6 of the past 10 weeks and although this had been rectified each week, missed collections continued to occur. It was noted that Single Front Line were aware of this specific case and had been escalated with Veolia management to help resolve this ongoing problem. The panel noted that both the Refuse Manager and the Recycling Manager had visited affected householders to apologise.

4.3 To ensure that all actions agreed by the panel were followed up, it was suggested that the action points should be confirmed with the Chair and a subsequent list circulated to the Panel and attending officers.

**Agreed:** Action points that arise from the business of future meetings should be tabulated and distributed to relevant officers and panel members. Actions will be monitored by the panel at future meetings.

4.4 The panel agreed the minutes of the panel meetings of the 24<sup>th</sup> September and the 4 December.

## 5. Budget Scrutiny

- 5.1 The panel noted and agreed the recommendations approved by Overview & Scrutiny Committee at its meeting in December 2012. The panel noted that these recommendations would be collated (with recommendations from other scrutiny panels and the main Overview & Scrutiny Committee) and submitted to Cabinet for consideration in February 2013.

## 6. Cabinet Member Questions – Cllr Bevan, Housing

- 6.1 The Cabinet Member for Housing (Cllr Bevan) responded to questions from panel members. The following is a summary of the key issues discussed by the panel.
- 6.2 Members of the panel sought to assess whether homes within the Sheridan housing complex (N8) were on the reserve list and likely to be upgraded within Decent Homes Programme. The Cabinet member indicated that

**Agreed:** That a short note is circulated to the panel regarding Sheridan Housing (N8) and inclusion within the Decent Homes Programme.

- 6.3 The panel discussed the improvements being made to social housing within the Decent Homes Programme. The panel sought further clarification as to whether individual homes that were assessed to need a range of improvements could have individual elements of this work prioritised for completion in the works schedule (e.g. a property may need a new kitchen and double glazing, but tenant would like to prioritise double glazing).

**Agreed:** That a short briefing to be provided to the panel on the Decent Homes Programme (works schedule and priorities).

- 6.4 The panel discussed the problem of ASB in social housing and the impact that this had on neighbouring local residents and communities. The panel noted that there was a prescribed process that officers follow to resolve such problems, and depending on the circumstances of individual cases, this can be a lengthy process. The panel noted that if the property had been sublet, the Council may need to obtain the consent of the named tenancy holder for appropriate enforcement action.
- 6.5 The panel noted the action that Homes for Haringey (HfH) has taken to identify and remove those tenants that sublet their property as this is in contravention of their tenancy agreement. It was noted that HfH undertakes systematic occupancy checks on around 20% of properties it manages per year. In addition, the service will also investigate possible tenancy contraventions as identified by members of the public.
- 6.6 The panel noted that there had been a significant increase in the identification and repossession of properties that had been sublet in Haringey: in 2011/12, 12 such properties were repossessed, though data for 2012/13 would suggest a threefold increase (27 cases at 9 months).

**Agreed:** The panel requested a short briefing on the occupancy check process and recent amendments made to make this process more robust.

## 7. Resident Scrutiny Panels (and scrutiny at Homes for Haringey)

### Scrutiny

- 7.1 The Director of Housing Management presented a briefing on scrutiny arrangements in Homes for Haringey (HfH). The panel noted that in addition to the Environment and Housing Scrutiny Panel, scrutiny is also undertaken by a number of HfH bodies which include the Performance Committee and the newly formed Residents Scrutiny Panel.
- 7.2 The Resident Scrutiny Panel aims to provide a residents perspective (both tenants and leaseholders) of the services being provided through Homes for Haringey. The Resident Scrutiny Panel had completed a pilot review of the Winter Maintenance Programme and is currently assessing the Repairs Service (report 2013).
- 7.3 The Performance Committee of HfH meets five times per annum and has agreed to scrutinise one topic (central to its core business) at each meeting. In addition, a small number of topics will be looked at in greater depth throughout the course of the year.
- 7.4 The panel agreed that it would be helpful if the Chairs of all three scrutiny bodies were to meet in the near future as this would provide an opportunity to discuss and plan future scrutiny work plans. The panel hoped that this would contribute to the development of a more coordinated approach to the scrutiny of housing issues in Haringey. The meeting would also help to map out the areas of scrutiny responsibility of each body and which housing bodies are being held to account, aiming to learn more about the work of other panels and avoid duplication of effort.

**Agreed:** That the Chairs of each of the scrutiny bodies meet to discuss current and planned scrutiny work, housing bodies held to account and ways in which these bodies may collaborate in the future (February 2013).

- 7.5 The panel also agreed that it would be helpful to know the current membership of the Homes for Haringey Board.

**Agreed:** That the membership of the Homes for Haringey Board is circulated to the panel.

### Waste and recycling issues

- 7.6 The panel discussed the issue of waste and recycling collection on local social housing estates and measures that could be adopted to help increase recycling. (This had been an issue arising from other work of the panel in respect of the new waste and recycling collection system). From this discussion, there appeared to be two key issues:
- Recycling rates were low (structural issues with estates);
  - The number of paladin bins on estates (there were perceived to be too many).
- 7.7 Single Front Line noted that the challenges of recycling on estates was widely recognised and that there was a need to increase the recycling participation rate and the amount of waste which households recycled. Single Front Line also reported to the panel that:
- There was a need to rationalise waste receptacles;

- Increased frequency of waste collection would result in increased costs;
- Capital investment was needed to upgrade container sites;
- £600k had been received from Department of Communities and Local Government to roll out food waste collection on local estates.

7.8 It was noted that the panel intended to complete the second phase of its work with the waste and recycling service over the coming months and would need to develop and agree outcomes for this. In addition to work on local council housing estates, this would encompass the broader policy options for increasing recycling rates (e.g. incentive schemes or enforcement options). The panel requested that key services are consulted in developing objectives for the second part of its recycling work.

**Agreed:** That Single Front Line and Housing services are consulted to identify specific outcomes for possible inclusion within part 2 of waste and collection review (Feb 2013).

#### Estate Inspections

7.9 The Director of Housing Management presented a briefing on estate inspections within Homes for Haringey (HfH). It was noted that managing external areas in estates (e.g. pavement repairs, parking enforcement, street cleaning) was challenging because of the number of different services and contractors involved.

7.10 The panel noted that there were 37 Tenancy Management Officers (TMO) who lead local estate inspections to identify issues of concern and to plan any remedial action necessary. Local councillors are notified and invited to attend such inspections.

7.11 In evidence submitted by HfH and confirmed from their own experience, panel members noted that there were a number of weaknesses within the current estate inspection system:

- The number of works left outstanding from one inspection to another;
- A lack of staff experience / expertise to ensure that appropriate action can be taken to ensure the completion of identified works (who and where to go for problem resolution);
- TMOs do not have access to a budget (capital/ revenue) for estate repairs which may impede works completion;
- Services are not flexible enough to respond to minor repairs/ problems.

7.12 In recognition of the above, HFH planned to make a number of improvements to the inspection system to be effective from April 2013. These included:

- Establishment of four Quality Assurance Officers who will:
  - Monitor client contracts (e.g. Veolia, Wing, caretaking, cleaning)
  - Lead estate walkabouts (greater consistency and more accurate specification of work required and completion)
- Dedicated estate environmental budget for housing management
- Increase capital funding from £250k to £500k for small / medium environmental improvements
- Establish a mobile operative team (2 operatives and vehicle) to undertake small works (e.g. chute clearance, graffiti removal, removal of signage)
- Estate service officers will be provided with appropriate equipment to undertake minor repairs without recourse to a more formal works order.



- 7.13 The panel noted that surveyors often accompanied TMO's on estate inspections which it was suggested, could be indicative of TMO's lack of confidence in identifying works needed and any necessary corrective actions. It was noted that within the proposed changes (outlined above) Quality Assurance Officers will have more expertise and experience which will negate the need for surveyors.
- 7.14 The panel welcomed the planned changes for the estate inspection process and hoped that these would deliver improved and speedier outcomes for local estate residents.

## 8. Cabinet Member Questions – Cllr Canver

### Q & A

- 8.1 Apologies were received from Cllr Canver who was unwell and unable to attend the meeting.

### Waste and recycling recommendations – part 1

- 8.2 The panel noted that the recommendations from the interim report on the waste and recycling service had been presented to Cabinet in November and a response provided at its December meeting. It was noted that with the exception of two, all recommendations had been accepted by Cabinet.
- 8.3 The panel were concerned about the process through which scrutiny panel recommendations were approved. It was noted that at present, recommendations of the panel need to be agreed by the main Overview & Scrutiny Committee and subsequently presented and approved by Cabinet. It was the view of the panel that this process was lengthy and may not be responsive or flexible enough to respond to recommendations made.
- 8.4 The panel agreed that whilst recommendations that affected council policy should obtain Cabinet approval, those recommendations which were operational in nature could be approved by the Cabinet member themselves through a more informal process. The panel indicated that if such a two tier system could be agreed, this would help to create a more streamlined decision making process.

**Agreed:** That the Chair of the Environment & Housing Scrutiny Panel would approach the Chair of Overview & Scrutiny and the Chairs of other scrutiny panels to indentify and agree new arrangements for approval of recommendations. This can then be followed by a meeting of Overview & Scrutiny Committee and the full Cabinet.

- 8.5 The panel noted that there had been some problems with the Christmas collection times with waste and recycling not being collected on the specified dates. The panel understood that this problem was due to issues with the Veolia website which was not sophisticated enough to include Bank Holidays and therefore displayed inaccurate collection dates.

**Agreed:** The panel agreed that on future Bank Holidays, if the Veolia website could not be updated appropriately a 'special notice' should be placed on the website informing residents of clear up arrangements.

8.6 The panel acknowledged that Single Front Line had been very supportive of its work with the new waste and collection recycling service and had responded quickly to issues raised. It was agreed that Single Front Line would provide an update to the panel (briefing/ future panel meeting) on its agreed recommendations and on the cases study areas where the panel visited.

**Agreed:** That an update be provided on the implementation of the waste and recycling recommendations (part 1) and on the case study areas visited by the panel (briefing at next meeting).

## 9. Integrating Council Enforcement Functions

9.1 Officers from Single Front Line, Enforcement Response and Licensing presented the report on integrating council enforcement functions and responded to questions from the panel. A summary of the main points of this discussion is given below.

9.2 It was noted that in total (including both new and variations) approximately 90 licensing applications are received each year. Licensing and Planning services adhere to two different regulatory codes which may appear to give rise to 'contradictory' conditions. For example, where an application is received to extend the licensing hours of a license that go beyond those agreed under planning conditions. It was noted that in 2012, there were 7 occasions when the premises did not have the appropriate planning permission.

9.3 The panel heard that all licensing applications are routinely sent to Responsible Authorities to comment on the proposed application. The panel noted that there are a number of Responsible Authorities that are consulted within the licensing process and these include:

- Police Authority
- Fire Authority
- Planning
- Health & Safety
- Food Protection
- Director of Public Health
- Social Services (Child Protection)
- Building Control
- Trading Standards
- Noise Enforcement

9.4 The panel noted that in order for evidence to be considered from a Responsible Authority (or any other interested party, including members of the public) this must be relevant to the application being considered and relate to the four licensing objectives, which are:

- the prevention of crime and disorder;
- public safety;
- the prevention of public nuisance;
- and the protection of children from harm.

9.6 The panel heard that Responsible Authorities will respond to applications where appropriate. The panel indicated that it would like to receive a summary of licensing application responses received from Responsible Authorities, especially any other departments of the council and the metropolitan Police.

**Agreed:** That a short briefing is provided to the panel on local Responsible Authorities detailing:

- the responses received from Responsible Authorities to licensing applications from Jan 2010-Jan2013.
- contact details for Responsible Authorities.

9.7 The panel noted that although there was not a central register where all Responsible Authorities could enter enforcement data for local premises, a Council wide database (M3) was used. Here data could be recorded on a wide range of enforcement issues (including data used for regulatory and enforcement purposes as well as 'softer data' (e.g. waste). Services which used this include Health & Safety, Licensing, Trading Standards, Food Safety and Neighbourhood Enforcement Teams).

9.8 The panel noted that to ensure that there is no conflict of interest the Licensing Officer must remain neutral in the licensing application process. This places some restrictions on the nature and level of information that can be exchanged. However, the Licensing Officer does maintain an overview of information submitted and if a trend appears (e.g. in respect of particular premises) it may have a 'generalised discussion' with another enforcement body (e.g. police) or another council department who are not obliged to be neutral.

9.9 In terms of advice available to residents within the licensing process, the panel noted that although there was no formal advice service applicant's advice notes are published and available through the Council website. A booklet 'The Licensing Law and You' is also available on the website. The panel also noted that where appropriate, mediation meetings were encouraged with residents (other interested parties).

9.10 The panel noted that the broader public perception may not recognise the legal duties of enforcement officers across the council which may inhibit their ability to share information and limit or constrain the degree to which they may work together. The panel were of the view that more should be done to inform and educate local residents about the roles of local enforcement teams and how their help can be solicited.

**Agreed:** That all Responsible Authorities and other Council departments with enforceable functions are consulted as part of the scope for the Environment and Housing Scrutiny Panel scope of strategic enforcement (Feb 2013).

## **10. Strategic parking issues ahead of the Tottenham Hotspur redevelopment**

### Scoping Report

10.1 The panel discussed the proposed objectives and associated work plans as set out in the scoping report. A summary of the key issues discussed by the panel is presented below.

10.2 The panel indicated that as the new Tottenham Hotspur development was billing itself as a leisure destination for 365 days a year, this should be reflected in parking controls and broader traffic management arrangements. Officers indicated that

Traffic Management would continue to monitor the situation and adapt parking or traffic controls as necessary.

- 10.3 The operation of the Blue Badge mobility scheme on match days was also discussed by the panel. As there are less parking restrictions for Blue Badge holders there was a concern that this could be exploited through incorrect or fraudulent use of badges. It was suggested that this should be included within the scope. Officers from Traffic Management indicated that it would not be viable (self financing) to employ a dedicated Blue Badge monitoring officer.

**Agreed:** That a briefing is prepared on the operation of the Blue Badge scheme in Haringey together with monitoring and fraud identification processes.

- 10.4 The panel noted that there had been some discussion on the proposed supermarket and the possibility of football fans being able to use the car park on match days. This car park had a capacity for 400 cars.

- 10.5 The panel noted that there was often spare capacity at Bury Road Car Park (400 spaces) and discussed whether this could be used as a parking solution on Tottenham Hotspur match days. It was suggested that this could be marketed as a park and ride scheme which would have the added benefit of attracting additional footfall to Wood Green High Road. Parking Service officers indicated that they would consider this option when assessing a range of parking options for the area.

**Agreed:** That two additional objectives be included within the parking scope: 1) Assess parking restrictions around schools 2) Use of Blue Badge scheme on match days.

**Agreed:** That given the scope of the work and the inclusion of additional objectives, the timescales for the planned work should be discussed with the Traffic Management service and amended accordingly.

### Phillip Lane Walkabout

- 10.6 Officers from Traffic Management presented the findings from a walkabout that was conducted on Phillip Lane (Tottenham) with the Chair of the EHSP and 5 other Councillors from Tottenham, West Green and Bruce Grove Wards in December 2012. The aim of this walkabout was to identify possible improvements to parking and traffic management schemes and to ascertain if this could be a viable approach for road traffic solutions across the Tottenham area as part of the review being undertaken by the panel.

- 10.7 The panel noted that 32 issues were identified for rectification or adjustment from this walkabout. Those issues identified included:

- Unnecessary double yellow lines which may prohibit business use;
- Removal of conflicting signage
- Faded yellow lines (double or single);
- Bus stop 'box' too large;
- Bus stop 'box' faded;
- Controlled parking space on a bend in the road (safety issue).

10.8 The panel noted that whilst some of the identified works or improvements could be enacted at minimal cost, other solutions would require additional capital/ revenue spend by the service. The panel also indicated that it would be useful to have an indication of the order in which identified issues may need to be addressed (i.e. safety). As a next step, the panel indicated that it would be helpful if Traffic Management could identify what resources would be needed to implement those actions identified from the walkabout.

**Agreed:** That Traffic Management should indicate what resources would be required to correct 32 traffic/parking issues identified from the Phillip Lane walkabout together with and priorities for action and completion timescales.

10.9 The panel noted that it would be important to publicise the assessments of this walkabout and any actions implemented as a result. The panel noted that once further information was available (i.e. resource data) it would assess the viability of this approach as a process to help identify local traffic and parking solutions more widely across Tottenham.

10.10 The panel confirmed that it would be talking to parking services in other local authorities as part of its evidence gathering to help meet the scrutiny objectives set out in the agreed scoping report.

## **11. Waste and recycling**

11.1 The panel discussed the Cabinet response to its recommendations within item 8. There was insufficient time for the panel to receive the presentation on updated consultation responses from the waste and recycling survey and the cabinet member for Environment was not present. A copy of the presentation would be distributed with the finalised minutes.

## **12. Work programme report**

12.1 The panel noted the work programme report.

## **13. Future meetings**

13.1 The next meeting of the panel was confirmed to be at 18.30 on the 21<sup>st</sup> March 2013.

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**Haringey Council**

<b>Briefing for:</b>	Environment & Housing Scrutiny Panel, 8 <sup>th</sup> January 2013
<b>Title:</b>	The Council's approach to Controlled Parking Zones.
<b>Purpose of briefing:</b>	To provide background information on the Council's approach to Controlled Parking Zones in Haringey.
<b>Lead Officer(s):</b>	Ann Cunningham, Head of Traffic Management Martin Bradford, Scrutiny Officer

## 1. Introduction

- 1.1 The following report outlines the Council's approach to Controlled Parking Zones which is being considered by the Environment and Housing Scrutiny Panel as part of its work programme for 2012/13. This report will contribute the work of the scrutiny panel in assessing the strategic parking issues ahead of the Tottenham Hotspur redevelopment.
- 1.2 The report provides an overview of controlled parking zones in Haringey and covers the following areas:
- Policy context;
  - Controlled Parking Zones;
  - Controlled Parking Zones in Haringey (distribution, hours of operation, authorisation, extension, fast track policy, permits, implementation and operational costs, enforcement, current issues and future challenges);
  - Haringey Transport Commission;

## 2. Background policy context

- 2.1 Both nationally and locally demand for road space is increasing and transport authorities need to develop policies which meet the often conflicting needs of different road users (e.g. car users, cyclists, public transport). In addition, policy objectives also have to give regard to wider environmental objectives such as the need to reduce carbon emissions and limit air pollution.
- 2.2 Demand for road space remains strong, particularly in urban areas where there is a high population density. Despite the growth of developed public transportation systems car ownership in urban areas has not diminished, particularly in London. Thus while national figures indicate that the proportion of households not owning a

car has fallen, in London, the proportion of households that do not own a car has remained almost constant at around 40 percent since the mid-1980s.<sup>1</sup>

- 2.3 More locally, the proportion of households in Haringey that do not own a car (53%) is similar to that of other inner London boroughs. However, the proportion of households that own two or more cars in Haringey (11%) is the highest when compared among all other inner London boroughs.
- 2.4 Although parking controls are tools to help manage demand for car usage, they are also part of a wider strategy to improve road safety and to make the road network a more pleasant environment for all road users. The aim of parking controls can be summarised as thus, to:
- ease congestion and improve public transport;
  - maintain safety of all road users (including pedestrians);
  - contribute to the social and economic sustainability of local town centres by improving accessibility;
  - ensure limited parking capacity is available to those who need it;
  - support initiatives to meet environmental targets.
- 2.5 Local transport policy is set out in the Local Implementation Plan (LIP). Guided by national and regional transport plans, such as the Mayors Transport Strategy, the LIP describes how the Council will meet the transport needs of local residents and businesses. It provides details of local transport objectives and how these will be implemented by the Council.
- 2.6 Contained within the LIP is the Parking and Enforcement Plan (PEP), which provides the policy framework that guides and informs the Council’s parking management activities. The PEP has a number of strategic objectives, including to:
- Reduce the need to travel especially by car and encourage sustainable travel;
  - Manage traffic levels to help reduce congestion and improve the environment;
  - Develop an efficient and effective transport system to promote regeneration;
  - Promote social and economic revitalisation of local town centres;
  - Support borough initiatives to improve air quality.
- 2.7 A number of specific parking objectives are contained within the PEP, which are summarised below.

<b>The Council will:</b>	<b>By:</b>
Meet the needs of all road users	<ul style="list-style-type: none"> <li>▪ Managing overall parking supply and allocate space based on needs and priorities</li> <li>▪ Support parking and loading requirements of businesses</li> <li>▪ Support safe and efficient operation of public transport</li> </ul>
Support effective parking management	<ul style="list-style-type: none"> <li>▪ Coordinate management of on and off-street parking and ensure a comprehensive and complimentary approach</li> <li>▪ Allocate permits based on transparent principles and in accordance with hierarchy of parking need</li> </ul>
Improve sustainable access	<ul style="list-style-type: none"> <li>▪ Seek the provision of cycle parking in new developments</li> <li>▪ Provide secure cycle parking in high demand areas</li> </ul>

<sup>1</sup> Transport for London Travel in London Key trends and developments Report number 1



	<ul style="list-style-type: none"> <li>▪ Ensure that parking management is supportive of sustainable travel initiatives</li> </ul>
Meet environmental objectives	<ul style="list-style-type: none"> <li>▪ Supports local environmental improvements</li> </ul>

2.8 Following a reorganisation in 2011/12, all road and parking services have merged within a new Traffic Management Service within the Council. This new service ensures that the Council can effectively manage and coordinate the different activities that impact on vehicle and pedestrian traffic in the borough. The Traffic Management Service includes:

- Consultation, design and implementation of parking controls including CPZs
- Installation and maintenance of pay & display machines,
- Management of CCTV service – community safety surveillance and traffic enforcement
- Car park management and maintenance
- Traffic and parking enforcement and associated services i.e. suspensions, parking permits, representations and appeals
- Coordinating street works (including the London Permit Scheme)<sup>2</sup>
- Concessionary travel

(N.B A full organisational chart is contained in appendix E)

### 3. Controlled Parking Zones

3.1 A controlled parking zone (CPZ) is defined in Regulation 4 of the Traffic Signs Regulations and General Directions 2002, which in effect, is an area where kerbside parking is controlled. Parking may be controlled by the use of designated spaces for parking and loading as well as yellow lines for waiting and/or loading, each of which may have operational restrictions.

3.2 CPZs are generally introduced on roads where local residents have problems parking near their homes. These local parking pressures may be as a result of non-residents' vehicles being parked often for long periods of time as they visit a local attraction. Some common attractors which create local parking pressures include rail/tube stations, local town centres or local leisure services.

3.3 CPZs are an effective way of managing parking demand and are widely used by local authorities. The benefits of controlled parking may include:

- Improved safety, with better visibility at junctions;
- easier access for emergency services, delivery and removal vans;
- reduced traffic and pollution;
- reduced visual impact of cars on the street environment.

3.4 All on-street parking in a CPZ is controlled during the times shown on the zone entry plates (signs which are put up at all entry points into the zone). Parking is not allowed in parking bays during the operational hours of the CPZ without a valid permit. Kerbside space not covered by a parking bay are generally subject to single

<sup>2</sup> The issue and monitoring of permits for street works to minimise disruption.

yellow line controls which apply during the controlled hours of the zone unless otherwise indicated on the signs. Double yellow lines are often installed at key points within a CPZ, such as around junctions, and these indicate a 24-hour parking prohibition.

- 3.5 Parking bays can either be permit holder bays, “Pay & Display” bays or shared use (permit & “pay & display”) bays and the operational hours of CPZ is displayed is on the signs associated with those bays. Residents can generally purchase permits if they, or their visitors, wish to park in the designated bays during the operational times of a CPZ. □ Parking permits are only issued to eligible residents and businesses within a CPZ. Those with a disability (i.e. Blue Badge holders) can generally park their vehicle for free and without time limit in a permit holders bay provided that a valid Blue Badge is displayed.

#### **4. Controlled Parking Zones in Haringey**

##### Distribution

- 4.1 There are currently 16 CPZ areas in Haringey. These are predominantly in south and central parts of the borough and reflect the need to develop parking controls as a result of local attractors such as shopping centres (e.g. Wood Green or Crouch End) rail/tube stations (e.g. Bounds Green or Seven Sisters) and other local leisure attractions (e.g. Tottenham Hotspur Football Stadium).

- 4.2 A map of all operational CPZs (as of July 2012) is contained in Appendix A.

##### Hours of operation

- 4.3 The days and times in which individual CPZs operate vary according to the nature of local parking pressures and the needs of local residents. Thus, the central Wood Green CPZ is operational from 8am to 10pm Monday through to Sunday to reflect the significant parking pressures generated by this major shopping and work destination. Conversely, the Tottenham Hotspur CPZ only operates at specific times and days and help to manage local traffic and parking demand on match days.
- 4.4 Other CPZs, such as those around tube or rail stations, may operate for a short period of time on weekdays to deter commuters who may otherwise drive and leave their cars in the vicinity of local stations. A full list of CPZs in Haringey detailing the days and times in which these are in operation are described in Table 1 below.

<b>Table 1 – CPZs in Haringey (days and times of operation)</b>			
<b>CPZ</b>	<b>Days of operation</b>	<b>Time of operation</b>	<b>Pay and display charges ( where applicable)</b>
Belmont	Mon-Fri	08.00-18.30	£1.90
Bounds Green	Mon-Fri	10.00-12.00	£1.90
Bruce Grove	Mon-Sat	08.00-18.30	£1.90
Crouch End A	Mon-Fri	10.00-12.00	£3.00
Crouch End B	Mon-Fri	12.00-14.00	£3.00
Finsbury Park Finsbury Par B & C	Mon-Sat Match Days & Park Events Sundays & PH	08:30-18.30 08:30-20:30 12.00-16.00	£1.90
Fortis Green	Mon-Fri	11.00-13.00	N/A
Green Lanes A B B extension	Mon-Sat Mon-Fri Mon-Sat	08.00-18.30 08.00-18.30 08.00-18.30	£3.00
Highgate	Mon-Fri	10.00-12.00	£3.00
Myddleton Road Stop and Shop	Mon-Fri	09.00-18.00	£1.90
Seven Sisters	Mon-Sat	08.00-18.30	£1.90
Stroud Green	Mon-Fri	12.00-14.00	£1.90
Tottenham Hale	Mon-Fri	08.30-18.30	£1.90
Tottenham Hotspur Match day	Mon-Fri Sun & PH	17.00-20.30 12.00-16.30	£1.90*
Wood Green Inner Outer	Mon-Sun Mon-Sat	08.00-22.00 08.00-18.30	£3.00
Woodside	Mon-Fri	08.00-18.30	£1.90

\*this pay and display is not specific the Spurs CPZ and supports local businesses through the week.

#### Authorisation

- 4.5 The Council's approach to CPZ introduction has much improved in recent years and is now far more resident lead. The Council only proceeds to any stage of consultation on the introduction of a CPZ where there is evidence of demand for wider parking controls from an appropriate representation of that local community.
- 4.6 This has resulted in increased dialogue between the Council and residents. This is not only much more customer focused, but with residents fully involved at the earliest stage, schemes now meet their local needs.

- 4.7 In Haringey, there are three phases to the authorisation and implementation of a proposed CPZ:
- Public consultation;
  - Statutory Process;
  - Works on site.
- 4.8 In the *Public Consultation* stage, the Council will consult with local residents and businesses to ascertain the level of support for a proposed CPZ. Focus Group meetings are held to provide part of the governance and consultation necessary to enable Council Officers and the Cabinet Member to respond more quickly to the needs of residents. This is one part of the dialogue between residents, Ward Councillors and officers of the Council. The formal or statutory consultation being the other.
- 4.9 The *Statutory Process* stage is the legal part of the process and is open to any interested party to make a representation regarding the council's proposals.<sup>3</sup> As part of the statutory process, a *Traffic Management Order*<sup>4</sup> is made, which requires that notices are published in the local press and displayed on site to inform of the council's intentions. A statutory period of 21 days is provided for any interested party to make a representation on the proposed scheme. As part of the statutory process, a formal consultation document is delivered to all residents within the proposed CPZ area and other statutory bodies (e.g. Transport for London, fire service, police service, ambulance service) are consulted.
- 4.10 All letters of objection or support received within the 21 day period are considered by the Council as part of the statutory process. There are however, legal requirements about the weight given to various factors when introducing parking controls and the interests of the owners and occupiers of properties on the affected roads. Whilst the council will need to assess the impact of the scheme in relation to safety, impact on local amenities, environmental effects and passage of public service vehicles, particular regard has to be given to:
- the need to maintain the free movement of traffic;
  - the need to maintain reasonable accesses to premises; and
  - the extent to which off-street parking is available in the neighbourhood.
- 4.11 All consultation representations are recorded and compiled within a report. This includes details of the final proposed scheme including any changes which have been made as a result of the consultation. Once the report and scheme recommendations have been approved by the Cabinet Member or relevant Committee, work can begin on site to implement the scheme.
- 4.12 When it has been decided that the scheme should proceed, a notification document is delivered to all properties within the agreed CPZ area notifying them of the council

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<sup>3</sup> This can include those not directly within the CPZ, but in adjacent areas.

<sup>4</sup> A Traffic Management Order is a legal document we are required to produce whenever we want to put new parking restrictions in place or amend existing ones.

decision and when *works will start on site*. Work will commence once the following have been completed:

- completion of the Traffic Management Order;
- letting contract to complete specified work (installation); and
- work programming.

4.13 Details of recent and current CPZ applications including consultation documents, works notices and other associated reports are recorded on the Council [parking consultation](#) web pages.

### Fast Track Policies

4.14 A fast track process for introducing extensions to existing CPZs was approved in 2008. The new approach allows the Council to be more responsive to the concerns of local residents and reduces the time it would usually take to introduce a CPZ by omitting the public consultation stage and going straight to the statutory consultation stage. Residents that reside in adjacent roads to the CPZ can petition the council for inclusion within the existing CPZ. If there is sufficient evidence of support (a majority of road residents in favour), this will replace the first public consultation stage.

4.15 The full CPZ process would usually take approximately 18 Months. Undertaking an extension via the Fast Track CPZ process will usually reduce the length of this process to 9-months (as the Council would commence at 21-day statutory notification process). The fast track process is contained in Appendix B.

4.16 The council has also adopted the *experimental process* which has further reduced the timeframe for the introduction of a CPZ to approximately 6 months. The experimental process can be applied to both existing and new CPZ schemes. Within the experimental process, the proposed scheme is authorised and introduced after the public consultation process. Here an experimental traffic order of 18 month duration is issued on the following basis:

- 0-6 months, the Council will continue accept all representations from the public
- 6-12 months, a decision is taken and amendments made where possible,
- 12-18 months, the experiment continues then run for a further 6 month, and if all agreed, the order is made permanent before the 18 month period is up.

### Residents parking permits

4.17 Individual residents who live in a CPZ area may apply for a resident parking permit. To obtain a resident parking permit residents must be aged 18 years or over, be the registered owner (or keeper) of the car and have a valid tax certificate. Individual parking permits are not transferable, and relate to corresponding vehicle cited on the permit.

4.18 The cost of a resident parking permit is based on the CO2 emissions if the vehicle was registered on or after 23<sup>rd</sup> March 2001. Permit costs for vehicles registered before this date are based on the engine size. A summary of relevant costs for these two schemes is summarised below.

Vehicles registered on or after 23 <sup>rd</sup> March 2001		
CO <sub>2</sub> Emission Band	First Permit (Annual)	Second and Subsequent Permit per Household
(up to 100 CO <sub>2</sub> g/km - including electric vehicles)	£20.60	£20.60
(101-150 CO <sub>2</sub> g/km)	£51.50	£82.40
(151-185 CO <sub>2</sub> g/km)	£103	£133.90
(186 CO <sub>2</sub> g/km and over)	£154.50	£206

Vehicles registered before 23 <sup>rd</sup> March 2001		
Engine Size	First Permit (Annual)	Second and Subsequent Permit per Household
1549cc or less	£51.50	£82.40
1550cc to 3000cc	£103	£133.90
3001cc and above	£154.50	£206

4.19 Full details of all residents parking permits and associated costs are contained in Appendix C.

Costs of CPZs

4.20 There are a number of *implementation costs* which are associated with the implementation of a CPZ which include:

- Consultation with local residents (two and possibly three rounds);
- Notice distribution to all households in the proposed parking zone;
- Physical implementation;
  - Signage
  - Pay and Display machines
  - Bay marking
- Staff fees.

4.21 The total cost of implementing a CPZ varies in relation to the size of the prospective CPZ and the number of streets included within the area designated for parking control (for example, the size of the CPZ will determine the scale of the consultation required, and the amount of signage needed). It has been estimated that implementation costs per street is approximately £4k.

4.22 There are also a number of *operational costs* associated with the operation of CPZ which include:

- Physical maintenance;
- Civil Enforcement Officers (CEO).
- Increased back office costs arising from higher volume transactions ie permits sales, representations and appeals

4.23 The following financial data is taken from the implementation of a recent CPZ (extension) in Crouch End, which provides an overview of the set up and running cost of a CPZ:

Implementation Cost	£155k
Operational Costs	£151.9k
Estimated annual revenue	£222k
Payback of set up costs	2.2 years

4.24 CPZs are funded through the Capital Budget and other external sources. In 2010/11 the parking service was allocated £600k from the capital programme for the installation of controlled parking. However, in recent years this funding has been substantially reduced, and where currently (2012/13) £150k of capital funding is available.

Enforcement

4.25 The Traffic Management Act (2004) updated traffic enforcement guidelines with the intention to steer local authorities to provide open and fair parking and enforcement policies whilst adopting clear and prescribed guidelines for dealing with parking contraventions. This legislation:

- Established the role of Civil Enforcement Officers (CEO) to replace parking attendants;
- Required local authorities to publish parking policies on line and to provide more details on how to appeal fines;
- Increased time limits for payment of some fines;
- Introduced measures to combat abuse of the Blue Badge<sup>5</sup> system.

4.26 The Councils code of practice for local parking enforcement is published in the Council website and is contained in appendix D.

4.27 Parking in controlled areas is enforced by Civil Enforcement Officers (CEO). CEOs may enforce parking through on-street patrols, the use of Closed Circuit Television (CCTV) or mobile enforcement units (which also carry CCTV equipment. The current full staffing structure of the Traffic Management Service, including the number of operational CEOs, is detailed in Appendix E. It should be noted that this will be revised due to failure to recruit a Network Compliance Manager.

4.28 Cars that do not have a valid permit or voucher during the hours in which a CPZ is in operation can be issued with a Penalty Charge Notice (PCN). The PCN can be served on street which or by post (if this cannot be directly served by the CEO). Parking charges are set by London Councils and are staged at two levels depending on the seriousness of the parking contravention. This is summarised in the table below.

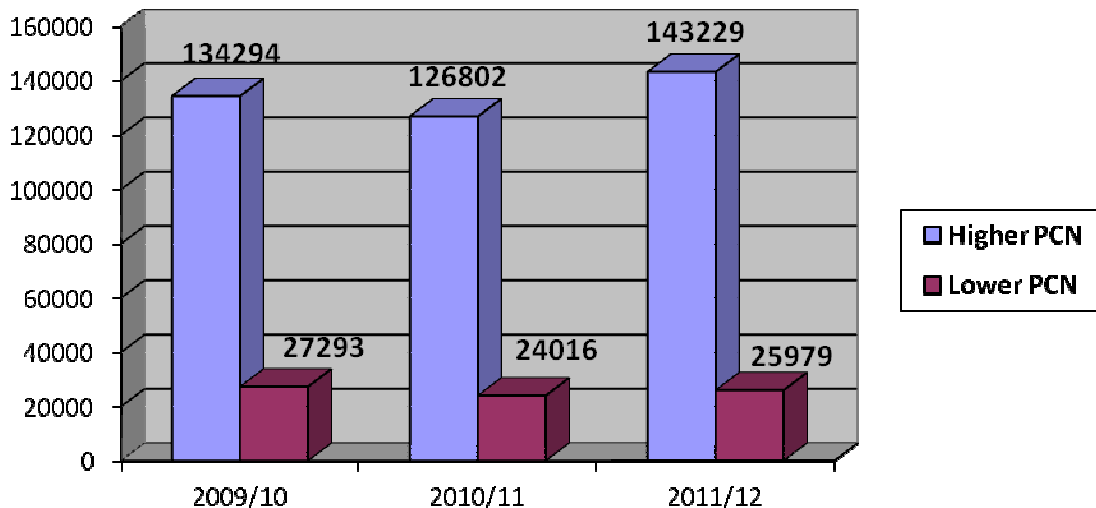
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<sup>5</sup> The disability parking scheme.

