



Haringey Council

Environment and Housing Scrutiny Panel

MONDAY, 24TH SEPTEMBER, 2012 at 18:30 HRS - CIVIC CENTRE, HIGH ROAD, WOOD GREEN, N22 8LE.

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

AGENDA

1. APOLOGIES

2. DECLARATION OF INTERESTS

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.

3. 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 10 below.

4. DEPUTATIONS

To consider any requests received in accordance with the Council's constitution.

5. ENVIRONMENT AND HOUSING SCRUTINY PANEL - TERMS OF REFERENCE (PAGES 1 - 6)

To note the terms of reference of the Environment and Housing Scrutiny Panel.

6. PANEL WORK PROGRAMME (PAGES 7 - 14)

a) Panel work programme for municipal year 2012/13

b) Future meetings of the Environment & Housing Scrutiny Panel

c) Evidence gathering sessions

7. BUDGET MONITORING 2012/13 (PAGES 15 - 24)

To receive a report from the Director of Finance. Attending:

Lyn Garner, Director, Place and Sustainability

Phil Harris, Assistant Director, Adults and Housing

8. WASTE AND RECYCLING SERVICE (PAGES 25 - 68)

a) To note and agree the terms of reference for scrutiny involvement for the roll-out of the new waste and recycling service.

b) Members of the panel to report back from site visits around Haringey undertaken on the 18th September 2012.

c) To hear evidence from Single Frontline Service, Haringey Council: Attending:

Stephen McDonnell, Assistant Director

Michael McNicholas, Client & Performance Manager

d) To hear evidence from Veolia Environmental Services. Attending:

Pascal Hauret, Municipal Services Director

Lynn Davis, Project Manager

9. REPRESENTATIONS FROM AREA CHAIRS

10. NEW ITEMS OF URGENT BUSINESS

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

Martin Bradford, Policy Officer
Strategy & Business Intelligence
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London N22 8HQ
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Monday, 17 September 2012

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Haringey Council

Report for:	Environment & Housing Scrutiny Panel	Item Number:	
Title:	Terms of Reference		
Report Authorised by:	Cllr Reg Rice Chair, Overview & Scrutiny Committee		
Lead Officer:	Christine Piscina, Strategic Support Manager christine.piscina@haringey.gov.uk		
Ward(s) affected:	Report for Key/Non Key Decisions:		

1. Describe the issue under consideration

- 1.1. In July 2010, the Council began a review of governance arrangements in Haringey. The review examined the function and operation of council meetings to ensure that local democratic structures:
- were responsive to local needs and concerns
 - helped to develop civic engagement
 - provided value for money for local residents.
- 1.2. A key objective within the Governance Review was to examine the Overview and Scrutiny function and ensure that it assists Council in making important decisions and helps to develop policy in a useful and effective manner. In light of this, a new structure for Overview & Scrutiny was developed.
- 1.3. Within the new Overview & Scrutiny structure, there is one overarching Overview and Scrutiny Committee and four scrutiny panels. Panels will have responsibility for scrutinising their own discrete areas of work, which are:
- Communities
 - Adults and Health
 - Children & Young People
 - Environment and Housing

1.4. It is important to note that the panels do not have the legal capacity to discharge Overview and Scrutiny functions. Recommendations made by the panels must therefore be approved by the main Overview and Scrutiny Committee.

1.5. The Committee has determined the terms of reference of each Scrutiny Panel. If there is any overlap between the business of the Panels, it is the responsibility of the Overview and Scrutiny Committee to resolve this issue. Areas which are not covered by the 4 Scrutiny Panels shall be the responsibility of the main Overview and Scrutiny Committee.

2. Cabinet Member introduction

N/A

3. Recommendations

3.1. That the terms of reference for the Panel, as approved by the Overview and Scrutiny Committee on 23 July 2012, be noted.

4. Other options considered

N/A

5. Scrutiny Panels

5.1. Scrutiny panels are non-decision making bodies and the work programme and any subsequent reports and recommendations that each panel produces must be approved by the Overview & Scrutiny Committee. Such reports can then be referred to Cabinet or Council under agreed protocols. There are generic terms of reference for all of the scrutiny panels.

5.2. Terms of Reference for Scrutiny Panels

Policy Development and Review

5.2.1. Any Scrutiny Panels established by the Overview and Scrutiny Committee may, in accordance with Part Two, Article 6.03 (b) of the constitution:

- i. Assist the Council and the Cabinet in the development of its budget and policy framework by in-depth analysis of policy issues;
- ii. Conduct research, community and other consultation in the analysis of policy issues and possible options;
- iii. Consider and implement mechanisms to encourage and enhance community participation in the development of policy options;
- iv. Question members of the Cabinet and chief officers about their views on issues and proposals affecting the area; and
- v. Liaise with other external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working.

Scrutiny

5.2.2. Any Scrutiny Panels established by the Overview and Scrutiny Committee may, in accordance with Part Two, Article 6.03 (c) of the constitution:

- i. Review and scrutinise the decisions made by and performance of the Cabinet and council officers both in relation to individual decisions and over time;
- ii. Review and scrutinise the performance of the Council in relation to its policy objectives, performance targets and/or particular service areas;

- iii. Question members of the Cabinet and chief officers about their decisions and performance, whether generally in comparison with service plans and targets over a period of time, or in relation to particular decisions, initiatives or projects;
- iv. Review and scrutinise the performance of other public bodies in the area and invite reports from them by requesting them to address the overview and scrutiny committee and local people about their activities and performance; and
- v. Question and gather evidence from any person (with their consent).

Approval of findings and recommendations

5.2.3. Scrutiny Panels must refer their findings/recommendations to the main Overview and Scrutiny Committee for approval prior to referral to Cabinet or the Council as appropriate.

Policy Areas

5.2.4. The area of policy covered by the Environment and Housing Scrutiny Panel are as follows (a full list for all panels is contained in Appendix A):

- Carbon reduction
- Recycling and waste management
- Highways
- Sustainable transport
- Parking
- Parks and Open spaces
- Planning & Licensing
- Enforcement
- Strategic housing policy, social housing, housing allocations.

5.3. Membership of Panels

5.3.1. As laid out in the Overview and Scrutiny Protocol and as agreed at Full Council on 16th July 2012 individual panels will be chaired by a Member of the Overview & Scrutiny Committee. The total membership of the panel will consist of between 3 and 7 non executive members and be politically proportional as far as possible (including the Chair), and that apart from the Chair, the other Panel members to be non-executive members.

5.3.2. Each Scrutiny Panel is entitled to appoint up to three non-voting co-optees. The Children and Young People's Scrutiny Panel membership, shall include the statutory education representatives of OSC. It is intended that the education representatives would also attend the Overview and Scrutiny Committee meetings where reports from a relevant Scrutiny Panel are considered.

5.4. Cycle of meetings

5.4.1. As per the Overview and Scrutiny Protocol, each of the scrutiny panels will meet five times per year, one of which will be a dedicated budget scrutiny meeting.

6. Comments of the Chief Finance Officer and financial implications

6.1. There are no financial implications arising from the recommendations set out in this report. Should any of the work undertaken by panels generate recommendations with financial implications, these will be highlighted at that time.

7. Head of Legal Services and legal implications

7.1. The Head of Legal Services has been consulted over these proposals and is satisfied that the establishment of Scrutiny Panels as set out in the report meets all legal requirements. The inclusion of non-executive members who are not members of the Overview and Scrutiny Committee means that the Panels cannot discharge overview and scrutiny functions and must direct all their conclusions/findings/recommendations to Overview and Scrutiny Committee for approval.

7.2. There are no other legal implications arising from this report.

8. Equalities and Community Cohesion Comments

8.1. Overview and scrutiny has a strong community engagement role and aims to regularly involve local residents in its work. It is anticipated that the new structure will enable local residents to have greater involvement in the work of Scrutiny by making engagement a more integral part of the scrutiny process.

8.2. Scrutiny promotes openness and transparency. All meetings and documents are public and therefore open to local people.

9. Head of Procurement Comments

9.1. N/A

10. Policy Implication

10.1. Scrutiny has a role in policy development and review across the Council and Partnership as well as to act as a direct link to the local community. It is therefore anticipated that Overview and Scrutiny will, during the course of its work, make recommendations which will have an impact on Council and partnership policy.

10.2. The work of both the main Overview and Scrutiny Committee and the Scrutiny Panels is intended to add value to the work of the Council and its partners. It is not intended that the work of Scrutiny duplicates work being undertaken elsewhere.

11. Use of Appendices

N/A

12. Local Government (Access to Information) Act 1985

Appendix A – Scrutiny bodies: role and service areas.