	<b>More Serious</b> (E.g. parking at bus stop, parking on double yellow lines, parking in a bay without a permit, parking on pedestrian crossing)		<b>Less serious</b> (E.g. parking after the expiry of pay and display, re-parking in same space within set time, parking for longer than permitted, not parking correctly)	
	<b>Full Charge</b>	<b>Discount (paid within 14 days)</b>	<b>Full Charge</b>	<b>Discount (paid within 14 days)</b>
<b>Band A Road</b> (Wood Green CPZ and all bus lanes)	£130	£65	£80	£40
<b>Band B Road</b> (all other parts of the borough)	£110	£55	£60	£30

4.29 In 2011/12, the Council issued 169,208 parking related PCNs, of which 143,229 were for the higher level and 25,979 were for the lower level (Figure 1). Total income derived from all PCNs in 2011/12 (including those for non parking related traffic contraventions) amounted to £7.9 million. Full details of local traffic and parking performance including income, expenditure, parking appeals and network management is contained in the Annual Traffic and parking Enforcement Report (2011/12) which is contained in Appendix F.

**Figure 1 – Penalty Charge Notices issued for parking offences in Haringey (2009-2012)**



Current issues and future challenges for controlled parking

4.30 The current method of implementation does create displacement of vehicles onto peripheral roads which has a snowball effect. The displacement is created by residents not purchasing a permit for their vehicle, furthermore residents may choose not to purchase a permit for a second and subsequent vehicles as those charges are



incrementally higher than the 1<sup>st</sup> permit per household. Commuters to the area may continue to park in the area not protected by a CPZ.

- 4.31 The extensive regeneration program underway in Northumberland Park may require a different approach to the introduction of parking controls and consultation has already started with all ward Councillors on our approach to Phase 1 of the Spurs development.
- 4.32 The parking capital program is funded through capital resources, which have reduced significantly in recent years. The current method of implementation is more costly and reduced funding will impact on our ability to respond to Local concerns.

### **5. Parking and the Haringey Sustainable Transport Commission**

- 5.1 The Council set up a transport commission 2011 to advise the council on the policy options for better transport, fairer parking controls and greater investment in streets and transport services. The Commission was made up of 11 members (including local Councillors, Transport for London and local transport groups) and was headed by an external independent academic (Professor Goodwin, University of West of England).
- 5.2 In the course of its work, the Commission heard evidence on a range of parking related issues and from this made a number of conclusions, including the following:
- Resident demand for controlled parking can lead to an incremental growth of CPZ's as neighbouring streets seek to protect themselves from the knock on effects of a newly introduced CPZ
  - CPZ's are a temporary solution to parking pressures as they do not address the general issue of the rising level of car ownership
  - The factors which give rise to parking pressures are dynamic which necessitate the need for periodic updating for controlled parking.
- 5.3 In relation to the development and associated consultation for CPZs, the Commission noted that further clarification may be necessary in respect of:
- the definition of local resident demand;
  - How are businesses consulted in CPZ development;
  - How CPZs fit in with Economic Plans for the borough?
- 5.4 The Commission recommended that a long term (5-10 year) vision for parking policy should be developed which is compatible with the availability of local road space and should include:
- Feasibility of introducing borough wide parking policy as opposed to zone by zone development
  - Restrictions on parking to what can be fitted in available space without undermining other necessary road uses.
- 5.5 In response, the Council confirmed that it would continue with its agreed approach of giving priority to residents that request a CPZ, that is, a needs led approach.

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**Response to Environment and Housing Scrutiny Panel recommendations for the Waste and Recycling Services- Update March 2013**

<b>Recommendations</b>	<b>Service Response</b>	<b>Update March 2013</b>
<p>1. Where the successful application of the new waste and recycling collection system is not immediately deliverable (e.g. no room for wheelie bins), a more bespoke system is developed which utilises the full range of available receptacles: bags; boxes; boxes with bags; 120, 240 &amp; 360 litre bins; food waste bins; hessian sacks and community bins and is undertaken in consultation with ward councillors, local residents, residents associations and community groups. This should also include the option of returning to weekly collection of residual waste in exceptional circumstances where other options have been ruled out as unworkable.</p>	<p>Partially agreed</p> <p>Two key objectives of the waste service are to increase recycling and to ensure, where possible, that waste is stored in containers and does not overspill.</p> <p>We have provided a range of different containers for residents depending on their property. However, it is not possible to provide a completely free choice due to some operational restrictions.</p> <p>It is no longer possible for residents to use the green box for dry recycling as the new service has seen a fundamental change to the way in which recycling is collected. Previously, the green boxes were emptied into a service bin and the service bin was wheeled to the back of the collection vehicle to be lifted into the vehicle. With the introduction of wheeled bins these service bins have been removed. This means that if green boxes were still used the collection staff would have to lean over into the back of the vehicle to empty the contents of the box. This is an unacceptable practice from a health and safety perspective. Therefore,</p>	<p>Both Veolia and the council continue to engage with households who may be experiencing difficulties in managing and containing their waste.</p> <p>Following the introduction of phase 3, officers from Veolia's Outreach Team conducted monitoring to identify properties with side waste and lids raised. The team then visited those properties to engage with households and ensure an appropriate number of containers are provided. As stated previously, based on the individual circumstances this can be smaller/bigger or less/more containers than originally provided.</p>

Recommendations	Service Response	Update March 2013
	<p>recycling must now be presented for collection in the supplied wheelie bin or recycling sacks. Should residents wish to present the sacks in the box they can do so. We have investigated that Southwark still use green boxes for recycling but they still use the service bin method described above and so this does not pose a health and safety issue.</p> <p>Where residents do not have wheelie bins, for example due to step access to the property, then we provide bags to contain both waste and dry recycling.</p> <p>In terms of requests for different containers these are assessed and may require a site visit to ensure that there will still be an increase in recycling and waste contained. For small households (1 or 2 people) whom require a smaller wheelie bin, no site visit is normally required</p> <p>Both Veolia and the council have worked with individual households and multiple households such as HMOs or houses converted in flats to ensure an appropriate number of containers is provided, and this can be smaller/bigger or less/more containers than originally provided.</p>	

Recommendations	Service Response	Update March 2013
	<p>Further work is due to be undertaken on rationalising containers with multiple households in multiple properties, particularly wheelie bins. Different options will be explored with ward councillors, local residents, resident associations and community groups as requested and where resources permit.</p> <p>The current policy is to continue with the existing weekly collection of recycling and fortnightly collection of residual waste. It is still considered that due to the provision of a weekly recycling service there should not be a need for a weekly collection of residual waste as well.</p>	
<p>2. That there is greater general inclusion of ward councillors by Single Front Line Service during phase 3 of the rollout of the new waste and recycling service. Ward Councillors should be provided with a list of potential problem sites/streets within their ward to enable them to assist in engaging and supporting residents in the development of local waste and recycling collection solutions where one is not immediately apparent.</p>	<p>Agreed</p> <p>Prior to the roll-out ward councillors in the phase three area ward councillors received a list of HMOs in their ward and were asked to add to this list by sharing their local knowledge. The list had been put together with information from the property survey conducted prior to roll-out as well as information from the Housing Improvement Team (Private sector). Wards members were also invited to accompany the Veolia Outreach Team when undertaking door-knocking in the phase 3 area.</p>	<p>Officers from the Council and Veolia continue to engage with ward councillors as and when issues arise. Work is continuing in regards to previously identified problem locations.</p> <p>In addition, all ward councillors are regularly contacted by the relevant local Neighbourhood Action Team Officer to conduct walkabouts in their ward providing an opportunity to raise issues about specific locations.</p>

Recommendations	Service Response	Update March 2013
<p>3. That an information and advice sheet is developed on the bin rationalisation options available (e.g. larger bins, bin sharing, community bins) which is circulated to local residents, residents associations and community groups and published on the Council website. This could be in the form of a 'How to Guide.' This is to be implemented once the new system has bedded down and residents have adjusted to the increase in volume of materials that they are able to recycle and establish volumes required for residual waste.</p> <ul style="list-style-type: none"> <li>It is important to emphasise that the onus of brokering agreements</li> </ul>	<p>Where problems have been identified, either Veolia or Council staff have met with residents and ward members to explore different options and agree a solution. This work on problem locations is continuing.</p> <p>Following the launch on 22<sup>nd</sup> October a weekly progress update has been circulated to all councillors.</p> <p>Officers from the Council and Veolia continue to engage with residents and councillors where problems arise.</p>	
	<p>Agreed</p> <p>The service will explore producing a guide to assist residents where bin rationalisation is an option. The priority for communication prior to the service change concerned how the new service would operate and currently engagement work is focused on re-enforcing this message and encouraging recycling to reduce side waste and overfull bins.</p> <p>The next stage of engagement will continue the emphasis on increasing recycling but also seek to address issues on container provision.</p>	<p>As highlighted in recommendation one, following the introduction of phase 3 the outreach team's work focused on engaging with households to reduce side waste and encourage recycling.</p> <p>The service is currently focusing on engaging with residents to encourage them to manage and contain their waste. This includes addressing reports of side waste and contamination. These visits will re-enforce how the service works and encourage households to recycle. Where appropriate officers</p>

Recommendations	Service Response	Update March 2013
<p>between residents on bin rationalisation in shared premises should rest with the residents themselves and not the council whose responsibility should be the facilitation of reasonable changes suggested where possible;</p> <ul style="list-style-type: none"> <li>• There should be greater use of social media to facilitate successful bin rationalisation requests.</li> </ul>	<p>The response to recommendation 1 sets out the work that Veolia and the Council have undertaken so far with individual households and with households sharing a property to agree provision on containers. In addition, it highlights that there will be circumstances where Veolia/Council can assist with rationalisation of containers for multiple properties.</p> <p>The use of social media will be discussed with Veolia and what other means could be used to promote and publicise rationalisation. However, the Council would still wish to be assured that recycling will increase and waste will be contained through any proposed solution.</p>	<p>will also make container revisions/orders.</p>
<p>4. To ensure consistency and coordination of approaches within the phase 3 roll-out, that a ward based update is provided to (1) local councillors and officers and (2) local residents and community groups that incorporates:</p> <ul style="list-style-type: none"> <li>• Basic collection information (e.g. collection day);</li> <li>• Veolia help desk number and other key contacts;</li> <li>• Local performance measures (e.g. missed collections, side waste, open lids).</li> </ul>	<p>Agreed</p> <p>Veolia and the Council produced a range of materials prior to the roll out of the service changes. This included a letter to all households letting them know the changes were coming and the reasons for the change. This was followed up with the delivery of new containers and a leaflet setting out the details of the service changes. In the phase 3 area, all households were door-knocked and the Veolia engagement team used pictorial</p>	<p>No further update.</p>

Recommendations	Service Response	Update March 2013
	<p>images of the waste and recycling containers to help engage with residents on the doorstep. All communication included the Veolia call centre contact number.</p> <p>Following the introduction of phase 3 on 22<sup>nd</sup> October, the council has provided weekly updates to all councillors. This provides updates on:</p> <ul style="list-style-type: none"> <li>• Recycling performance</li> <li>• Missed collection</li> <li>• Contact Centre performance</li> </ul> <p>The council and/or Veolia has attended Area Forums, residents' association meetings and held roadshows prior to each phase to outline the changes and discuss any areas of concerns/issues that may arise. Members and residents have been encouraged at these to raise or let Council officers or Veolia know of any problems so that these can be addressed.</p>	
<p>5. That quality assurance and performance monitoring systems are assessed to ensure that there is a robust and effective mechanism to identify and respond to:</p> <ul style="list-style-type: none"> <li>• Missed collections;</li> <li>• Food waste not being collected;</li> <li>• Bins not returned to properties (or</li> </ul>	<p>Agreed</p> <p>Mechanisms are already place to monitor the performance of the contract. In addition to the annual strategic targets, there is also Contract Operational Targets (COTs) which are reported on a monthly basis, for example missed collections and spillages</p>	<p>As stated, mechanisms are already place to monitor the performance of the contract. In addition to the annual strategic targets, there is also Contract Operational Targets (COTs) which are reported on a monthly basis, for example missed collections and spillages post</p>



Recommendations	Service Response	Update March 2013
<p>left on street);</p> <ul style="list-style-type: none"> <li>• Detritus left in the street after waste collection;</li> <li>• Broken or missing bin lids.</li> </ul>	<p>post collections.</p> <p>The Neighbourhood Action Team is currently focusing heavily on monitoring of the new waste collection arrangements to ensure that collections are completed on schedule and that the quality of service is good. This includes monitoring missed collections and bins not put back properly.</p> <p>Veolia have put in place a number of additional crews for a “transitional” period to deal with missed collections. In addition, they have made adjustments to the number of permanent crews for some rounds since 22<sup>nd</sup> October to deal with recurrent problems, mainly due to increased demand for dry and organic recycling.</p> <p>Any of the problems listed should be reported to Veolia in the first instance. In addition, all these issues are monitored as part of the contract, which has a penalty feature where there is repeated poor performance.</p>	<p>The Neighbourhood Action Team continues to monitor to ensure the quality of collections is good. This includes monitoring missed collections and bins not put back properly.</p>
<p>6. Where a problem area or street has been identified in the phase 3 roll out, that a lead officer (Veolia or Haringey Council) is identified to:</p> <ul style="list-style-type: none"> <li>• Ensure that service responses are</li> </ul>	<p>Agreed</p> <p>Every effort is made to ensure that service responses are timely, co-ordinated and seen</p>	<p>Engagement activity is ongoing and this is not solely linked to the phase 3 area.</p> <p>The relevant Neighbourhood Action</p>

Recommendations	Service Response	Update March 2013
<p>timely, coordinated and seen through to conclusion;</p> <ul style="list-style-type: none"> <li>• Lead on local engagement;</li> <li>• Provide liaison support between local agencies and Councillors, residents and residents groups to help identify a sustainable solution to identified problems.</li> </ul>	<p>through to conclusion with a designated officer for dealing with most of the complaints relating to the service changes.</p> <p>Engagement is co-ordinated between Veolia and the Council</p> <p>The local Neighbourhood Action Team Leaders and Officers would liaise with residents, ward Members and resident groups on individual cases to understand local problems. Any follow up actions would be coordinated with the Veolia Outreach and Operational Teams.</p> <p>Please note, engagement will be ongoing and is not solely linked to the launch of phase 3.</p>	<p>Team Leader and Officer continue to liaise with residents, ward councillors and resident groups on individual cases to understand local problems. Any follow up actions are coordinated with the Veolia Outreach and Operational Teams.</p>
<p>7. Ensure that there is a consistent level of awareness of the new waste and recycling collection system among local officers (neighbourhood enforcement team, village manager, crew, street cleaners, monitoring officer and Councillors) and that there is training to bring staff up to an acceptable minimum standard in relation to:</p> <ul style="list-style-type: none"> <li>• Consistent messaging from both Council and Veolia staff;</li> <li>• Knowledge of what, where and when materials can be recycled</li> </ul>	<p>Partially Agreed</p> <p>The element that is not agreed is the level of awareness that can be achieved for all the local officers mentioned. If staff are not able to answer a query, they will be able to signpost residents or members to the Veolia Call Centre to provide the information.</p> <p>Staff are briefed on the recycling service provided by the Council/Veolia in terms of the weekly collections and the bulky waste collection but they will not necessarily have</p>	<p>No further update</p>

<b>Recommendations</b>	<b>Service Response</b>	<b>Update March 2013</b>
<p>locally;</p> <ul style="list-style-type: none"> <li>• When collection days are;</li> <li>• Different types of receptacles available;</li> <li>• Appropriate signposting to address issues or concerns raised within the locality;</li> <li>• How problems that arise are dealt with and by whom.</li> </ul>	<p>comprehensive knowledge of all recycling facilities in the borough. They will also be able to advise how residents can look up their collection day, if they are not able to answer immediately.</p> <p>There has been extensive briefing on the waste service changes to all staff mentioned in the recommendation and information provided to Members.</p> <p>The Neighbourhood Action Team has been briefed on the changes to the waste collection service and receives regular updates via their monthly training sessions. This covers the points listed within the recommendations. Furthermore, briefings have been provided to the Single Frontline Business Support Team and the Council's Customer Service Team.</p> <p>With reference to Veolia, members of the Outreach Team have visited each village to discuss the changes with all street cleansing operatives and it is a regular item in monthly management team meetings.</p> <p>Officers from the Council and Veolia have attended many of the Area Forums to present the waste service changes. Weekly updates have also been provided to</p>	

Recommendations	Service Response	Update March 2013
	<p>Members on performance.</p> <p>Both the Council and Veolia have established procedures for dealing with either service requests (such as my bin has been missed) or more complex problems and these are logged and allocated through the Veolia Call Centre or the Single Frontline Business Support Unit. All Member Enquiries go through the Council's Central Feedback Team.</p>	
<p>8. That there is greater liaison with landlords, letting agents and other managing agents to ensure that those properties which are not adhering to the new waste and recycling collection system are held to account. This should be seen as part of a general shift in emphasis towards holding to account those landlords whose properties are kept below minimum standards.</p>	<p>Agreed</p> <p>There has already been a great deal of work to contact and engage with landlords, letting agents and tenants. A separate Houses in Multiple Occupation Action Plan was developed and implemented to address this issue in both Phases 2 and 3 of the service change.</p> <p>A letter was sent to all landlords and letting agents setting out the waste service changes. Officers attended the Landlord Forum to present the changes and answer questions. An article was included in the Landlords newsletter on the waste service changes as well.</p> <p>Houses in Multiple Occupation were</p>	<p>The service is focusing on engaging with residents to encourage them to manage and contain their waste. This includes addressing reports of side waste and contamination. Monitoring has highlighted that the number of properties contaminating their waste is low- approximately 0.5% of all weekly recycling collections. Officers from Veolia's Outreach Team are currently engaging with the identified properties.</p> <p>Where properties are identified to be a HMO, officers will also write to landlords to outline the changes and encourage them to liaise with their tenants. Posters and leaflets</p>

<p><b>Recommendations</b></p>	<p><b>Service Response</b></p> <p>identified through the property survey and details of licensed HMOs were obtained from the Housing Improvement Team. These premises were targeted for engagement work and all households in phase 3 were door knocked.</p> <p>We have been introducing initiatives to work with Landlords in putting messages across to their tenants about the change of service. For example leaflets that they can give to new tenants and posters that can be placed up in shared hallways inside properties have been distributed to landlords and delivered to houses in multiple occupation. There has been a positive response from some landlords with requests for additional leaflets and posters.</p> <p>The service is developing options in regards to dealing with households who fail to contain and manage their waste. This includes liaison with the Council's Housing Improvement Team and identified landlords – also see response below to recommendation 9.</p> <p>The service will also be writing to community groups to encourage greater involvement in recycling and waste issues.</p>	<p><b>Update March 2013</b></p> <p>will also be provided. Where necessary land searches will also be conducted. In addition, details of properties which are identified to be part of the Harringay Discretionary Licensing Scheme will be provided to the Housing Improvement Team.</p> <p>Officers will also be attending the Landlords Forum to discuss the Waste Collection Services.</p> <p>The letter for all faith and community groups will be distributed shortly.</p>
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Recommendations	Service Response	Update March 2013
<p>9. That there is greater liaison between Single Front Line Service and the Housing Improvement Team (private sector) in which properties with waste and recycling problems are cross referenced against borough wide enforcement data with a view to strategic enforcement of the worst offenders (under Management Regulations within the Housing Act).</p>	<p>Agreed</p> <p>The service is working with the Housing Improvement Team and information has been provided including:</p> <ul style="list-style-type: none"> <li>• information on those properties who, despite officers engaging with, are repeatedly failing to manage and contain their waste</li> <li>• Property survey data</li> </ul> <p>The Housing Improvement Team will prioritise action on those properties where they have the most powers to intervene and seek corrective action by the landlord. These are the HMOs covered by the discretionary licensing scheme which covers the Ladder roads where there are additional licensing conditions.</p> <p>If an additional discretionary licensing scheme is introduced in the future, this would allow for greater control of waste from HMOs in other parts of the borough.</p> <p>The Partnership Tasking Group and Rogue Landlord Action Group both provide a forum for sharing information and agreeing actions to tackle the worst offenders.</p>	<p>Liaison with the Housing Improvement Team is ongoing.</p> <p>Where properties are identified for failing to manage their waste details will be provided to the Housing Improvement Team.</p> <p>As part of the ongoing monitoring, HMO's will be identified and landlords will be written to as part of the engagement process.</p>
<p>10. That all engagement materials are in</p>	<p>Agreed</p>	<p>No further update.</p>

Recommendations	Service Response	Update March 2013
<p>plain and simple language and where possible, supported by pictorial illustrations.</p>	<p>All of the literature supplied to households is picture and symbol-based to make it as understandable as possible for all residents, no matter what their language. However, the literature can be translated upon request.</p>	

**Update on Case Studies- March 2013**

Site	Issue for consideration and action taken	Update-March 2013
<p><b><u>Eldon Road, N22</u></b></p>	<p><u>Issue</u></p> <ul style="list-style-type: none"> <li>• Problem of overflowing refuse bins</li> <li>• Too many bins</li> </ul> <p><u>Action taken</u></p> <ul style="list-style-type: none"> <li>• Officers from the Neighbourhood Action Team visited the properties to engage with the households</li> <li>• Poster and leaflets provided</li> <li>• 360 litre refuse and recycling bins were installed</li> <li>• Liaison with landlords</li> </ul>	<p>Following the initial walkabout, officers from the Neighbourhood Action Team have monitored the properties to ensure that waste is contained and managed accordingly. No further problems have been reported.</p> <p>Veolia recently contributed resources to the Safer Neighbourhood Team led 'Street a Week' initiative. This involved providing a collection to households for reusable and recyclable goods and also gave the street a deep clean through litter picking with the aid of the mechanical Hako and Scarab. In addition, officers from the Outreach Team visited households on the road to promote the waste collection services available.</p>

<p><b><u>Lyndhurst Road, N22</u></b></p>	<p><u>Issue</u></p> <ul style="list-style-type: none"> <li>• Feedback from residents and local ward councillors in regards to the number of bins on the street</li> </ul> <p><u>Action taken</u></p> <ul style="list-style-type: none"> <li>• Locals NATs officer re-survey the road to review options available</li> </ul>	<p>Council officers conducted a site visit on the 10th January. Where it was identified that properties where storing their bins on the pavement, letters have sent to the households advising them that bins must be stored off the pavement. The letters also advised where adjustments need to be made in order for the bins to be stored accordingly.</p> <p>The Neighbourhood Action Officer continues to monitor the site to ensure collections are made as scheduled and bins stored accordingly.</p> <p>In addition, officers from the Veolia's Outreach Team have visited properties in Lyndhurst Road who have been indentified to produce excess waste to offer tips on how to manage and contain their waste.</p>
<p><b><u>Cissbury Road, N15</u></b></p>	<p><u>Issues for consideration</u></p> <ul style="list-style-type: none"> <li>• Limited space within their property boundary</li> <li>• Option to deliver smaller bins or recycling sacks</li> <li>• Monitoring of side waste and lids raised</li> </ul>	<p>Cissbury Road was part of the phase 3 roll-out. Properties were provided with containers which took consideration of the limited space within property boundaries. Options included providing sacks and smaller bins.</p>
<p><b><u>Milton Avenue and Milton Road, N6</u></b></p>		<p>The local Neighbourhood Action Officer continues to monitor the site to ensure collections are made as scheduled and bins returned accordingly.</p> <p>Following on from the consultation undertaken last year, officers will be conducting a further</p>



		<p>consultation in April. This will seek to ascertain residents' views on the current service provision and containerisation arrangements on Milton Avenue. Officers will engage with the Miltons Residents Association as part of this process.</p>
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**Haringey Council**

<b>Briefing for:</b>	Environment and Housing Scrutiny Panel 21 <sup>st</sup> March 2013
<b>Title:</b>	<b>Report back from panel visit to 6 estates to view waste and recycling facilities.</b>
<b>Lead Officer:</b>	Martin Bradford, Policy Officer, 0208 489 6950
<b>Date:</b>	March 12 <sup>th</sup> 2013

## 1. Introduction

- 1.1 As part of its assessment of local waste and recycling services, the Environment and Housing Scrutiny Panel is assessing how recycling can be improved from flatted developments / estates. This work has included:
- A site visit to local estates to view waste and recycling facilities.
  - An evidence gathering session with specialist waste and recycling agencies, other local authorities and local Registered Housing Providers.
- 1.2 The purpose of the panel visit to local flatted developments/ housing estates was to:
- Obtain an illustrative view of the challenges / opportunities of recycling from estate properties;
  - Provide an opportunity to speak with local estate managers about local recycling issues and view recycling facilities.
- 1.3 The panel aimed to view a sample of estates managed by Homes for Haringey as well as other Registered Housing Providers. The table below provides list of those estates visited.

<b>Estate</b>	<b>Housing Service Manager</b>
Sky City, N22 (Noel Park)	Metropolitan Housing
Wall Court, Stroud Green Road, N8 (Stroud Green)	Homes for Haringey
Chettle Court, Ridge Road, N4 (Stroud Green)	Homes for Haringey
Stellar House, Altair Close, N17 (Northumberland Park)	Homes for Haringey
Hale Village, N15 (Tottenham Green)	Newlon Housing
Ferry Lane, N15 (Tottenham Green)	Homes for Haringey

- 1.4 The briefing provides notes and panel discussions resulting from the visit to the 6 local estates to view waste and recycling facilities undertaken on 25<sup>th</sup> February 2013.

2. Sky City (N22), Metropolitan Housing

2.1 This is a development above Shopping City Wood Green, which comprised of 200 properties managed by the Metropolitan Housing Trust. There is no kerbside access to any property and all waste must be taken down 2 floors to the rear entrance of Shopping City.

2.2 Within the current system of waste and recycling collection on the estate, residents take recycling to paladin bins which are distributed across the estate. Paladin bins are then taken in the lift to the ground floor for collection. Residents are required to bag up residual waste (including food waste) which is placed in one of two sheds on site. The estate caretaker then collects all residual waste, places it in a compactor before being deposited in a skip on the ground floor (via chute). There was an open storage area for bulky items of waste.

2.3 A number of problems were evident from discussions with the estate manager and caretaker as well as from observations of the panel:

- There were problems with mice and cockroaches in the sheds where residual waste was collected;
- There were problems with missed collections which caused a backlog and build up of waste;
- There were often problems with the lift/ compactor which caused a backlog and build up of waste;
- Rubbish cart cannot always access the rear of the building to retrieve waste due to blockages from other delivery vehicles.

2.4 The caretaker noted that under the previous waste contract there was two way contact (with the driver) ahead of collection, so that any necessary preparations could be made. Under the new contract, there appeared to be little consistency in crews and drivers collecting from site which affected local communication (i.e. when is best to collect/ when rear access is blocked etc). This has resulted in more instances of missed collections.

2.5 The panel noted that it may be better if the waste and recycling collection system was swapped at the estate, where residual waste is taken to paladin bins and dry recycling is deposited in the sheds. This would help to reduce vermin problems in the sheds and make the caretaking job (of transferring waste) more pleasant.

2.6 It was also suggested that further engagement with local residents by the contractor and or SFL could be beneficial in agreeing a new waste and collection scheme. It was also noted that there was an identical estate on the opposite side of Sky City (managed by a different housing provider) which could benefit from localised consultation for scheme development.

3. Wall Court, Stroud Green Road, N8 (Stroud Green)

3.1 This is a development consisting of 4 blocks, each containing between approximately 25 and 50 housing units (about 200-250 units). There is a bring scheme for recycling in operation on site, where residents are expected to leave

recycling in communal paladin bins which are located at the front of each building. Residents can deposit residual waste in a chute (from their balcony) which is deposited in a communal paladin bin below (there are approximately 8 such chutes per block). Residual waste is collected weekly. There was also a shed on site for the storage of bulky waste items.

- 3.2 Estate managers/ caretaking staff did not report any significant issues with waste and recycling on site, though it was noted that volumes of recycling were relatively low (compared to residual waste). Recycling bins were located at the front of the building and near commercial properties and alongside a busy pedestrian footway, both of which precipitated occasional contamination (casual and sometimes more purposeful). This intelligence is passed back to Veolia (contractor).
- 3.3 Estate managers/ caretaking staff had a general policy of leaving recycling bins unlocked. Although this has led to some contamination of the bins, it helped to reduce the amount of side waste from residents not being able to place large recycling items (or bags of recycling items) in the bin.
- 3.4 The panel observed that recycling volumes appeared to be low in the bins that were inspected. It was suggested that the estate would benefit from further engagement and education to make residents aware of what can be recycled. It was not clear if there was a residents association here which could provide the initial focus for such engagement.

#### 4. Chettle Court, Ridge Road, N4 (Stroud Green)

- 4.1 This is a large block comprising of approximately 80 flats (over 4 stories). Waste and recycling paladin bins are stored around the back of the building and both are collected weekly. There is also a bin storage for large bulky items of waste.
- 4.2 There did not appear to be any outward problems with recycling from this estate, as there had never been any recycling returns (from contamination of bins). However, the volume of recycling did not appear to be high. There was an occasional problem with side waste with bags of recycling not being placed in the recycling paladin.
- 4.3 Many of those bags placed in the recycling bin were black bags which made it difficult to determine whether correct recycling was being placed in the bins and if waste was contaminated. It was suggested that a site such as this could offer an opportunity to trial clear bags for use in a recycling bring scheme.
- 4.4 The panel noted that there were still a number of green boxes being used on site.
- 4.5 A local resident contacted the scrutiny service to feedback on local waste and recycling issues from this estate. A summary of the main issues raised by this resident are given below:
  - In the particular area where this resident lives there is only residual waste collection. To recycle, the resident has to go to another side of the estate. This was felt to be a significant deterrent to recycling and underlined the need to have both waste and recycling collections at the same location.

- The resident is still not sure about where the recycling goes once it leaves Haringey, and the efficacy of co mingled waste which was a deterrent to recycling. This would appear to underline the need for further local engagement and education.

5. Stellar House, Altair Close, N17 (Northumberland Park)

- 5.1 This is a 16 story flatted tower block of approximately 65 properties. There is currently a chute system in operation for residual waste and there is one chute aperture (hopper) per floor. Recycling is a bring scheme to paladin bins which are located on the ground floor at the rear of the building.
- 5.2 The aperture (hopper) is not large which means that it is difficult to put large items down the residual waste chute. As a consequence, the estate manager noted that there were few problems with chute blockages on this particular site.
- 5.3 It was the estate manages perception that residents of Stellar House were not bad recyclers (compared to other similar buildings). It was also noted that there was not a problem with recycling returns from this site either, an indicator that contamination was not a problem. Upon inspection, the panel noted that there was not much volume of recycling offered for collection in the communal paladin bins (which was 3 days off).
- 5.4 There were not any major problems with missed collections since the new contract was established with Veolia. In checking back records, the estate manager noted that there had only been 3 missed collections. However, the estate manager indicated that there had been lot of changeover in the Veolia crews which made local communication and service continuity difficult between estate managers and waste collection services.

**Agreed:** The panel suggested that a system should be developed to ensure that waste collection crews/ estate service managers could contact each other ahead of collection. It was suggested that estate Managers details could be placed on Veolia Round Sheets to facilitate communication/ information exchange.

- 5.5 The panel discussed whether the use of some form of bags (re-usable) or sacks (disposable) could be introduced at sites such as Stellar Court as this may assist residents in storing and taking recycling to the communal collection point. It was noted that such bags (if disposable) could be left with the caretaker /concierge service for residents to pick up.
- 5.6 The panel discussed whether this one chute block could support a waste and recycling collection reversal; with the chute being converted for recycling and a bring scheme instituted for residual waste at a communal collection point. There were concerns that this system would need substantive buy in from residents as the risk of contamination was high and with little likelihood of identifying offenders in such a large block with a chute.
- 5.7 It was noted to the panel that there was a similar block close by (Kenneth Robbins House) which had two chutes (front and back), both of which were currently being

used for residual waste. The panel felt that this site would be a good opportunity to trial a chute conversion, to make one chute for recycling and retain one for residual waste.

**Agreed:** That Kenneth Robbins Court suggested to be used as a trial for chute conversion (one for recycling and one retained for residual waste) as a part of a wider scheme for assessing and concerting waste chutes.

### 6. Hale Village, N15 (Tottenham Green)

6.1 This is a new flatted development managed by Newlon Housing and comprises of 550 properties in Tottenham Hale. Properties include those in shared ownership, social housing and student accommodation. The estate has been opened in a number of stages from 2011. The volume of waste and recycling from the site has been high in the first 18 months as would be expected for a new development.

6.2 Bring schemes are used for residual waste, recycling and food waste on the development (no bags are allowed in any of the hallways). There are paladin bins for both recycling and residual waste, while there are 240l bins for food waste. If residents are unable to take waste and recycling down to the communal collection points (e.g. infirmed) then caretaking staff may assist (this is not publicised). Waste is collected weekly.

6.3 Given the size of the development and the needs of local residents (e.g. a lot of new people moving in), Newlon have established a number of systems to help collect waste and recycling and to reduce the tonnage of waste that goes to landfill. These measures help to reduce costs of the corporate cleaning contract that Newlon has and include:

- A separate cardboard store room is in operation on site. This is collected by a local business which recycles this material to make pizza boxes.
- A dedicated storage room for bulky items which can possibly be reused or recycled (e.g. furniture items) before onward pick up by Restore (reclaim and reuse). Approximately 40 tonnes of waste dealt with in this way.
- There is also a lockable external metal container for the storage of electrical, wood and other materials for recycling.
- Mattresses (5-6 a week) are also collected through a private arrangement of £15 per mattress (which is then recycled).
- Through the above measures, it was estimated that the cost of disposal of bulky items has been reduced from £80,000 to £45,000.

6.4 Waste and recycling process is enforced: there are porters/ concierge service who monitor the whole site on CCTV. There is CCTV in all communal bin areas which can monitor waste disposal. In addition, entry is by key fob only, meaning that there is limited opportunity for external fly tipping. Those found to be infringing the waste and recycling system are issues with a housing letter and notice reminding of the estate agreement. Enforcement action taken in about 1 in 100 residents.

6.5 Newlon also operates a fun day biannually for local residents and their families, part of which is to promote use of local recycling systems.

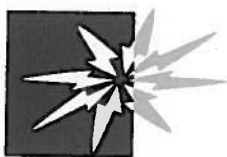
6.6 There is a food waste recycling system in operation on site for which compostable bags are provided free of charge to local residents. These are stored next to the food waste collection bins for easy pick up. There have been a few missed collections of food waste over the past 12 months. The housing provider indicated that this is an area it would like to develop further.

7. Ferry Lane, N15 (Tottenham Green)

7.1 The panel were unable to visit the Ferry lane estate as planned due to time limitations. It was possible however to speak to the estate service manager who provided a summary of some of the waste and recycling issues on this estate.

- There is a problem with the larger communal bins in that the flaps (through which waste is deposited) are often too small to accommodate the bags of mixed recycling that people bring down to the bins. As a result, this often gets left beside the bin as side waste and is therefore susceptible to contamination and doesn't look nice for the area.
- As a trial in Reedham Close, Kessock Close, padlocks have been left of the bins and this seems to have improved issues with side waste being left as people can now put all the rubbish in the bin via the bags they bring down.
- There is a problem with off estate residents dumping and fly tipping on Ferry Lane estate.
- Erskine Crescent: there are smaller recycling bins for this street which is currently only collected fortnightly. As a result, there is a problem with overflowing bins and sidewaste (and contamination).
- There is an ongoing problem with the responsiveness of Veolia in respect of large item or bulk collections – these are not collected frequently and the ESM has to constantly keep chasing up for clearance.





**Haringey** Council

<b>Briefing for:</b>	Environment and Housing Scrutiny Panel 21 <sup>st</sup> March 2013
<b>Title:</b>	Notes from evidence gathering sessions held on Monday 4 <sup>th</sup> March 2013: <b>Session 2 – Recycling from flats</b>
<b>Lead Officer:</b>	Martin Bradford, Policy Officer, 0208 489 6950
<b>Date:</b>	March 6 <sup>th</sup> 2013

## 1. Introduction

- 1.1 As part of its work programme for the 2012/13 Municipal Year, the Environment and Housing Scrutiny Panel (EHSP) has been assessing local waste and recycling services to help identify how recycling rates can be improved in Haringey.
- 1.2 To date, the panel has focused its work in supporting the roll-out of the new waste and recycling collection system for kerbside properties. The panel has produced and published an interim report on the roll-out of the new waste and recycling collection service and 9 out of the 10 recommendations contained within this report were approved by Cabinet at its meeting in December 2012.
- 1.3 The panel is continuing its work with local waste and recycling services and is conducting further investigations in to schemes to help increase recycling from flats / estates. As part of this work the panel has already visited a number of estates in Haringey to view waste and recycling facilities and talk to estate managers (this is reported in a separate briefing).
- 1.4 To further support this investigation the panel held an evidence gathering session on Monday 4<sup>th</sup> March 2013. At this session, the panel heard evidence from a range of bodies including:
  - Single Front Line Service
  - Waste Watch (Our Common Place)
  - London Local Authorities (Hammersmith and Fulham & Hackney)
  - Local Registered Housing Providers (Metropolitan, Circle 33, Newlon, Peabody, Sanctuary)
- 1.5 The following provides a summary of the evidence provided at this dedicated session and notes subsequent discussions and recommendations made by the panel.

**Recycling from Flats**

**2. Waste Resources Action Programme (WRAP)**

2.1 Although representatives from the Waste Resources Action Programme (WRAP) were unable to attend, a presentation from a flats training workshop was forwarded to the panel (Appendix A). This presentation provided key background issues to assist local authorities in improving recycling performance from flats.

2.2 Eight key issues were identified for local authorities wishing to improve their performance for recycling from flatted properties, these were:

1. London demographics indicate a need for authorities to prepare for an increase in the proportion of flatted properties;
2. Be aware of issues which make flats different in designing systems;
3. More complex methods probably need to be designed for flats than kerbside properties;
4. Engagement to support new systems for flats will require more time and resources given the complexity of local stakeholders (RSLs, caretakers, residents, waste services, residents associations etc);
5. Need to consider the effectiveness of different communication methods;
6. Be prepared for differing stakeholder opinions
7. Set realistic targets for capture;
8. Be aware of the potential cost of services.

2.3 The full presentation is contained in Appendix A.

**Waste Watch**

3.1 Waste Watch is part of Keep Britain Tidy. One of the projects that Waste Watch supports is Our Common Place (OCP) which aims to bring sustainable and environmental change in the communities in which it works. This approach acknowledges that environmental issues may not be a priority for some communities, but that environmental awareness and behaviours can be fostered through a community development approach.

3.2 The underlying principles of the approach of OCP are:

- It is not a single issue approach – deliver integrated community solutions;
- Responds to the needs of local communities;
- Aims to encourage communities to co-produce, to work together and help meet community needs;
- Taps in to strengths of local communities;
- Invoke spirit of shared space.
- Aims to build social capital in communities.

3.3 Through its work, Waste Watch has identified that participation and contamination are key issues to address to help improve recycling. It has also identified that there are a number of barriers to resolving these issues

<b>Barriers to participation</b>	<b>Contributing issues to Contamination</b>
Situational (Where bins are located)	Maliciousness

Behaviour (Recycling is inconvenient)	Opportunism (fly tipping)
Knowledge (what, where and when to recycle)	Ignorance (not knowing what can be recycled)
Attitudinal (apathy)	Apathy (discarded materials)

- 3.4 OCP was developed as an approach to improving recycling in estate based communities. The approach of OCP is built around developing the social capital of communities in which it works, to help build the values (kindness, sharing, trust) and networks that sustain local communities and which ultimately help them to recycle more. The approach aims to encourage local people to volunteer and get people involved (co-production) in supporting identified local needs.
- 3.5 Over a 9 month period, 21 estate based communities were engaged across 7 different boroughs delivering 73 different initiatives (through resident engagement officer). A variety of initiatives were created within this programme which sought to maximise the existing strengths and resources of local communities and building the confidence and skills of local communities to act (capacity building). Substantive community engagement is undertaken at the outset to help understand local issues of concern, priorities and resources available for action which is translated in to a plan of work.
- 3.6 An example of the work of OCP includes 'Sew Shall', where the interest of a local resident in collecting and restoring manual sewing machines was translated into a community initiative that supported residents to learn how to alter and mend garments, recycle materials (making cushions and curtains). The initiative helped to educate and develop awareness around reuse of materials and extending community skills to put this in to practice. There have been many initiatives encompassing a wide range of issues which ultimately have helped to address waste and recycling by introducing these issues in creative ways through: homework clubs, football coaching, give and take events, art classes, Christmas parties, community gardens and neighbourhood tidy ups, for example.
- 3.7 In every estate where it was possible to measure recycling performance, improvements were noted as a result of the OCP approach and initiatives. Across the project as a whole (all estates) recycle bins went from being 60% full to 76% full on average. Similarly, there was a reduction in contamination from 37% to 32% on average across the sites. Given the approach adopted, positive outcomes were acquired in areas beyond recycling such as increased opportunities for communities to connect with each other, be active, take notice, learn and to give (5 elements of well being). Waste Watch are also piloting new methods to capture the positive impact the OCP approach can have on local environmental quality.
- 3.8 A full report on OCP is contained in Appendix B.
- 3.9 The panel discussed whether the OCP approach could be applied to local estates in Haringey, such a development as Sky City (200 flatted development above Wood Green Shopping Centre Managed by Metropolitan Housing) which the panel visited on 25<sup>th</sup> February. It was noted that a flats engagement officer could be employed within the OCP model on a 12 month basis to work across 5 estates (at 1 day per

week) at an approximate cost of £50k per annum (a full breakdown of projected costs is contained in Appendix C).

- 3.10 In panel discussions, the possible benefits of the OCP approach if adopted in Haringey were noted. It was felt that if appropriately targeted, this intervention could offer an effective way to engage with flats/ estate residents to improve recycling as well as delivering other community benefits. In addition, given the range of positive impacts that the OCP model could deliver (e.g. well being, community development and ASB) the cost of supporting such an initiative would not need to be borne on one organisation, but could draw upon a wider pool of potential funding sources among the Council and partner agencies (e.g. Single Front Line, ALMO, ASB, housing providers, etc.).

**Agreed:** The panel agreed that further work should be undertaken to assess the viability of developing a pilot OCP approach in Haringey, in particular to identify:

- Further cost, benefit analysis data
- To identify possible partners and funding sources
- Possible sites for the pilot

#### 4. Other London Boroughs (Hammersmith & Fulham and Hackney)

- 4.1 Two other London boroughs attended to give evidence to the panel about work that they had undertaken to improve recycling from flats. Hammersmith & Fulham gave a presentation of their work which is contained in Appendix D. A summary of panel discussions around this presentation is given below.
- 4.2 LBHF operates a Smart Sack service (orange bags) for the collection of comingled recycling from street level flatted properties and mansion blocks (transparent bags being introduced in May 2013). A Smart Bank service (1100 bins) is in operation from estates and larger blocks of flats.
- 4.3 London Waste and Recycling Board funded (£75k) LBHF for a flats recycling project. As part of this work all 250 flat developments were visited from which an inventory of waste recycling facilities was developed (baseline data). This was a key piece of work as this clearly demonstrated that no one block was the same (different infrastructure/ type of tenants/ behaviour) and that recycling collection systems should be designed accordingly.
- 4.4 It was acknowledged that there was a difference in recycling rates from different types of flatted properties (private, ALMO, RSLs). There was a general view among other Local Authorities present that recycling rates (participation and volume) was higher in privately managed blocks, though there was no firm evidence from which to substantiate this.
- 4.5 As a general rule newer developments had better recycling infrastructure than older developments and thus appeared to recycle more. It was noted that there was Supplementary Planning Guidance in LBHF to provide appropriate planning guidance for waste and recycling facilities for new developments (as a result of waste service

liaison). This would ensure that new developments meet a certain standards for recycling infrastructure.

**Action:** To ascertain if Haringey has Supplementary Planning Guidance for recycling facilities to inform new development in the borough.

- 4.6 LBHF also embarked on a programme of chute conversions to support recycling from flatted properties. In those developments which operated a two chute system *and* where chutes were relatively close together, one was converted for recycling and the other retained for residual waste. It was reported that this was a relatively cheap option to boost recycling (painting and signing of chutes being all that was required).
- 4.7 In the opinion of LBHF, chute conversion represented the most cost-effective intervention given the cost of conversion against increased tonnage of recycling delivered (257 tonnes). Where there was only one waste chute however, it was in many cases not economic to install another (£40k), though there was possibility to explore cheaper options from suppliers and the development of alternative schemes (e.g. reverse operation, chutes for recycling and residual waste to bring to receptacle).
- 4.8 Evidence from WRAP (Appendix A) would also suggest that the presence of waste chutes has a significant impact on those schemes which operate a recycling bring back scheme. This demonstrated that less recycling (kg per household) was collected from those developments with chutes than those without.
- 4.9 LBHF had also worked with Waste Watch (Our Common Place) and a local tenants group (who requested support) to deliver a chute conversion project at a flat development. At this development there was only one waste chute with a bring scheme for recycling, but after working with the tenants group and Waste Watch, this was reversed: the chute now takes recycling and residual waste is brought to communal bins.
- Agreed:** The panel agreed that further to local survey of flatted developments managed by both the ALMO and RSLs, a sample of those with double disposal chutes should (on a trial basis) be converted to dual use (recycling as well as waste). The evidence of this trial (increased recycling, costs) should determine further expansion of this scheme.
- 4.10 LBHF also developed a reusable recycling bag scheme (small orange plastic sack) to underpin bring schemes in flatted developments. Bags were distributed with accompanying literature (and bags had recycling information printed on the side). It was noted that Hackney has also introduced a similar scheme for 50,000 flatted properties. The bags are not left in hallways where they would be a fire risk.
- 4.11 LBHF bulk purchased reusable bags together with a number of other Local Authorities in South West London which reduced their cost from £1.05 to £0.68 per bag. It was noted that whilst some residents liked these, others did not. However, the reusable bag scheme was noted to increase recycling from these developments in the order of 292 tonnes.

4.12 The panel noted evidence from other authorities which indicated that bags for recycling (such as the scheme outlined above) was a significant contributor to recycling performance. It was estimated that where bags were provided this boosted recycling performance by approximately 10%. This was not straightforward however, as the provision of sacks can also lead to side waste where the aperture was not large enough and bins were locked (sacks/bags used to transport recycling could not then be emptied in to larger bins)

4.13 The panel also discussed the use of non-reusable bags in bring recycling schemes. Evidence from other authorities suggested that, in certain circumstances, these could also improve recycling performance. There were however issues around the supply of non-reusable bags: ongoing costs against increased recycling performance.

Agreed: The panel agreed that further investigation of the use of bags within the existing bring back scheme in Haringey should be undertaken with careful consideration of the following:

- The use of reusable/ non-reusable bags
- Policy of locking bins
- Re-supply of non-reusable bags.

4.14 LBHF also introduced minibanks, which are small communal recycling banks located at convenient points on estate developments. Given their size, there was greater opportunity to install these in a wider range of locations (e.g. higher floors in flats) though it was noted that the fire officers still vetoed 2/3 of possible locations for these minibanks. This was a small scale intervention to about 500 homes (tonnage increase 2).

4.15 Smartbanks (1100L) were introduced in gaps on estates with new recycling livery. It was evident that different authorities have varying policies in respect of locking such communal bins. It was generally felt that locked bins generally prevented contamination, but did generate side waste given the size of the aperture to deposit recycling waste. In Hackney all bins are locked. In Haringey there is no single policy as this is locally determined by concierge / caretaking staff.

4.16 Through the variety of schemes it had developed (chutes, smart banks, reusable bags and minibanks), it was estimated that LBHF had increased recycling collection from flats by almost 600 tonnes. Other key outcomes successes from this work included:

- 10% increase in number of households recycling
- 32% increase in recycling from chutes
- 60% use recyclable bags

4.17 In addition to improvement in recycling outcomes, there were also some significant process gains:

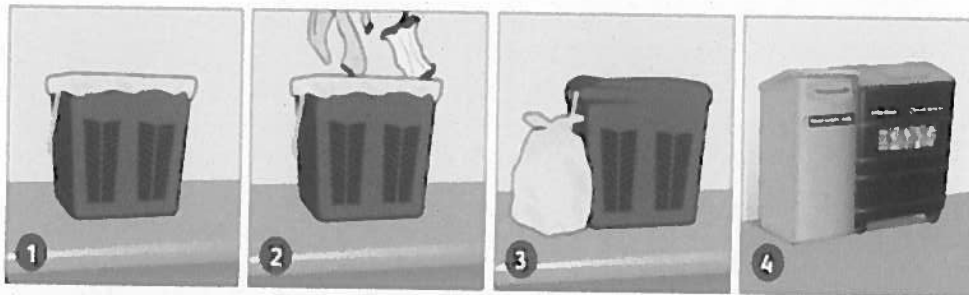
- The service now has a detailed inventory and database of flats/ infrastructure around which to frame and future work
- Coordination with other stakeholders (to develop local knowledge)
- Partnership working to achieve savings (e.g. joint procurement)

- Importance of engagement was underlined (compliance, knowledge)
- Monitoring / benchmarking facilitated by.

Hackney

4.18 Representatives from Hackney discussed the introduction of food recycling on local estates / flatted properties. A new system was introduced (to 20,000 households) in 2008 in which collections occur three times per week using a caddy system (transported to a larger communal receptacle). The caddy (7L) was noted to be vented to prevent the build up of smells (and more amenable to kitchen storage). The new scheme was supported by an education (communication) and door knocking programme.

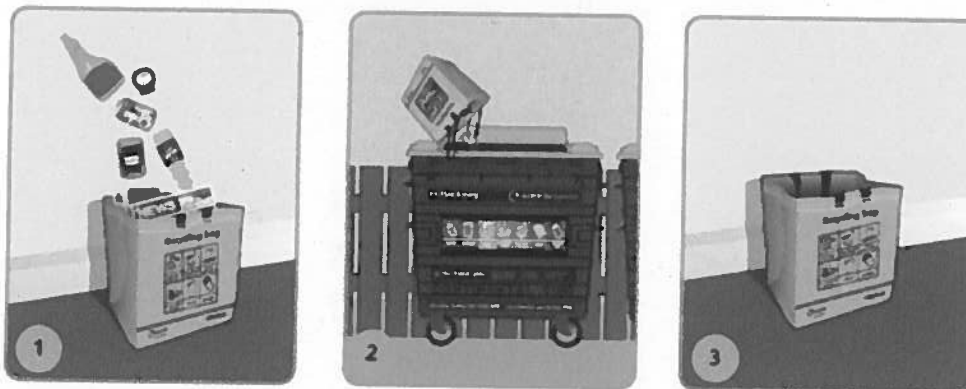
4.19 The operation of the food waste collection systems is illustrated below:



4.20 As with other similar schemes, contamination problems arise from the use of non-compostable bags to store and transport food waste which impacts on tonnage collected. The panel noted that this authority had not experienced any problems with dumping and side waste at food waste collection points. The panel noted that food waste collection was recorded to be higher among private blocks than those managed by a social provider.

4.21 The scheme was further expanded in 2010 to a further 8,000 households. The scheme provides compostable bags to all households. The panel noted that communal food waste bins were cleaned twice annually.

4.22 As with LBHF, Hackney also operates a re-usable orange sack scheme to support recycling from flatted properties. The operation of this system is illustrated below.









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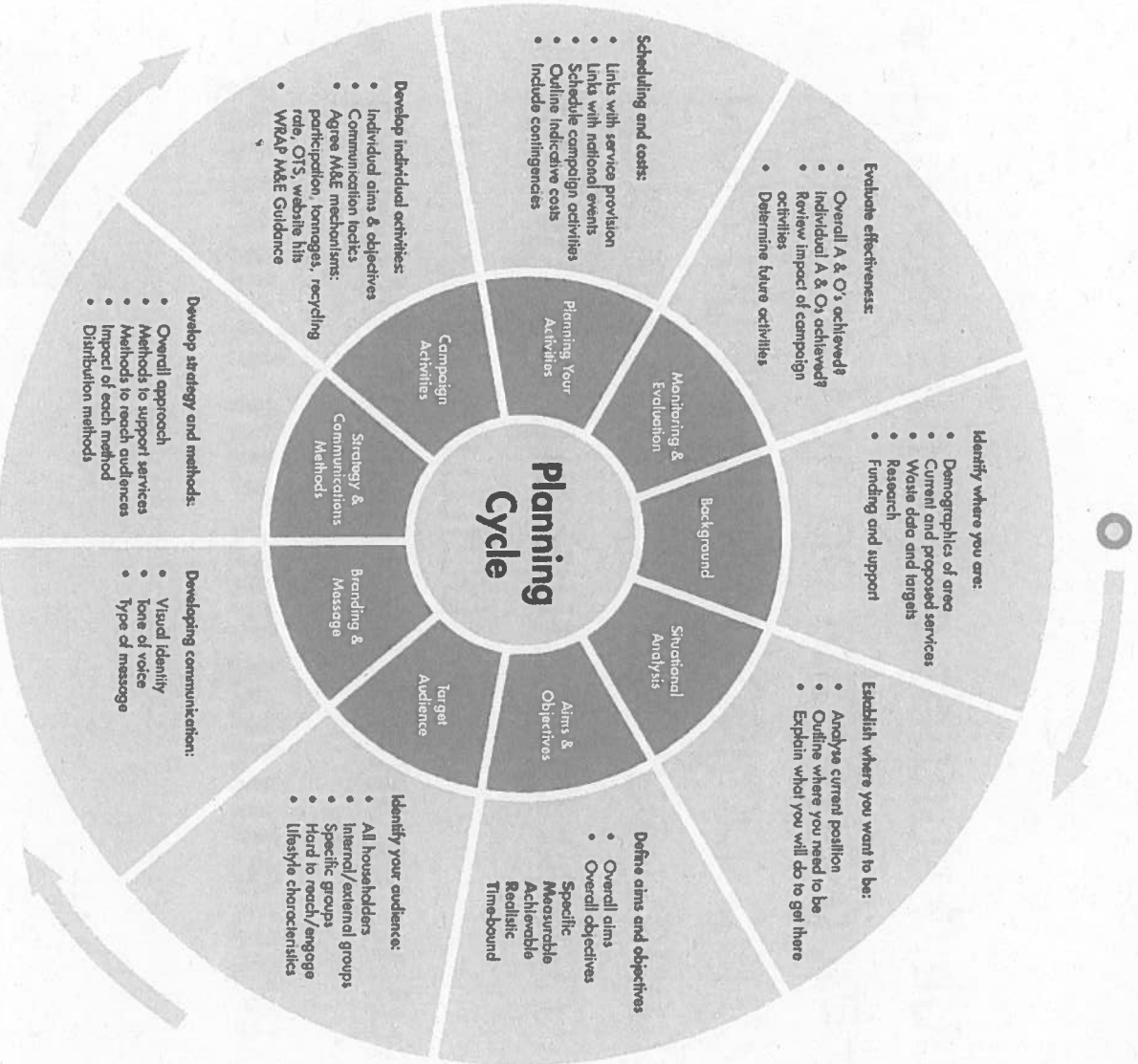
# Flats Recycling: Driving up performance

~~Beverley Simonson~~, Waste & Collections Adviser  
~~London Waste & Recycling Board~~ x Partnerships Manager - London



## Driving up performance

- How do you know your scheme is underperforming?
- What are the aims and objectives of your scheme?
- How do you identify the issues?
- How often do you collect data?
- What do you do with the data collected?
- Process similar to comms planning cycle



1. Identify the current situation / what the issues are
2. Establish where you want to be
3. Set aims and outcome objectives
4. Develop activities (and set input and output objectives)
5. Finalise budgets
6. Deliver activities
7. Monitor and evaluate effectiveness
8. Plan further improvements



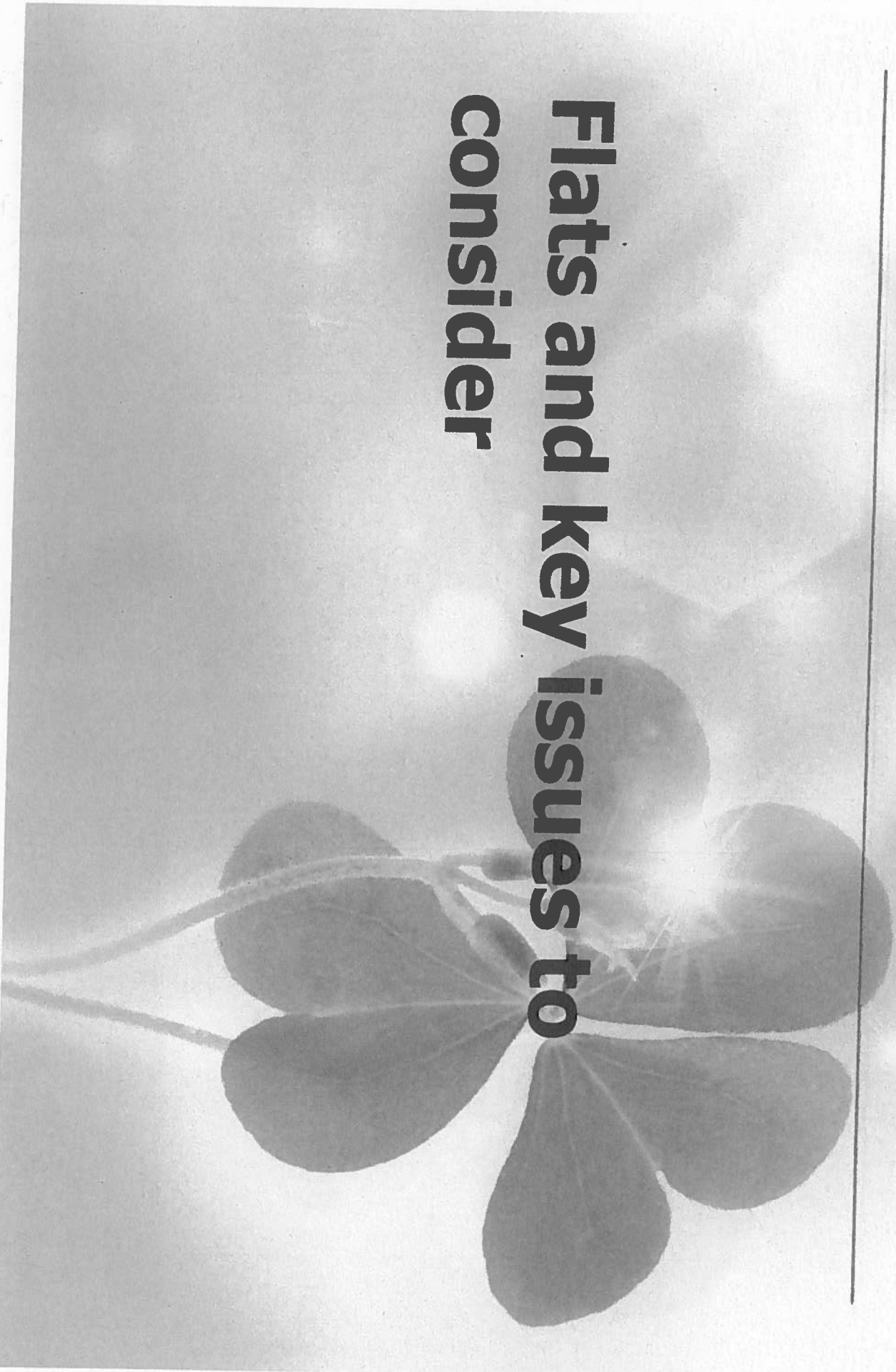


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# Flats and key issues to consider



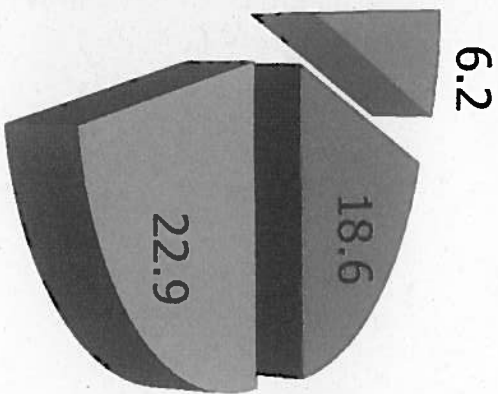
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## England and Wales Housing Stock %



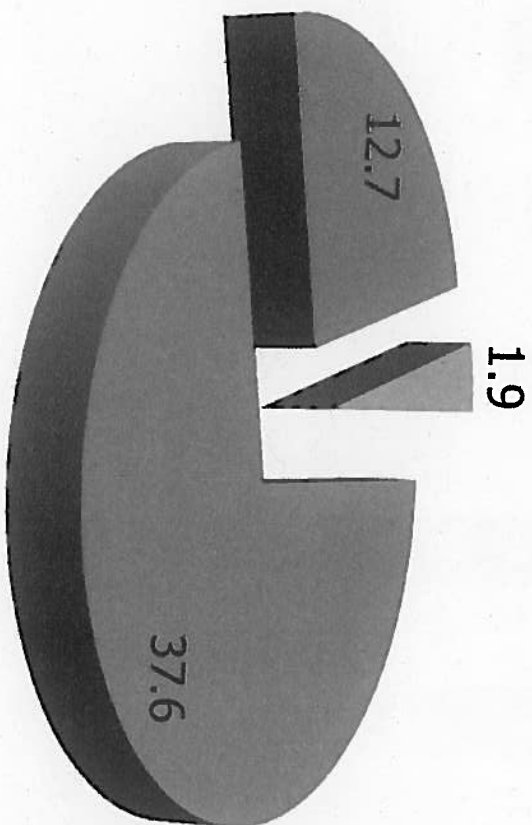
## London Housing Stock %



Source: ONS 2011 census data



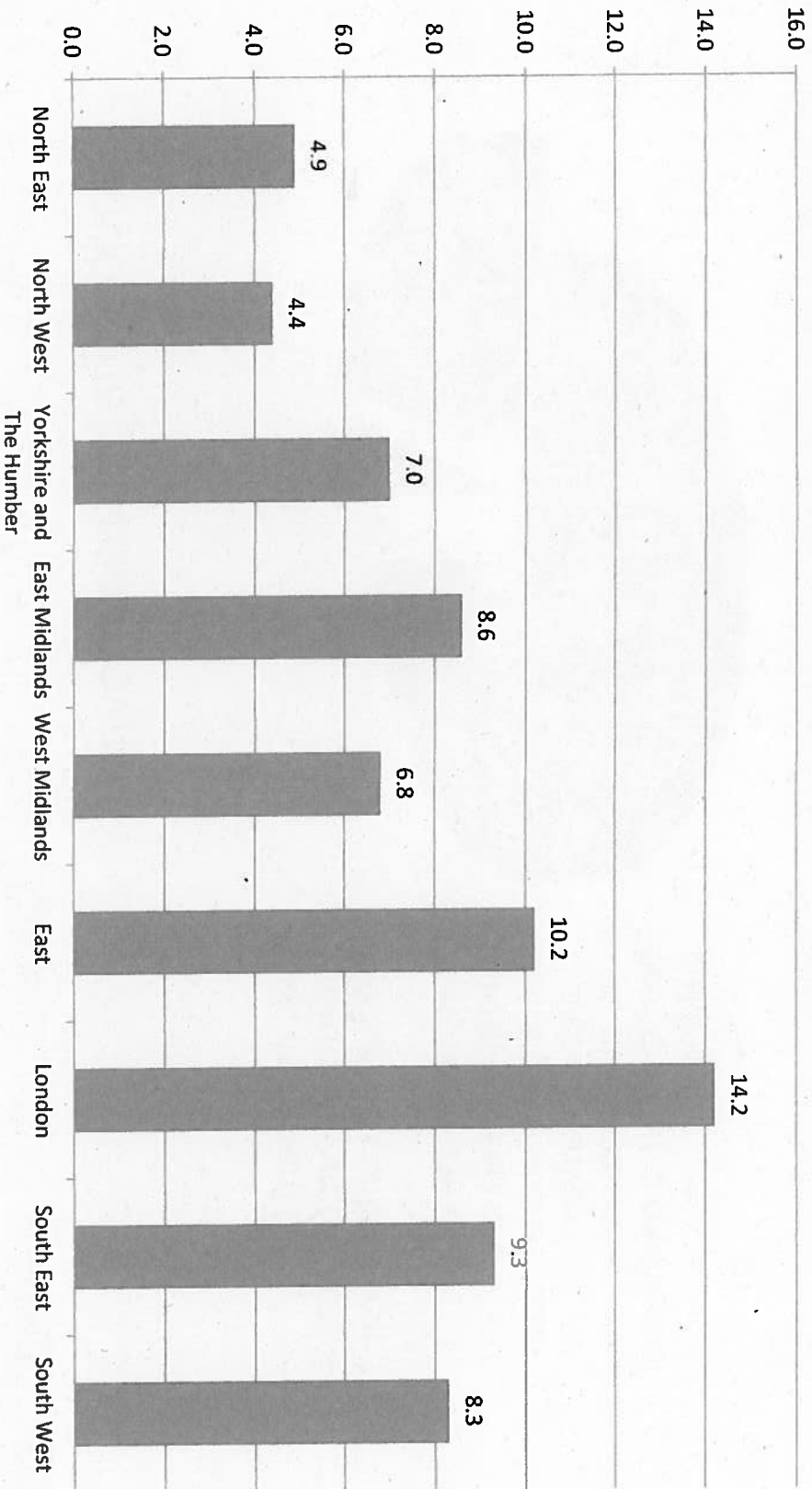
## London Flats Breakdown



- Flat, maisonette or apartment: Purpose-built block of flats or tenement
- Flat, maisonette or apartment: Part of a converted or shared house (including bed-sits)
- Flat, maisonette or apartment: In a commercial building

Source: ONS 2011 census data

### Percentage population growth between mid-2011 and mid-2021

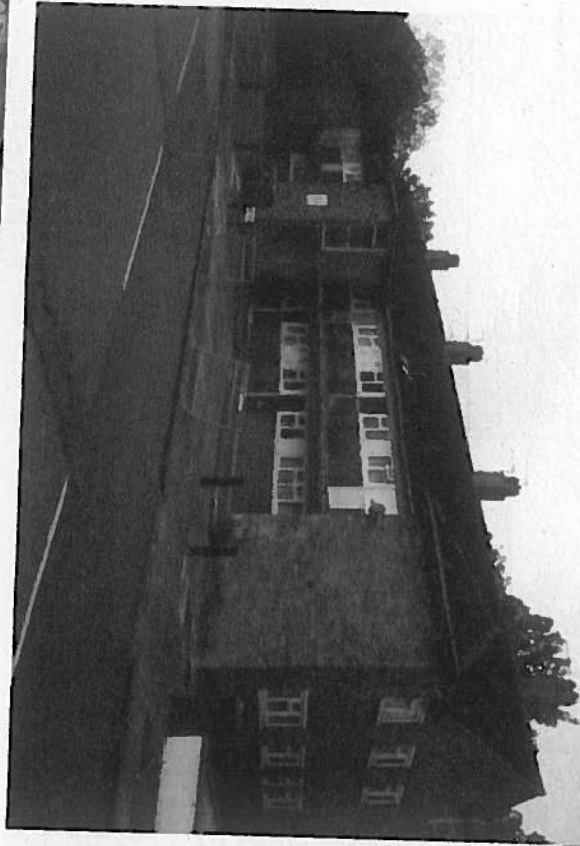


Source: ONS





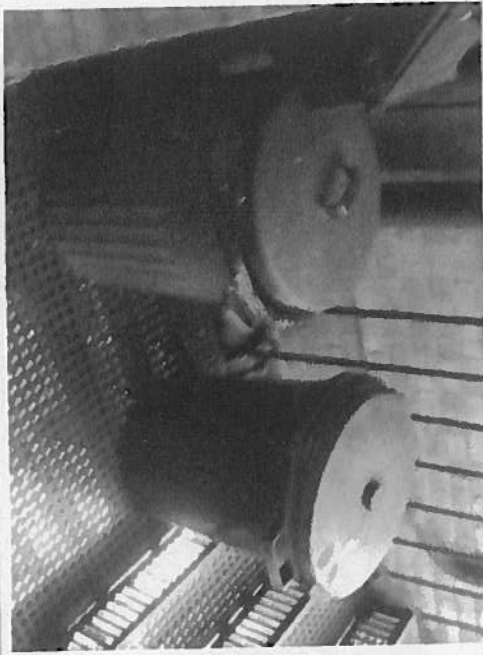
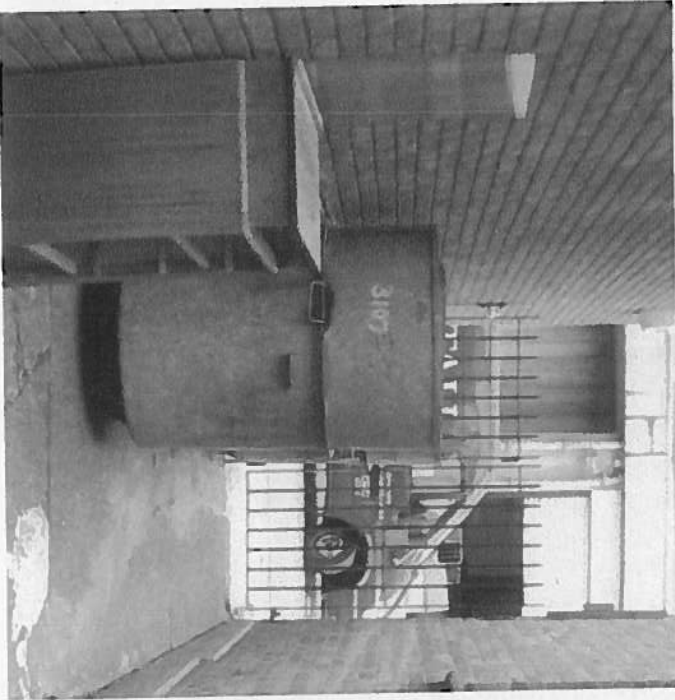
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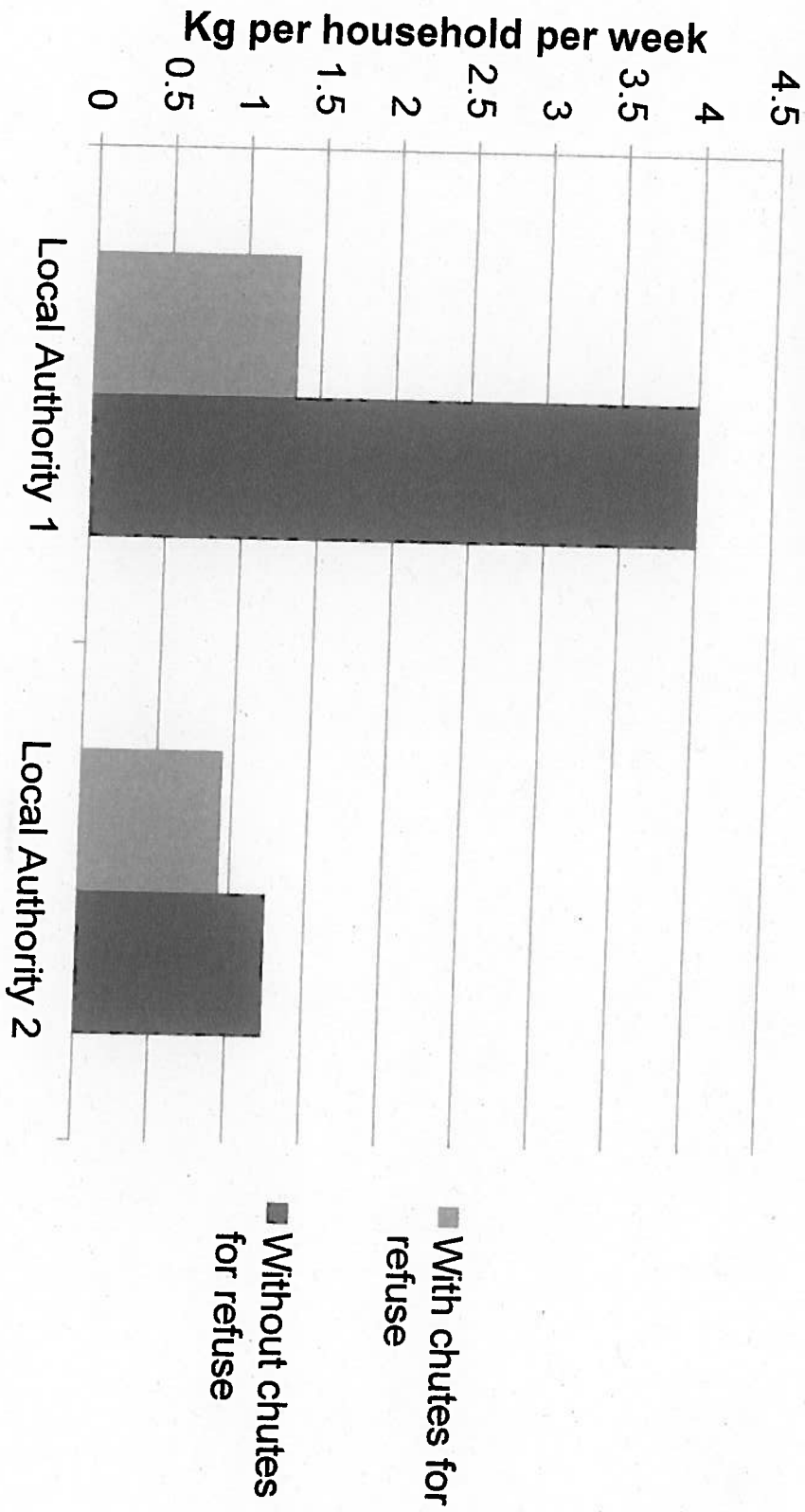