Scrutiny body	Exec Lead	Scrutiny role	Policy service /areas covered
Overview and Scrutiny Committee Chair: Cllr Rice	<u>Cabinet</u> Leader Cllr Goldberg Cllr Strickland Chief Executive	<ul style="list-style-type: none"> ▪ Cabinet Q & A ▪ Scrutiny work programme ▪ Ratifying reports of Panels ▪ Budget Scrutiny ▪ Borough wide/cross cutting topics ▪ Call-in ▪ CCFA ▪ Updates on previous reviews ▪ Updates from scrutiny panels 	<ul style="list-style-type: none"> ▪ Corporate Policy & Strategy ▪ Council Budget ▪ Council performance ▪ Corporate property ▪ IT ▪ Customer Services ▪ Benefits ▪ Legal services ▪ Regeneration ▪ Employment/worklessness ▪ Voluntary sector ▪ Community cohesion ▪ Tottenham Regeneration Project ▪ St Ann's redevelopment ▪ Partnership arrangements
Adults and Health Chair: Cllr Adamou	<u>Cabinet</u> Cllr Vanier Cllr Waters <u>Directors:</u> Mun Thong Phung Libby Blake Jeanelle de Gruchy	<ul style="list-style-type: none"> ▪ Cabinet Q & A ▪ Performance ▪ Policy and strategy ▪ Budget scrutiny ▪ Updates on previous scrutiny reviews ▪ Substantial variations (health) 	<ul style="list-style-type: none"> ▪ Adult social care ▪ Public Health ▪ Link with CCG ▪ Health and Wellbeing Board ▪ Adult health services ▪ Children's health services ▪ Transition ▪ Changes to service provision
Children and Young People Chair: Cllr Newton	<u>Cabinet</u> Cllr Waters Cllr Goldberg Cllr Strickland <u>Directors:</u> Libby Blake	<ul style="list-style-type: none"> ▪ Cabinet Q & A ▪ Performance ▪ Policy and strategy ▪ Budget scrutiny ▪ Updates on previous scrutiny reviews 	<ul style="list-style-type: none"> ▪ Looked after Children ▪ Fostering and adoption ▪ Education e.g. exam results & school improvements ▪ Youth offending ▪ Safeguarding ▪ Child poverty ▪ Effectiveness of partnership working
Environment And Housing Chair: Cllr McNamara	<u>Cabinet</u> Cllr Goldberg Cllr Bevan Cllr Canver <u>Directors:</u> Mun Thong Phung Lyn Garner	<ul style="list-style-type: none"> ▪ Cabinet Q & A ▪ Performance ▪ Policy and strategy ▪ Budget scrutiny ▪ Updates on previous scrutiny reviews 	<ul style="list-style-type: none"> ▪ Carbon reduction ▪ Recycling and waste management ▪ Highways ▪ Sustainable transport ▪ Parking ▪ Parks and Open spaces ▪ Planning & Licensing ▪ Enforcement ▪ Strategic housing policy, social housing, housing allocations.
Communities Chair: Cllr Winskill	<u>Cabinet</u> Cllr Watson Cllr Strickland <u>Director/ACE:</u> Stuart Young Lyn Garner	<ul style="list-style-type: none"> ▪ Cabinet Q & A ▪ Performance ▪ Policy and strategy ▪ Budget scrutiny ▪ Updates on previous scrutiny reviews 	<ul style="list-style-type: none"> ▪ Crime and disorder ▪ Libraries ▪ Culture ▪ Leisure ▪ Equalities ▪ Domestic violence ▪ Area Forums and Committees

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Haringey Council

Report for:	Environment & Housing Scrutiny Panel 24 th September 2012	Item Number:	
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Title:	Work programme – development and monitoring
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Report Authorised by:	Cllr Stuart McNamara Chair, Environment & Housing Scrutiny Panel
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Lead Officer:	Martin Bradford, Policy Officer, Strategy & Business Intelligence Martin.bradford@haringey.gov.uk
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Ward(s) affected: All	Report for Key/Non Key Decisions:
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1. Describe the issue under consideration

- 1.1 This is a report to support discussions by the Environment & Housing Scrutiny Panel in updating and monitoring its 2012/13 work programme.

2. Cabinet Member Introduction

- 2.1 Not applicable.

3. Recommendations

- 3.1 The panel are requested to:

1) To note the work programme report.

2) Consider upcoming Cabinet decisions relevant to this panel and raise any questions as it sees fit.

3) To agree any updates and confirm the future work programme for the remainder of 2012/13.

4. Other options considered

4.1 Not applicable.

5. Background information

5.1 The work programme is a fixed item on the agenda of each Environment and Housing Scrutiny Panel meeting to enable members to develop a forward plan of work and to monitor agreed actions.

5.2 This report has been produced to support discussions by the Environment & Housing Scrutiny Panel in updating and monitoring its 2012/13 work programme. This being the first meeting of the panel, an overview work programme formulation to date has also been included.

Environment & Housing Scrutiny Panel work programme development

5.3 The work programme for the Environment and Housing Scrutiny Panel is developed in accordance with the terms of reference of the panel and its subsequent scrutiny roles. In this context the panel may:

- Assist the Council and the Cabinet in the development of its budget and policy framework by in-depth analysis of policy issues;
- Assist the council in policy development or review (conduct research, consultation in the analysis of policy issues);
- Review and scrutinise the performance of the Council in relation to its policy objectives, performance targets and/or particular service areas;
- Question members of the Cabinet and chief officers about their decisions and performance;
- Review and scrutinise the performance of other public bodies working in the policy areas in the area covered by the panel;
- Consider and implement mechanisms to encourage and enhance community participation in the development of policy options;
- Make recommendations to the Cabinet or relevant nonexecutive Committee arising from the outcome of the scrutiny process.

Agreed topics for Environment and Housing Scrutiny Panel 2012/13

5.4 The main overarching Overview & Scrutiny Committee consulted local stakeholders to help identify those issues suitable for scrutiny in 2012/13. Consultation included Cabinet and non-Cabinet Members, senior officers and local partners. From this process an outline programme of scrutiny topics were identified for the Overview & Scrutiny Committee and the four scrutiny panels (Adult and Health, Children & Young People, Communities and Environment & Housing).

5.5 The Overview and Scrutiny Committee agreed scrutiny topics for the Environment & Housing Scrutiny Panel at its meeting on 23rd July 2012. These were divided in to those topics or items which could be dealt with in a one off report, and those that would require in depth project work. The following short items and project work were agreed for the Environment & Housing Scrutiny Panel.

Short items and one off reports	Project work
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<ul style="list-style-type: none"> ▪ The establishment of tenant scrutiny panels and links to Overview & Scrutiny 	<ul style="list-style-type: none"> ▪ Phase 2 waste and recycling: evaluation to assist Phase 3
<ul style="list-style-type: none"> ▪ Housing Revenue Account and possible impact on local rents (with main OSC) 	<ul style="list-style-type: none"> ▪ Community engagement and consultation within the planning process
<ul style="list-style-type: none"> ▪ Strategic enforcement (licensing and planning) 	
<ul style="list-style-type: none"> ▪ Parking (CPZ): strategic issues ahead of the Spurs redevelopment 	

5.6 Based on initial discussions between the Chair of the Environment & Housing Scrutiny Panel and relevant service leads scrutiny topics identified above have been scheduled in to the forward plan (Appendix A).

Cabinet Member Question and Answer sessions

5.7 Under agreed scrutiny protocols, Cabinet Members will be invited to attend relevant scrutiny panels to discuss issues within their portfolio area. Cabinet Members whose portfolio area which is covered by the Environment and Housing Scrutiny Panel are:

- Cabinet Member for the Environment
- Cabinet member for Housing.

5.8 Appropriate Cabinet Members have been invited to attend the Environment & Housing Scrutiny Panel and have been scheduled in to the forward plan (as detailed in Appendix A).

Budget Scrutiny

5.9 The budget is scrutinised by each Scrutiny Review Panel in their respective areas and subsequent reports produced from their deliberations go to the Overview & Scrutiny Committee for approval. The areas of the budget which are not covered by the scrutiny panels shall also be considered by the main Overview & Scrutiny Committee.

5.10 The timeframe for scrutiny of the budget has been suggested follows:

May to November 2012	Overview & Scrutiny Committee and Scrutiny Panels to undertake budget scrutiny of 3-year MTFP approved full Council meeting in February 2012
November 2012	Cabinet report on the new 3-year MTFP released
Nov-Dec 2012	Scrutiny Panels and OSC scrutinise MTFP and any budget saving identified in their area of responsibility. Cabinet Member / Snr. officers may attend to answer questions
Dec 2012- Jan 2013	Formulation of reports with recommendations by Policy Officers
January 2013 Panel meetings	Reports signed off by Scrutiny Panels as an agenda item and referred to main OS. Each Scrutiny Review Panel shall submit their final budget scrutiny report to the OSC meeting in January containing their recommendations/proposal in respect of the budget for ratification by the OSC.

28 th January	Final Budget Scrutiny Report approved by OSC
12 th February	Cabinet. The OSC recommendations from the Budget Scrutiny process, ratified by the OSC, shall be fed back to Cabinet. As part of the budget setting process, the Cabinet will clearly set out its response to the recommendations/proposals made by the OSC in relation to the budget.

5.11 Budget monitoring, has been scheduled for the first meeting of the panel on the 24th September 2012. The Panel will scrutinise the 2012/13 Medium Term Financial Plan and any budget saving identified within its area of responsibility.

5.12 Scrutiny of the 2013/14 budget and the budget planning to 2015/16 will take place at a dedicated budget scrutiny meeting to be held on 4th December 2012.