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# Impact of chutes on bring bank performance

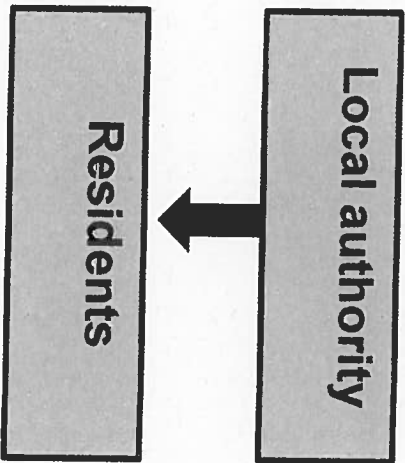


Source: WRAP 2008

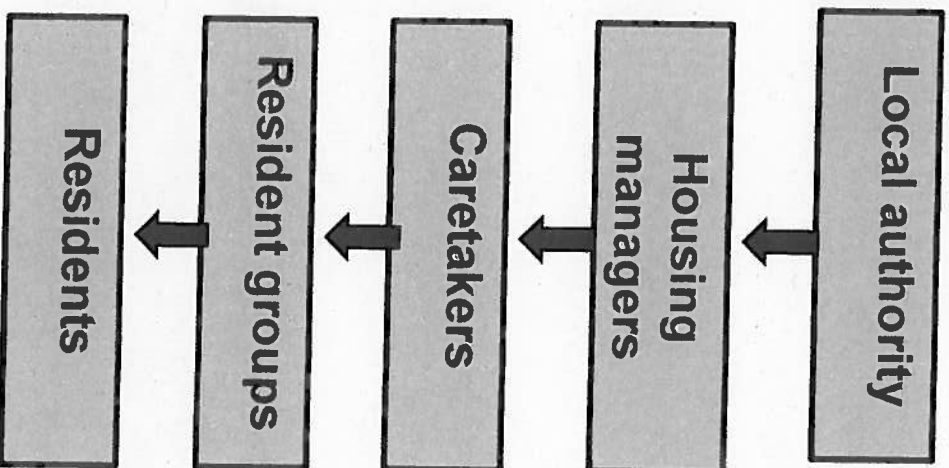


# Consultation and communication

## Kerbside



## Flats



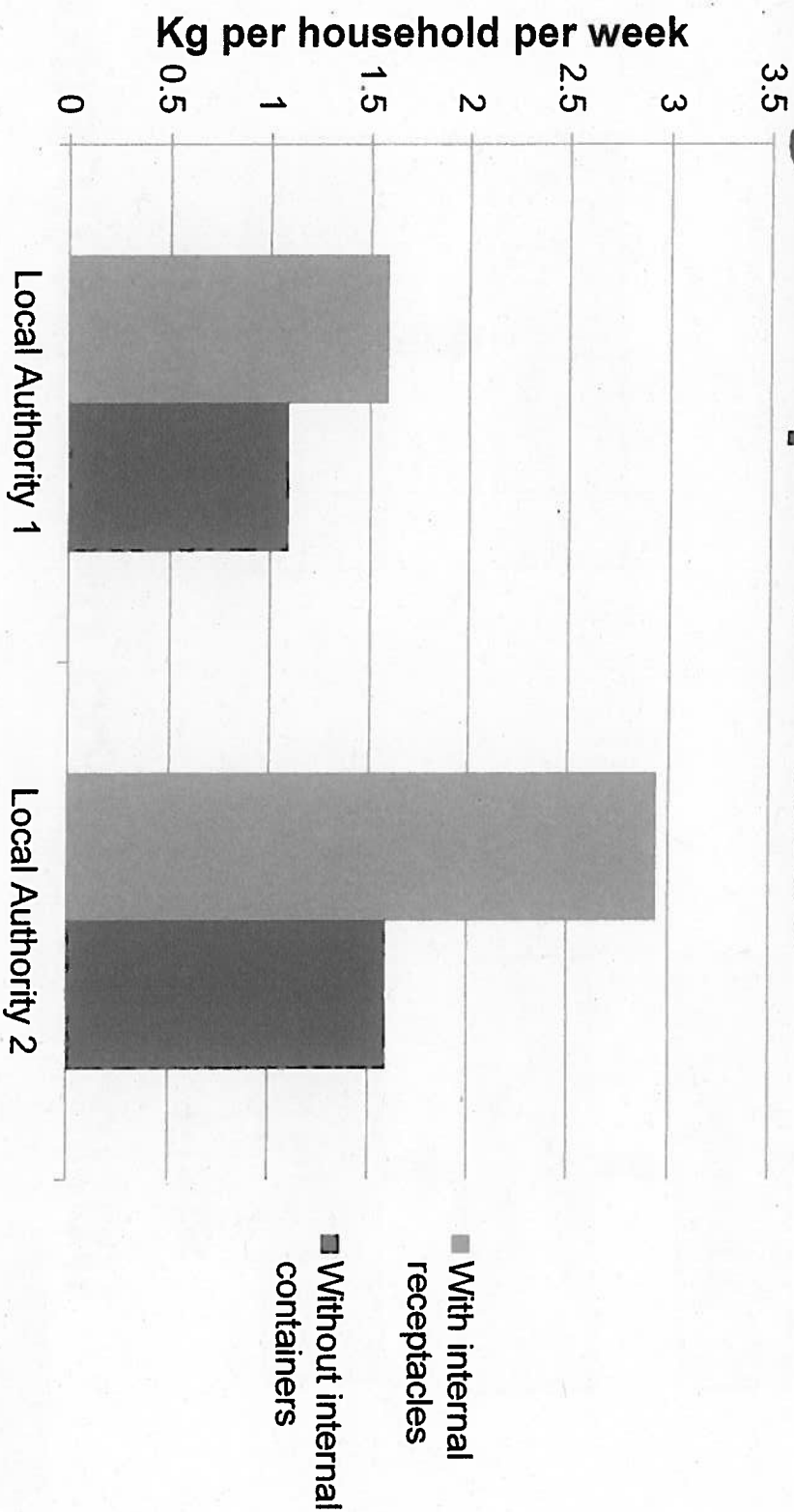


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# Impact of internal containers on bring bank performance



Source: WRAP 2008

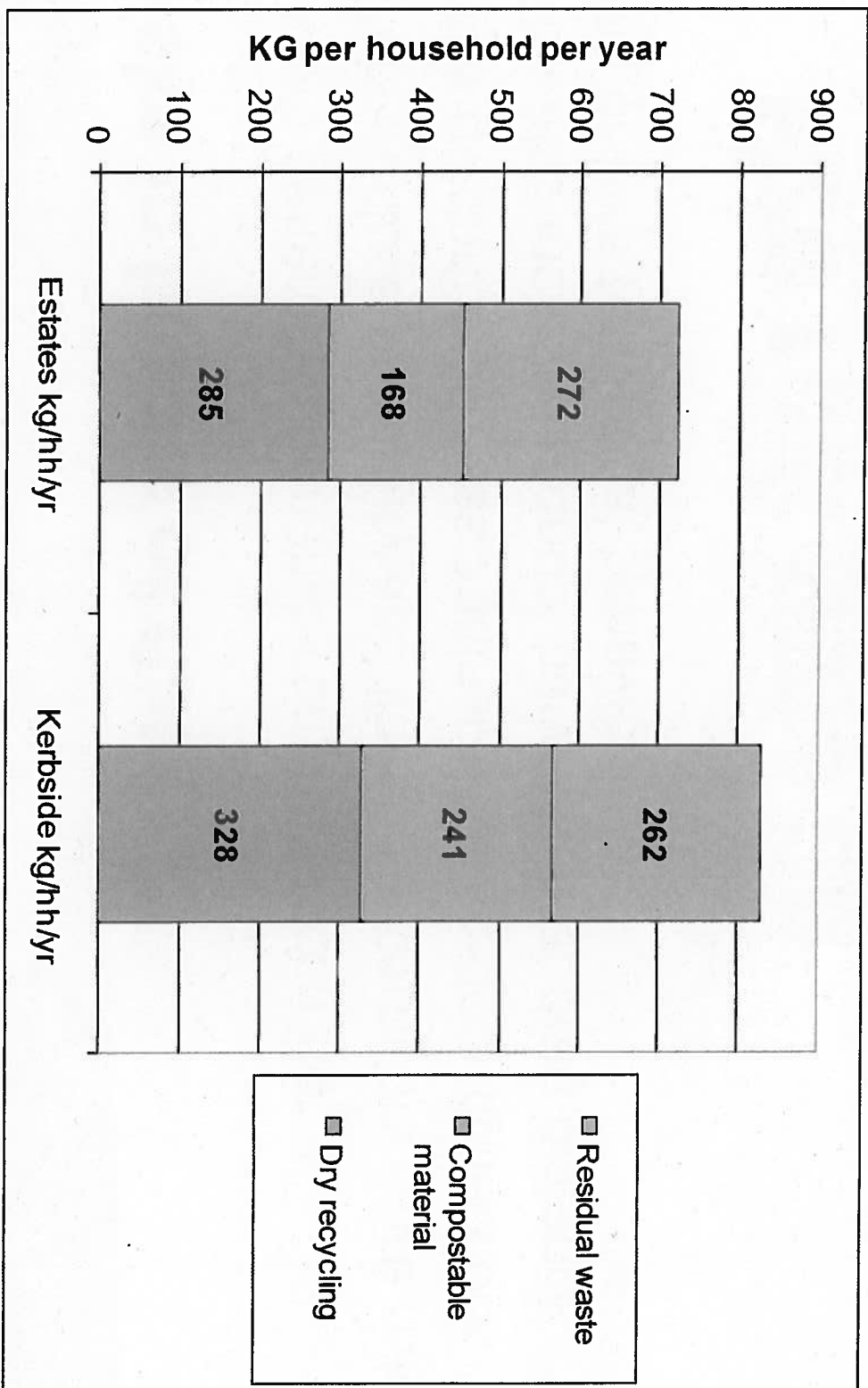
## Risks in blocks of flats

- Doors generally open into communal corridor
- Flats in close proximity and linked by corridors - fire risk
- New guidance advises against door-to-door collections
- Risk also includes manual handling e.g. drag distance, siting of bins (antisocial behaviour)

## Fire risk puts an end to recycling

Rubbish fears grow as door-to-door  
collections are scrapped on estates

# Overall waste arisings in flats



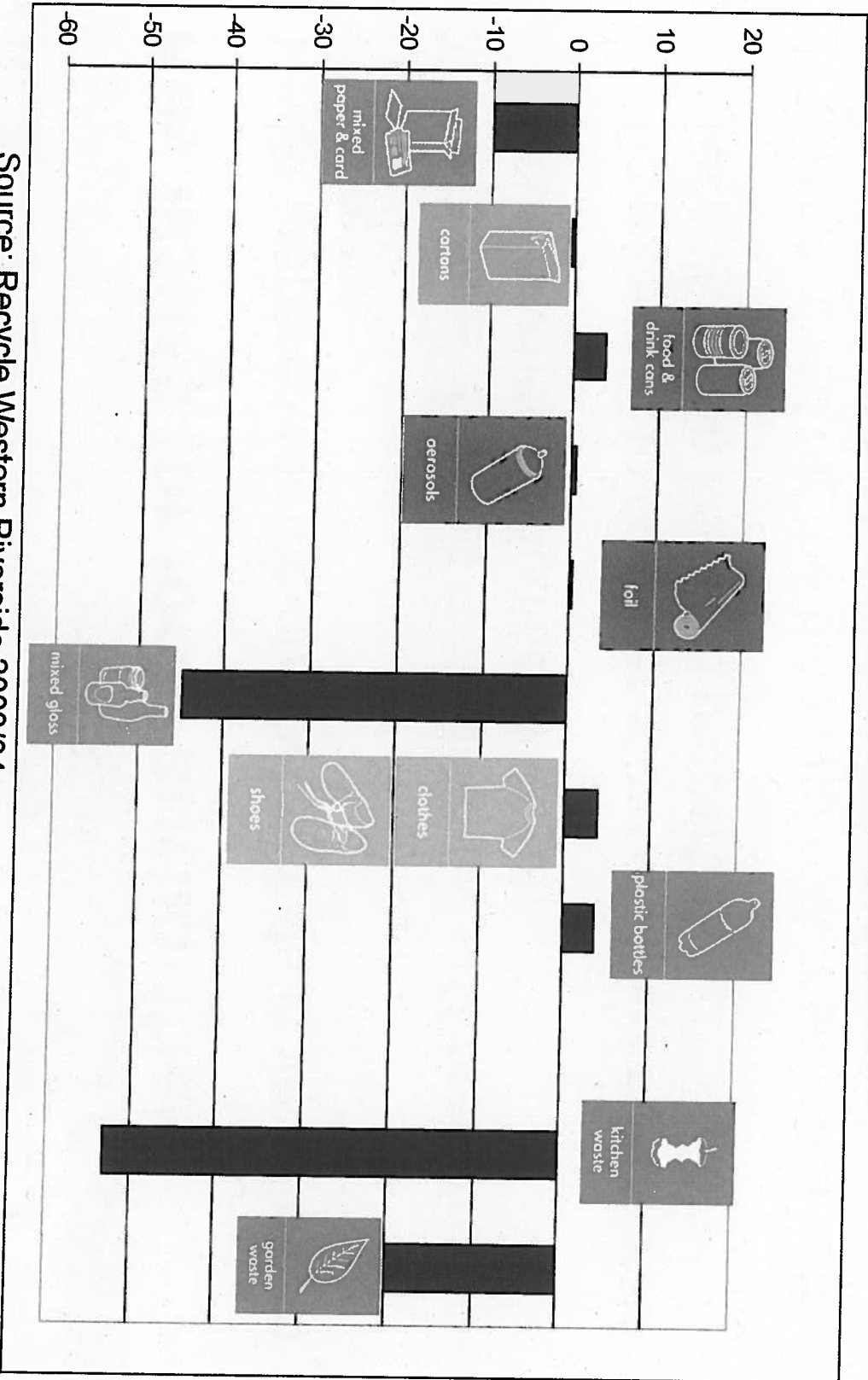
Source: Recycle Western Riverside 2003/04





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# Material available from flats



Source: Recycle Western Riverside 2003/04

## **Key issues for local authorities**

1. Be prepared for the number of flats in your area to increase
2. Be aware of issues that make flats different from houses when designing systems
3. Be prepared to consider more complex methods of recycling than kerbside properties
4. Be prepared for the time and cost associated with multiple levels of stakeholder engagement

## **Key issues for local authorities**

5. Consider the effectiveness of different communication methods
6. Take risk into account and be prepared for differing stakeholder opinion
7. Set realistic targets for capture
8. Be aware of potential cost of services



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# Factors that may contribute to low performance



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## Factors affecting performance

- Low tonnage
- Low capture
- Low participation
- Contamination
- Capacity – of all containers
- Collection frequency
- Collection crew
- Budget issues
- Contract management
- Planning/policy
- General misuse
- High resident churn
- Poor signage
- Location of bins
- Poor lighting
- Insufficient space in bin store
- Poor stakeholder engagement
- Poor quality comms materials
- Infrequent comms
- Vehicle capacity/type
- Contamination policy
- Internal comms
- Damaged containers

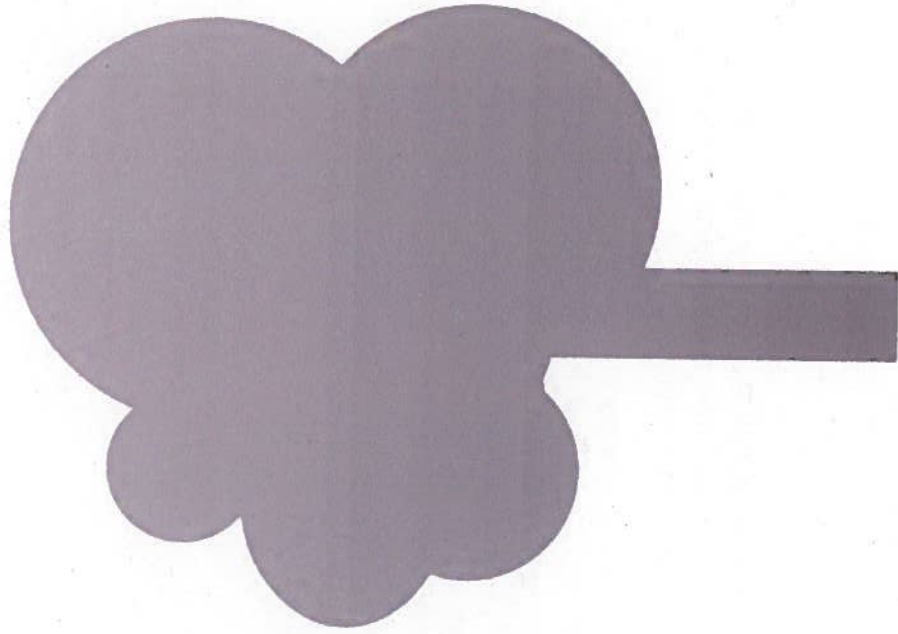




# Our Common Place

## Summary report 2012

Working with communities to create positive social and environmental change



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Waste Watch is part of Keep Britain Tidy.  
Charity number: 1071737





Waste Watch exists to support people to waste less and live more

We believe improving our environment goes hand in hand with improving well-being and happiness in life. Our aim, within Keep Britain Tidy, with which we merged in 2011, is to show communities, schools, organisations and government how.

Waste Watch has campaigned, engaged with, and supported government, businesses and civil society over the past 25 years to manage waste more sustainably.

The UK has made great progress and now recycles more than 40% of its waste with total waste arisings in decline for the first time in history.

Our use of natural resources, however, continues to increase. If we all consumed like we do in the UK, three planets would be required to sustain our way of life.

Furthermore the land on which we live and grow our food, the water we drink and bathe in and the air we breathe are all vital to our health. Our environment underpins our society and our well-being. We believe if we are to achieve environmental goals we need to demonstrate how

our own and other people's well-being, health and happiness relates to the environment, natural resources and planet we share.

Research shows consuming more is not just bad for our planet but is also bad for our own collective health and well-being. If we shared resources more fairly and worked towards globally agreed well-being goals rather than just GDP, our communities and society would progress in a more positive direction.

At Waste Watch we call this wasting less and living more.

waste less. live more

### **A 'Tragedy of the Commons' in our communities?**

*Our Earth is filled with physical resources such as oil, fish stocks, green space, clean air and clean water. Furthermore there are significant resources present in our local communities, such as skills, manpower, materials and time. Typically in the world we compete to gain access to the physical resources and strive hard to attain skills, knowledge, leisure time and good health. We then tend, primarily, to use our resources to serve our own self-interest rather than that of the group.*

*Why? Because, while sharing our resources and managing them collectively may make sense for our collective wellbeing, it is never certain whether if we share, others will share too. We do not wish to be taken advantage of, so we act cautiously and in our own self-interest. But when we do, we fail to fulfil the potential of our community and we all suffer rapid resource depletion together. Garrett Hardin called this phenomenon the "Tragedy of the Commons."<sup>1</sup>*

***Our Common Place reverses this** by enabling people to work together, in enlightened self-interest, to share their resources. This ensures that resources are managed and put to best use for the community and for the common good; it views individuals as collaborators not competitors.*

*Our Common Place can make communities better places to live; places that are sustainable and resilient; places that are fun and welcoming. As an approach it can be applied to address a whole range of issues from recycling to intergenerational cohesion. Moreover, because it seeks to address the root causes of these issues, it can be applied to achieve multiple goals, both foreseen and unforeseen.*

*I am now a lot more hopeful about the direction of the estate and about the direction of the area as a whole. The ways things are going now has picked up the general morale of the area. Participant, Swinbrook estate*

## Introduction

This report presents the findings and lessons from the first year of Waste Watch's Our Common Place project.

Our Common Place is an approach to community engagement that works with people in communities to create positive social and environmental change.

This paper aims to share details of the design and delivery of the approach and how the project had positive benefit in the communities we worked with. We also want to share some of the challenges that we faced. We intend this report to act as a useful tool for other practitioners and organisations who are using co-production<sup>2</sup> methods to create community-led social and environmental change.

### There are no single issues

Despite increasing public awareness of the causes and consequences of social and environmental problems, the vast majority of individuals living in developed nations continue to lead unsustainable lifestyles. Global problems such as climate change, biodiversity loss, public health issues, inequality and natural resource depletion continue to persist or deepen. At a more local level, many communities are increasingly fragmented; anti-social behaviour is increasing and local environmental quality is declining, while individualism and unemployment remain high.

In addition to sustaining the environment, there is a clear need to work to strengthen and sustain society<sup>3</sup>. A healthy environment needs a healthy society and vice versa. In the long term, a healthy economy unquestionably needs both.



The causes and consequences of the challenges we collectively face are numerous and varied. Some challenges are tangible and obvious at the surface, while others remain hidden (out of sight and out of mind), or left for future generations to deal with. In attempting to improve the environment and society, current approaches too often focus narrowly on a single issue, working at the surface level, tackling one behaviour at a time. Although targeted changes in behaviours can be brought about this way, such approaches rarely deal with entrenched and problematic deeper roots.

There are no single issues; many apparently unrelated problems in fact share similar underlying causes. In the same way, the variety of positive things that go on in a community are underpinned by healthy roots and a set of shared positive values and attributes.

When we understand this, we appreciate better how we can collaborate with colleagues to tackle more than one problem at a time. We do this not by removing toxic roots before planting healthier ones. We do it by planting healthy roots that crowd out and kill off the toxic ones.

## A new approach

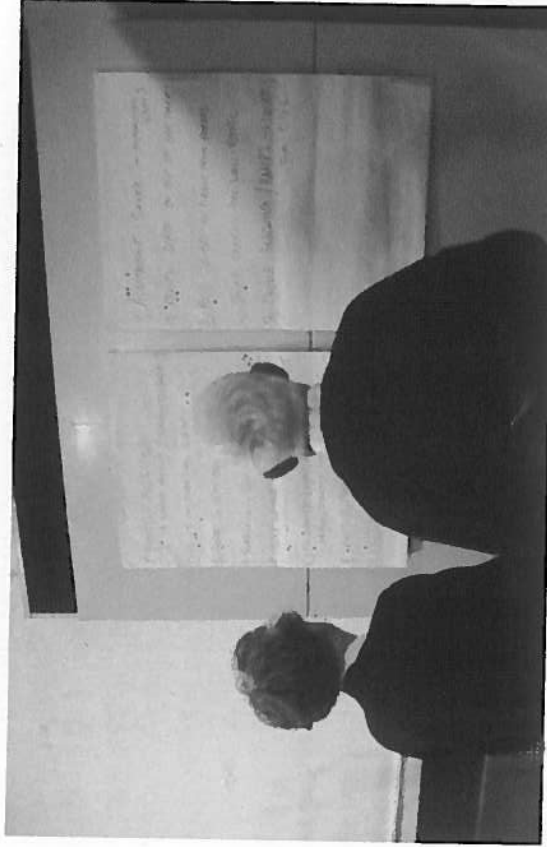
Our Common Place works innovatively to create stronger communities that are happier, more resilient and more sustainable. It enables this by connecting more environmentally sustainable ways of life with community cohesion and increasing personal wellbeing. It is an action-learning process involving the co-production of community activities and events.

As the case study below explains, Our Common Place emerged as an alternative to 'best practice' attempts to address a single issue: low engagement in recycling or other environmental issues on estate based, flatted, communities. Best practice in this area focuses on targeted information/education campaigns and improved service provision following traditional behavioural change approaches<sup>4</sup>. These surface level approaches aim to ensure that it is as easy as possible for people to recycle and that they are fully aware of how and why to recycle. However, compared to more immediate concerns and interests, environmental issues such as recycling are often a low priority in people's lives. It is therefore difficult to engage people in events and activities that are explicitly focused on these peripheral issues.

These 'one thing at a time' strategies are applied to many issues; they view individuals in isolation and have only limited, siloed, successes. We believe strongly that when groups of individuals are subjected to a range of poorly integrated strategies and campaigns aiming to change them from on high, one behaviour at a time, they remain a group of disempowered individuals rather than a cohesive active community.

There are far more time and resource efficient ways of addressing the collection of problem issues a community faces. As discussed above, many issues have related root causes, all of

which can be thought of as deficiencies. They can be addressed collectively. Communities facing problematic issues often lack cohesion, public meeting spaces, social (rather than anti social) behaviour, clean streets and walls, engagement in the democratic process, regular community events, recycling participation, cooperation and a settled population. In other words they lack community strength and social capital.



Our Common Place, however, does not focus on what a community lacks and is failing to do; it focuses on what it has and what it can do – its values and assets. Community strength and social capital are not things that an outside agency can deliver for a community; they are things that emerge from a community that is aware of its assets and able to capitalise on them. Using the Our Common Place approach, Waste Watch can help to facilitate this process.

New ways of engaging individuals in volunteering and collective action focus on the activation and reinforcement of intrinsic values, such as care, empathy, kindness and creativity<sup>5</sup>. WWF's influential Common Cause project<sup>6</sup> has highlighted the longer term importance of activating the selfless intrinsic values rather than the more *selfish* extrinsic values in our collective efforts to create long lasting change<sup>7</sup>. These values underpin strong communities, citizenship and a whole range of positive community behaviours; they therefore need to be activated and reinforced. Such activation can also help to crowd out and weaken the root causes of many problem issues - it is difficult to care for your local environment and community at the same time as not caring for them. At Waste Watch not only do we follow and advocate these recommendations<sup>8</sup>, we have gone further than merely ensuring our communications and campaigns are framed using intrinsic values.

The process of reinforcing intrinsic values to strengthen a community is not as simple as extolling the importance of being kind, helpful, caring and honest before standing back and hoping people will agree and dutifully follow expert advice. A full-bodied approach is needed. Through Our Common Place, intrinsic values are reinforced **experientially** by involving individuals in a variety of inherently rewarding activities that allow them to 'live' intrinsic values. Those involved connect with others and the environment; learn and create new things; engage in physical activities; and volunteer time, energy or skills to help others. The New Economics Foundation (NEF) and the Government<sup>9</sup> identify pursuits such as these as 'ways to wellbeing'. The gains to personal and community wellbeing that can result from engagement in such activities are key to sustaining a steady flow of opportunities to 'connect, be active, keep learning, take notice and give' in the future.

### Common Cause

*Fostering "intrinsic" values—among them self-acceptance, care for others, and concern for the natural world—has real and lasting benefits. By acknowledging the importance of these values, and the "frames" that embody and express them; by examining how our actions help to strengthen or weaken them; and by working together to cultivate them, we can create a more compassionate society, and a better world.*

Source: [www.valuesandframes.org](http://www.valuesandframes.org)

Accessed: 22/08/2012

### Five Ways to Wellbeing (NEF)

*Connect... With the people around you. With family, friends, colleagues and neighbours. At home, work, school or in your local community.*

*Be Active... Go for a walk or run. Step outside. Cycle. Play a game. Garden. Dance. Exercising makes you feel good.*

*Take Notice... Be curious. Catch sight of the beautiful. Remark on the unusual. Notice the changing seasons.*

*Keep Learning... Try something new. Rediscover an old interest. Sign up for that course. Take on a different responsibility at work.*

*Fix a bike. Learn to play an instrument or how to cook your favourite food.*

*Give... Do something nice for a friend, or a stranger. Thank someone. Smile. Volunteer your time. Join a community group. Look out, as well as in.*

Source: Foresight Mental capital and wellbeing (2008)

<http://www.bis.gov.uk/foresight/our-work/projects/published-projects/mental-capital-and-wellbeing>

Accessed 06/08/2012

Through Our Common Place participants get involved in co-producing a set of activities in their community. By working together (*connecting*) to meet the needs of others and the environment (*giving*) they display their kindness, empathy, trust, respect, care, sympathy and altruism. They also feel this emerging from those around them; it reciprocates. These experiences alone can help lives feel more meaningful, they can develop and strengthen friendships and even love – they are fulfilling and enjoyable. Researching, designing and delivering activities (*being active, taking notice and learning*) can be challenging, tiring and frustrating, but also, ultimately, very rewarding.

There are thousands of ways to fulfil the five ways to wellbeing, a huge variety of activity has already emerged under the Our Common Place project to date. When people enjoy doing things and/or find them useful and rewarding, they are motivated to do them again, or to do something similar. Communities are sustainable, cohesive, alive and well, when their citizens create a diversity of activities that help them to fulfil their own wellbeing. With sufficient understanding of sustainability and enough practical knowledge, very few of these activities need have an adversely negative impact on the environment and society. On the contrary, many activities can have a positive impact on both.

Through Our Common Place we work with communities to: deepen their understanding and engagement with ways that can support their wellbeing; enhance the organisational skills and confidence needed to develop activities; and increase knowledge of environmental and social issues (or *ecological intelligence*). We do this as facilitators, guiding community groups through an action-learning process in which together,

we co-produce a series of small initiatives that are enjoyable, useful and valuable. Over 70 initiatives emerged in the first year of Our Common Place, examples include a homework club, a recycled mosaic project, a food jamboree, green Christmas parties and a craft club.

We expose and nourish the roots from which strong, sustainable and resilient communities grow.

### **Ecological Intelligence**

*If we want the chance of a sustainable future, we need to think relationally. That's it, full stop. No need to write any more...or there wouldn't be, if it was that obvious. It's because we don't think in a relational way that we need to explore why we don't, how we can, and what it means. The world is increasingly complex, interdependent and unsustainable, yet conversely, the way we perceive, think, and educate tends to be fragmentary and limited, and we tend to live 'like there's no tomorrow'.*

*Addressing this mismatch requires developing competencies in systems thinking, critical thinking and creative thinking, but it requires something more fundamental and challenging besides: no less than our becoming 'conscious agents of cultural evolution' (Gardner 2001: 206) towards a more ecological culture and participative worldview, consistent with and able to address the highly interconnected and endangered world we have created.*

**Source:** Sterling, S. (2009) *Ecological Intelligence* [in] Stibbe, A. Eds (2009) *The Handbook of Sustainability Literacy*. Green Books, UK  
**Available Online at:**

[http://arts.brighton.ac.uk/data/assets/pdf\\_file/0018/5922/Ecological-Intelligence2.pdf](http://arts.brighton.ac.uk/data/assets/pdf_file/0018/5922/Ecological-Intelligence2.pdf)

**Accessed:** 22/08/2012

## Delivering Our Common Place

The Our Common Place approach can be applied as an integrated approach to dealing effectively with specific issues, but it never addresses them in isolation. Work commissioned to improve behaviour around energy use, for example, would also deliver positive social, environmental and personal outcomes for those involved. The same is true for waste minimisation.

### Case study: Recycling in London

Recycling in multiple occupancy buildings across the UK has remained consistently low, with the exception of a small number of isolated success stories. Key questions still remain - what are the real barriers to recycling and how can we address them?

Research suggests that lethargy towards recycling services might be because recycling is considered a peripheral issue in relation to more immediate concerns facing these communities. Flats residents are predominantly from deprived demographics and evidence shows that these demographics suffer disproportionately from poor local environments and are therefore more likely to be concerned with issues such as litter, fly tipping and graffiti, before recycling.

Responding to the shortcomings of best practice approaches, Waste Watch developed the Our Common Place approach and successfully applied it as part of two broader campaigns on waste reduction, Recycle Western Riverside (RWR) in west London and Recycle For Your Community (RFYC) in east London.

Our Common Place places a strong emphasis on combining education about environmental and social issues with deeper level explorations of the root causes of unsustainable lifestyles. Over a period of at least six months, community members work

alongside staff to design and deliver a series of initiatives that contribute to global sustainability and community wellbeing.

### Initiatives

Over a nine month period, 21 estate based communities were engaged with across seven London boroughs. A total of 73 initiatives were delivered. During the project approximately 7000 people were spoken to in person about waste minimisation and the project. 1229 of these people were in attendance at events and activities run as part of the initiatives, and 111 of these were directly involved in the co-design and co-production process.