Standing items

5.13 There are also a number of standing items for the agenda of scrutiny panels which will feature on all agendas:

- Feedback from area chairs: opportunity for Chairs of Area Committee to relay issues of concern to the panel
- Work programming - monitoring and development.

Cabinet Forward Plan

5.14 In considering its future work plan, the Environment and Housing Scrutiny Panel may wish to consider or note the Forward Plan (future decisions taken by the Cabinet). Items or decisions to be taken by Cabinet which may be of relevance to the panel are given below.

Cabinet Date	Item - decision
16th October 2012	Carbon Commission and 40:20 Action Plan Report of the Carbon Commission and 40:20 Action Plan to achieve the borough wide carbon reduction target.
16th October 2012	Winter Service Plan Review - 2012/13 To seek Cabinet approval for the Winter Service Plan 2012/13
16th October 2012	Review of Haringey's Local Development Scheme The report is asking Cabinet to agree a programme of planning policy documents the Council intends to produce over the next three years; 2012 - 2015. The Local Development Scheme (LDS) is a project management tool; it sets out the timeframe and key milestones for all planning policy (LDF) documents.
16th October 2012	Business Case for Green Deal This provides a business case for the Council's role in delivering the Green Deal (in partnership with Islington Council) and securing ECO funding
13th November 2012	Financial Planning 2013/14 - 2015/16 To set out financial strategy issues for the three year planning period and to update on the process for setting the budget for 2013/14.
	Draft Development Management Policies for Public

13th November 2012	<p>Consultation</p> <p>The report seeks approval of the next version of the Development Management Policies to go out to statutory consultation for a period of six weeks. The document sets out the detailed planning policies (e.g. town centre policies on betting shops, hot food takeaways, Houses in Multiple Occupation (HMOs) and affordable housing) to deliver sustainable quality development in the Borough and to meet the regeneration and development objectives of the Core Strategy.</p>
13th November 2012	<p>Declaration of an Article 4 Direction to Control A Uses Within Three Town Centres</p> <p>The report will seek Cabinet approval for the declaration of an Article 4 Direction Area for controlling the impacts of clustering of A uses such as betting shop, payday loan shops and hot food take aways in three of the borough's town centres: Tottenham High Road, Wood Green and Green Lanes. Declaring an Article 4 Direction involves a six week public consultation followed by a 12 month notice period. The Article 4 Direction can be implemented at the end of the 12 month notice period.</p>
13th November 2012	<p>Revision of Statement of Gambling Policy</p> <p>The policy is required to be reviewed every three years, there are no substantial changes to the document but it has been re-worded to make it easier to follow.</p>
18th December 2012	<p>Financial Planning 2013/14 - 2015/16</p> <p>To set out financial strategy issues for the three year planning period and to update on the process for setting the budget for 2013/14, including the draft local government finance settlement.</p>

6. Comments of the Chief Financial Officer and Financial Implications

6.1 To follow.

7 Head of Legal Services and Legal Implications

7.1 The Head of Legal Services has been consulted on this report.

7.2 Scrutiny panels are non-decision making bodies and the work programme and any subsequent reports and recommendations that each panel produces must be approved by the Overview & Scrutiny Committee. Such reports can then be referred to Cabinet or Council under agreed protocols. There are generic terms of reference for all of the scrutiny panels.

7.3 The inclusion of non-executive members who are not members of the Overview and Scrutiny Committee means that the Panels cannot discharge overview and scrutiny functions and must direct all their conclusions/findings/recommendations to Overview and Scrutiny Committee for approval.

7.4 There are no other legal implications arising from this report.

8. Equalities and Community Cohesion Comments

8.1 Overview and scrutiny has a strong community engagement role and aims to regularly involve local stakeholders, including residents, in its work. It seeks to do this through:

- Helping to articulate the views of members of the local community and their representatives on issues of local concern
- As a means of bringing local concerns to the attention of decision makers and incorporate them into policies and strategies
- Identified and engages with hard to reach groups
- Helping to develop consensus by seeking to reconcile differing views and developing a shared view of the way forward
- The evidence generated by scrutiny involvement helps to identify the kind of services wanted by local people
- It promotes openness and transparency; all meetings are held in public and documents are available to local people.

8.2 A number of engagement processes will be used as part of the work of the Environment & Housing Scrutiny Panel and will seek to include a broad representation from local stakeholders. It is expected that any equalities issues identified will be highlighted and addressed in the conclusions and recommendations reached by the panel.

9. Head of Procurement Comments

9.1 Not applicable.

10. Policy Implications

10.1 Recommendations for policy developments arising from the work of the Environment and Housing Scrutiny Panel are agreed by the Overview & Scrutiny Committee before submission to Cabinet for approval.

11. Use of Appendices

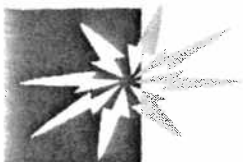
11.1 Appendix A contains the forward plan for the Environment and Housing Scrutiny Panel.

12. Local Government (Access to Information) Act 1985

Appendix A – Environment and Housing Scrutiny Panel – forward plan

Date	Meeting	Item and lead officers
18/09/2012	Evidence gathering	Waste and recycling - panel visit to local sites
24/09/2012	Panel Meeting	<u>Terms of reference</u> Cllr McNamara <u>Budget Monitoring:</u> Lyn Garner, Director of Place Phil Harris, AD Adults and Housing <u>Waste and Recycling</u> Stephen McDonnell, Asst. Dir. Single Front Line Michael McNicholas, Client & Performance Mngr. Pascal Hauret, Dir. Municipal Services, Veolia Lynn, Davis, Project Manager, Veolia
1/10/2012	Evidence gathering	<u>Waste and recycling</u> North London Waste Authority Other local authorities (tbc) Public consultation (local residents and community groups)
TBA	Evidence gathering	<u>Waste and recycling</u> Encouraging behaviour change and further policy options.
4/12/2012	Panel Meeting	<u>Budget Scrutiny</u> 2013/14 Medium Term Financial Plan and any budget savings identified Relevant Cabinet Members/ finance officers
8/1/2013	Panel Meeting	<u>Cabinet Q & A</u> Cllr Bevan – Cabinet Member for Housing <u>Housing Scrutiny: links with Tenant Scrutiny Panels</u> Eamon McGoldrick, Homes for Haringey <u>Enforcement (licensing and planning)</u> Integrating the enforcement functions across the Council. Lyn Garner, Director Place & Sustainability (tbc) <u>Strategic development of CPZ's in Haringey</u> Ann Cunningham, Head of Traffic Management <u>Waste and recycling service</u> Final report, Cllr McNamara <u>Budget Scrutiny</u> Final report, Cllr McNamara
21/3/2012	Panel Meeting	<u>Cabinet Q & A</u> Cllr Canver – Cabinet Member for Environment (tbc)

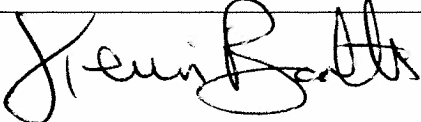
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Haringey Council

Report for:	Cabinet	Item Number:	
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Title:	The Council's Budget Management Performance – July 2012
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Report Authorised by:	 Kevin Bartle – Interim Chief Financial Officer
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Lead Officer:	Barry Scarr – Interim Head of Corporate Finance
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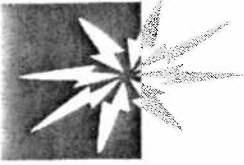
Ward(s) affected: All	Report for Key decisions
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1 Describe the issue under consideration

- 1.1 To consider the forecast financial revenue and capital outturns for 2012/13 based on actual performance to 31 July 2012.
- 1.2 To consider the proposed management actions and approve the budget adjustments (virements) in response to monthly budget management during the financial year to date.

2 Introduction by Cabinet Member for Finance and Carbon Reduction – Councillor Joe Goldberg

- 2.1 The budget for 2012/13 requires the delivery of a significant level of savings on top of those already successfully delivered in 2011/12. The Government's front loaded austerity programme continues to unjustly penalise the Borough and its residents, and in that context the delivery of a broadly balanced General Fund projection as set out in this report is to be commended.
- 2.2 Members should be aware of the financial pressures and risks contained within the medium term financial plan, in particular, the demographic pressures surrounding the delivery of Adult Social Care. Budget pressures in Children's Social Care have so far been contained, although the budget is volatile and will be monitored closely



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during the remainder of the year.

3 Recommendations

3.1 Cabinet is recommended to:

- a) Consider the report and the progress being made against the Council's 2012/13 budget in respect of revenue and capital expenditure.
- b) Approve the budget changes (virements) set out in Appendix 3
- c) Approve the capital carry forward of £396k relating to Alexandra Park and Palace from 2011/12 to 2012/13.

4 Other options considered

- 4.1 This report proposes that the Cabinet should consider the overall financial position for 2012/13 in line with existing procedures.
- 4.2 A risk based approach to budget monitoring has been developed in order to manage the Council's finances in a time of economic and financial uncertainty.
- 4.3 Cabinet could choose to adopt a less rigorous regime and examine the financial position at a later stage. Projections could be marginally more accurate if a delayed approach was adopted, but there would be less time for robust development and consideration of management action and virements.