The variety of initiatives that emerged reflected the diversity of interests, needs and personalities encountered across the 21 communities. Core to the Our Common Place approach is the harnessing of local capacity – maximising the potential of a community so it can co-produce activities of value and interest. For the majority of communities however, this involves more than simply granting permission to act; often their capacity to act is low - it needs to be built<sup>10</sup>. Individuals and communities need to develop the skills and confidence required to run initiatives as well as the physical space in which to run them. They need help to plan, market, create, fund and start up. Sometimes they also need help to overcome bureaucratic barriers preventing access to community centres or to gain permission to utilise underused spaces, such as rooftops and gardens. Waste Watch's flats engagement officers play a vital role in building and unlocking capacity, so that communities have both the skills needed and spaces available to co-design and deliver initiatives of value. The potential may well be out there, but it needs to be nurtured.



The extent to which capacity needed to be built and unlocked in each of the communities engaged with impacted on the type of initiatives developed. Where skills and motivation existed alongside access to usable space, the possibility for fully co-designed and delivered initiatives was high. At the other end of this spectrum, where the need to build and unlock capacity was much higher, initiatives were necessarily more heavily led by Waste Watch and more modest in scope. With an eye on the clock and the need to create positive changes to recycling, we adapted our approach to meet the needs of each community and to ensure that every estate experienced initiatives that would both increase environmental awareness and activate intrinsic values of care and community strength. Detailed briefly below are three examples, reflecting three different levels of the initial conditions encountered<sup>11</sup>.

On arrival at estates an outline of how and why the approach aims to help people to do something fun, inspiring and and/or useful is given. It is explained that Waste Watch is involved not to run initiatives for the community, but to run them *with* them. Help to organize the activities logistically is offered with the aim of building skills and confidence to a level that allows the initiatives to flourish once our team step back. The only ground rules set are that initiatives are mindful of their social and environmental impacts, trying where possible to have a net positive effect.

For Waste Watch the process starts by attending meetings, knocking on doors and running small events to get to know people on the estate and to gather suggestions for possible initiatives to run. Once a list has been established, a vote is organised to whittle the long list down to two or three

initiatives to run with. Once the initiatives have been selected, Waste Watch works with those most interested to develop an action plan, which is then put into practice.

### **'Sew Shall' – Weir Estate**

An idea emerging from the Weir estate came courtesy of a lady called Sandra. Sandra has a passion for collecting, restoring and using manual sewing machines. Prior to our involvement Sandra had already thought about sharing her passion with people she hoped might be interested in her community. However, she was uncertain on exactly what she wanted to set up and how it should be run. Together with several members a fortnightly sewing club, 'Sew-Shall', was developed. 'Sew-Shall' is now running weekly in the community centre at Weir and is very well attended. Members are learning how to alter and mend clothing, as well as how to extend the life of other materials by creating cushions and curtains. All this is done with coaching from Sandra and on sewing machines that use no electricity.



As well as using very little electricity (only the lights) and diverting materials from the waste stream, this initiative is inspiring a new connection between people and their clothes. This is true materialism, where clothes are cherished and looked after, rather than treated as disposable. 'Sew-shall' also creates a valuable platform for education around consumer and waste habits that Waste Watch was able to make use of. The club is flourishing because members are enjoying being part of it, because of the friendships they are developing, the skills they are learning and the fulfillment they get from focusing on a creative task. The Waste Watch strap line is 'Waste Less. Live More', Sew-Shall is a manifestation of this.

*I have gained the skills to upcycle old clothes for self and family - I now know how to modernise my daughter's clothes and shoes.*  
Sew-Shall member, Weir estate

### **'Give and Take' – Henry Prince estate**

Sometimes called a 'swap shop', a 'give and take' is a one day community event where participants give items they no longer need and take items that they can make use of. Participants can give or take as many items as they like and they do not have to give to be able to take.

From a waste education and environmental awareness perspective, this is an excellent way to engage participants in an activity through which they can physically reduce the amount of waste that they produce. By taking an item from a give and take you are extending its life and diverting it from the waste stream. More importantly, if you take a set of cutlery or a jumper for example to meet a need, you free yourself from the burden of purchasing new and the associated environmental impacts

involved. Give and take days are also an opportunity to distribute literature and advice on waste and recycling.

The residents association at Henry Prince estate was keen to get involved in the Our Common Place approach, but did not feel confident enough to lead on the development of initiatives.



Despite the aim of working *with* communities rather than doing things *to* them or *for* them, it was clear that Waste Watch needed to take a lead in the development of initiatives at Henry Prince. However, rather than turning up and delivering a Give and Take day as a one-off event, the residents association was involved at every stage. Waste Watch worked with them to book a venue, design posters, spread the word about the event, set up the room, draw up a risk assessment and co-host on the day. Following the event, the residents association was provided with a Give and Take handbook so that they could run their own event in the future.

### **'White City / Green Planet' – White City estate**

White City is a large estate with a diverse community and a number of existing community groups and activities. On arriving, it was apparent that the approach there would need to be modified slightly. In total Waste Watch were involved in nine different initiatives ranging from a homework club to a 'Don't Waste Man' poster making project.

Linking up with a children and young people's group and in collaboration with the group leader, a programme of workshops was designed. It was a chance to put into practice some new methods for delivering education for sustainability. As mentioned above, recycling can often be seen as a peripheral issue in people's lives. Initial conversations with the staff and volunteers at the group and with the young people themselves confirmed this. It was clear that talking solely about recycling and its importance would have very little impact – it would also have been a wasted opportunity. Instead a discussion was held with the young people to find out what they were interested in. Calling on the knowledge of Waste Watch colleagues a series of talks and activities was put together that would engage and inspire. Over a seven week period sessions on shopping, fashion, games, politics, sport, music and art were run.

During each session, issues surrounding wellbeing, environment, society and economics were explored. Participants questioned assumptions, looked at issues systemically and discussed where responsibilities lay for creating change. Environmental and social impacts are an inevitable outcome of any activity we involve ourselves in, but with sufficient knowledge and understanding, we are able to limit our impacts without compromising on our enjoyment of life. This was a core message of the initiative. Waste

minimisation fitted seamlessly into these conversations and as a result of engagement in the sessions, several participants reported that they had started to recycle, when previously they had not.

The 'White City / Green Planet' initiative led onto a poster making initiative co-designed and delivered by an artistic local resident. Work with this resident developed his confidence and skills to run sessions on his own, he has since linked up again with the young people's group on a t-shirt designing project.

*I have done another project with youth club since the project ended. It's been great to learn about waste.*

**Resident involved in co-designing and delivering 'Don't Waste Man' poster making initiative, White City estate**

*Your project taught me some valuable lessons - I'm always learning in my role - From what I'd originally learned about the group it was something that I couldn't see they would take to at first, but they did, albeit sometimes with coercion from us. It proved to me that any opportunity is worth working on - and if it fails or doesn't work out then so be it!*

**Colleague from a partner organisation involved in co-design and delivery of White City / Green Planet, White City estate**

*The first session watching the video that showed me a lot about how factories make their products very easy to break.*

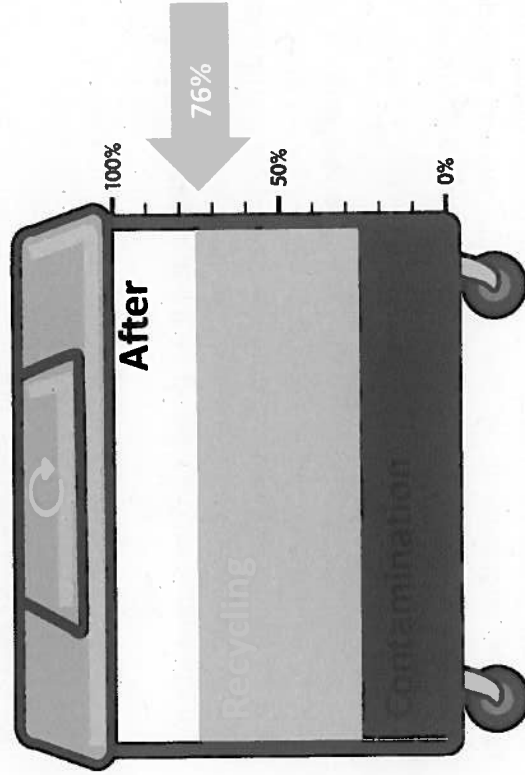
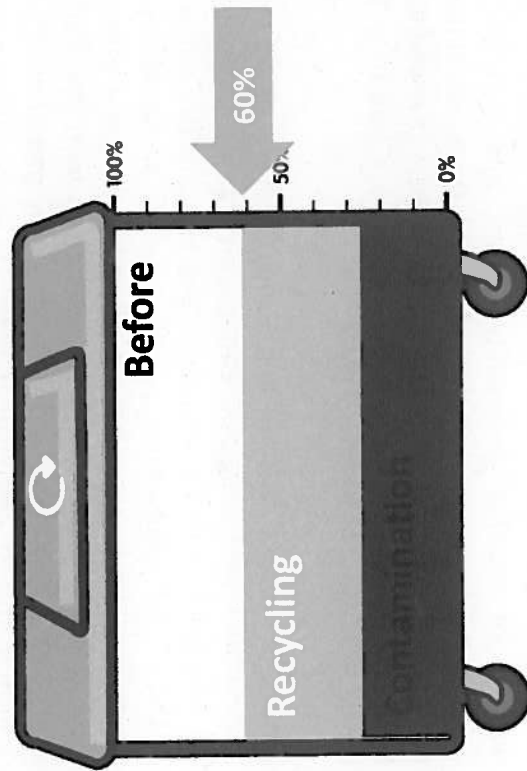
**Young person participating in White City / Green Planet, White City estate**

### Results

Waste Watch was commissioned under the Recycle Western Riverside and Recycle For Your Community campaigns to improve recycling performance across seven London boroughs. Our Common Place had positive results in this regard. Some communities performed significantly better than others, but in every community in which it was possible to measure recycling performance (18 out of 21 estates) an improvement was recorded. Recycle bins, on average, went from being 60% full pre project to 76% post project. Simultaneous decreases in contamination from 37% to 32% were also observed. We acknowledge that these results may not be the consequence solely of Our Common Place, the people we engaged with would also have been exposed to other local and national campaigns on waste.

Our Common Place is about people. Across the 21 communities we engaged with in London, we spoke to over 7000 people at least once, 1229 of whom were in attendance at one or more events and 111 people got directly involved in the co-production process.

As hoped, positive outcomes stretched beyond improvements in recycling. As a result of the diversity of the initiatives run there were also improvements relating to community cohesion and wellbeing. 100% of those involved in the project reported how Our Common Place had increased opportunities for them to Connect, Be active, Take notice, Keep learning and Give. These five have been identified by the New Economics Foundation and the Government as activities that contribute towards individual wellbeing.



## Our Common Place elsewhere

The Our Common Place approach was also applied in the City of London corporation on the Golden Lane estate. Therefore in addition to the work carried out in east and west London, a further five initiatives were delivered. Seven more community members were involved in the co-production process there. Positive outcomes in regard to wellbeing were again recorded. Initiatives included a community pop-up cafe, a give and take day and the creation of a tailor made Energy saving handbook<sup>12</sup>. Work is continuing at Golden Lane estate as well as with two further estates managed by the City of London.

## Conclusions

A community becomes stronger, more resilient and sustainable when individuals value each other, the environment in which they live and the social capital that ties their community together. Strong communities work together to actively sustain and improve the shared resources, assets and processes that benefit the community as a whole.

Through Our Common Place we seek to enhance a core set of values such as generosity, kindness and selflessness to lay the foundations for happier and sustainable lifestyles. These values are the foundations upon which social capital and strong communities are built. When, as individuals, we feel part of a community and proud of it, we are far less likely to drop litter, graffi or behave in other ways that are inconsiderate of our neighbours. We care about our community and our local environment. Care and respect for our immediate environment and community can be activated and reinforced through participation in activities that enhance them; especially when such activities are enjoyable. When our values of care have

been activated in this way, we are far more open to calls for us to be mindful of the impact of our lives on the global environment, future generations and people in other parts of the world.

## Applying a co-production approach

Year one of Our Common Place has taught us much in regard to applying co-production approaches that work to reinforce the values underpinning strong communities and sustainable living. It became clear very early on that one size does not fit all - every community is different, and openness to co-production varies.

It is important to adapt to suit each location whilst ensuring that the core elements of co-production and intrinsic values remain central. Different initiatives require different amounts of work for all those involved. Rather than committing to facilitating a set number of initiatives per community, flexibility needs to be built in to allow attention to focus on initiatives that are showing the greatest potential. Subsequently, during year one of Our Common Place, initiatives that were contributing less to the overall goals of the project were scaled back, to allow others to flourish.

*It was the first time I worked with Waste Watch and I have to say that it was one of the best partnerships I have worked with in Barking. Members of the Waste Watch staff were very supportive and nice people and I enjoyed working with them. Colleague from partner organisation, Thames View estate*

## Time and scale

As Richard Sennett<sup>13</sup> tells us in his book on cooperation, the most vital ingredient in building social capital is time. This was a key lesson learned from year one. The more time facilitators are able to spend with communities and the more time individuals within those communities can spend with each other, the more successful initiatives usually are. With flats engagement officers working simultaneously across up to nine communities, over a period of only six months, contact time was limited. A more realistic number of communities per full time officer would be six or seven.

The size of an estate also has an impact. As a general rule, the smaller a community is, the more successful the process. During year one, the approach was most successful in communities of between 300 and 600 homes. Complexities associated with local level politics, geographical scale and competing priorities of other local stakeholders can make work in larger communities difficult to implement.

## Next steps

Waste Watch has been re-commissioned to continue this work under the Recycle Western Riverside campaign in West London. Work is therefore continuing in seven communities from year one and four new communities. In East London, under the Recycle For Your Community campaign the approach is continuing in two communities. Excitingly work has been commissioned by the City of London to continue work on one estate and begin 12 months of engagement in two new communities.

In addition new opportunities are being sought to extend our work and cooperate with partner organisations. We are

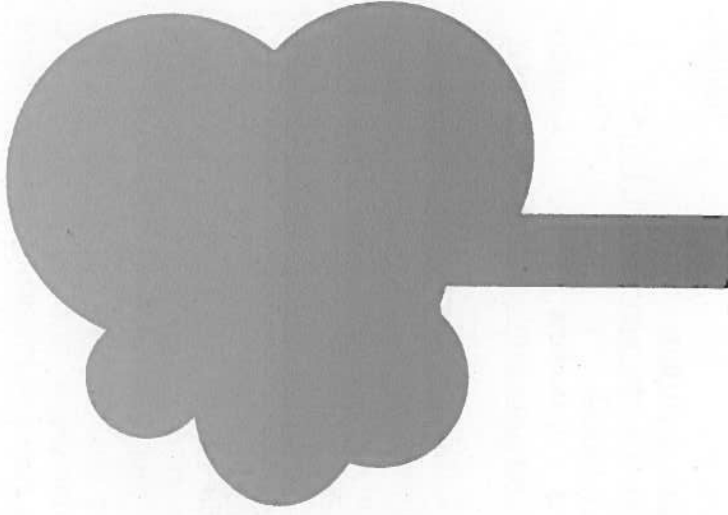
specifically seeking opportunities to support colleagues from across local authority departments. Our current work with the City of London is being co-funded by two different departments with a third currently showing interest in joining.

We are investing internally and collaborating with others<sup>14</sup> to refine monitoring and evaluation techniques. The efficacy of reinforcing intrinsic values to stimulate and sustain community initiatives is being explored as well as ways to monitor positive impacts of the approach on Local Environmental Quality and community wellbeing.

An Our Common Place website and associated digital platforms are currently under development. The website will be a resource for the communities engaged in the approach as well as a forum for other professionals involved in similar work. The website will be updated regularly with information on small funding opportunities, expert advice on community engagement techniques and reports from our ongoing work. The website will also offer commentary on developments in community engagement, co-production, localism and community capacity building.

## Notes

1. Hardin, G (1968) The Tragedy of the Commons, *Science*, 162 (3859), 1243–1248. [http://www.garretthardinsociety.org/articles/art\\_tragedy\\_of\\_the\\_commons.html](http://www.garretthardinsociety.org/articles/art_tragedy_of_the_commons.html) Accessed 22/08/2012
  2. Boyle, D. and Harris, M. (2009) The Challenge of Co-Production [http://www.nesta.org.uk/publications/reports/assets/features/the\\_challenge\\_of\\_co-production](http://www.nesta.org.uk/publications/reports/assets/features/the_challenge_of_co-production) Accessed 22/08/2012
  3. Woodcraft, S. et al. (2011) Design for Social Sustainability <http://www.youngfoundation.org/publications/paper/design-social-sustainability-a-framework-creating-thriving-communities> Accessed 22/08/2012
  4. WRAP (2012) *Communicating with residents in flats: communicating-residents-flats* <http://www.wrap.org.uk/content/recycling-collections-flats> Accessed 22/08/2012
  5. The power of activating and reinforcing intrinsic values to engage communities in activities that build social capital and sustainable living has been recognised by several emerging organisations. For example: [www.peopleunited.org.uk](http://www.peopleunited.org.uk); [www.transitionnetwork.org](http://www.transitionnetwork.org); [www.valuesandframes.org](http://www.valuesandframes.org); <http://warriorswithoutweapons.wordpress.com>; [www.otesha.org.uk](http://www.otesha.org.uk); <http://www.in-control.org.uk>
  6. Crompton, T (2010) Common Cause, The Case for Working with our Cultural Values, WWF UK [http://assets.wwf.org.uk/downloads/common\\_cause\\_report.pdf](http://assets.wwf.org.uk/downloads/common_cause_report.pdf)
  7. To be clear, we are not trying to *change* people's underlying values. As individuals, we all hold a range of intrinsic and extrinsic values at all times, what differs over time and place is the relative importance we place on some values over others. The culture, media and environment that surrounds us has an impact on which values we hold to be important.
- Waste Watch, through Our Common Place, can have a small but hopefully significant impact on those we engage with. Research highlighted in the Common Cause report shows that those primed with extrinsic values are less likely to engage in environmental behaviours such as recycling compared to those primed with intrinsic values.
8. Waste Watch (2011) Working from values <http://www.wastewatch.org.uk/data/files/resources/59/Working-with-values.pdf> Accessed 22/08/2012
  9. Foresight Mental capital and wellbeing (2008) <http://www.bis.gov.uk/foresight/our-work/projects/published-projects/mental-capital-and-wellbeing> Accessed 06/08/2012
  10. Francis, R. (2012) Unlocking Local Capacity <http://www.opm.co.uk/resources/unlocking-local-capacity/> Accessed 22/08/2012
  11. If you would like to learn more about the full range of initiatives delivered under Recycle Western Riverside and Recycle for Your Community projects, please contact Our Common Place Team Leader, Morgan Phillips.
  12. If you would like to learn more about the full range of initiatives delivered in the City of London, please contact Our Common Place Team Leader, Morgan Phillips.
  13. Sennett, R. (2012) *Together –The Rituals, Pleasures and Politics of Cooperation*, Yale University Press, USA
  14. Colleagues at PIRC, People United and Keep Britain Tidy are working with us to develop a range of monitoring and evaluation methods to further demonstrate the impacts of Our Common Place type approaches. We very much welcome the input of others.



## **Please stay in touch**

We are very keen to share our experiences and knowledge with others and will continue to give presentations, publish reports and attend sector events. If you would like to learn more, please contact us directly and we will be happy to speak to you.

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## Options for Local Authority bodies interested in Our Common Place

Presented below are four options for local authority bodies interested in the Our Common Place approach. Our Common Place is, by design, flexible and can be delivered alongside other Waste Watch / Keep Britain Tidy community engagement, education and communications services or in conjunction with local authority run services. We are very happy to discuss each option in more detail with you and keen to develop a proposal based on one or more of the models to suit your specific needs.

Presented along with the four options are indicative costs. Under all models we encourage the Local Authority to seek funding from more than one department or budget, for example: Waste and Recycling, Housing and StreetScene. This is encouraged as the approach has been shown to create positive change across a range of issues – e.g. Recycling, Local Environmental Quality, Community Cohesion and Wellbeing. **Waste Authorities** and **Housing ALMOs** may also be interested in funding a project in partnership with a range of relevant Local Authority departments.

1. **Delivery of Our Common Place approach by Keep Britain Tidy on behalf of Local Authority or Waste Authority:** A Local Authority or Waste Authority contracts Keep Britain Tidy to deliver the Our Common Place approach. Under this arrangement an OCP officer(s) is trained and employed by Keep Britain Tidy and delivers the project under the line management of an OCP team leader. Extra supervision is provided by Waste Watch evidence and policy team and appropriate members of staff from within the Local Authority. The OCP officer would have a desk at an appropriate LA office, but would be an employee of Keep Britain Tidy.

Under this model multiple OCP officers could be managed by the OCP team leader. OCP officers would work with up to seven communities for a 12-36 month period.

Under this model, OCP officers could combine OCP work with delivery of other community engagement activities such as:

- Love Food Hate Waste cookery demonstrations / Feed the 1000 events;
- Big Tidy Up litter picks;
- Give and Take days / Swap shops;
- WEEE awareness campaigns / events;
- Zero Waste Challenges.

### Indicative costs:

Presented below is a breakdown of costs associated with delivering the Our Common Place project with one full time on the ground Our Common Place officer for a period of 12 months, excluding VAT:

Description	Cost
Our Common Place Officer 1 FT (including overheads, employers National Insurance and pension)	£33,504
Our Common Place Team Leader 0.3 FTE (including overheads, employers National Insurance and pension)	£12,155
Community Engagement Manager 0.05 FTE (including overheads, employers National Insurance and pension)	£2119

Inception training, Induction and Set up	£2200
Project Direct Costs (community resources, staff travel, subsistence)	£2500
Publicity and Events	£2000
<b>Total</b>	<b>£54,478</b>

2. **Delivery of Our Common Place approach by Local Authority community engagement officer with expert support from Keep Britain Tidy:** A Local Authority contracts Keep Britain Tidy to provide 1 day a week of expert supervision from an Our Common Place team leader for a Community Engagement officer delivering the OCP approach. Under this model the Community Engagement officer would be employed and line managed by the Local Authority. The format of the supervision would be negotiated on setting up depending on what is needed. It is likely to involve at least the following:

- One week intensive training on Our Common Place approach (see option 3);
- Recruitment support (if necessary);
- Intensive one to one training and on the ground support during project initiation (see option 3 below);
- Monthly face to face supervision meetings;
- Access to daily support by phone and email as required;
- Training in Monitoring and Evaluation techniques and report writing including provision of appropriate resources;
- Free access to appropriate internal Keep Britain Tidy training days.

Similar to option 1, community engagement officers could combine OCP work with delivery of other activities.

**Indicative costs:**

Presented below is a breakdown of costs associated with the Our Common Place Team Leader delivering expert training and support for a council employed community engagement officer for a period of 12 months, excluding VAT:

Description	Cost
Our Common Place Team Leader 0.2 FTE (including overheads, employers National Insurance and pension)	£7592
Community Engagement Manager 0.05 FTE (including overheads, employers National Insurance and pension)	£1176
1 week intensive training, project initiation and set up	£2200
Staff travel and accommodation	£1630
<b>Total</b>	<b>£12,598</b>

3. **One week intensive training course delivered by Our Common Place team leader:** Keep Britain Tidy's Our Common Place team leader leads a five day intensive training and start up course for up to ten local authority staff (community engagement officers and relevant line managers as required). The course would cover:
- Theoretical underpinnings of the approach;
  - Training in community engagement methodologies;
  - Training in monitoring and evaluation techniques;
  - On the ground support for project delivery.

This one week training course would be followed up with **monthly catch-up's by teleconference** and **one further full day training/refreshers session** with community engagement officers.

Under this model, the Our Common Place team leader would work cross-department with community engagement officers to increase efficiency in the delivery of core messages and consistency of approach. Depending on the model of service provision, it may be necessary to integrate community engagement officers from other local service providers and housing ALMO's.

N.B. The one week intensive training and start up course forms part of options 1 and 2 at no extra cost.

**Indicative costs:**

Presented below is a breakdown of costs associated with the Our Common Place Team Leader delivering expert training and monthly teleconference support for community engagement officers for a period of 12 months, excluding VAT:

Description	Cost
Our Common Place Team Leader 0.05 FTE (including overheads, employers National Insurance and pension)	£2026
1 week intensive training course	£2200
One day refresher training course	£600
Staff travel and accommodation	£800
<b>Total</b>	<b>£5,626</b>

4. **One day intensive training course delivered by Our Common Place team leader:** Keep Britain Tidy's Our Common Place team leader leads a one day intensive training course for up to four local authority officers and relevant line managers. The course would introduce the theoretical underpinnings of the approach and training on essential methodology.

**Cost: £500** + travel expenses.

1992-1993



Material change for  
a better environment



London Waste &  
Recycling Board

# Driving up performance – LBHF

London Boroughs of  
Hammersmith  
& Fulham.

Chris Noble.



Material change for  
a better environment



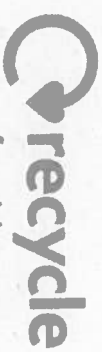
London Waste &  
Recycling Board

## Flats Project 2010-2012

**Chris Noble, Waste Services Development Manager**  
**London Borough of Hammersmith & Fulham**



a cleaner, greener borough



for Hammersmith & Fulham

## The London Borough of Hammersmith & Fulham



London Waste &  
Recycling Board

- Inner London Borough
- Population : 182,000
- Households: 81,000
- 73% of housing stock is flats or maisonettes
- Increasingly younger population
- UK's 6<sup>th</sup> most densely populated Borough
- 45% of residents "White British"



a cleaner, greener borough



for Hammersmith & Fulham





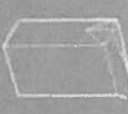


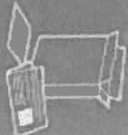
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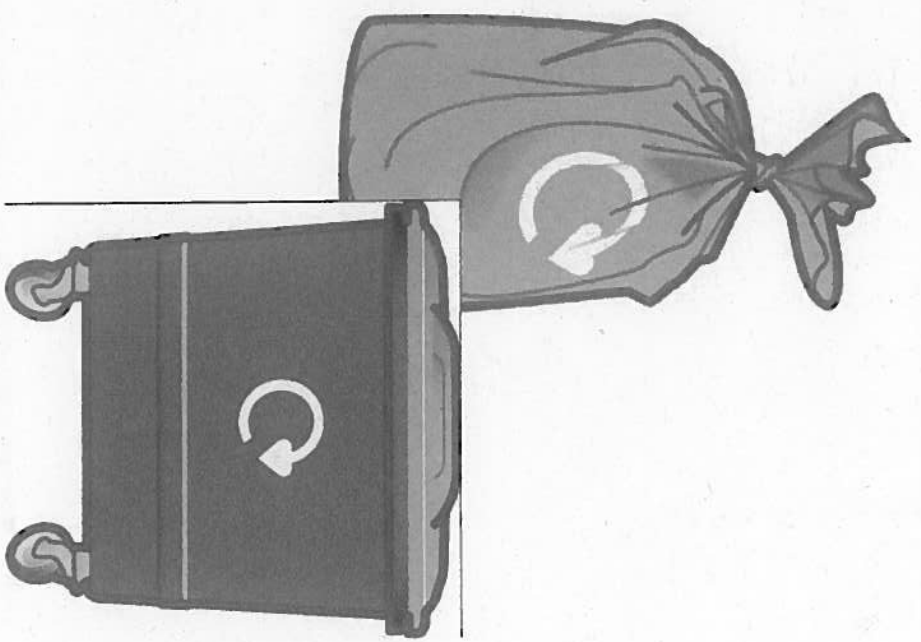
# Waste and Recycling in LBHF



London Waste & Recycling Board

- Recycling rate 30% in 2011/12
- No organic waste collection
- “Smart Sack” service from street level houses and mansion blocks (70%)
- “Smart Bank” service from estates and larger blocks of flats (30%)

					
aerosols	food tins & drink cans	cartons	mixed glass bottles & jars	household packaging	mixed paper & card



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**Recycle**  
for Hammersmith & Fulham



Wf&P

Material change for  
a better environment

# LWARRB Flats Project Planning



London Waste &  
Recycling Board

- Need to improve estate recycling recognised
- Flats Inventory – 250 blocks visited in 2010
- Bid compiled for LWARRB fund, project expenditure £75k



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**Recycle**

for Hammersmith & Fulham



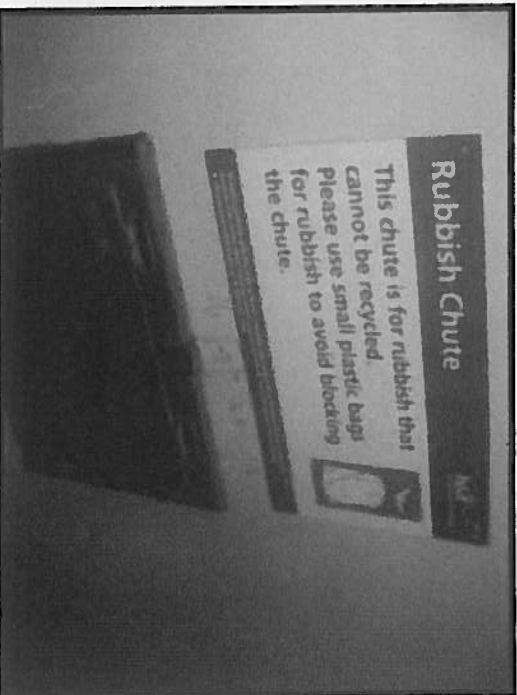
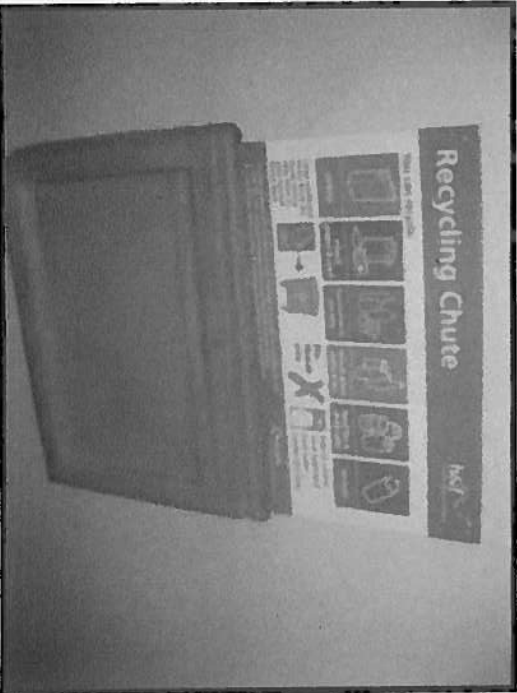
Material change for  
a better environment

## Chute Conversions



London Waste &  
Recycling Board

- Where two chutes close together
- 1500 households covered
- Chutes painted and new bins installed





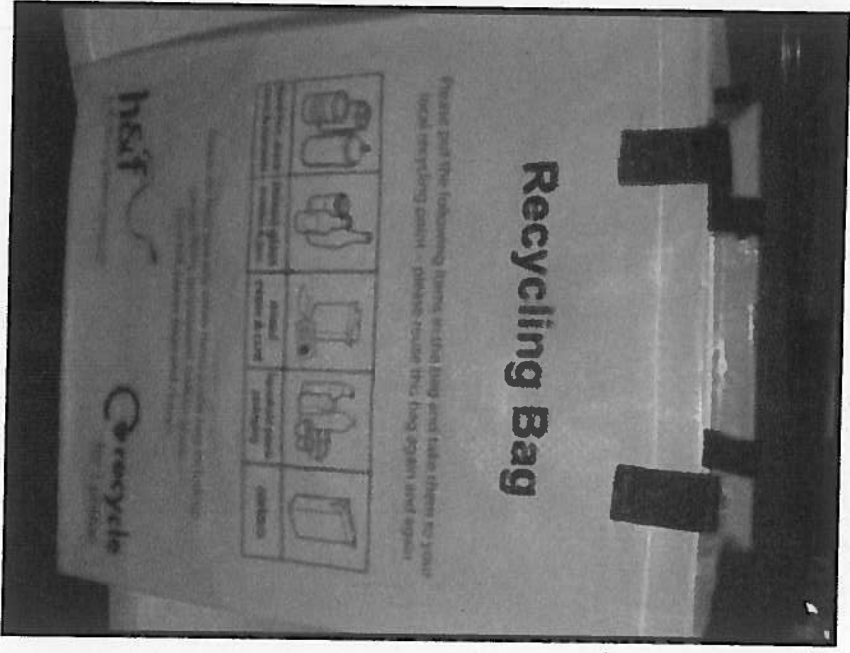
Material change for a better environment

# Reusable Bags



London Waste & Recycling Board

- Delivered to all residents using Smart Bank Service
- 24,000 households covered
- Pick up points set up for future provision



Wfap

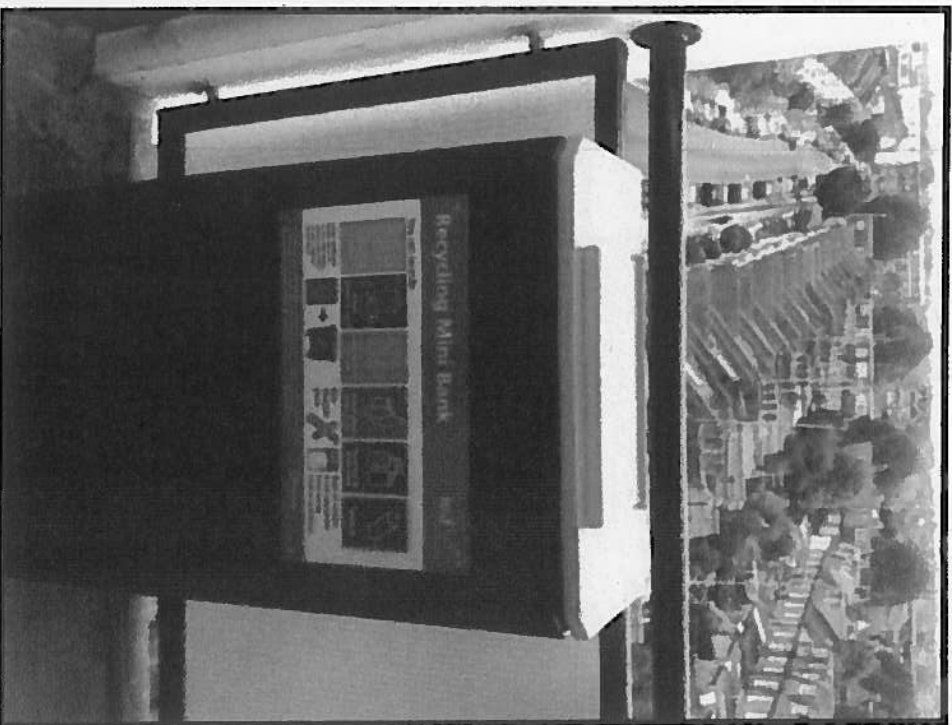
Material change for  
a better environment

## Mini Banks



London Waste &  
Recycling Board

- Most difficult to implement
- Located in communal areas and emptied by caretakers
- 500 households covered



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Material change for  
a better environment

## New Smart Banks and Updated Artwork



London Waste &  
Recycling Board

- In gaps identified on certain estates
- 500 households covered
- Artwork updated – WRAP icons and including plastic packaging



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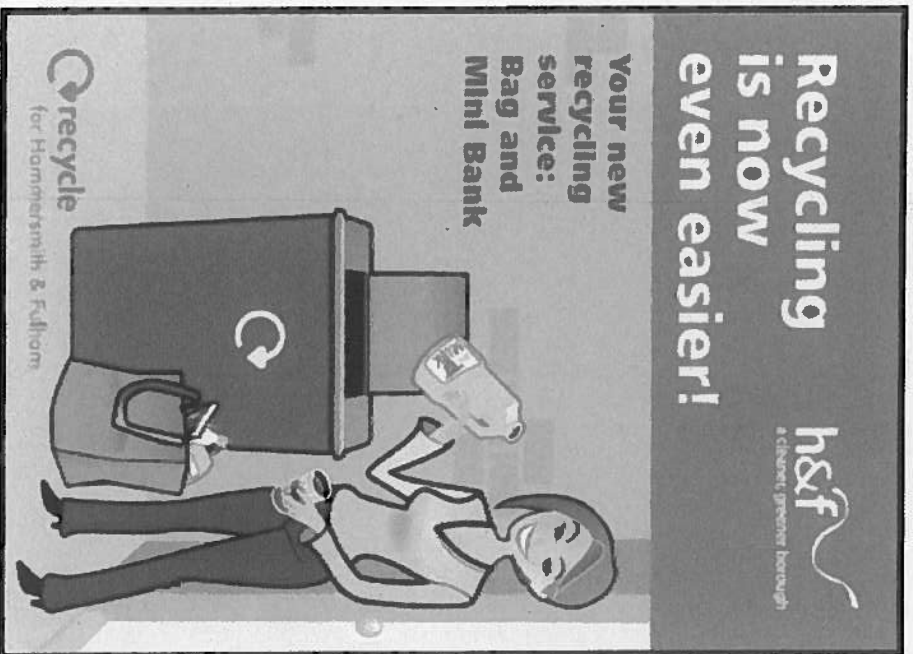
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# Communications



London **Waste &**  
**Recycling** Board

- RfL communications funding
- Stakeholder engagement – housing dept, residents, managing agents, TRAs
- Pre-Service letters
- Instructional leaflets – tested among colleagues



for Hammersmith & Fulham

# Communications

- Doorknocking – 30% contact rate
- Online – website, twitter, e-newsletter
- Internal Training
- Adverts and articles in newspaper, council magazines, housing association newsletters


**Thank you for talking to us about recycling**

a cleaner, greener borough **hsf**

This card is a reminder of what you can recycle using your reusable bag and Smart Bank

**How to use your recycling service**

- 1. Use your bag to store recycling in your flat.**
- 2. Take your recycling to your nearest Smart Bank.**  
**Keep your bag - it can be used again and again.**
- 3. Dispose of your rubbish as normal.**



**Recycle**  
for Hammersmith & Fulham

## Scheme Results

- Monitoring by fill rate

Element of Scheme	Target Annual Tonnage	Estimated Tonnage Increase
Chute Conversion	157	259
Mini Banks	4	2
Reusable Bags and Artwork	1009	292
New Smart Banks	26	43
<b>TOTAL</b>	<b>1196</b>	<b>596</b>

- Doorstepping post-project – 10% overall increase in residents claiming to recycle (chute locations 32% increase), 60% usage of reusable bags



## Project Successes



- Flats Inventory, databases and photos
- Co-ordination between parties:
  - ✓ Serco, H&F Homes
  - ✓ Project Board
  - ✓ Local Knowledge
- Low contamination in chute recycling
- Savings through joint working (e.g. caretaker overtime) and joint procurement (e.g. reusable bags)
- Annual checking of all locations



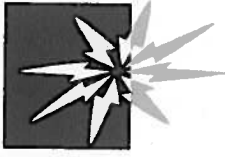
Material change for  
a better environment

## Project Challenges and Lessons Learned



London Waste &  
Recycling Board

- Details! Bins under chutes too short, mini bank liners too small, mini banks not water tight
- Consider fire safety at earliest opportunity
- Mixed loads make it difficult to monitor
- Order more equipment than you need
- Engagement – TRA meetings and launch events
- Reusable bags – love ‘em or hate ‘em



**Haringey** Council

<b>Briefing for:</b>	Environment and Housing Scrutiny Panel 21 <sup>st</sup> March 2013
<b>Title:</b>	Notes from evidence gathering sessions held on Monday 4 <sup>th</sup> March 2013:  Session 1 – Further policy options to increase waste and recycling
<b>Lead Officer:</b>	Martin Bradford, Policy Officer, 0208 489 6950
<b>Date:</b>	March 6 <sup>th</sup> 2013

## 1. Introduction

- 1.1 As part of its work programme for the 2012/13 Municipal Year, the Environment and Housing Scrutiny Panel (EHSP) has been assessing local waste and recycling services to help identify how recycling rates can be improved in Haringey.
- 1.2 To date, the panel has focused its work in supporting the roll-out of the new waste and recycling collection system for kerbside properties. The panel has produced and published an interim report on the roll-out of the new waste and recycling collection service and 9 out of the 10 recommendations contained within this report were approved by Cabinet at its meeting in December 2012.
- 1.3 The panel is continuing its work with local waste and recycling services and is conducting further investigations into the policy options available to the council to further help increase recycling, particularly the use of enforcement and incentive schemes.
- 1.4 To support this investigation the panel held an evidence gathering session on Monday 4<sup>th</sup> March 2013. At this session, the panel heard evidence from a range of bodies including:
  - Single Front Line Service
  - Waste Service Contractor (Veolia)
  - Greater London Assembly (Waste Policy & Programmes Manager)
  - London Local Authorities (Croydon, Ealing, Lambeth)
- 1.5 The following provides a summary of the evidence provided at this dedicated session and notes subsequent discussions and recommendations made by the panel.

**Policy Options to increase recycling**

**2. Single Front Line Service (Haringey Council) & Veolia (Contractor)**

- 2.1 A presentation was given to the panel by officers from Single Front Line (SFL) and Veolia on the new waste and recycling contract which was agreed in 2011. This provided an update on current and future work to help improve recycling rates in the borough (The full presentation is given in Appendix A).
- 2.2 The panel noted that the new waste and recycling collection service had been introduced in three phases across Haringey in 2012. This instituted fortnightly collection of residual waste and weekly collection of recycling for all kerbside properties. It was noted that the new collection system was contributing to an improved recycling rate and was on track to exceed contractual targets (year to date 32.17% against a yearend target of 31.7% for 2012/13).
- 2.3 The panel noted that there would also need to be a further improvement in service performance (in the region of 10%) to achieve the contractually agreed target for 2013/14 of a 35.4% recycling rate. It was noted that these targets were derived from competitive tendering process.
- 2.4 It was noted that the local contamination rate was approximately 0.5%-0.6% which was perceived to be low. It was noted however that side waste continued to be a problem which affected the amenity of local areas. It was noted however, that both contamination and side waste were not a borough wide problems, and targeted interventions were undertaken (engagement and education) in those affected areas affected.
- 2.5 The panel noted that a list of those properties which were contaminating waste collection is being compiled by SFL which may be cross referenced with the soon to be established Discretionary Licensing Scheme. The panel also indicated that further information should be communicated to local residents about the cost of waste contamination.

**Agreed:** Further information to be included within waste and recycling communications with local residents on the cost of waste contamination.

- 2.6 The panel noted the communications activity of both SFL and Veolia to support the new waste and recycling collection service which included leafleting and active engagement of affected kerbside properties, information events (Area Forums) and targeted interventions (HMOs).
- 2.7 The introduction of free collection of bulky items (that can be recycled) had been helpful in reducing fly tipping. It was noted that 90% of items collected through this service were done so free of charge. The panel noted that a Fly Tip project was also being trialled in target areas to further help reduce the incidence of fly tipping.

- 2.8 The panel also noted the extensive education work that had been undertaken by SFL and Veolia to promote recycling locally. This included presentations at 51 school assemblies, 39 sessions were delivered through the Education Centre at Homsey (Reuse and Recovery) and other interventions (theatre in education, workshops etc).
- 2.9 The panel noted that primary schools were, on the whole, more engaged and active in local recycling education schemes. As a consequence, within planned education work for 2013/14 there would be a concerted effort to target and engage secondary schools in local waste and recycling education programmes.
- 2.10 The panel noted that at present schools are exempt from any costs attributable to the recycling, decontamination or disposal of waste, though Local Authorities do have powers to charge for collection systems. School waste is treated as household waste and thus the Local Authority bears all waste disposal and recycling costs for schools. The panel noted that this was an anomaly to the 'polluter pays' principle.
- 2.11 At present, schools are only charged for residual waste collection (which in most instances is in the hundreds price range). As of April 2013 however, schools will also be charged for recycling collections (although bins have been provided free of charge). It was acknowledged that whilst most schools did recycle, more could be done to encourage them to recycle more.
- Agreed:** That the panel to undertake further work with local schools to identify barriers to recycling, best practice which can be shared locally and how schools can be incentivised to recycle more. This would include:
- Further consultation with SFS, Veolia and CYPS to help establish benchmark data for local schools and recycling;
  - Visits to local schools to view recycling schemes.
- Agreed:** That the education work to promote recycling in local schools should be more widely publicised, particularly among local Councillors.
- 2.12 The panel discussed plans to introduce food waste recycling from flatted priorities and estates. It was noted that £680k had been awarded through DGLG to support this initiative and work had commenced to develop an appropriate scheme. The scheme would cover all 25,000 flats (covering private, ALMO and RSLs). Caddies and liners would be provided to households together with supporting engagement and communication (all flat blocks would be visited). It was estimated that this scheme would divert 300 tonnes from landfill. It was expected that the new food waste scheme would be piloted in a small number of areas before being assessed and rolled out across the borough.
- 2.13 It was anticipated that the introduction of a new food waste collection system would also reinvigorate dry recycling collections from flatted priorities. It was expected that additional information to reinforce dry recycling would be 'piggy backed' on to communications and engagement processes developed for the food waste scheme. It was also hoped that the introduction of a new food waste scheme would help to reduce contamination of other collections.

2.14 The panel discussed food recycling schemes from flats in operation at other Local Authorities with those present (Croydon, Ealing and Lambeth). From these discussions it was noted that the supply of bags for caddies was crucial to household participation and the volume of food waste recycled: where supply was not unlimited or was not supplied beyond an introductory period, both participation and volume declined. The cost of caddy bags was felt to be prohibitive to local residents.

2.15 The panel noted at this early stage of development of this scheme, the supply of caddy bags to local residents would be permanent basis. This however would need to be confirmed with the panel.

**Agreed:** Confirmation of supply of caddy bags for food waste.

2.16 Further discussions with other Local Authorities present focused on how they supported the operation of local waste and recycling collection systems from flats / estate properties. From these discussions it was noted that there were a number of key service elements:

- Local engagement was of paramount importance to understand on site infrastructure and local behaviours to enable the development of discrete services/make service adjustments;
- Importance of service monitoring (recycling rates from individual areas where possible) was emphasised as this will ensure that sufficient data is collected to guide and inform what action may be necessary, where work should be focused (prioritise work) and relative effectiveness of schemes;
- Engagement and education was the predominant approach among those Local Authorities present with enforcement rarely if ever used.

2.17 It was brought to the panel's attention that there was a flatted development of some 200 properties (Northwood Hall, Hornsey Lane, N6) which had signalled a willingness to commence food / kitchen waste recycling. The tenants / residents association had contacted SFL to ascertain if this was possible (May 2012), but as yet, no response had been received.

**Agreed:** To follow up with SFL.

2.18 The panel noted that there would also be a new street litter campaign with a renewed emphasis on street recycling. This would include outdoor advertising, local the 8 village areas.

2.19 The panel noted that orange sacks would be introduced for recycling. From the evidence collected on local visits and from other Local Authorities present, it was suggested that such sacks should be transparent to help identify contaminated waste. It was noted that in Lambeth transparent orange sacks were provided.

Greater London Authority

3.1 The Waste Policy and Programmes Manager for the Greater London Authority outlined the Mayors priorities for this current term of office: jobs, skills and growth.

- 3.2 The Mayor has a both a Municipal and Business Waste Strategy, both of which are informed by the London Plan. The Mayors waste strategies are non-prescriptive to encourage innovative and local responses to reducing carbon emissions and improving efficiencies. There is a London wide recycling target though this is not borough based.
- 3.3 In terms of recycling, it was noted that there was a move toward encouraging local authorities to focus efforts on those materials which are both economic to recycle and carbon efficient to recycle. Such materials would include plastic bottles, metals and textiles rather than low quality paper.
- 3.4 The panel noted that a fundamental aim of the London waste strategy was to ensure that London was self sufficient and that it has appropriate plans to meet all its waste disposal requirements. This would include measures to support and encourage recycling and reuse as well as adequate plans for waste disposal.
- 3.5 In this context London, as a self sufficient body for waste management, there has been an apportionment to local authorities. Within this system (London Waste Plan) the area required for waste management has been apportioned to individual local authorities to deal with municipal, commercial and industrial waste and individual planning authorities have been required to identify suitable land/sites for this purpose. In Haringey, this has been conducted through the North London Waste Plan of which there are a further 6 constituent local authority members.
- 3.6 The GLA provides a number of programmes to support local authorities in meeting regional waste and recycling objectives. This includes Recycle for London a communication and behaviour change programme to support LA's, residents and businesses.
- 3.7 London Waste and Recycling Board (LWARB) is also supported through the GLA and LDA. This is made up of 8 members; two appointees from GLA/ Mayor, the remainder being appointed through London Councils. LWARB operate a number of programmes that support local authorities/ other organisation in waste and recycling services:
- Waste infrastructure – to support large development schemes which would not be possible within individual authorities, £71m has been set aside for this purpose;
  - Efficiencies programme;
  - Flats and recycling;
  - Green fund – to encourage carbon reduction.
- 3.8 LWARB together Waste Resources Action Programme (WRAP) also supports a recycling from flats scheme in London and offers training as well more practical and financial support to local authorities. This scheme has been used to fund a number of initiatives including a food waste programme in Croydon.
- 3.9 It is hoped that additional money will be added to the general fund of LWARB to make this self sustaining and to enable this body to institute a rolling programme of funding of approximately £10m to support local waste and recycling initiatives.

- 3.10 The panel noted that there were still monies available to local authorities to bid for within the efficiencies programme. There are six different streams to the efficiencies programme which include:
- Joint procurement
  - Waste services management framework
  - Efficiency reviews - LWARB to pay for efficiency review (where authorities only pay back what is recouped – i.e. no win no fee).
  - Reuse and recycling centres
  - Service sharing
  - Best practice tools.

3.11 The panel noted the development of an incentive scheme in Enfield which was a community green space scheme. Within this scheme, a local community is able to collect local green credits for investment in local facilities as determined by the amount which they collectively recycle (as based on the value of recyclates).

#### 4. Other London Boroughs

##### Lambeth

- 4.1 In Lambeth a new waste plan was agreed in 2012 which included; a new roll-out and re-launch, restructuring of collection rounds from 12 to 8 and a charge for green waste (as this is a separate collection system) and compostables.
- 4.2 A compulsory recycling was also introduced in 2011 for its kerbside collections. A yellow (warning) and red card (penalty) system was planned to support compliance. It was noted however, that the scheme only ran for two weeks as this attracted considerable adverse press and public comment.
- 4.3 Bin swingers (coat hanger type attachments) which attach to bins and display service information were found to be a very useful tool to deliver information to residents. It was noted that these had been used to raise awareness of the current service (what can be recycled, collection days) as well as notifying of service changes (e.g. Christmas and BH collections). The panel noted that these were cheap and easy to administer.
- 4.4 The panel also noted that a system of red and white stickers was left on bins or recycling bags where there was contamination. The stickers note that waste has been contaminated and will not be collected.
- 4.5 Recyclebank is a private company which supports local incentive schemes in partnership with local authorities. One of the first boroughs to work with Recyclebank was Windsor and Maidenhead and in London, Lambeth is the only authority to work with Recyclebank as yet.
- 4.6 Within the Recyclebank scheme, local residents sign up and earn points for recycling which can be transferred to vouchers which can be redeemed at local shops and businesses. In Lambeth, the scheme has been restricted to those households with shared recycling containers. If it's successful, it is anticipated that this will be rolled out to all properties.

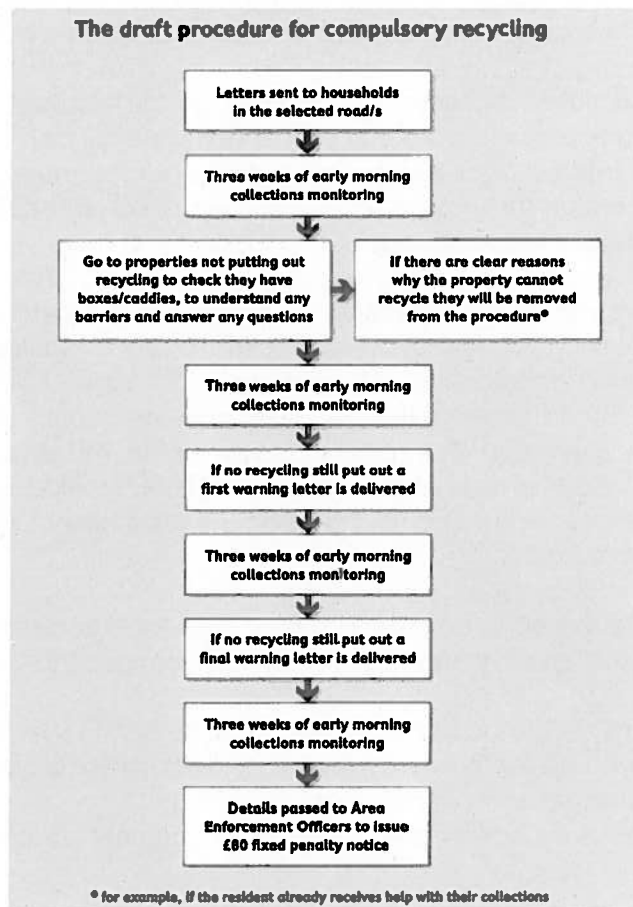


Croydon

- 4.7 In Croydon, waste and recycling services are delivered to 120,000 properties across the borough. Approximately 1/3 of all properties in the borough are flats. The recycling rate is on a par with other outer London boroughs at approximately 46%.
- 4.8 There is a compulsory recycling scheme in operation in the borough though this applies to only kerbside properties (communal properties are excluded). Up until the present, Croydon has adopted a light touch approach to enforcement as there has been insufficient capacity within the service to do this. However, the authority is now heading to a more enforcement lead approach.
- 4.9 The borough recycles around 45% of waste which saves approximately £5m in landfill taxes. It was estimated that the introduction of a compulsory recycling scheme would divert approximately 10% of current landfill total (2,357 tonnes) to recycling. Given the associated costs of landfill, gate taxes and costs of recycling of about £85 tonne, it was estimated that this would produce an annual saving of £200,000 to the authority. Additional costs for promotion £60k would be met through these savings, whilst demand for additional recycling infrastructure (i.e. bins) would be met through capital programme.
- 4.10 In the summer of 2012, the borough consulted on the development of a compulsory recycling scheme for its kerbside properties. From this consultation (approximate figures)
- 85% believed that more should be done to reduce waste send to landfill
  - 88% indicated those who do not currently recycle should be encouraged to do so
  - 63% supported the introduction of compulsory recycling
  - 58% agreed that necessary action should be taken against those unwilling to recycle.
- 4.11 Through adopting compulsory recycling, it was anticipated that a number of benefits would be obtained:
- Increased recycling participation
  - Tool to tackle persistent non-recyclers (supportive approach backed by legislation)
  - Ability to respond to poor management of waste and recycling from residents
  - Reduction of waste to landfill (and associated reduced costs for landfill and improved environmental impact)
  - Improved recycling performance.
- 4.12 Based on the consultation results above, a red and yellow card system of enforcement for compulsory recycling is to be introduced in January 2013. This process is underpinned by a system of monitor-engage-monitor. A more detailed chart of the enforcement approach taken by Croydon is detailed in Figure 1.
- 4.13 This enforcement approach is not being applied borough wide at present, as there are not the departmental resources to do this. Instead, enforcement action is being targeted at those areas where there is known to be low participation rate for

recycling. An example of promotional communications detailing the scheme is contained in Appendix B.

Figure 1



- 4.14 Enforcement action can only be taken against those who are not participating in the recycling schemes provided by the council. There is no recourse within this scheme to encourage people to recycle more. However, it is expected that the broad communication of the new compulsory policy will encourage a general increase in the volume of recycling from those who already do (e.g. extending range of materials they recycle, or consistency in which they recycle materials).

#### Ealing

- 4.15 Representatives from the Waste and Recycling Service from Ealing attended the evidence gathering session to inform the panel of work the borough was undertaking to incentivise local residents to recycle more. Full details of the presentation is contained in Appendix C.
- 4.16 Ealing is borough with a population of approximately 315,000 residents and 120,000 households. The proportion of kerbside to flatted properties is in the ratio of about 3:2 (about 40% of properties are flats). The borough offers a weekly kerbside collection for recyclables for 95,000 properties, weekly recycling collection for 18,000

flats and 150 schools. There are 45 neighbourhood recycling sites and 2 re-se and recycling centres. The recycling rate for the borough for 2011/12 was 40.98% which ranks it 3<sup>rd</sup> among its West London neighbours and 8<sup>th</sup> among all London boroughs. The target for 12/13 is 42% (year to date 42.18%).

- 4.17 The borough has introduced an £80k community recycling incentive scheme with £20k being awarded to the electoral ward with the highest recycling rate and £20k awarded to the three wards with the most improved recycling rate. The scheme rewards communities not individuals and is measured by participation not tonnage (as measured by the set out rate – the proportion of households setting out recycling over a 3 week average). The full participation monitoring process is contained in Appendix C.
- 4.18 The impact of the incentive scheme is difficult to assess given that there was a decline in participation in some areas over the communications and campaign period, but an increase in tonnage of the recycled waste collected (of approximately 370 tonnes).
- 4.19 The panel noted that behaviour change is fundamental to incentive schemes and that such schemes must aim to encourage a response from individual motivations (such as for example, environmental concern, saving money, community enhancement). Thus there is a need to understand the likely motivating factors of individual communities in which incentive schemes are to be applied.



Appendix A.

# **Integrated Waste Management Contract**

**Environment and Housing Scrutiny Panel**

**Evidence Gathering Session**

**4th March 2013**



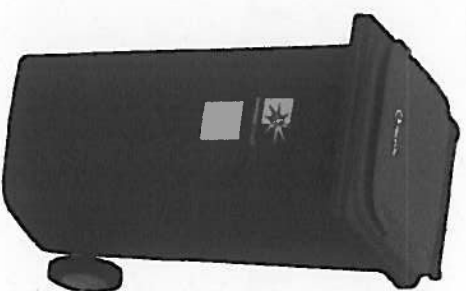
# 2012/13 – Fortnightly Collections roll-out

## Fortnightly Collections roll-out

- Three phased approach- last phase starting 22 October 2012
- The weekly collection of all dry recyclables continued
- The weekly collection of all food and garden waste continued
- 6 month supply of compostable bags for food recycling to every household
- A free bulky waste collection service for items that can be reused or recycled. This includes mattresses.
- The introduction of a 240 litre wheelie bin so residents can recycle more
- Collection of non-recyclable waste every other week
- 11,000 food waste containers delivered in 2012

## Recycling impact

- Contractual strategic target
- Year to date- 32.17%
- On target to achieve 2012/13 target of 31.7%
- 2013/14 target- 35.4%



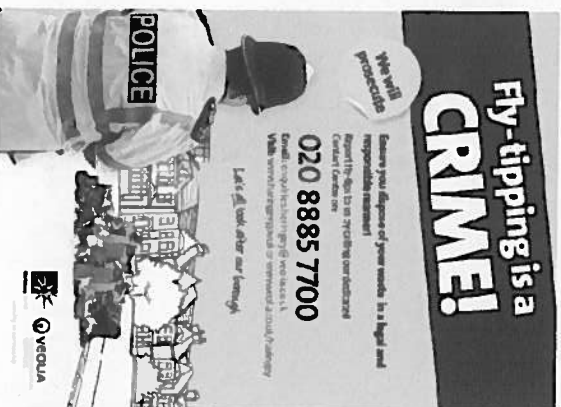
# Communications and Activity to date

## Fortnightly Collections roll-out

- Multiple lines of communications to approx 70,000 properties prior and during the three phases
- Outdoor advertising - bus shelters, Agripa panels on fleet
- Pro active door-knocking prior to each phase- 38,600 door-knocked with contact rate of 31%
- Targeted HMO engagement programme
- Letter and leaflet to registered landlords and letting agents
- Presentations at Area Forums and Residents Associations
- Side waste and contamination monitoring and engagement

## Fly-tip Pilot Project

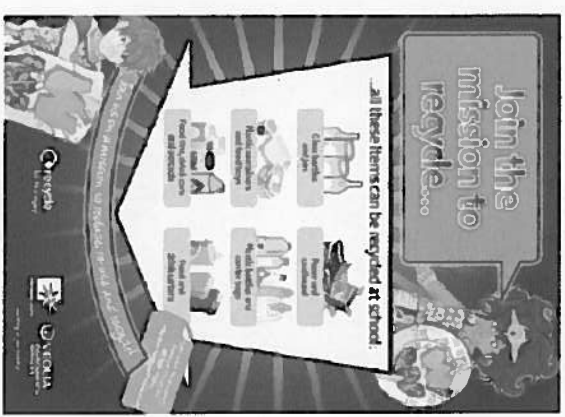
- Door-knocking in pilot areas
- Fly-tip Leaflet and poster



# Communications and Activity to date- cont'd

## Education

- 51 assemblies and 46 parent engagement stands - reaching 17,800 pupils and 400 adults
- 39 sessions at the Education Centre at Hornsey R&R - 1000 pupils
- Workshops, lessons, assemblies, theatre in education performance, intensive two day projects- engaged with 25,000 children
- Waste Warriors Education Programme





# 2013/14 Planned Activity

## Ongoing activity

### **Fortnightly Collections**

- Targeted side waste and contamination engagement
- Continue to engage with landlords and letting agents
- Engaging with faith and voluntary groups
  - Letter and leaflet to be sent all groups
  - Workshops
- Recycling awards ceremony
- Short YouTube Video – “What happens to my recycling”

### **On-going Education Programme**

Activities include:

- Outreach workshops
- Two-day schools project
- Theatre in education performance – ‘Compost Crusaders’
- 2013 War on Waste Awards
- Work with secondary and special schools



# 2013/14 Planned Activity - cont'd

## Service specific activity

### **Food waste on Estates and blocks of flats**

- DCLG Weekly Collection Support funded
- Roll-out of food waste to the boroughs estate and blocks of flats - approx 25,000 properties
- Caddies and liners provided to all households
- Communication plan to be developed
- Estimated 300 tonnes diverted from landfill
- Site visit to London Borough of Hackney

### **Flats above shops**

- Approx 7,000 dwellings in flats above shops
- Green sack dry recycling and refuse put into black sacks
- Information leaflet specifically to flats above shops



# 2013/14 Planned Activity- cont'd

## Street Litter Campaign

- Renewed emphasis on streets recycling scheme
- Orange sacks for recyclable materials
- Outdoor advertising
- Engagement with local businesses and young people
- Link to future regeneration programmes to install split litter bins earlier than scheduled in Tottenham High Road, Green Lanes and Wood Green

## New Kerbside leaflet

- Further information leaflet with another one year calendar
- Refresher of the recycling service including what materials can be recycled
- Opportunity to include any key messages e.g. contamination
- Provide new information to all properties where has been resident turnover in the previous 12 months





# COMPULSORY RECYCLING IS COMING TO CROYDON

In January 2013 a compulsory recycling policy will be introduced to save £200,000 a year, while increasing the recycling rate and reducing our impact upon the environment. Officers will be monitoring recycling which is presented for collection by properties receiving the **green** and **blue** box service, and talking to residents who do not currently recycle.

The council is able to do this using the provisions under the Environmental Protection Act 1990, and will be asking residents to ensure that recycling efforts are maximised across the borough. If residents fail to recycle, the council may issue a fixed penalty notice of £80.

This is a great opportunity to check that you have sufficient

recycling boxes and food caddies. If you require any additional recycling boxes or a food caddy, contact us using the details below.

Please ensure you are recycling as much as possible, and here's a handy reminder of what can be included in the recycling boxes and food caddy. For further details, check the waste and recycling web pages at [www.croydon.gov.uk/recycling](http://www.croydon.gov.uk/recycling) or your collection leaflet.



## Blue box

- Newspapers and magazines
- Cardboard
- Phone books, directories and catalogues
- Paper of all sizes and colours
- Junk mail, envelopes and cards



## Green box

- Plastic bottles
- Glass jars
- Wine, beer and spirit bottles
- Tins and cans
- Plastic packaging such as ready meal trays, yoghurt pots, margarine tubs and fruit punnets



## Food caddy

- All cooked and uncooked food
- Fruit, salad and peelings
- Rice, pasta, cereals and bread
- Tea bags and coffee grounds
- Meat, fish and dairy, including eggs and shells

**Textiles are collected alongside your recycling box; please place in a plastic bag on top of your recycling box.**

**For additional recycling boxes or a food caddy, send an email to [contact.thecouncil@croydon.gov.uk](mailto:contact.thecouncil@croydon.gov.uk) or call 020 8726 6200.**





Lorien Nash, Waste Minimisation and Recycling  
Officer







## **Summary of April 2011 Participation Monitoring Results and Recycling Reward Scheme**

### **Summary of scheme**

- In November 2010, Ealing Council launched its' Recycling Rewards Scheme, in which the 23 electoral wards of Ealing compete against each to win cash for their local area. The ward with the highest proportion of households recycling, as well as the three wards with the greatest improvement in recycling participation rates, will each be awarded £20,000 to spend on environmental improvements in their communities.
- During this scheme, the Council will compare how much each ward are recycling in September 2010 with how much they are recycling in Spring 2011. A baseline survey of recycling participation in all the wards was carried out in September 2010, which showed a variety of participation rates across the borough. Monitoring was repeated in April 2011 and the two sets of results were compared to discover the winning wards.
- Instead of rewarding individuals, the scheme benefits whole communities, as everyone living in the winning wards can have their say on how the money should be spent by attending their local ward forums. Almost all households in Ealing can recycle a wide range of materials on their doorstep, which include food waste, plastics, cardboard and glass. The scheme aims to encourage residents to make use of the wide range of recycling services available, in order to minimise the amount of waste sent to landfill.

### **Recycling Reward Scheme winning wards**

- Hobbayne and Elthorne wards have the joint highest aggregated participation rates of 72.7%. The £20,000 prize for the ward with the highest participation overall will be split between these two wards. The decision has been made not to go down to two decimal points, as this would not be consistent with the first round of results.
- The three most improved aggregated participation rates are South Acton (up 6.1% from 48.4% to 54.5%), Southfields (up 4.1% from 54.4% to 58.5%) and Northolt Mandeville (up 4.1% from 53.4% to 57.5%). Each of these wards will be given £20,000 to spend on local environmental improvements.

### **Communications Campaign**

- A comprehensive communications campaign was carried out from November 2010 to March 2011 to promote the rewards scheme, and included the following; regular features in Around Ealing, lamp post banners, posters and newsletters distributed to Councillors, libraries, leisure centres, community centres, residents associations and housing associations, advertising wraps on local newspapers, regular press releases and roadshows in each of the major town centres in the Borough.

### **Participation rates by service**

- The green box service has a participation rate of 70.5% (same % as in September 2010)
- The food waste service has a participation rate of 41.5% (down 0.9% from 42.4% in September 2010)
- The mixed plastics service has a participation rate of 58.4% (an increase of 0.5% from September 2010)
- The garden waste service has a participation rate of 33.1% (an increase of 2.7% from September 2010)

### **Recycling Rewards Scheme impact on recycling tonnage**

- From November 2010 to March 2011 (the communications campaign period for the Recycling Rewards Scheme) there was an increase of 370.32 tonnes in the amount of kerbside recycling collected (green box, food waste and plastic) compared with the same period the year before.
- Although participation rates in the food waste recycling service decreased slightly from September 2010 to April 2011, an additional 332.44 tonnes were collected between November 2010 and March 2011 compared with the year before. The increase in tonnage may be due to the introduction of kitchen caddies in July 2010. Participation may be down as free liners were provided in July 2010 giving a high participation in September 2010, but these would now have run out and residents may not be replacing them, or it could be for a number of other reasons, e.g. finance/general economic climate/food waste awareness.

### **Recycling Rewards Scheme impact on recycling rate and landfill savings**

- In addition to recycling tonnages increasing, overall waste arisings fell by 2237.76 tonnes from November 2010 to March 2011 compared with the same period the year before. This may be due to an increased overall awareness of waste minimisation and sustainable waste practices, as part of the Recycling Rewards communication campaign
- The average recycling rate over the Recycling Rewards campaign period (November 2010 to March 2011) was 37.43%, an increase of 1.17% on the same period the previous year.
- In total, 2607.72 less tonnes of waste were sent to landfill from November 2010 to March 2011 (recycling rewards communications campaign period), compared with the same period the year before. This equates to £231,148.30 savings in landfill tax (2607.72 tonnes multiplied by £88.64 per tonne of waste sent to landfill).

# Ealing Council



## Rewarding Recycling

Haringey Presentation  
March 2013



### Ealing



- West London, Outer London Borough



## Ealing



- 7 main town centres
- 23 wards in Ealing – three local councillors per ward make up the ward forum
- Ward forums give residents the chance to have their say on important local issues



## Ealing – quick facts

- Population: 318,000
- 127,306 households, 8,622 businesses
- Third largest London borough in population
- 41.3% of residents are from minority ethnic groups – fourth highest in London boroughs



### Recycling Performance

- 2011/12 recycling rate 40.98% (target 41%)
- Ealing is ranked 3rd against our West London borough neighbours
- Ealing is ranked 8<sup>th</sup> against all London boroughs
- Recycling target for 2012/13 42%
- Current recycling rate 42.18% (year to date)



### Recycling services

- Weekly kerbside recycling collection ~95 000 households
- Weekly mixed recycling collection ~9000 households
- Weekly flats and schools recycling collection ~18 000 households, ~150 schools
- Neighbourhood recycling sites (x45)
- Re-use and recycling centres (x2)



### Recycling Reward Scheme

- Pilot project, first of its kind in London
- The aim of the recycling reward scheme is to increase participation in recycling services available to residents across the borough, possible increase in recycling tonnage collected
- £80,000 available to top recyclers in the Borough (£20,000 to four electoral wards – highest recycling and three most improved)
- Rewarding communities not individuals
- Measuring recycling '**participation**' not tonnage



### Why Recycling Rewards?

- Manifesto commitment from Labour party (May 2010)
- In order to meet challenging recycling targets, Council need to encourage full participation in the recycling services
- Incentive or reward schemes have shown that they can improve resident participation in recycling
- Incentivising based on improvements in resident participation in kerbside recycling services was the most viable option
- Not practicable to measure tonnage by ward



## Participation Monitoring

- Carried out in September 2010, to establish baseline
- One recycling round in each of the 23 electoral wards monitored
- Rounds chosen were highly indicative of particular ward
- Nationally recognised WRAP participation monitoring methodology
- Results of each round aggregated to give overall participation rate for each ward
- Second round of monitoring carried out April 2011 (same rounds)
- 6 month communications campaign in between



## Communications Campaign

- Established campaign identity
- Around Ealing – launch and feature articles
- Inside Ealing – employee newsletter
- Ward forums – newsletters, meetings, door knocking by Councillors
- Newsletters and posters – resident associations, community centres, youth groups, housing associations, management agencies, libraries
- 7 Roadshows – *What would £20,000 buy your community?*
- Lamp-post banners
- Press releases/newspaper articles
- Schools recycling chart
- Recycling Guide – business as usual comms
- Advertising wrap
- Website
- Direct mail to resident survey panel – preaching to the converted?