5 Revenue Budget Projection

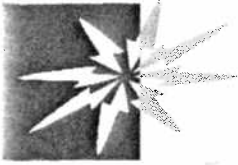
- 5.1 The overall forecast outturn position for the General Fund as projected by budget holders using financial information up to 31 July 2012 is a broadly balanced position. The Housing Revenue Account (HRA) is forecasting an overspend of £482k. The main variations, risks and pressures for both the General Fund and the HRA are analysed below.

Adults & Housing Directorate

- 5.2 Overall, the Directorate is forecasting a £2.1m overspend on the General Fund at the year-end and a £482k overspend on the HRA based on the position at the end of July.

Adults and Community Services

- 5.3 There is a forecast overspend of £2.1m within Adults and Community Services. Care commissioning for older people is projected to overspend by £2.8m – client numbers increased in 2011/12 and the full year impact of this increase has resulted in a severe pressure. Both the number of clients entering the system and the length of time that they are supported appears to have increased – partly driven by improvements in medical treatment for chronic disease. The number of clients in residential care has also increased. Care decommissioning for adults with physical disabilities is projected to overspend by £0.4m due to a net increase in the number of clients with a care package and commissioning for adults with mental health



Haringey Council

needs is also projected to overspend by £1.2m. The service manager is working to manage demand but there is a risk that there will be further transfers from NHS continuing health care, which will increase the pressure. Learning Disability care commissioning is also projecting an overspend of £0.2m due to increased transition numbers from Children's to Adults.

- 5.4 Management action has been taken to reduce staffing budgets by delaying recruitment on non essential posts and reducing running costs. This has resulted in a £1.4m saving which can be offset against the above overspends. The central care purchasing budget, which is used to take account of changing trends, will also be used to reduce the overspend by an additional £1.1m.
- 5.5 Whilst management action is being implemented in order to contain costs and demand pressures, the forecasts assume no net growth in client numbers. This may not be possible to achieve for a statutory service. Key risks include the number of outstanding NHS continuing health care reassessments and the fact that the NHS will be looking to reduce hospital admissions and the length of stay due to the need to make substantial savings.
- 5.6 The 2011/12 outturn report approved by Cabinet in June allowed for the carry forward of a £1.7m budget underspend for Adults and Community Services. This is currently being held in central reserves. A request may be made to release these funds if the risks cannot be mitigated and the Director's management action does not restore a balanced position.

Community Housing Services

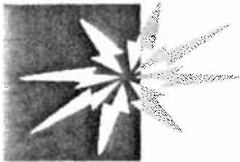
- 5.7 The Community Housing Services Budget is projected to be broadly in balance by the end of the financial year. There are minor variations across budget headings leading to a projected £18,000 underspend. The key risk for the service is the introduction of the Welfare Reform Act and the resources required to prepare for the impact.

Chief Executive's Directorate

- 5.8 The Directorate is forecasting an overspend of £300k. £160k is due to the risk of the HESP team not being fully covered by external funding, partly offset by staffing budget savings; Human Resources are projected to overspend by £100k largely caused by the profiling of savings and both Electoral Services and Communications are forecasting shortfalls on income targets. These pressures are to some extent being offset by an underspend in Strategy and Business Intelligence where vacancies are being held vacant pending further savings in 2013/14.

Corporate Resources Directorate

- 5.9 The Directorate is projecting a balanced position for the year-end based on figures as at 31 July. Revenues, Benefits and Customer Services continue to monitor demand and resource risks relating to the general economic climate and the introduction of Welfare Reform and localised Council Tax support.



Haringey Council

Children & Young People's Directorate

- 5.10 The Directorate is projecting a balanced position for the year-end based on figures as at 31 July. Spending on Looked after Children (LAC) is being constrained within budget, which was reduced in the 2012/13 MTFP by £1.9m following the approval of significant growth for the Directorate in 2011/12 of £7.4m. The numbers of children in the system have fallen significantly since the previous financial year. Previous projections in this financial year had indicated an underspend on this budget, however in period 4 a number of unit costs appear to have increased along with an increase in the numbers of children looked after. The Director is concerned at the apparent trend emerging this period and will, in consultation with finance colleagues, monitor the situation closely. A more detailed report on this situation will be brought to Cabinet as part of the next monitoring report in December 2012.
- 5.11 Legal Costs and No Recourse to Public Funds clients have combined cost pressures of £500k, but this is being met from within existing budgets.

Place and Sustainability Directorate

- 5.12 The Directorate is projecting a £600k overspend for the year based on figures as at 31 July.

Single Front Line

- 5.13 Parking income is projecting a shortfall of £200k on Pay & Display income, a trend that has carried forward from the previous year. PCN income offset the shortfall in 2011/12, but this is not likely to be repeated in the current year. This is mitigated by projected underspends in the Neighbourhood Action Team due to delayed recruitment and over-achievement in income expected from the NLWA in respect of recyclates.

Planning, Regeneration and Economy

- 5.14 The service is currently projecting an underspend of £200k, as the cost of delivering the worklessness programme will be less than originally estimated. The service are keen, however, to ensure all allocated worklessness resources are fully applied and will be working to that end during the rest of the financial year.

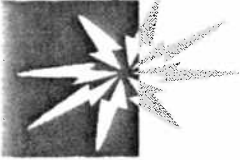
Property

- 5.15 Property are forecasting an overspend of £120k, largely due to the planned saving not being achieved from the cleaning contract, which will commence in September 2012, and not April 2012, as originally envisaged.

Leisure

- 5.16 The service is projecting an overspend of £510k at the end of the financial year. This is due to a combination of a shortfall in sports service income in the current year and to the delayed commencement of the new Leisure Services contract.

Culture and Libraries



Haringey Council

5.17 The continuation of base budget pressures, mainly a shortfall in budgeted income and grant, means that the service is projecting an overspend of £250k. Mitigating actions are being discussed with Members.

Public Health

5.18 At period 4 the Public Health Directorate has no revenue issues to report and is forecasting a balanced position for the year-end.

Housing Revenue Account

5.19 The HRA is currently forecasting a year-end overspend of £482k. Better performance on voids has increased rental income by £394k and service charge income is projected to be £79k better than anticipated. The Council's retained account is projected to be £74k overspent, mainly in relation to supported housing, which has been unable to meet savings targets. The main overspend is in the Homes for Haringey Company Account, which is forecasting a £880k overspend. The bulk of this relates to Property Services and pressures in the Repairs Contract budget. The Council will be working closely with Homes for Haringey to attempt to ensure that these costs will be contained as the year progresses.

Non Service Revenue

5.20 Non-service revenue consists of budgets for capital financing costs, levies and contingencies. The overall financial position assumes that the general contingency of £2m will not be required in the year, resulting in a forecast underspend of £2m.

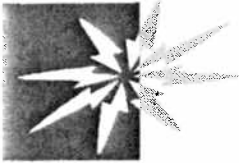
Treasury Management

5.21 The Council's debt profile changed dramatically at the end of 2011/12 with the repayment of £233m PWLB debt as a result of Housing Revenue Account 'Self Financing' contained within the provisions of the Localism Act. The Council took a prudent approach to setting the overall interest budget with a view to the risks in the market at the time but early indications are that the interest payable budget will underspend by £1m this year. The position will be monitored closely during the year.

Capital Programme

5.22 The overall capital programme revised budget for the Council is £94m across all services. As at period 4, the programme in total is projected to be marginally underspent by the year-end. Individual Directorate totals and variations are shown in Appendix 2.

5.23 The Housing Revenue Account is projecting a capital underspend of £449k. The extensive void works programme is projected to underspend by £1.01m and Mechanical and Electrical works by £1.18m. Offsetting these are a projected overspend of £1.94m on decent homes and £267k on TV and digital aerials.



Haringey Council

5.24 The 2011/12 year-end position on capital for Alexandra Park and Palace showed an underspend of £396k. The current year programme is predicated on this amount being carried forward and Cabinet is requested to approve the carry forward of this budget into 2012/13.

5.25 The Place and Sustainability directorate capital programme is forecasting a balanced position.

Virements

5.26 Appendix 3 sets out the virements over £100k requiring approval by Cabinet as at period 4.

6 Comments of the Chief Financial Officer and financial implications

6.1 As the report is primarily financial in its nature, comments of the Chief Financial Officer are contained throughout the report.

7 Head of Legal Services and legal implications

7.1 There are no specific legal implications in this report.
Equalities and Community Cohesion Comments

7.2 Equalities issues are a core part of the Council's financial and business planning process.

8 Head of Procurement Comments

8.1 Not applicable.

9 Policy Implication

9.1 There are no specific policy implications in this report.

10 Use of Appendices

10.1 Appendix 1: Forecast Revenue Outturn by Directorate.

10.2 Appendix 2: Forecast Capital Outturn by Directorate.

10.3 Appendix 3: Virements over £100k requiring approval.

11 Local Government (Access to Information) Act 1985

11.1 The following background papers were used in the preparation of this report:

- Budget management papers
- Business plans

11.2 For access to the background papers or any further information please contact Barry Scarr, Interim Head of Corporate Finance, on 0208 489 3743.

Revenue 2012/13 - The aggregate revenue projected position in 2012/13 is shown in the following table.

	Approved Budget	Projected variation
	£m	£m
Adults and Housing	94.9	2.1
Place & Sustainability	57.5	0.6
Public Health	0.8	0.0
Corporate Resources	8.7	0.0
Children and Young People	83.8	0.0
Chief Executive	1.6	0.3
Non-service revenue	31.1	(3.0)
Total - General Fund	278.4	0.0
Total - Housing Revenue Account	(7.5)	(0.4)

Capital 2012/13 - The aggregate revenue projected position in 2012/13 is shown in the following table.

Capital Scheme	Approved Budget	Spend to Date	Projected Variance
	£m	£m	£m
Place and Sustainability Directorate			
Transport for London	3.8	0.2	0.0
Parking Plan	0.4	0.0	0.0
Street Lighting	0.5	0.0	0.0
Resurfacing	0.5	0.0	0.0
Tottenham Hale Gyrotory	3.2	0.0	0.0
Affordable Housing	0.8	0.0	0.0
Energy Saving Measures (Green Deal)	0.5	0.0	0.0
Tottenham Regeneration	0.5	0.0	0.0
Northumberland Park Regeneration	1.3	0.0	0.0
Solar PhotoVoltaic Programme	0.0	0.9	0.0
Corporate Management of Property	1.1	0.1	0.0
Dilapidation Surveys	0.6	0.0	(0.3)
Accommodation Strategy Phase 2	0.5	0.1	0.0
Lordship Recreation Ground	1.7	0.6	0.0
Downlane Recreation Ground	0.5	0.0	0.0
Other Schemes under £1m	2.0	0.1	(0.4)
Total - Place and Sustainability	17.9	1.9	(0.7)
Childrens Directorate			
BSF Schools Capital Programme	2.8	0.0	0.1
ICT Managed Service Provider	2.7	0.0	0.0
Primary Capital Programme	16.6	2.9	(0.5)
Early Years and Community Access	0.5	0.0	0.0
Planned Asset Maintenance	1.6	0.1	0.0
Devolved Schools Capital	0.8	0.0	0.0
Carer Home Adaptations	0.1	0.0	0.0
Total - Childrens	25.1	3.1	(0.4)
Adults and Housing Directorate			
Adults			
Disabled Facilities Grant - Agency	1.5	0.2	0.0
Housing Aids and Adaptations	1.2	0.4	0.0
Multiple Client Group Schemes	0.7	0.0	0.0
Total - Adults	3.5	0.6	0.0
HRA			
Structural Works	0.6	0.0	(0.2)
Extensive Void Works	1.4	0.0	(1.0)
Boiler Replacement	3.5	0.8	0.0
Capitalised Repairs	4.6	0.5	0.0
Lift Improvements	2.2	0.0	(0.1)
Decent Homes	25.3	1.4	1.9
Saltram Close	0.5	0.1	(0.1)
Mechanical and Electrical Works	1.3	0.0	(1.2)
Professional Fees	1.5	0.0	0.0
Major Voids and Accommodation	0.5	0.0	0.0
Other Schemes	1.5	0.1	0.2
Total - HRA	42.8	2.9	(0.5)
Corporate Resources Directorate			

APPENDIX 2

IT Capital Programme	0.3	0.1	0.0
Infrastructure Programme	2.6	0.9	0.0
Customer Services	0.2	0.0	0.0
ERP Replacement – One SAP	0.7	0.0	0.0
Alexandra Palace	1.4	0.0	0.0
Total - Corporate Resources	5.0	1.1	0.0
Total – Haringey Capital Programme	94.2	9.5	(1.5)

Proposed virements are set out in the following table.

Revenue Virements						
Period	Service	Key	Amount current year (£'000)	Full year Amount (£'000)	Reason for budget changes	Description
1	AH	Rev	376	376	Budget Realignment	Transfer surveyors income budgets to appropriate profit centre
1	AH	Rev	134	134	Budget Realignment	Learning Disabilities Day Opportunities budget realignment
1	AH	Rev	110	110	Budget Realignment	Transfer of 3 posts within Adults Business Unit to reflect restructuring
1	AH	Rev	206	206	Budget Realignment	Transfer of Vol Sector Team costs to new profit centre within Adults Commissioning
1	AH	Rev	257	257	Budget Realignment	Budget realignment of Older Peoples Day Care following HESP savings
1	AH	Rev	233	233	Budget Realignment	Learning Disabilities transport budget realignment
1	AH	Rev	896	1,191	Budget Realignment	Transfer existing Vol Sector grants budgets to create investment fund (to be allocated)
1	AH	Rev	1,875	0	Budget Realignment	Transfer of vacancy factor to Deputy Director to cover anticipated overspends
1	AH	Rev	1,110	1,110	Budget Realignment	Budget from internal home care to create reablement team
2	AH	Rev	190	0	Budget Realignment	Transfer of vacancy factor to Deputy Director to cover anticipated overspends
2	AH	Rev	923	923	Budget Realignment	Reprovision of budget to Commissioning following closure of Whitehall Street
2	AH	Rev	3,527	3,527	Budget Realignment	Allocation of Commissioning Investments and re-base
2	AH	Rev	800	0	Budget Realignment	Internal residential homes reprovision costs to external commissioning budget
3	AH	Rev	464	0	Budget realignment	Corporate Overheads adjustment between Housing and Non Service Revenue
3	PS	Rev	207	0	Budget realignment	Allocation of Flood Grant to Service
3	PS	Rev	435	435	Budget realignment	Budget Realignment of Mortuaries & Coroners from Public Health
4	AH	Rev	150	0	Budget realignment	Internal Residential Homes savings to Older People Commissioning
4	AH	Rev	350	350	Budget realignment	Housing Advice Team to new cost centre
4	PS	Rev	146	146	Budget realignment	Centralisation of Cleaning budget prior to externalisation
4	CEX	Rev	1,112	1,112	Budget move	Realignment of Schools' maternity leave insurance and payroll budgets within HR business unit to reflect management responsibility.
4	CEX	Rev	482	482	Budget move	Realignment of Schools union duties budgets within HR business unit to reflect management responsibility.
4	CR	Rev	1,338	1,338	Budget Realignment	Permanent creation of budget for Discretionary Housing Payments
4	CR	Rev	163	163	Budget moved to Non Service Contingencies.	Removal of direct recharge income in relation to Construction Procurement group activity.
4	PH	Rev	459	0	Allocation of grant income	DAAT - Pooled Treatment Budget 2012-13 created as per agreement between NHS and LBH
4	PH	Rev	178	0	Allocation of grant income	Grant to Fund Blenheim CDP 'Insight Programme' as a one off - Fund transferred from Pooled Treatment Budget to LB Haringey.
4	PH	Rev	444	444	Budget realignment & allocation of grant income	Realignment of Mayor Office Police & Crime Grant to reflect the 12/13 figure and creating increased funding from NHS Haringey for drug intervention
4	PH	Rev	952	952	Removal of on-going grant allocation	Removal of on-going effect of the Drug Intervention Programme grant as it can vary year on year.
5	AH	Rev	992	841	Budget realignment	Allocation of centrally held care purchasing budgets to reduced projected overspends in Older People & Mental Health Commissioning
5	PS	Rev	800	800	Budget realignment	Adjustment of 2012-13 concessionary travel budget allocation
5	PS	Rev	300	0	Budget realignment	One off budget provision for specific Highways Maintenance works

1 Financial regulations require proposed budget changes to be approved by Cabinet. These are shown in the above table. These changes fall into one of the following categories:

- all changes in gross expenditure and/or income budgets between business units in excess of £100,000; and
- all changes in gross expenditure and/or income budgets within business units in excess of £100,000.
- any virement that affects achievement of agreed policy or produces a future year's budget impact if above £100,000.

2 Under the Constitution, certain virements are key decisions. Key decisions are:

- for revenue, any virement which results in change in a directorate cash limit of more than £250,000; and
- for capital, any virement which results in the change of a programme area of more than £250,000.

3 Key decisions are highlighted by an asterisk in the table.

4 The above table sets out the proposed changes. There are two figures shown in each line of the table. The first amount column relates to changes in the current year's budgets and the second to changes in future years' budgets (full year).



Haringey Council

Report for:	Environment & Housing Scrutiny Panel 24 th September 2012	Item Number:	
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Title:	Scoping report – waste and recycling
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Report Authorised by:	Cllr Stuart McNamara Chair, Environment & Housing Scrutiny Panel
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Lead Officer:	Martin Bradford, Policy Officer, Strategy & Business Intelligence Martin.bradford@haringey.gov.uk
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Ward(s) affected: All	Report for Key/Non Key Decisions:
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1. Describe the issue under consideration

- 1.1 This is a scoping report for the involvement of scrutiny (Environment and Housing Scrutiny Panel) with the waste and recycling service. It provides the legislative and policy context, the aims of scrutiny involvement and planned work of the panel with this service.

2. Cabinet Member Introduction

- 2.1 Not applicable.

3. Recommendations

- 3.1 That the Environment & Housing Scrutiny Panel notes and agrees the contents of the attached report.

4. Other options considered

- 4.1 Not applicable.