**Recycling Rewards**  
Help win your ward  
**£20,000**

**Recycling Rewards**  
Recycle and help win your ward  
**£20,000**







Results	Ward	Aggregated		Change	
		Sep-10	Apr-11		
	Hobayne	75.0%	72.7%	-2.3%	Joint winners - highest participation rate
	Elthorne	70.8%	72.7%	1.9%	Joint winners - highest participation rate
	Northfields	71.9%	70.4%	-1.5%	
	Ealing Broadway	69.4%	67.9%	-1.5%	
	Walpole	67.4%	67.9%	0.5%	
	Greenford Green	66.6%	66.9%	0.3%	
	Nonwood Green	64.0%	66.0%	2.0%	
	Hanger Hill	64.4%	64.6%	0.2%	
	Cleveland	60.8%	64.1%	3.3%	
	Pensale	61.6%	62.1%	0.5%	
	North Greenford	63.3%	59.1%	-4.2%	
	Southfields	54.4%	58.5%	4.1%	Most improved participation rate (4.1% improvement)
	Northolt Mandeville	53.4%	57.5%	4.1%	Most improved participation rate (4.1% improvement)
	Ealing Common	56.4%	55.9%	-0.5%	
	South Acton	48.4%	54.5%	6.1%	Most improved participation rate (6.1% improvement)
	Lady Margaret	53.3%	53.3%	0.0%	
	Greenford Broadway	54.3%	51.5%	-2.8%	
	Acton Central	47.1%	50.6%	3.5%	
	Northolt West End	49.6%	50.4%	0.8%	
	East Acton	52.0%	49.2%	-2.8%	
	Southall Broadway	49.7%	45.0%	-4.7%	
	Dormers Wells	50.4%	44.2%	-6.2%	
	Southall Green	38.3%	35.9%	-2.4%	

### Results cont...

- Participation in the green box service stayed the same (70.5%)
- Participation in the food waste service decreased (-0.9% from 42.4% to 41.5%)
- Participation in the plastics service increased (+0.5% from 57.9% to 58.4%)

Despite participation going down in some areas...

"From November 2010 to March 2011 (the communications campaign period for the Recycling Rewards Scheme) there was an **increase of 370.32 tonnes in the amount of kerbside recycling collected** (green box, food waste and plastic) compared with the same period the year before"

### Results cont...

- Overall waste arisings fell by 2237.76 tonnes from November 2010 to March 2011 compared with the same period the year before
- The average recycling rate over the Recycling Rewards campaign period was 37.43%, an increase of 1.17% on the same period the previous year
- In total, 2607.72 less tonnes of waste were sent to landfill from November 2010 to March 2011, compared with the same period before – equating to £231,148 savings in landfill (taking into account landfill tax, gate fees etc)

### Recycling Rewards Scheme

- Response and involvement from Councillors and wards varied greatly
- No negative feedback from residents or press – surprising? (exception of the opposition party!)
- Longevity of the campaign – continue to monitor participation in services
- Will it be repeated?

### Recycling Reward Scheme – 2013-2015

- Funding received through DCLG to run a borough-wide incentive scheme
- 3 main aspects to the scheme; local discounts, individual prizes, community rewards
- How to get best take up?
- Scheme to launch November 2013 and run until March 2015
- Three 'give-aways' planned; March 2014, October 2014, March 2015
- Potential to link with our council departments



### Contact Details

- Contact Centre  
Telephone: 020 8825 6000, Monday – Friday 9am-5pm  
Email: customers@ealing.gov.uk
- Recycling Team  
Email: recyclingteam@ealing.gov.uk
- Lorien Nash – Waste Minimisation and Recycling Officer  
Email: nashlo@ealing.gov.uk  
Telephone: 020 8825 8840 / 07702 954239





# Haringey Statement of Community Involvement

(Adopted May 2007)

(updated February 2011)



## **Contents**

<b>1. What is the Statement of Community Involvement? .....</b>	<b>3</b>
<b>2. Haringey's Vision for Community Involvement .....</b>	<b>4</b>
<b>3. How to get involved in the Local Development Framework .....</b>	<b>10</b>
<b>4. Community Involvement in Planning Applications.....</b>	<b>16</b>
<b>5. Reviewing the Statement of Community Involvement .....</b>	<b>26</b>
<b>Appendix 1: Principles of Community Involvement .....</b>	<b>27</b>
<b>Appendix 2: Community Involvement Methods .....</b>	<b>29</b>
<b>Appendix 3: Potential Methods for Community Involvement .....</b>	<b>31</b>
<b>Appendix 4: Haringey COMPACT – Public Sector Commitments .....</b>	<b>35</b>
<b>Appendix 5: Development Plan Making Stages .....</b>	<b>36</b>
<b>Appendix 6: Supplementary Planning Document Stages .....</b>	<b>38</b>
<b>Appendix 7: Planning Application Notification, Publicity and Consultation.....</b>	<b>39</b>
<b>Appendix 8: Consultation policy – neighbour notification .....</b>	<b>41</b>
<b>Appendix 9: Weekly planning list and statutory publicity .....</b>	<b>43</b>
<b>Appendix 10: Consultation policy - internal departments .....</b>	<b>44</b>

## **1. What is the Statement of Community Involvement?**

- 1.1 The Council is committed to involving and consulting with local people in all planning processes and decisions. Local views on development and change in the borough will help to shape the future of the borough.
- 1.2 The Council produce a Statement of Community Involvement (SCI) because we are committed to listening to local people and taking their views into account. When it comes to all the physical changes taking place we would like to hear what you have to say, so that we can use residents' and other stakeholders' views to shape the way local areas change.
- 1.3 The SCI sets out the Council's approach to engaging with and consulting the community in planning and development issues which affect where they live, work and visit. It sets out how and when the Council will consult with local communities in relation to planning applications and strategic plans in the emerging Local Development Framework (LDF).
- 1.4 The LDF is the spatial plan for Haringey which is made up of the SCI and other Local Development Documents (LDDs). The community and stakeholders are involved in the progress of the LDDs at each significant stage and the SCI will make it easier for people to continue their involvement in improving and strengthening the LDF overall.
- 1.5 The Council adopted its first SCI in May 2007. This is the first review of the document and is in response to changes in planning law and changes in the consultation process. We are committed to monitoring and updating the SCI to reflect local, regional and national changes.
- 1.6 There are different methods of consulting on development plans and planning applications. These are clearly set out in Sections 3 and 4 below.

## 2. Haringey's Vision for Community Involvement

2.1 The vision for Haringey is 'A place for diverse communities that people are proud to belong to'. To achieve this vision the priority outcomes are:

- people at the heart of change
- environmentally sustainable future
- economic vitality and prosperity shared by all
- safer for all
- healthier people with a better quality of life
- people and customer focused

2.2 This vision is set out in the borough's Sustainable Community Strategy (SCS) (2007-2016). The Strategy was approved by the Council and by the Haringey Strategic Partnership in March 2007 and was reviewed in 2010. The Council's Local Development Framework (LDF) will give a spatial interpretation to the Sustainable Community Strategy.

2.3 In delivering the vision for Haringey the involvement and participation of the local community and other stakeholders in the preparation of the LDF and processing of planning applications is essential.

2.4 As set out in Haringey's Consultation Strategy, the Council recognises the fundamental importance of undertaking effective community involvement and consultation to ensure that decisions are based on 'sound' reasoning, and these are transparent and accountable to the community. The Council defines consultation as '*a process of dialogue which leads to a decision*', so it is the commitment of the Council to ensure that consultation:

- reaches more people;
- demonstrates to the community that their views are heard;
- avoids consultation fatigue; and
- avoids duplication of consultation issues.

2.5 '*Haringey Council is committed to improving communication channels between the Council and the local community*' (Haringey Council Consultation Strategy: Guiding Principles). The eight guiding principles in the Consultation Strategy set out how the Council will make it worthwhile for local people to get involved in consultation. We will:

- do careful forward planning before starting a consultation exercise;
- be clear about the purpose of the consultation – what we are consulting about, who we are consulting, about what and what effect the findings will have on shaping policies and proposals;
- actively engage the whole community by using a variety of formats and media and be mindful of local avenues for accessing people, particularly within the voluntary sector;
- give enough time for people to be consulted;
- choose the right method for the type of stakeholders being consulted;



- provide feedback;
  - monitor consultations; and
  - co-ordinate consultation within the corporate framework.
- 2.6 The Planning Service will, when necessary, ensure officers are appropriately trained in these principles and attend courses focused on the delivery of effective community involvement and consultation. We will also work with the Communications Team from the outset to deliver a co-ordinated approach to how information is delivered to local people.
- 2.7 The Council will also take forward the principles and commitments of the Haringey COMPACT, which is an agreement between voluntary, community and statutory organisations on how they intend to engage and work together in partnership to make a positive difference to the services offered in Haringey. See Appendix 4 for details of the public sector's commitments in the COMPACT.
- 2.8 The community involvement and consultation activities undertaken in planning will reflect the Council's equal opportunities commitments and priorities, as set out in the Council's Equal Opportunities Policy 2008.
- 2.9 The SCI reflects the community involvement and consultation priorities identified in the aforementioned documents. In addition, we will work with structures that have developed in Haringey over recent years such as Neighbourhood Management, Conservation Area Advisory Committees, Development Management Fora, Tenants Forums, Residents Associations and local projects. These initiatives have allowed more local people to get involved in planning and other Council services.
- 2.10 It is a legal requirement that all Council set how they will involve local communities in planning decisions and plan making process. Additionally, consultation approaches must be tailored to the make up of the local population, the needs and interests of the various community groups in the area in an effort to encourage people to participate in the planning process. Community involvement should take place from the initial stages of the planning process.

### **How the SCI fits in with the LDF?**

- 2.11 The Statement of Community Involvement forms part of Haringey's LDF. The LDF is a folder of documents LDDs which include:
- Development Plan Documents (DPDs) which set out the development objectives and detailed plans for the borough in the plan period
  - Supplementary Plan Documents (SPDs) will provide more detailed information set out in the DPDs
  - Statement of Community Involvement, this sets out how the Council will involve the community in the planning process and planning decisions.

- Annual Monitoring Report, this monitors and reviews the performance and outcomes of policies in the LDF
- Local Development Scheme (LDS) sets out the schedule for preparing and revising the LDDs.

2.12 All LDF documents can be accessed at [www.haringey.gov.uk/local\\_development\\_framework](http://www.haringey.gov.uk/local_development_framework) or by contacting the LDF team at [ldf@haringey.gov.uk](mailto:ldf@haringey.gov.uk) or **020 84891479**

2.13 The SCI aims to clearly set out how the Council intends to involve the local community and stakeholders in the planning process. The SCI details the process for involvement, including those who will be involved, when and how engagement will happen and what outcomes to be expected.

2.14 The LDS 2010 was approved in November 2010 and covers the period 2010 – 2013. The LDS sets out the timetables for the preparation, consultation and expected adoption of the following documents:

- Core Strategy
- Development Management Policies
- Site Allocations
- North London Waste Plan
- Tottenham Hale Area Action Plan
- Tottenham High Road Area Action Plan
- Northumberland Park Area Action Plan
- Heartlands and Wood Green Area Action Plan
- Seven Sisters Area Action Plan
- Community Infrastructure Levy DPD

### **About Haringey's Community**

2.15 Haringey has a population of 225,300 (2008), which represents 2.9% of London's total population. Haringey's population has grown by 8.8% since 1991 and is projected to grow by a further 12.3% by 2033.

2.16 Haringey has a relatively transient population. At the time of the 2001 Census, there were 36,000 migrants in the borough, the 9th highest proportion in London.

2.17 The borough's age structure is similar to that of London as a whole, although the east of the borough tends to have more young people and the west more older people. In 2010, Haringey's school population was approximately 33,000 children.

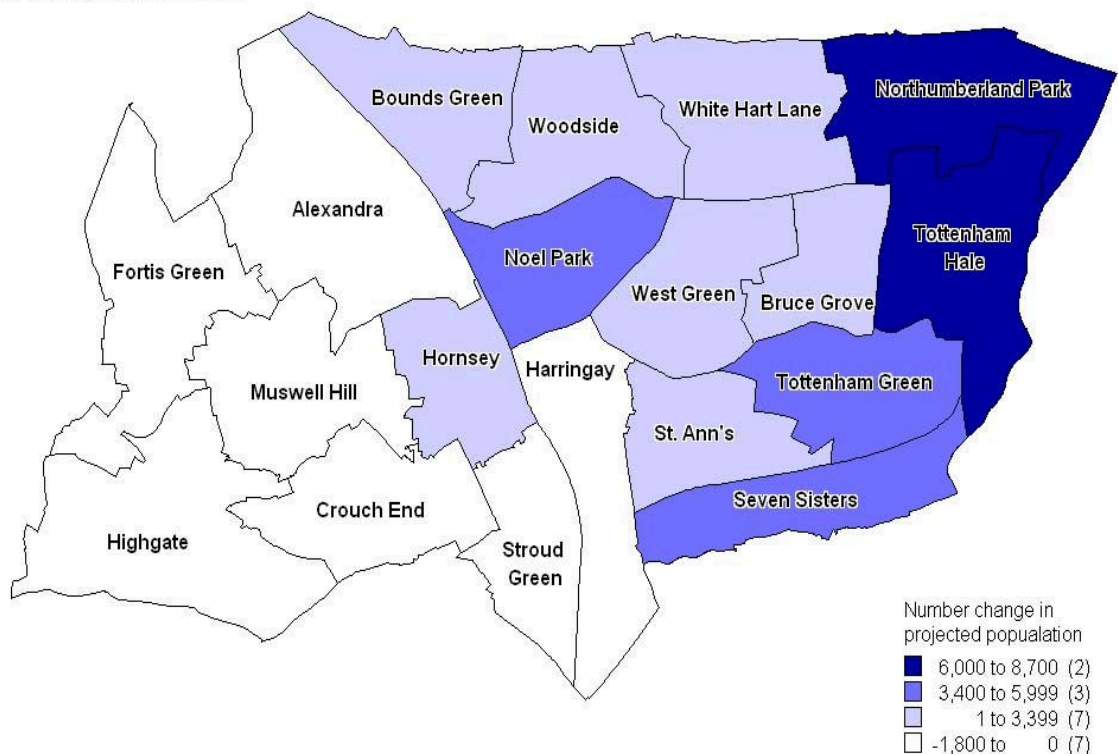
2.18 The impact of population and housing growth on Haringey will have a significant impact on social infrastructure, such as health and education facilities and water and energy infrastructure. For example, Haringey will experience particularly high growth in school numbers up to 2021. In many

parts of the borough the percentage of surplus school reception places is already less than 5%.

- 2.19 The borough contains large and diverse black and ethnic minority communities. 48.9% of the population are from black and minority ethnic groups, the 6<sup>th</sup> highest proportion in London, and almost half of all pupils in Haringey schools speak English as an additional language. The borough is also rated as the 4<sup>th</sup> most ethnically diverse local authority area in England and Wales.

**Figure 2.1 Projected Population 2010-2026**

Number change in projected population 2010 - 2026  
GLA 2008 round (Low)  
Haringey Wards  
Core Strategy November 2009



Produced by Policy and Performance  
© Crown copyright. All rights reserved LBH (100019199) (2009)

- 2.20 There is great diversity in Haringey and our community involvement activities will reflect this diversity and we will aim to provide equal access to all. We will pay special attention to groups of the community who traditionally may not have been involved in the planning system or who may find it difficult to engage with the planning system. These 'hard to reach' groups can be any group within the community that is difficult to access for reasons of inaccessibility, language barriers, cultural perceptions, traditions or social expectations. We will pay specific attention to:

**Language barriers** – the diversity of language in the borough means that we will produce documents which are clear, concise, and are available in different languages, Braille, audio-format and large print. More interactive community involvement activities will also be used such as visual displays and exhibitions.

**Children and young people** – we will involve young people in decision-making on planning issues. This will require using more innovative and creative techniques as young people have not always been adequately involved in the past.

**Low internet access** – access to the internet is not available to everyone. The methods selected for community involvement will be a combination of online (e-planning) and offline facilities.

**Older People** – the Council will aim to involve older people and groups such as the Muswell Hill and Highgate Pensioners Group, and the Haringey Forum for Older People more effectively in decision making by creating stronger links with such groups in the borough. We will also use accessible venues and facilities and have documents available in accessible formats.

**Disabled people** - the Council will aim to involve people with disability and mobility issues more effectively in decision making by creating stronger links with disability and mobility groups in the borough. We will also use accessible venues and facilities, and make documents available in accessible formats.

2.21 Appendix 1 sets out in more detail the principles which will ensure that the communities in Haringey are effectively involved.

2.22 The Council recognises it can not persuade everyone to get involved, or be able to take on board every comment received. We also recognise that some individuals, groups and businesses may have a greater capacity to get involved in planning matters than others and so where appropriate we will support those who find it difficult to get involved with planning issues. We have sought to be realistic about the community involvement activities proposed; recognising that there are limits to our resources and time constraints. The Council are committed to getting less actively engaged groups and individuals involved, and to supporting those who are already involved to support those who are not yet engaged or fully engaged. Appendix 2 identifies methods that will be used for the preparation and revision of LDDs and recommended to applicants of major or sensitive applications. Further information about these methods, including details of their benefits, limitations and resource implications are set out in Appendix 3.

### **Who will we consult?**

2.23 Haringey will seek the views of those who live, work and spend their leisure time in the borough. As well as those organisations whose activities affect life in the borough such adjoining land owners, the Police, Health Services and the Mayor of London. A list of the key stakeholders that the Council must involve and consult is detailed in Section 3. We have also produced a database of individuals and organisations who wish to be involved, including local businesses, residents associations, voluntary groups, government bodies and individuals.

2.24 Please advise the Planning Policy Team if you wish to add, remove or amend contact details on the LDF consultation database. [ldf@haringey.gov.uk](mailto:ldf@haringey.gov.uk) or call **02084891479** or write to;

**LDF Team**  
**London Borough of Haringey**  
**639 High Road, Tottenham**  
**N17 8BD**

### **How and when to get involved in the Planning system?**

2.25 The local community, businesses, voluntary and community organisations and others can influence and shape planning outcomes in the borough through involvement in the preparation and reviewing of the LDF; and through consultation on planning applications.

2.26 The principles and methods set out in Appendices 2 and 3 will help ensure that documents in the LDF and future planning applications produce high quality, locally designed and well supported plans, policies and proposals. This will help to increase:

- transparency in planning decision making processes; and
- community and other stakeholder participation in planning.

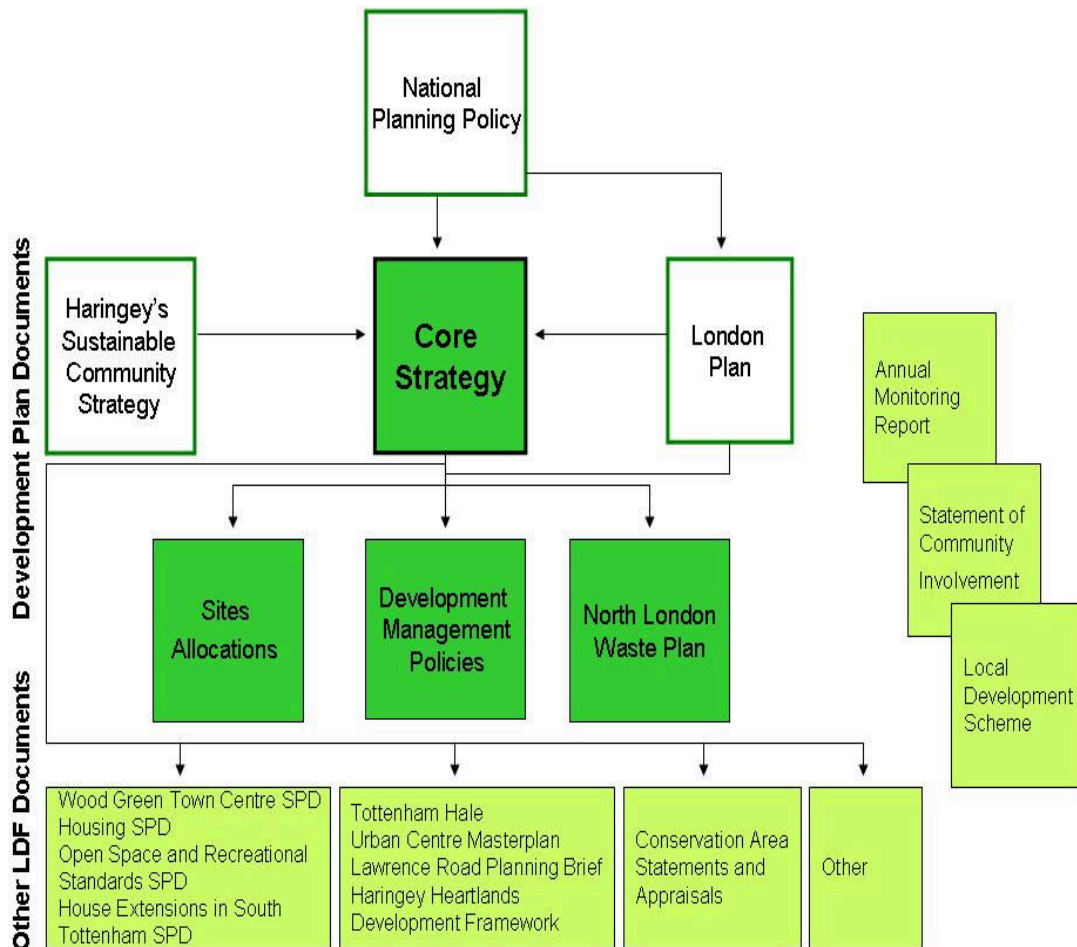
2.27 We will encourage applicants of major or sensitive applications to undertake early community involvement before the application is formally submitted. We will expect developers to employ a mixture of consultation tools listed in Appendix 2 to achieve meaningful engagement with the communities likely to be affected by their proposals. The choice of appropriate mechanisms will, however, be at the discretion of the developer. The applicants will be encouraged to submit a Consultation Statement with larger applications to identify the consultation undertaken and its results, together with how this has been incorporated into the submitted planning application. We will also recommend all applicants, regardless of the scale or size of their applications, to consider talking to neighbours, amenity groups, Conservation Advisory Groups Conservation Advisory Committees and other appropriate groups, to maximise the benefit of local knowledge and, through early discussions, increase the likelihood that the application will be unopposed.

2.28 Details of how to get involved in each of these processes are set out in Sections 3 and 4.

### 3. How to get involved in the Local Development Framework

3.1 The Local Development Framework is a folder of planning policy documents, known as Local Development Documents (LDDs). These include:

- Development Plan Documents (DPDs)
- Supplementary Planning Documents (SPDs)
- Other documents including Statement of Community Involvement (SCI) and Annual Monitoring Report (AMR)



3.2 Haringey aims to produce development plans which reflect the needs and aspirations of those who live, work and visit the borough. To achieve this it is necessary to engage with all relevant groups and individuals in an effective way and at the earliest and most appropriate times. This type of engagement will help to ensure the best outcomes and to avoid delays in approving and delivering the framework.

3.3 Those who are consulted can be categorised into the following types of consultees:

<b>Consultation bodies</b>	<b>Specific consultation bodies</b>	Statutory bodies such as adjoining boroughs and government agencies.
	<b>Government departments</b>	Where necessary particular government departments will also be consulted.
	<b>General consultation bodies</b>	National and local community and voluntary groups, businesses and other stakeholders, including the Lee Valley Regional Park Authority (LVRPA) and Conservation Area Advisory Committees.
	<b>Other Consultees</b>	Other groups which will be consulted on specific issues, some of whom are under-represented or hard to reach.

3.4 Haringey will consult the following bodies when preparing planning documents:

#### **Specific Consultation Bodies**

- The Mayor of London
- Adjoining boroughs
  - Barnet
  - Camden
  - Enfield
  - Hackney
  - Islington
  - Waltham Forest
- Natural England;
- The Environment Agency;
- English Heritage;
- The Highways Agency;
- Network Rail;
- The London Development Agency;
- Telecommunications operators;
- NHS London;
- Gas and electricity operators;
- Thames Water

#### **General Consultation Bodies**

- Voluntary bodies some or all of whose activities benefit any part of the Borough
- Bodies which represent the interests of different racial, ethnic, or national groups in the Borough.
- Bodies which represent the interests of different religious groups in the Borough

- Bodies which represent the interests of disabled persons in the Borough.
- Bodies which represent the interests of persons carrying on business in the Borough.

#### **Government Departments - if necessary**

- Home Office
- Department for Education
- Department for Business, Innovation and Skills
- Department for Environment, Food and Rural Affairs
- Department for Transport
- Department of Health (through relevant Regional Public Health Group)
- Ministry of Defence
- Department of Works and Pensions
- Department for Constitutional Affairs
- Department for Culture, Media and Sport
- Office of Government Commerce (Property Advisers to the Civil Estate)

Additionally, the Council will consult with the following bodies, where appropriate:

- Age UK
- British Geological Survey
- British Waterways, canal owners and navigation authorities
- Centre for Ecology and Hydrology
- Chamber of Commerce, Local CBI and local branches of Institute of Directors
- Church Commissioners
- Civil Aviation Authority
- Commission for Architecture and the Built Environment
- Commission for Racial Equality
- Crown Estate Office
- Diocese Board of Finance
- Disabled Persons Transport Advisory Committee
- Environmental groups at national, regional and local level, including:
  - Council for the Protection of Rural England
  - Friends of the Earth
  - Royal Society for the Protection of Birds
  - London Wildlife Trust
- Local historic, environmental and amenity groups and societies, including Conservation Area Advisory Committees (CAACs)
- Equality and Human Rights Commission
- Fields in Trust
- Fire and Rescue Services
- Forestry Commission



- Freight Transport Association
- Gypsy Council
- Health and Safety Executive
- Homes and Communities Agency
- Home Builders Federation
- Learning and Skills Council
- Lee Valley Regional Park Authority
- Local Transport Operators and Transport for London
- Metropolitan Police Authority
- Royal Mail Property Holdings
- Registered Providers
- Sport England
- Friends, Families and Travellers (FFT)
- Women's National Commission
- The Theatres Trust

3.5 Local representative bodies will be regularly consulted, when and where appropriate. The approach to consultation will be flexible, accessible and proactive, and the scale of consultation will be equal to the likely impact of the proposed plan. Notification material will be designed to be clear and concise, without any jargon. Type of engagement and consultation could include workshop style events, seminars, meetings, and interactive information stalls to encourage wide participation and engagement throughout the borough. Each event and meeting will be tailored to the specific focus group, discussing issues relevant to their interests and relevance to any proposals.

3.6 Any member of the community who would like to be kept informed of the progress of the LDF, please send us your details via email to [ldf@haringey.gov.uk](mailto:ldf@haringey.gov.uk) or letter to

**LDF Team**  
**London Borough of Haringey**  
**639 High Road, Tottenham**  
**N17 8BD**

Or telephone **020 8489 1479**

3.7 We will keep local people informed of upcoming consultation in articles and advertisements in Haringey People (bi-monthly magazine delivered to every household in the borough), local newspapers, on our website, on Haringey's consultation calendar and in emails and letters to individuals and organisations.

3.8 A wide selection of potential methods for community involvement during the preparation stages of DPD and SPD are set out in Appendices 2 and 3. Selecting a particular method at any given stage will depend on some of the following considerations:

- the extent to which the document will contribute to the desired outcome;

- the topic under discussion;
- geographic coverage of the document;
- which particular stage of the planning process has been reached; or
- the need for specialist local knowledge.

3.9 The Regulations set out minimum requirements that the Council must undertake for consultation on documents. However, Haringey Council aims to go further to ensure effective and wider community involvement. The Council recognises that different methods for involvement may be more appropriate for different audiences so the most effective way to meet local need and requirements is to choose a range of approaches throughout the whole process. The Council also recognises that the planning system can be difficult to understand and this may prevent people from getting involved. We will provide information and produce documents that are concise and easy to read. We will also be clear right from the outset of all community involvement activities, about their scope and room for influence to avoid raising unrealistic expectations. The Council are committed to clarifying the issues and options in the course of consultation wherever possible.

#### **Development plan document process**

3.10 The five stages of preparing a Development Plan Document (DPD) are set out in Appendix 5. The Council aims to involve the community and other stakeholders at each stage to ensure the documents are effective and reflect community priorities.

#### **Supplementary planning document process**

3.11 There are three stages in the preparation of Supplementary Planning Documents (SPD) and these are set out in Appendix 6. The Council aims to involve the community and other stakeholders at each stage.

#### **Feedback**

3.12 The Council will provide feedback on formal consultation exercises for LDF documents. At the end of the statutory consultation period letters/emails of acknowledgement will be sent to respondents. This will include a summary of how the information will be used and the next steps in the process. These summary reports will be made available in Haringey and on our website [www.haringey.gov.uk](http://www.haringey.gov.uk).

3.13 The Council recognises that it is not possible for everyone to support policies and emerging proposals in the LDF. Neither is it possible for the Council to accept all views. Some issues cannot be influenced as they may be national or regional policies that the Council's LDF must incorporate and keep to. Comments received from local people and other stakeholders will be used to inform a document alongside government and regional guidance and policies and our evidence base derived from our scoping activities.

#### **Effectiveness and monitoring**

3.14 After a LDD has been completed, the Council will, where appropriate, evaluate individual consultation methods. We will use feedback forms to assist us in assessing our approach and this may include asking people to rate the consultation methods and suggest ways for improving their use. Below is a checklist against which methods will be assessed:

- Did it provide information needed from the Council?
- Did it provide sufficient opportunity for people to get involved?
- Did it widen involvement?
- Did it allow people to contribute their views and ideas?

3.15 This evaluation will allow us to refine our approach to community involvement, making any necessary adjustments to ensure that future activities are effective.

## 4. Community Involvement in Planning Applications

- 4.1 Planning applications arise when permission is sought by someone (an individual, groups, businesses, public authority) to use or develop land. Haringey Council is responsible for deciding whether planning permission should be granted or refused after considering the policies in the LDF, strategic priorities and representations from the local community. The community can comprise both individuals and groups, many of whom command a wide range of professional and technical skills and have a detailed knowledge of the local area. Developers and other applicants are strongly encouraged to tap into this resource at the earliest possible stage of the (proposed) development process.
- 4.2 The standard applications the Council considers are as follows and this must be undertaken within a prescribed period:

**Table 4.1: Types of Planning Applications**

Application type	Description	Target Timescale
<b>Major</b>	Residential developments (whether by conversion or new build), involving the creation of 10 or more units, or where the number of units is not known, those with a site area of 0.5 hectares or more; or other (non-residential) developments with a floorspace of 1000m <sup>2</sup> or more or with a site area of 1 hectare or more.	13 weeks
<b>Minor</b>	Residential developments below 10 units and non – residential developments with a floorspace below 1000m <sup>2</sup> .	8 weeks
<b>Householder</b>	Those within the curtilage of a residential property which requires an application for planning permission and is not a change of use. These include extensions, alterations, garages, swimming pools, walls, fences, vehicular accesses, porches and satellite dishes. Excluded from householder developments are applications to change the number of dwellings within an existing building and applications for the erection of a separate dwelling.	8 weeks

### The application process

- 4.3 The nature of the application will decide who will be consulted. Appendix 8 sets out the guidelines for who needs to be consulted on particular applications.
- 4.4 Applicants of major schemes are advised to undertake early community involvement before submitting an application to the Council. It is the responsibility of the applicant to conduct pre-application community involvement. With applications submitted to the Council, interested people will have the opportunity to know what proposals are in their area, be consulted on them and find out about decisions. The comments received during the application stage will help to inform how the application is determined, alongside national, regional and local planning policies. The Council

recognises that with such an inclusive approach to the planning process it will not always be possible to satisfy everyone and achieve consensus all of the time. Table 4.2 below outlines how the Council will consult with residents and relevant bodies for planning applications.

**Table 4.2: Planning Application Process**

Stage	Method	How the council will consult you
<p><b>Pre-application discussion</b></p>	<p><b>Comments by the Design Panel<sup>2</sup></b></p>	<p>Pre-application discussions are available to applicants and are intended to provide specific planning advice concerning the development of a particular site and provide greater clarity to the applicant by identifying planning issues and requirements before the application is submitted. For applicants an appointment can be made with a planning officer for advice on the content of the application and on the relevant planning policies and procedures.</p> <p>Applicants are advised to come to a discussion meeting with adequate information in the form of site plans and photographs in order to be able to describe in reasonable detail the context surrounding the proposal.</p> <p>For major schemes relevant teams within the Planning Service (Design and Conservation, Strategic Sites, Transport and the relevant policy officer from Planning Policy) should have input into discussions. The Planning Service also operates a general advice service between 08:45 am and 17:00 pm Monday – Friday at the planning office, where customers can meet with a Planning Customer Care Officer without an appointment.</p> <p>Where appropriate, the following applications will be considered by the Design Panel:</p> <ul style="list-style-type: none"> <li>• <b>residential:</b> at least 10 new residential units or residential sites of 0.5 hectares or more;</li> <li>• <b>non –residential:</b> 1,000 sq. m and over gross floorspace /or sites of over 1 hectare;</li> <li>• sensitive proposals such as a development adjacent to public open space or listed buildings; and</li> <li>• occasionally, other applications which officers feel will benefit from the expert design advice, could be brought to the Panel’s attention with the Chair’s agreement</li> </ul>

<sup>2</sup> The function of a design panel is to give independent urban design advice on key development applications. The Panel does not have decision-making powers; rather it has an advisory role. The Panel meets to look at pre-application submissions only.