5. Background information

- 5.1 Under the agreed terms of reference, the Environment and Housing Scrutiny Panel can assist the Council and the Cabinet in its budgetary and policy framework through conducting in depth analysis of local policy issues.
- 5.2 In this context, the Environment & Housing scrutiny panel may:
- Review the performance of the Council in relation to its policy objectives, performance targets and/or particular service areas;
 - Conduct research, community and other consultation in the analysis of policy issues and possible options;
 - Make recommendations to the Cabinet or relevant nonexecutive Committee arising from the outcome of the scrutiny process.
- 5.3 Cabinet Members, senior officers and other stakeholders were consulted in the development of an outline work programme for Overview & Scrutiny Committee and Scrutiny Panels. This report was subsequently agreed by the Committee at its meeting on July 23rd 2012. An assessment of the new waste and recycling service to be conducted by the Environment and Housing Scrutiny Panel was agreed as part of this work programme.
- 5.4 The following scoping report provides an outline of the legislative and policy context, the aims of scrutiny involvement in the new waste and recycling service and the proposed plan of work to be undertaken by the Environment and Housing Scrutiny Panel.
- 5.5 The key aims of scrutiny involvement with the waste and recycling service are twofold:
- To identify what can be learnt from the implementation of the new waste and recycling service to households in phase 1 and phase 2 that can assist roll out plans for households covered in phase 3.
 - To identify how Council can encourage greater compliance and behavioural change among local residents in order to help reduce waste and increase the volume and quality of recycling.
- 5.6 The Environment & Housing Scrutiny Panel will consult with local stakeholders (e.g. Single Front Line Service, Veolia, North London Waste Authority, local residents and community groups) and other informed bodies (e.g. other local authorities, the Greater London Assembly) as part of this work. It is anticipated that the panel will report its findings in two stages:
- Mid October 2012, an interim report to inform plans for phase 3 roll out of the new waste and recycling service
 - January 2013, final report.

6. Comments of the Chief Financial Officer and Financial Implications

- 6.1 It is assumed that any costs associated with this review can be contained within existing budgets for Scrutiny functions, this would include any costs of consultation events or surveys. If there are any costs associated with the recommendations of these panels these will need to be highlighted at the appropriate time for funding to be identified.

7 Head of Legal Services and Legal Implications

- 7.1 The legislation under which the policy framework is set is specified in the attached scoping report. There are no other immediate legal implications arising from this report.

8. Equalities and Community Cohesion Comments

- 8.1 Overview and scrutiny has a strong community engagement role and aims to regularly involve local stakeholders, including residents, in its work. It seeks to do this through:

- Helping to articulate the views of members of the local community and their representatives on issues of local concern
- As a means of bringing local concerns to the attention of decision makers and incorporate them into policies and strategies
- Identified and engages with hard to reach groups
- Helping to develop consensus by seeking to reconcile differing views and developing a shared view of the way forward
- The evidence generated by scrutiny involvement helps to identify the kind of services wanted by local people
- It promotes openness and transparency; all meetings are held in public and documents are available to local people.

- 8.2 A number of engagement processes will be used as part of the work of the Environment & Housing Scrutiny Panel and will seek to include a broad representation from local stakeholders. It is expected that any equalities issues identified within the consultation will be highlighted and addressed in the conclusions and recommendations reached by the panel.

9. Head of Procurement Comments

- 9.1 Not applicable.

10. Policy Implications

10.1 It is intended that the work of the Environment and Housing Scrutiny Panel will contribute and add value to the work of the Council and its partners in meeting locally agreed priorities. In this context, it is hoped that the work of the Panel may contribute to improved policy and practice in:

- reducing waste
- increasing recycling and,
- reducing carbon emissions.

11. Use of Appendices

11.1 All appendices are listed at the end of the attached report:

12. Local Government (Access to Information) Act 1985

Environment and Housing Scrutiny Panel
Scope for scrutiny involvement in the new Waste and Recycling Service

1. Introduction

- 1.1 A new waste a recycling contract was agreed in April 2011 with the aim of improving local recycling rates, reducing carbon emissions and reducing the costs of waste and recycling services to local taxpayers. Under this contact, a new system of waste collection was introduced including new wheelie bins for recycled waste, fortnightly collection for non-recycled waste and reorganised street cleansing services.
- 1.2 It was agreed that the new waste collection system would be the implemented across Haringey in three phases during 2012. The new waste system was introduced to 66,000 households covered by phase 1 and phase 2 in March 2012 and June 2012 respectively. Phase 3 is due to be implemented across a further 15,000 households in October 2012.
- 1.3 The Environment and Housing Scrutiny Panel (EHSP) consider that it is an appropriate juncture at which evaluate the new waste and recycling service to assess what has been learnt from the implementation of phase 1 and phase 2 which may assist the rollout to households covered in Phase 3. In addition, it is expected that the work of the panel will help the Council to identify how it can encourage greater compliance and behavioural change among local residents in order to help reduce the level of contaminated domestic waste and increase recycling rates.
- 1.4 The following provides an overview of the legislative and policy background to the proposed evaluation, the aims and objectives of scrutiny involvement and what work the EHSP intends to undertake to fulfil these objectives. It is hoped that this work will develop conclusions and recommendations to assist phase 3 roll out of the waste and recycling service and contribute to broader local policy development in this field.

2. National context

Financial impact of waste

- 2.1 Approximately 290 million tonnes of waste is produced each year in the UK. The rate at which such waste is being produced is unsustainable, particularly in relation to the environmental damage that this causes and the costs associated with the processing or disposal of such waste.
- 2.2 Environmental damage may arise in a number of ways including the production and disposal of unnecessary packaging, pollution derived from transport systems to collect and dispose of waste and emissions or pollution from disposal methods, such as landfill or incineration.
- 2.3 It is estimated that direct emissions from waste management accounted for 3.2% of the UK's total greenhouse gas emissions in 2009.ⁱ The majority of such emissions were attributable to landfill (89%), significantly above that derived from waste-water handling (10%) and waste incineration (2%). Conversely, the recycling of biodegradable waste can help to reduce carbon dioxide emissions: current total

recycling in the UK reduces emissions by approximately 18 million tonnes (the equivalent of taking 5 million cars off the road).ⁱⁱ

- 2.4 Waste is generation and disposal is expensive. It is estimated that London alone spends £580million each year on the collection, transport, treatment or disposal of waste each year.ⁱⁱⁱ Almost half of this amount is attributable to the disposal of waste, in particular, the taxes and fees that local Authorities have to pay to dispose of waste in landfill, such as the Land Fill Tax (LFT) and gate fees:
- The cost of landfill to local authorities is rising: the standard rate of landfill tax (LFT) has increased (14%) from £56 to £64 per tonne from April 2012 and will increase a further £8 per tonne until 2014 (£80);
 - Gate fees, are a levy paid to site operators for the maintenance and eventual closure of landfill sites: in London, gate fees are approximately £24 per tonne.
- 2.5 Local Authorities may also face additional waste disposal costs in the future, particularly if the UK fails to meet EU waste reduction targets. Under the Localism Act 2011, the government may pass on fines to local authorities for failure to meet national EU waste reduction targets.
- 2.6 Whilst there are direct costs associated with waste handling and disposal, there are a number of economic benefits of recycling which include:
- The value of recyclable materials as a commodity which can be used for reprocessing (e.g. paper, plastics and glass)
 - It costs Councils on average £100 to collect and process recyclable materials as opposed to £130 to dispose of non recycled waste^{iv}
 - The contribution that recycling can make to the economy through the creation of 'green jobs'.

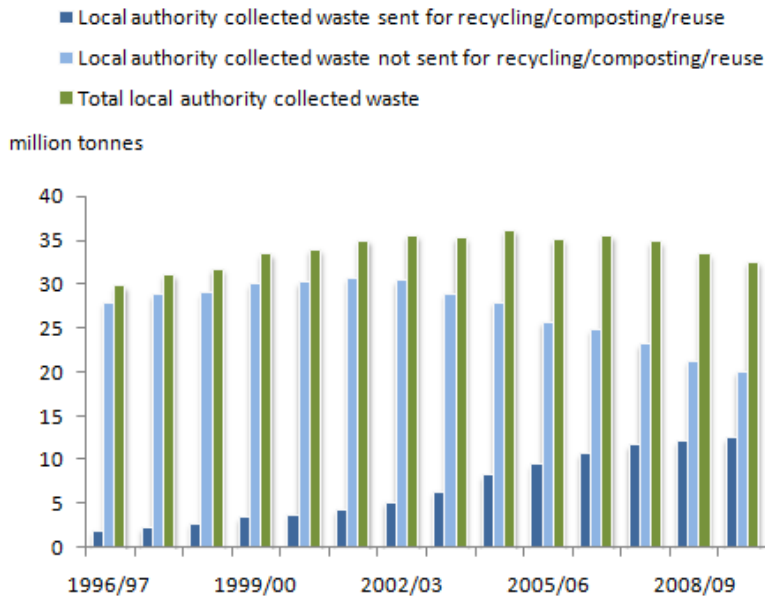
National waste data and trends

- 2.7 In 2008, total waste generation in the UK was estimated to be 286 million tonnes. The main contributors to this waste total include:^v
- 101 million tonnes from the construction sector (or 35% all waste)
 - 86 million tonnes from the mining and quarrying (30% of all waste)
 - 67 million tonnes from the commercial and industrial sources (23% all waste)
 - 32 million tonnes from private households (11% all waste).
- 2.8 Of the all the waste that was produced in the UK in 2008, it was estimated that:
- 48% was disposed of on or in land
 - 45% was recovered
 - 2% was incinerated.^{vi}
- 2.9 The total amount of waste that the UK produces is however reducing: between 2004 and 2008, total waste produced in the UK fell by 11%. The commercial and industrial sector has seen the biggest fall in waste production, where a 17% reduction was recorded.^{vii}

Local Authority waste

2.10 The total amount of waste collected by Local Authorities totalled 32.5 million tonnes in 2009/10. Trend analysis demonstrates that the total waste generated and collected by Local Authorities peaked at 36 million tonnes in 2004, but has been falling year on year since (Figure 1). The proportion of Local Authority collected waste that was recycled/composted/ reused has increased from 6% in 1996 to 38% in 2009/10.^{viii}

Figure 1 - Local Authority waste 1996/1997– 2009/2010

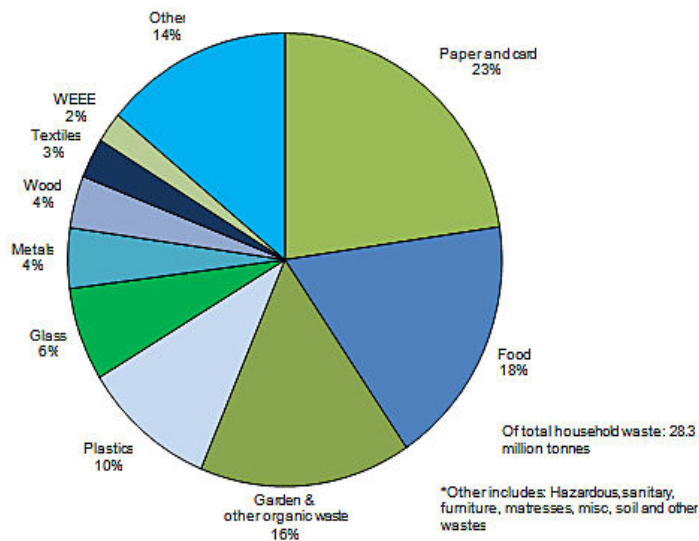


2.11 The most recent analysis (2006/7) would suggest that paper and card accounts for nearly ¼ (23%) of the composition of all Local Authority collected waste (Figure 2). Food and garden waste make up in excess of 1/3 (34%) of all municipal waste and in total, in excess of 2/3 of all Local Authority collected waste was biodegradable (Figure 2).^{ix}

Figure 2 – Local Authority Collected waste: composition 2006/7)

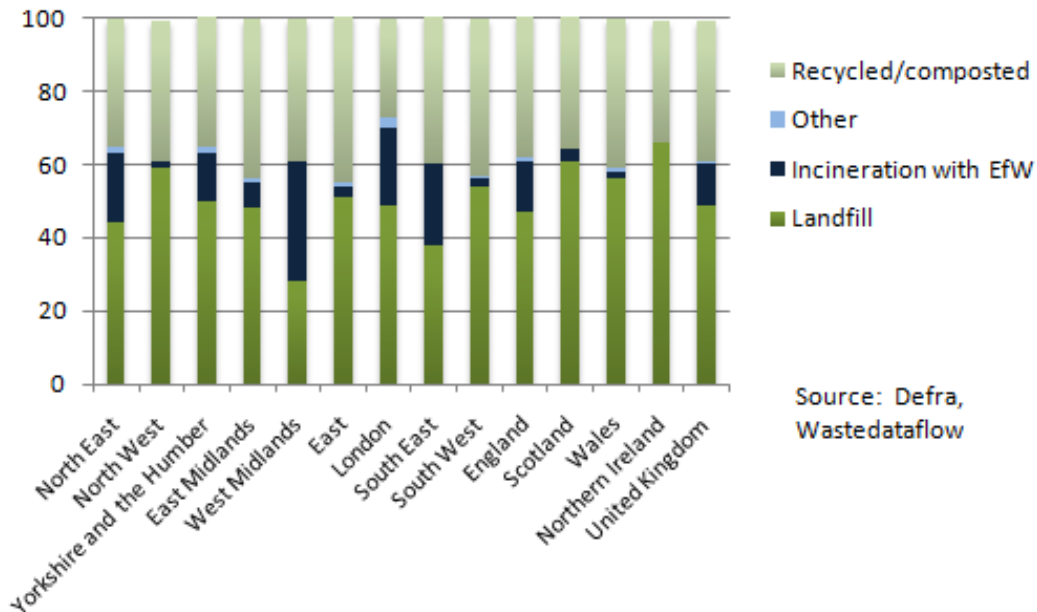
Local authority collected waste, England, 2006-07

Municipal waste composition: 2006/07



2.12 In terms of the management of waste collected by the local authority, almost half (49%) ends up as landfill, which is substantially higher than the EU (member 27) average (40%). However, of the total 32.5 million tonnes of waste collected through the Local Authority in 2009/10, 16 million tonnes of this waste was recovered either through recycling, composting, reuse or energy recovery.^x

Figure 3 - Methods of Local Authority waste management (regions 2009/10)

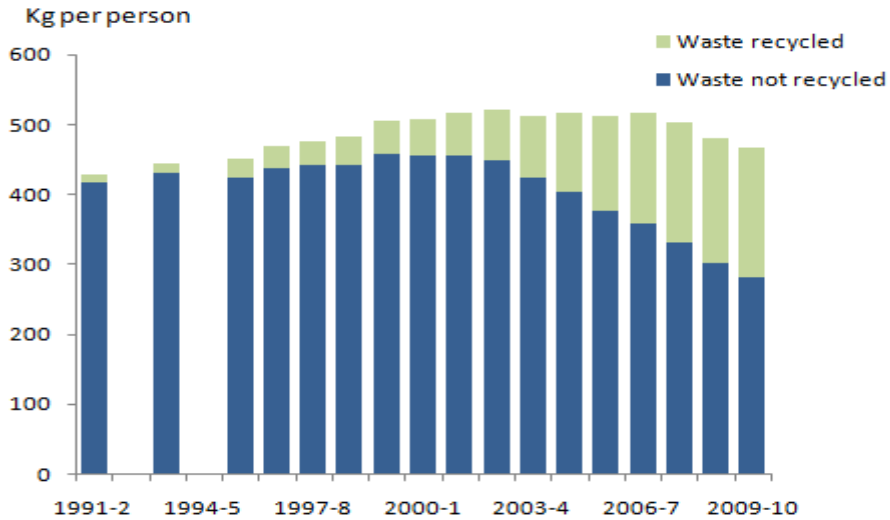


2.13 Regionally, there are wide variations in the use of waste management processes for Local Authority collected waste. The lowest proportion of waste being sent to landfill was in the West Midlands (28%) and the highest proportion was in Northern Ireland (66%) (Figure 3). In London, approximately 44% of Local Authority collected waste was sent to landfill (Figure 3).^{xi}

Household waste and recycling

2.14 in 2009/10 on average each person generated 466kg of household waste (that collected through bin waste, civic amenity sites and other household collections or recycling sites). Of this amount, a majority 282kg (61%) was not recycled. However, the amount of household waste that has been recycled has grown substantively from 15 million tonnes (3%) in 1993/4 to 184 million tonnes (39%) in 2009/10 (Figure 4).^{xii}

Figure 4 – Household waste collected per person (1991/2- 2009/10)

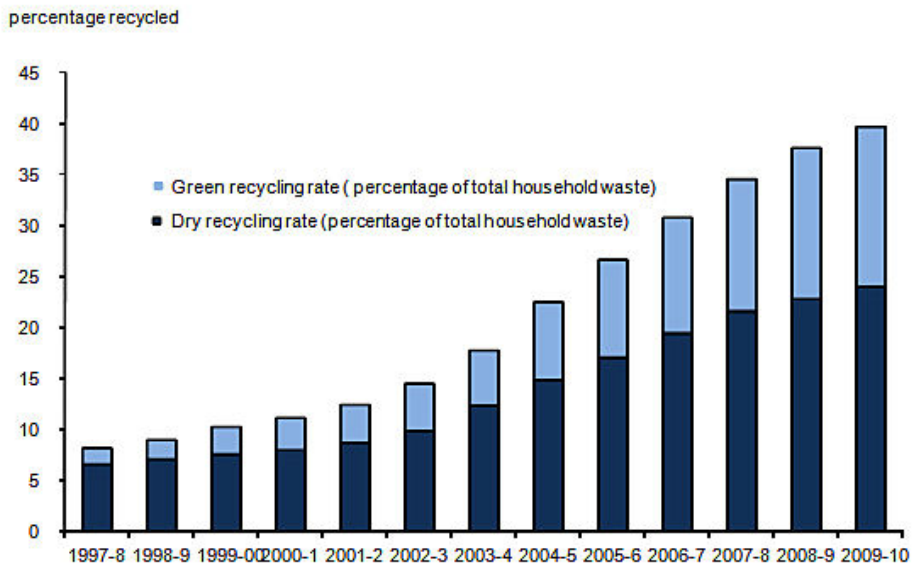


Source: Defra, Environment Agency, Scottish Environment Proection Agency, Welsh Assembly

2.15 In 2009/10, 23.6 million tonnes of household waste was collected in England of which 39.7% was recycled, composted or reused (Figure 5). Over the period 1997-1998 to 2009-2010, there has been a substantial growth in both green recycling (1.6% to 15.7%) and dry recycling (6.6%-24%) of household waste.^{xiii}

Figure 5 – Household waste: green/ dry recycling 1997/8-2009/10.