Stage	Method	How the council will consult you
<p><b>Pre-application community involvement and on major schemes</b></p> <p><b>Pre-application community involvement and on major schemes</b></p>	<p><b>Letters, News Paper Advert (public notice), Leaflets, Public Meetings, Exhibitions, Displays, Workshops, focus Groups, Planning for Real, seminars)</b></p>	<p>It is the responsibility of applicants of major schemes to undertake early community involvement before applying for planning permission and although there is no statutory requirement for applicants to do so, the Council will recommend that this is undertaken. For developers of major schemes, the developer will be directed where appropriate, to the Council's Community Contacts database/Community Portal as a way of identifying suitable community groups to contact. Such applicants will also be directed to the Council's consultation guidelines and standards for developers of major schemes, which will be made available on the Council website. The Corporate Consultation Team will also be able to provide advice about community groups and the resident population of the borough. Council services, including neighbourhood managers for the relevant area, will also be available to comment on the list of consultees produced by developers. This approach will help to inform applicants of key organisations and groups in the borough that ought to be involved and which will help them to consult with residents prior to the application being submitted to the Council. The Council will recommend the use of community involvement methods set out in paragraph Appendix 2 and Appendix 3. We also recommend that applicants follow the procedure below:</p> <ol style="list-style-type: none"> <li>(a) As early as possible, and where appropriate, applicants should discuss their community involvement programme together with the Council. This will help make sure that the involvement process is suitable, identifies relevant consultees and is in line with the SCI. It is the responsibility of applicants to design and plan their own community involvement strategy as they think fit, but mindful of the standards set out in the SCI.</li> <li>(b) Whilst applicants carry out the community involvement activity, Council officers will recommend suitable community involvement methods.</li> <li>(c) After the community involvement activities have been undertaken and as part of the application process applicants should submit a Consultation Statement (CS) with the planning application. This should summarise the type of consultation that was organised, the key issues raised and details of how the scheme addressed those issues.</li> </ol> <p>There are many benefits associated with pre-application community involvement. It provides the local community and other stakeholders with the opportunity to let applicants know what they think, raise any issues or concerns directly with the applicant and possibly negotiate changes by having the possibility to</p>

Stage	Method	How the council will consult you
		<p>influence proposals right from the outset. Applicants too can benefit from local advice and intelligence so that what is proposed is the right development, in the right place, at the time. Hence, the pre-application involvement will, where appropriate, be encouraged for schemes other than major ones, if the Council consider that they are likely to be contentious.</p> <p>If during the pre-application stage an applicant of a major scheme has involved and consulted with the community in a manner the Council disagrees with we can not refuse to consider a valid planning application. However, if an applicant fails to involve and consult the community on a major scheme this could give rise to objections being made, which could be taken into account when determining the proposal.</p>
<b>Application submitted</b>		<p>When a planning application (major, minor or household application) is submitted to the Council the details of the application will be entered on to the Statutory Register of Applications. This is available for inspection at the Planning Service.</p> <p>As appropriate, applicants of major schemes should also include the relevant documentation needed to assess the application such as existing and proposed drawings, site plan, Design Statement, Travel/Transport Statement and /or Plan, Design and Access, Statement and Energy Statement.</p> <p>Applicants of major schemes should also provide a Consultation Statement of any pre-application consultation undertaken and how they have taken account of the comments made by the community, and how the comments have helped shape the application.</p> <p>A detailed checklist (validation procedure) of the documentation applicants and agents are expected to provide with their application will be available on the Council website. The website will also have details of how we consult and the planning process.</p>
<b>Advertising &amp; consultation</b>	<b>Site Notice</b>	<p>A site notice will be made more visible and clearly displayed if the application is a major scheme, falls within a Conservation Area, or if it is a departure from the development plan. For major developments</p>



Stage	Method	How the council will consult you
<b>Advertising &amp; consultation</b>	<b>Direct Neighbour Notification Letters</b>	<p>there is a legal requirement to display a site notice on all publicly accessible boundaries of the site. For all other applications a site notice will be displayed in prominent locations on or near the site. The notices stay up for a 21 day consultation period.</p> <p>Two basic letters are sent:</p> <ul style="list-style-type: none"> <li>• notification of consultation on major, minor and householder applications; and</li> <li>• those for applications that will go to a Development Management Forum.</li> </ul> <p>The Council will where necessary exceed the minimum requirement for consultation on applications (see Appendix 7). For details of which neighbours will be notified about a particular application see Appendix 8. The Council will notify by letter:</p> <ul style="list-style-type: none"> <li>• all adjoining properties; and</li> <li>• additional nearby properties if they are likely to be directly affected by the proposed development.</li> </ul> <p>The notification letters to neighbours:</p> <ul style="list-style-type: none"> <li>• summarises the nature of the application;</li> <li>• gives the name of the case officer; and</li> <li>• gives a 21 day response deadline from the date of receipt.</li> </ul> <p>All consultation letters have guidance on the reverse giving advice on how to put your views forward to the Council.</p> <p>The Council's website provides information about all planning applications submitted to the Council and a separate list of the decisions given on those applications. Both lists are updated weekly. This online planning database allows you to:</p> <ul style="list-style-type: none"> <li>• Access planning applications, current or past</li> <li>• View drawings, photographs and documents accompanying a planning application online</li> <li>• Comment on applications online</li> <li>• View the decision notice</li> </ul>
	<b>Website</b>	

Stage	Method	How the council will consult you
<b>Advertising &amp; consultation</b>	<b>Interactive Maps</b>	<ul style="list-style-type: none"> <li>• View the officer report for each decided application in full (including reasons for approval or refusal)</li> <li>• View decision notices, which include any attached conditions or reasons for refusal</li> <li>• View appeal decisions</li> </ul> <p>The website also contains information about planning briefs for specific sites, and advice about how to find out more about planning proposals in the borough.</p> <p>The Council's interactive borough maps will illustrate graphically where in the borough particular applications have been submitted and the decision taken.</p>
	<b>Weekly Planning List and News Paper Adverts</b>	<p>A weekly list of applications registered with the Council will also be forwarded to interested parties and libraries. The Council also places adverts in local newspapers on particular applications that are submitted. See Appendix 9 for details of the weekly planning list and for guidance on the statutory publicity procedure.</p>
	<b>Statutory Consultees</b>	<p>The Council will consult with any statutory body required in accordance with any Act or Regulation.</p>
	<b>Adjoining Borough</b>	<p>Adjoining Borough Councils will be notified if the site is near a Borough boundary and is likely to affect the neighbouring Borough.</p>
	<b>Internal Council departments</b>	<p>See Appendix 10 for details of which internal Council departments will be consulted on a particular application.</p>
	<b>Conservation Area Advisory Committees (CAACs)</b>	<p>The Planning Service will send copies of planning applications requesting listed building consent, and conservation area consent to the borough's Conservation Area Advisory Committees. The CAAC provide comments on those applications to Development Management and these are considered by the planning case officer in the assessment of the application.</p>
	<b>Amenity</b>	<p>The Council already maintains a list of contact details for amenity and residents groups, and will arrange to notify them of applications in their area of interest. They can also view the weekly list of applications as</p>

Stage	Method	How the council will consult you
	<b>Groups</b>	well as check the application drawings via the web, and make representations to Development Management, which are likewise considered by the planning case officer during the assessment process. They may also request the Council to consider arranging pre-application discussions for any sensitive development.
	<b>Development Management Forum</b>	<p>The Council organises a Development Management Forum which brings together developers, local community groups, residents, Councillors and officers to discuss major, controversial and sensitive applications. This is an opportunity to discuss these applications at the application stage before they are determined; however the Council encourages pre-application discussion and community involvement on major schemes before they get as far as the Development Management Forum stage.</p> <p>The Development Management Forums have been a successful innovation to the Council's consultation activities. Because of this and as part the Council's review of the Forum we will consider widening who will chair the meetings to:</p> <ul style="list-style-type: none"> <li>• a Senior Manager within the Planning Service; or</li> <li>• an appropriate Council Member</li> </ul>
<b>Representations</b>		<p>Representations must be made in writing:</p> <ul style="list-style-type: none"> <li>• by letter or fax to the Council;</li> <li>• by sending an email to the Council; or</li> <li>• on-line using the appropriate form.</li> </ul>
<b>Re-consultation</b>	<b>Notification letters</b>	<p>There is no legal requirement to re-consult neighbours where changes are made to an application. In many cases changes are made to meet objections. The Council will sympathetically consider re-consulting when the following issues arise:</p> <ul style="list-style-type: none"> <li>• Were the earlier objections substantial?</li> <li>• Are the changes significant?</li> <li>• Did the earlier views cover the matters now under consideration?</li> <li>• Do the changes mean others not previously consulted might now be concerned?</li> </ul>

Stage	Method	How the council will consult you
		The period for re-consultation responses may be shorter than the initial 21 days.
<b>Negotiations with the applicant</b>	<b>Meetings</b>	The Council will negotiate with the applicant as appropriate so that a scheme is more acceptable in planning terms. This stage will have regard to the representations received, the LDF and any other material considerations. The negotiation may take place where the planning application is to be recommended for refusal.
<b>Making a decision – planning committee</b>	<b>Planning Committee</b>	<p>The Planning Committee meetings are held regularly throughout the year so that the committee can decide whether to grant or refuse planning permission. The committee's objective by consulting local interested parties is to ensure that developments granted planning permission help to improve the local area.</p> <p>During the committee meeting Members consider:</p> <ul style="list-style-type: none"> <li>• Planning application reports, which they receive at least three days beforehand.</li> <li>• Planning officers' report describing relevant characteristics of the sites.</li> <li>• Maps.</li> <li>• Drawing of the proposed scheme.</li> <li>• Photographs of sites.</li> <li>• Representations from those who have made arrangements to speak.</li> </ul> <p>Further details on how to attend a Planning Committee meeting is in Haringey Council's Presenting Your Views at a Planning Applications Sub-Committee Guidelines, which is available from the planning office. Details on attendance can also be viewed at <a href="http://www.haringey.gov.uk/index/housing_and_planning/planning-mainpage.htm#attached_files">www.haringey.gov.uk/index/housing_and_planning/planning-mainpage.htm#attached_files</a></p> <p>Where a decision is not required to be made by the Planning Committee, delegated powers will be granted to Senior Planning Officers to determine applications.</p>
<b>Decision feedback</b>	<b>Letter, decisions</b>	Everyone who makes a comment on a planning application will be given feedback on:

Stage	Method	How the council will consult you
	list, website	<ul style="list-style-type: none"> <li>• the committee date for considering the application where decisions are to be made by the Planning Committee (applicants will also be informed); and</li> <li>• the decision made on the application and the reasons for approval where planning permission has been granted, as well as the applicant. The Council will also tell people where the full text of the officer report and decision notice can be seen. The decisions list is also available on the Planning website.</li> </ul> <p>Where an application has been refused, information of the right to appeal will also be provided to applicants.</p> <p>If a planning application decision was made by the Council's Planning Committee, the minutes of the meeting will be available to be viewed on the Council's website and at the planning office.</p> <p>All responses received for an application during the formal consultation stage will be taken into account when a decision is made, provided they relate to land use planning matters. These responses will be considered alongside planning policies in the development plan and other information. All comments on an application, or an appeal, are placed on the case file and may be seen by applicants and any other interested party.</p>
<b>Appeal</b>		<p>Information about planning appeals logged and decided will be available on the Council's website and at the planning office</p> <p>Those who made representations on a refused application will be advised in writing that an appeal has been logged, how they can participate, the time, date and place of the hearing. You can write to the Inspectorate at The Planning Inspectorate, Registry/Scanning, Room 3/01 Kite Wing, Temple Quay House, 2 The Square, Temple Quay, Bristol BS1 6PN, tel 0117 372 6372 or email them at <a href="mailto:enquiries@planning-inspectorate.gsi.gov.uk">enquiries@planning-inspectorate.gsi.gov.uk</a></p>

## **5. Reviewing the Statement of Community Involvement**

- 5.1 The Statement of Community Involvement will be reviewed and updated, as necessary, in order to deliver more effective consultation and in line with any changes in legislation and planning law. Consultation and engagement processes and techniques will be checked and updated to ensure wide involvement of local residents, businesses, voluntary organisations and individuals. Any gaps in information in the SCI will be identified in the Annual Monitoring Report (AMR). The AMR monitors the effectiveness of the policies in the LDF and assesses if it is achieving the desired results. The AMR will identify any need for revision of policy, which will be carried out in conjunction with public consultation and relevant bodies.

**Appendix 1: Principles of Community Involvement**

<b>Principle</b>	<b>What this means for the community?</b>
<b>Early contact</b>	<p>Haringey Council will involve stakeholders at the earliest opportunity when plans are proposed.</p> <p>Developers of major development proposals will be advised to involve and consult with local communities early and in a meaningful way before applying for planning permission. The Council will recommend 'Planning for Real' exercises or similar activities to be undertaken by developers and expect that these activities reflect good practice in line with the Council's consultation principles.</p>
<b>Access to information</b>	<p>All documents and notification letters for LDF documents and planning applications will be written clearly in plain English, with a full explanation of abbreviations. We will also use accessible formats such as Braille, audio tape, easy words and pictures, different languages (available on request) and electronic formats.</p> <p>With the LDF, where necessary a summary of large documents will be provided for ease of translation.</p> <p>Information on planning applications on the web will be user friendly and easy to navigate. Translation of web pages can be achieved online using a link with a self explanatory icon on the Haringey website to a free or charged for (paid by Haringey) service covering all the Haringey Community languages.</p> <p>Site notices will be made user friendly and particular attention will be paid to visibility and readability of the notices. For major applications a site notice will be displayed on all publicly accessible boundaries of the site. For all other applications a single site notice will be displayed in a prominent location on or near the site.</p> <p>We will also use Geographic Information Systems (GIS) more effectively as a tool for public consultation especially for LDF documents and Sustainability Appraisals (SA).</p>
<b>Appropriate methods</b>	<p>Community involvement activities will be planned in a consistent way to ensure the methods used are the right ones in each case. The Council has also identified potential consultation methods that are appropriate for different processes as listed in Appendix 3 (Potential methods for community involvement).</p>
<b>Reducing barriers</b>	<p>Haringey Council will be creative and innovative to involve all sections of the community in planning matters, particularly those that do not traditionally get involved in planning issues. Where appropriate, LDF documents will be made available in community venues such as libraries and on the Council's website. We will also undertake activities to raise awareness on planning issues with open days and seminars.</p> <p>The Council has developed a LDF database and will be upgrading its</p>

	IT systems to improve consultation processes. Those community groups who want to be consulted on major development site applications and planning policy documents can request their representatives to be added to the list indicating that alongside LDF documents they also wish to be consulted on major planning applications.
<b>Collaboration</b>	The Council will work with other Council services for joined up consultation exercises, where practicable and to avoid consultation fatigue or duplication. This will help to ensure consistency and prudent use of resources and ensure that a holistic approach is taken to multifaceted issues e.g. those involving trees, listed buildings, traffic impact etc.
<b>Feedback</b>	Feedback will be provided.
<b>Monitor and Review</b>	We aim to improve our community involvement practices through evaluating what we have done and how we can do better. We will invite the local community and other stakeholders to comment on how they have been involved.



**Appendix 2: Community Involvement Methods**

<b>Community involvement methods</b>	<b>Planning process</b>
<b>Information by letter (available in different formats)</b>	Development Plan Documents Supplementary Planning Documents Planning Applications
<b>Public Exhibitions/ Open Days/Road Shows</b>	Development Plan Documents Supplementary Planning Documents General awareness on planning Major Planning Applications (by developers)
<b>Council websites (the internal website (Harinet) and the public website, and the Council's consultation calendar)</b>	Development Plan Documents Supplementary Planning Documents All Planning Applications
<b>Council Magazines and Publications e.g. 'Haringey People'</b>	Development Plan Documents Supplementary Planning Documents
<b>Leaflets, Newsletters (available in different formats)</b>	Development Plan Documents Supplementary Planning Documents Major Planning Applications (by developers)
<b>Local press briefing and public notices</b>	Development Plan Documents Supplementary Planning Documents Planning Applications
<b>Consultative documents requesting public comments</b>	Development Plan Documents Supplementary Planning Documents Major Planning Applications (by developers)
<b>Public meetings with displays</b>	Development Plan Documents Supplementary Planning Documents Major Planning Applications (by developers)
<b>Workshops and seminars</b>	Development Plan Documents Supplementary Planning Documents General awareness on planning Major Planning Applications (by developers)
<b>Surveys/ Questionnaires (available in different formats)</b>	Development Plan Documents Supplementary Planning Documents
<b>Focus groups and discussions</b>	Development Plan Documents Supplementary Planning Documents
<b>User panels and representative groups e.g. Design Panel, Conservation Area Advisory Committee (CAAC),</b>	Development Plan Documents Supplementary Planning Documents Major Planning Applications or Applications within Conservation Areas
<b>Participatory forums/Community forum e.g. DM Forum, Stakeholders Forum, HSP Forums</b>	Development Plan Documents Major Planning Applications

<b>Community involvement methods</b>	<b>Planning process</b>
<b>Planning for Real (PFR)/ Workshops</b>	Development Plan Documents Supplementary Planning Documents Major Planning Applications (by developers)

**Appendix 3: Potential Methods for Community Involvement**

<b>Method</b>	<b>Advantages</b>	<b>Disadvantages</b>	<b>Costs involved</b>
<b>Letters to statutory bodies and individuals (available in different formats on request)</b>	Can reach a wide audience of people as it is relatively inexpensive. Can be used to invite views and explain the Council's view and rationale for a certain position.	May not reach those with reading difficulties.	Inexpensive
<b>Public Exhibitions/ Open Days/Road Shows</b>	Opportunity to inform people about proposals and projects. Options can be clearly set out and presented all at once. Exhibitions can be moved between locations for maximum targeting. Can be used to generate feedback on a topic.	May only reach audience with interest in the topic. Information flow is largely one-way, though feedback can be requested (e.g. book to record comments, self-administered questionnaires).	Inexpensive - cost of hiring the venue, and staff time setting up the exhibition.
<b>Council websites (the internal website (Harinet) and the public website)</b>	Economical. Easy means of referring people to information in a short period of time.	Extent of internet access in the borough will be an issue.	Negligible
<b>Council Magazines and Publications e.g. 'Haringey People'</b>	Reaches a wide range of residents and is economical. Useful when needing to broadcast information and give people an opportunity to respond.	Extent of readership may be limited. May not reach non-residents of the borough.	Inexpensive or negligible
<b>Leaflets, Newsletters (available in different formats on request)</b>	Coverage is potentially wide, reaching residents and non-residents. Can be used to invite views. Can be high profile publicity.	Can generally give limited information. May deliver a poor response. Information flow is largely one-way, although can inspire debate amongst residents. May not reach those with reading difficulties.	Inexpensive, but requires skilled handling.
<b>Local press briefing and public notices</b>	Information can be provided in some detail. Economical	Not definite that a story will get in the press. May not reach those with	Moderate

Method	Advantages	Disadvantages	Costs involved
		reading difficulties.	
<b>Consultative documents requesting public comments</b>	Clear statement of purpose and reasoning should be apparent. Anyone can respond. Amenable to process on the web.	Relies on initiative of responders. Responses not likely to be representative of all opinion/interests. Can be hijacked by dominant and more resourceful individuals and organisations. May not reach those with reading difficulties.	Moderate/expensive - costs of publishing the documentation and administering the distribution and feedback process. Costs reduced if the process is done on the web.
<b>Public meetings with displays</b>	Combines the advantages of exhibitions with more informed discussion and opportunity to comment. Involves, informs and empowers the local community. Can involve different language groups using interpreters.	Relies on those who attend to comment, and hence can sometimes be unrepresentative. May only attract those with negative views. Many do not feel able to participate, as can be hijacked by more dominant and resourceful individuals. Size is limited by venue	Moderate
<b>Workshops and seminars</b>	Opportunity for stakeholders to make their opinion heard in a public debate. Encourages active citizenship. Encourages participants to develop a stronger and more relaxed working relationship. Can involve different language groups using interpreters.	Depends on stakeholders to take part.	Moderate - cost of hiring appropriate facilities for period of the workshop.
<b>Surveys/ Questionnaires (available in different formats on request)</b>	Good sampling technique should ensure that all shades of opinion are canvassed and captured. Can be geographically focused in terms of neighbourhoods, town	Can appear to be remote; while it captures public opinion, it does not necessarily capture opinion or the interests of	Moderate - skilled exercise which should be undertaken by trained staff or professionals. Can be

Method	Advantages	Disadvantages	Costs involved
	centres, and open space. Can be used to reach particular target groups.	institutions, corporate bodies and developers etc. May not reach those with reading difficulties.	inexpensive or moderately expensive.
<b>Focus groups and discussions</b>	A participatory approach, which can explore views on specific issues. A two-way process which gives clear encouragement to contribute ideas and views. Can be used to reach a target audience and those that do not respond to traditional forms of consultation. An opportunity to explore the factors which support an individual's opinion. Good for sensitive subjects where individuals may not respond to a structured questionnaire/group discussion. Can involve different language groups using interpreters.	Can be very time-consuming, and relies on good-will of respondents. Ultimately the group's views are only as representative as the group itself, i.e. selection of the group is very important. Cannot be used to extrapolate results for the whole population. Requires skilful facilitation.	Moderate - more costly if data is examined by a Consultant
<b>User panels and representative groups (VS) e.g. Design Panel, Conservation Area Advisory Committee (CAAC),</b>	Provides a platform that is stable, can be very knowledgeable (representative groups) and gives a sense of involvement. Can be used to address more technically complex issues.	Where volunteers are being used, there is a need for frequent replacement.	Inexpensive/ Moderate
<b>Participatory forums/Community forum e.g. DM Forum, Stakeholders Forum, HSP Forums</b>	Provides the opportunity for participation in the process and procedures of planning. Strong two-way process.	Strong personalities may dominate proceedings.	Moderate
<b>Planning for Real (PFR)/ Workshops</b>	Involves, empowers and informs respondents – provides a degree of local	Structured approaches of PFR may limit its	Moderate/Expensive

Method	Advantages	Disadvantages	Costs involved
	ownership. Available as a tailored package, and easy to initiate. Takes respondents through the physical planning process and enables the visualisation of options. Can catch a wide range of participants. Can involve different language groups using interpreters.	usefulness for some situations. Needs planning, administration, time, and resources.	
<b>External Consultants</b>	Can provide specialised and focused facilitation for engagement events. This can allow for new and innovative engagement techniques to which participants respond more constructively.	May play a limited role in the consultation process and a very specific approach may not fit with the consultation aims.	Expensive.
<b>Councillor and MP surgeries</b>	Local residents and groups have access to elected representatives.	There may be some disappointment as it is not always possible for Councillors and MPs to intervene in the planning system in the way that their constituents might want because they must operate within the confines of planning law/policy.	Free
<b>Local amenity, tenant and other groups</b>	They have a wealth of local knowledge and play a vital role in expressing the concerns or needs of the local community.	They do not necessarily speak for all of the community as there is often more than one view on a development or proposed plan.	Free

#### Appendix 4: Haringey COMPACT – Public Sector Commitments

<b>Overall Commitment:</b>	Within the Compact 'Haringey's partners are committed to building a safe and cohesive community where diversity is valued and respected. By working better together Haringey's will develop mechanisms that create opportunities for involving black and minority ethnic organisations, young people, lesbian, gay, bisexual and transgender people, older people and people with disabilities who are under-represented in partnerships, consultation, strategic planning and decision making, in compliance with anti-discrimination legislation'.
<b>Public Sector Commitment</b>	
<b>Valuing the Voluntary and Community Sector</b>	<b>Value the contribution</b> that the voluntary, community and faith organisations make to the <b>well-being and prosperity</b> of the people of Haringey. <b>Recognise</b> the work of organisations in the voluntary and community sector as they are best placed to provide certain services, separately or in conjunction with those in the public and/or private sector.
<b>Working Relationships and Partnerships</b>	<b>Actively involve and work</b> with the voluntary and community sector in <b>decision making</b> and in understanding the restraint of the public sector.
<b>Innovation and Best Practice</b>	Utilise <b>expertise and best practice</b> in the voluntary and community sector. <b>Support innovative working</b> , such as <b>flexibility</b> and <b>service delivery responsiveness</b> , where applicable.
<b>Consultation and Community Engagement</b>	<b>Work with the voluntary and community organisations</b> to understand the views of citizens and communities and to create opportunities for them to influence policies <sup>2</sup> . <b>Increase the opportunities</b> for participation by the diverse local voluntary and community sectors in service planning and delivery. Structure targeted support (resources and voluntary and community sector enterprise) to ensure that the <b>voice of marginalised communities</b> can be <b>heard effectively</b> .
<b>Provision of Support to the Voluntary and Community Sector</b>	Acknowledge that organisations in the voluntary, community and faith sector <b>benefits</b> from resources, structures, information and specialist professional knowledge and support that public bodies can provide in terms of funding and financial support. Invest in the infrastructure of the voluntary and community sectors and assist groups to secure sustainable funding, where possible.

<sup>2</sup> In the Case of the planning Service we will follow prescribed timescales for statutory consultations. This is set out in the Regulations.

**Appendix 5: Development Plan Making Stages**

<b>Stage 1: Pre-Production (Evidence Gathering – Identifying Issues and Options)</b>	
<b>What happens?</b>	The Council seeks to find out what the issues are facing the borough. These should be founded on a clear understanding of long-term economic, social and environmental needs of the area. Types of evidence gathering that the Council will undertake include: commissioning studies, surveys, and undertaking background research into population forecasts. The Council produces a Scoping Report for the Sustainability Appraisal (SA) which will accompany a DPD and it will begin to identify issues and options for the DPD. The Council consults with stakeholders to identify key issues and options for DPD and informally consults on the SA Scoping Report.
<b>How Long?</b>	No formal period of consultation. The Council will informally consult with various strategic and statutory consultees and other appropriate local stakeholders to identify priorities and aspirations to inform the preparation of the policy document.
<b>Stage 2: Production (Preparing Issues, Alternative Options and Preferred Options Documents)</b>	
<b>What happens?</b>	The Council will then incorporate views expressed in the previous stage and the findings of the SA into the production of a draft DPD (Regulation 25). This will set out the key issues that need to be addressed and the options and alternative options for dealing with them. It will be detailed, yet concise, providing where necessary maps, diagrams, and illustrations. The representations received during this consultation will inform the production of a second draft DPD (Regulation 26) (if the Council deems necessary to undertake this stage of production) or the final proposed submission document.
<b>Documents available</b>	The Council will publish the document, and make it available at the Council's planning office, the all libraries in the borough and the Council website.
<b>How long?</b>	<p>The Council will formally consult on this document for at least six weeks with the community and statutory bodies to check that suggested options are practical and realistic. The Council will also include a commentary on the SA of options.</p> <p>Any other supporting information, such as technical studies, background studies and the results of previous material, will also be made available to help people understand what they are being asked to comment upon. This will enable people to understand the Council's position and any actions taken.</p>
<b>Regulation 26</b>	After consideration of the results of the Regulation 25 consultation the Council can produce a second draft DPD, if necessary. This document will then be advertised for at least a six week period of consultation. The SA report will also be available for consultation during this period. Representations received during this consultation will inform the production of the proposed submission DPD. The



	Council will also produce a summary report outlining any representations received during the formal consultation period and the Council's response. This will enable a clear link to be made between responses and the Council decisions or actions. This summary of representations will also be available for inspection at the planning office, all Haringey libraries and on our website.
<b>Proposed submission (Regulation 27)</b>	The proposed submission is prepared following the previous consultation stage(s). The document, along with the SA, proposals map and supporting documents will be consulted on for at least six weeks asking respondents to comment on two elements: soundness and legal compliance.
<b>Submission</b>	The final version of the DPD will be prepared, called the Submission document. This will be accompanied by the final SA report which sets out the environmental impact impacts of the proposals. The council will submit the final version of the DPD, SA, and Consultation Statement to the Secretary of State (through a planning inspector), published and then be made available in the same way.
<b>Stage 3: Independent Examination</b>	
<b>What happens?</b>	The Secretary of State will appoint a Planning Inspector to examine the document, consider any representations received and assess whether the submission DPD is effective and realistic. Anyone has the right to appear in person at the examination. The Inspector will then write a report to the Council setting out how the DPD must be changed (if at all).
<b>Documents available</b>	The Inspector's report will be binding and made available for public inspection. It is the Council's intention to meet all the minimum requirements for consultation as set out in the Regulations.
<b>Stage 4: Adoption</b>	
<b>What happens?</b>	Following the Inspector's report, the Council will incorporate all the recommendations.
<b>Documents available</b>	The Council will adopt and publish the document together with its SA. This will be advertised and made available locally at the Council's planning office and all libraries and the Council's website <a href="http://www.haringey.gov.uk">www.haringey.gov.uk</a> . The document will be reviewed formally every three years or as appropriate, this will decide if parts need changing to keep it up to date. Further details are given in the LDS. The Annual Monitoring Report will also monitor how effective policies are in meeting the overall vision and objectives for the LDF.

**Appendix 6: Supplementary Planning Document Stages**

<b>Stage 1: Pre-Production (Evidence Gathering)</b>	
<b>What happens?</b>	Local Authorities are not required to prepare an issues/ options document. However, the Council may seek input from particular bodies on the issue, topic or area under consideration when preparing a SPD.
<b>Documents available</b>	If any pre-production discussions are undertaken associated documents will be made available at the Council's planning office and on the website.
<b>How Long?</b>	This stage may not have a fixed time limit, depending on the nature of the document.
<b>Stage 2: Production (Preparing Documents)</b>	
<b>What happens?</b>	The Council will prepare and publish a draft SPD, accompanied by a Sustainability Appraisal.
<b>Documents available</b>	The Council will publish these documents, and make them available at the Council's planning office and the all libraries in the Borough and the Council website.
<b>How long?</b>	The Council will formally consult for six weeks.
<b>Then what?</b>	A summary report will be produced outlining any representations received during these formal consultation periods and the Council's response.
<b>Stage 3: Adoption</b>	
<b>What happens?</b>	The Council will consider representations made to the draft SPD, make any changes as a result, and then adopt it.
<b>Documents available</b>	Copies will be made available at the planning office and on the Council website.
<b>How long?</b>	There is no consultation at this stage.

## Appendix 7: Planning Application Notification, Publicity and Consultation

These are the following minimum standards that the Council will use for the following types of applications. Where necessary the Council will exceed these minimum requirements.

	<b>Pre-Application Stage</b>	<b>Major Applications and those Departing from Development Plan</b>	<b>Controversial or Sensitive Applications</b>	<b>Other Applications including Conservation Area and Listed Buildings Consent</b>	<b>Appeals</b>
<b>Advertise on Website receipt of application</b>	No	Yes	Yes	Yes	Yes
<b>Post site notice</b>	No	Yes	Yes	Yes	No
<b>Consultation letter sent to neighbours</b>	No	Yes	Yes	Always, except applications for Certificate of Lawfulness	Letter sent to persons who comment on original application
<b>Advert in local newspaper</b>	No – but to be organised by applicants of major or sensitive schemes.	Yes	No.	Yes	No
<b>Public exhibitions of proposals</b>	To be organised by applicants of major or sensitive schemes. Council may also be involved.	To be organised by applicants of major or sensitive schemes. The Council may also be involved	To be organised by applicants of major or sensitive schemes. The Council may also be involved	Where appropriate, to be organised by applicant. The Council may also be involved	No
<b>Press release</b>	To be organised by applicants of major or sensitive schemes.	To be organised by applicants of major or sensitive schemes.	To be organised by applicants of major or sensitive schemes.	Where appropriate, to be organised by applicant.	No
<b>General advice in response to queries from the public</b>	Yes	Yes	Yes	Yes	Yes

	<b>Pre-Application Stage</b>	<b>Major Applications and those Departing from Development Plan</b>	<b>Controversial or Sensitive Applications</b>	<b>Other Applications including Conservation Area and Listed Buildings Consent</b>	<b>Appeals</b>
<b>Local planning meetings with applicants presenting proposals and answering questions from the public.</b>	To be organised by applicants of major or sensitive schemes.  Also Development Management Forum as per the set criteria	Development Management Forum as per the set criteria	Development Management Forum as per the set criteria	Development Management Forum as per the set criteria	No, although some appeals are dealt with by Public Inquiry

**Appendix 8: Consultation policy – neighbour notification<sup>3</sup>****General Household Developments**

<b>Rear extension</b>	Both adjacent properties and 3 properties to rear
<b>Rear roof extension</b>	Both adjacent properties and 3 properties to rear
<b>Front roof extension</b>	Both adjacent properties and 3 properties opposite
<b>Material alterations to front elevation</b>	Both adjacent properties and 3 properties opposite
<b>Erection of domestic garage to front</b>	Both adjacent properties and 3 properties opposite
<b>Erection of boundary fencing</b>	Adjacent properties
<b>Crossovers</b>	Adjacent properties
<b>Erection of garden sheds, covered swimming pools and outbuildings</b>	Adjacent properties and all properties abutting the site

**Residential Development**

<b>Conversions</b>	<b>All conversions</b>	Application property and adjacent properties and 3 properties at the front and back
	<b>Conversions involving alterations to front elevation</b>	Adjacent properties and 3 properties opposite
	<b>Conversions involving rear alterations/ground floor extensions</b>	Adjacent properties and 3 properties at the rear
<b>New Build</b>	<b>All new build residential development sites</b>	Adjacent properties and 3 properties opposite and to rear of site
	<b>All major residential development (10+ units)</b>	10 adjacent properties on either side of site, 20 opposite and 20 rear

**Major Commercial/Retail Development**

<b>All major commercial/retail development</b>	10 adjacent properties on either side of the site, 20 opposite and 20 to the rear of the site
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**Change of Use**

<b>All change of use applications</b>	3 adjacent properties on either side of site, 6 opposite and 6 properties to the rear
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**Advertisements**

<sup>3</sup> Relevant local resident and tenant groups will also be consulted where appropriate.

<b>All advertisements</b>	Residential properties affected
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### **Conservation Areas and Listed Buildings**

<b>Applications in Conservation areas or applications for Listed Building Consent</b>	The appropriate CAAC, neighbours as per the description of development. Also notify English Heritage
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### **Mobile Phone Mast Applications**

Mobile phone applications undergo a procedure which involves wide consultation encompassing surrounding streets, especially in built up areas. We also include the nearest schools in the consultation. In addition to this, consultation on all mobile phone base station applications will extend to a 100m radius and operators will be asked to provide information on beam intensity and evidence of the need for a new mast. An annual meeting will be held by the Planning Service with the Mast Operators, to discuss their roll-out programme.

### Appendix 9: Weekly planning list and statutory publicity

Below is a list of interested parties receiving the weekly planning list of planning applications registered with the Council.

Haringey Council	Other
Housing Service Neighbourhood Management Building Control Environmental Health Economic Regeneration Relevant Councillors Education Planning Policy Recreation Services Waste Management Education	Relevant Amenity groups Relevant Residents Associations Relevant Conservation Area Advisory Committee (CAAC) Relevant Statutory Bodies

### Statutory publicity – press adverts

Nature of development	Publicity required
Development where the application is accompanied by Environmental Statement	Advert in newspaper and site notice
Affecting public right of way	Advert in newspaper and site notice
Major Development	Advert in newspaper and site notice
Minor Development	Advert in newspaper and site notice
Development affecting the setting of a listed building	Advert in newspaper and site notice
Development affecting the character or appearance of a Conservation Area	Advert in newspaper and site notice
Permitted development requiring prior notification to local planning authority	Site notice by developer

**Appendix 10: Consultation policy - internal departments**

<b>Planning Policy Team</b>
All proposals for a major development – 10+ units/1,000m <sup>2</sup>
Where granting permission would be contrary to a policy in the development plan
Proposals to develop on designated open space
Proposals for development for tall buildings (over 20m in height)
Provision of day nursery or other day care facility
Proposals affecting any local area regeneration initiative / action plan (i.e. NDC, neighbourhood, etc...)

<b>Design and Conservation</b>
All proposals for development (including demolition and advertisements) in a conservation area or in an area of special character
All proposals for a major development – 10+ units/1,000m <sup>2</sup>
All applications for conservation area consent/listed building consent and on designated sites of industrial heritage interest
Proposals for development for tall buildings (over 20m in height)

**Note:** The conservation team requires a full set of plans with every referral. This will include any photographs, details of height of surrounding buildings, which the applicant is required to provide in all circumstances. This is to provide a contextual background. Drawings must be accurate and should show details of access points and loss of trees (if applicable)

<b>Transportation</b>
Mini cab offices
New retail development
All change of use
Employment generating uses
Car repairs/workshops/garages/ car washes
Conversion of dwellings into flats
New access onto a highway/crossovers
All proposals that require a traffic impact assessment and the submission of a travel plan. Threshold of 2,500m <sup>2</sup>
Major proposals – 10+ dwellings/1,000m <sup>2</sup> (just notification)
New residential developments without provision of car parking

**Note:** Transport assessments and travel plans are requested on all applications over 2,500 m<sup>2</sup>.

<b>Environmental Health</b>	
	A1 > A5
Noise & pollution	Extensions to A3, A4 and A5
Food & hygiene	Proposals involving HMO
	Hostels
	Car repair workshop/garages
	Car washes



<b>Environmental Health</b>	
	Launderettes
	Petrol filling stations
	Employment involving industrial processes
	Provision of day nursery or other day care facility
	Sites suspected to be contaminated
	Sites located close to an acknowledged noise source

<b>Legal</b>	
	All proposals for a major development – 10+ units/1,000 <sup>2</sup>
Consultation consists of specific letter to legal department notifying them of 13 week deadline	Developments where it is proposed that a planning obligation under section 106 will be sought (consultation in such cases may not occur at the time of the submission but should take place before a decision is made requiring a section 106)
	Proposals for new residential developments without the provision of car parking

<b>Recreation Services (Arboriculture department)</b>
Development involving the loss of trees

<b>Education</b>
Major residential schemes 10+ units
Sites for travellers
Proposals adjoining school premises

<b>Parks Service</b>
Proposals to develop on designated open space
Proposals to develop within a park

<b>Housing</b>
All major housing developments 10+ units

<b>Building Control</b>
All proposals for a major development – 10+ units/1,000m <sup>2</sup>

<b>Waste Management</b>
All proposals for a major development – 10+ units/1,000m <sup>2</sup>

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