Household waste: green and dry recycling rates: England, 1997-8 to 2009-10



Source: WasteDataFlow

Legislative and policy framework

2.16 There are a number of key legislative and policy processes that drive efforts to reduce waste and increase recycling, these include:

- European Union Landfill Directive: requires biodegradable waste sent landfill be reduced to 75% of 1995 levels by 2010, 50% by 2013 and 35% in 2020
- Revised Waste Framework Directive requires household waste recycling rates to be at least 50% by 2020.

2.17 National policy is derived from the Waste Strategy for England (2007)^{xiv} and its subsequent review and reappraisal which was undertaken in 2011.^{xv} The targets set out in this strategy included:

- to reduce the amount of household waste not reused, recycled or composted in 2000 by 29 per cent by 2010 with an aspiration to achieve a 45 per cent reduction on 2000 levels by 2020
- to recycle and compost household waste – at least 40 per cent by 2010, 45 per cent by 2015 and 50 per cent by 2020
- to recover value from municipal waste (including reusing, recycling, composting or energy recovery) - 53 per cent by 2010, 67 per cent by 2015 and 75 per cent by 2020.

2.18 The review undertaken by the Coalition government in 2011 reaffirmed the commitment to a zero waste economy and the waste and recycling targets (set out in 2.17), but also made a commitment to:

- Develop a Waste Prevention Programme by December 2013;
- Support voluntary responsibility deals in waste generating industries (e.g. direct mail, construction, textile)
- Develop a reward and recognition schemes to incentivise people
- Encourage councils to sign new Recycling and Waste Services Commitments, setting out the principles they will follow in delivering waste services to local households and businesses.
- Provide technical support to councils and businesses who want to see recycling-on-the-go schemes grow,
- Scrap bin fines and taxes and bring in powers to deal with repeat fly-tipping offenders and genuine nuisance neighbours.

2.19 Statutory provisions in the GLA Act 2007, require the London waste authorities to act in 'general conformity' with the Mayor's Municipal Waste Management Strategy (MMWMS).^{xvi} The London Mayor published his Strategy for Municipal Waste Management in 2011 which set the following targets:

- To achieve zero municipal waste direct to landfill by 2025
- To reduce the amount of household waste produced from 970kg per household in 2009/10 to 790kg per household by 2031 (i.e. by 20%)
- To increase London's capacity to reuse or repair municipal waste from 6,000 tonnes a year in 2008 to 20,000 tonnes in 2015 and 30,000 tonnes in 2031.
- To recycle or compost at least 45 per cent of municipal waste by 2015, 50 per cent by 2020 and 60 per cent by 2031.
- To cut London's greenhouse gas emissions through the management of London's municipal waste, 545,000 tonnes of CO₂eq in 2015, 770,000 tonnes of CO₂eq in 2020, One million tonnes of CO₂eq in 2031
- To generate as much energy as practicable from London's organic and non-recycled waste.

2.20 The Mayor's Municipal Waste Management Strategy also sets out a number of initiatives including:

- London-wide and local campaigns aimed to increase awareness of the value of reducing, reusing and recycling waste,

- Set a greenhouse gas emissions performance standard (EPS) for London's municipal waste management to move from being a contributor to climate change towards playing a role in climate change mitigation
- Establish a programme of action to help London's waste authorities better capture the economic benefits of their waste
- Develop programmes to boost London's recycling rate and help deliver consistent and high quality waste and recycling services across London
- Funding to support the development of new waste management infrastructure in London, helping to turn this valuable material into new products and low carbon heat and power for Londoners
- Achieve a high level of street cleanliness.

3. Local Context

- 3.1 Haringey Council is a waste collection authority (WCA) and is responsible for the collection of household waste and recycling from local residents. A summary of waste collection features of this area include:
- Waste is collected approximately 92,000 individual households
 - A majority of households (55%) are in flats in converted buildings or purpose built
 - 44% of households are resident in terraced, semi-detached or detached units.^{xvii}
- 3.2 North London Waste Authority (NLWA) is a waste disposal authority which is made up Haringey and of six other London boroughs.¹ NLWA is responsible for the disposal or onward processing of household waste collected from approximately 1.7 million people that live in these boundaries.

Local policy and performance

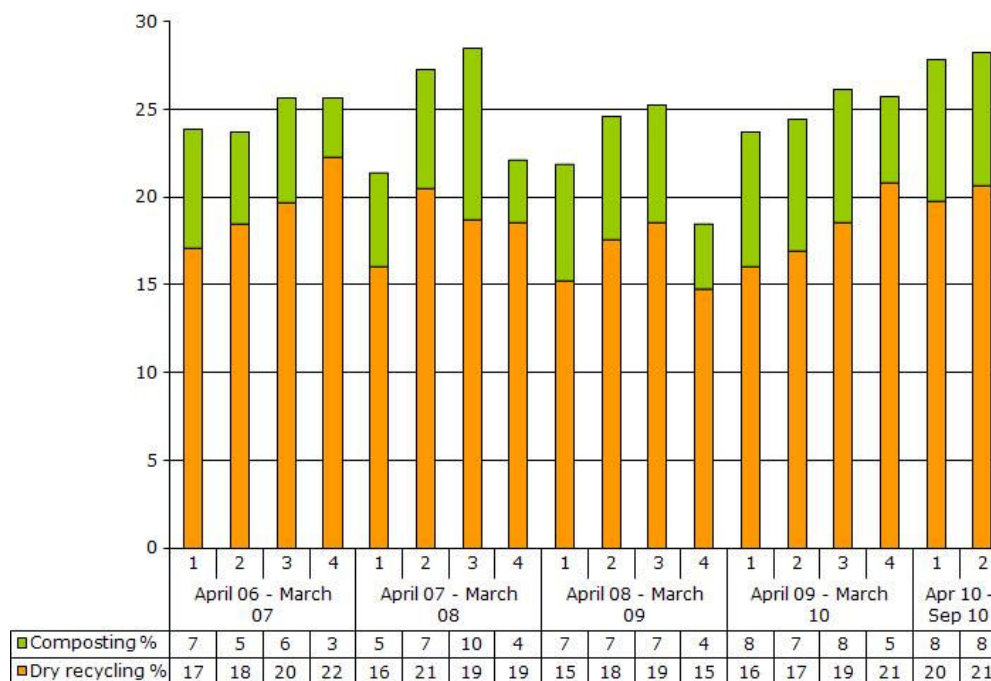
- 3.3 In Haringey, there are two key policy commitments that support local actions to reduce waste and increasing recycling, namely to increase recycling to 40% by 2015 and to reduce carbon emissions by 40% by 2020. Reducing carbon emissions and increasing the recycling rate are also key commitments within the Council Plan (2012-2014)
- 3.4 Analysis of local performance data in respect of waste and recycling is measured through two performance indicators:
- (NI91) kilograms of residual household waste (after recycling, reuse or composting)
 - (NI92) percentage of household waste sent for reuse, recycling or composting.
- 3.5 Performance monitoring data for kilograms per household of residual waste (NI91) for municipal year end 2011/12 indicates that:^{xviii}
- On average the residual waste for each household in Haringey was 643kg (Figure 6c)
 - This placed Haringey 15 out of 21 when compared to the performance of other London authorities (Figure 6a)
 - Haringey performance is improving against the London average (Figure 6b).
- 3.6 Performance monitoring data for the percentage of household waste sent for reuse, recycling or composting (NI92) for municipal year end 2011/12 indicates that:^{xix}

¹ Barnet, Camden, Enfield, Hackney, Islington and Waltham Forest.

- 26.4% of household waste was recycled in Haringey in 2011/12 (Figure 7c)
- This placed Haringey 23rd out of 26 when compared to the performance of other London local authorities (Figure 7a)
- Haringey's performance continues to be below the London local authority average (Figure 7b).

3.7 Figure 8 provides an overview of the composition of recycling and the rate that has been achieved in Haringey from 2006-2010. This would appear to indicate that: recycling rate is cyclical (green recycling dependent on garden waste); there has been a steady increase in dry recycling (15%-21%) and total recycling (19%-29%) from March 2009.

Figure 8 - Percentage of Haringey household waste sent for recycling and composting April 2006 – September 2010 per quarter



3.8 London Councils collates how much each local authority spends per household on waste and cleansing services (including collection, disposal and street cleansing). This data indicates that in Haringey £183.50 was spent per household on waste collection and street cleaning in 2011/12 which was very close to the London average (Figure 8a). In comparison with other London boroughs, the total amount spent per household on waste and street cleaning in Haringey was 12th highest out of 32 London councils (Figure 9a).

3.9 Spending on waste collection and street cleansing per household in Haringey fell from £226 to £183 (19%) between 2010/11 and 2011/12 (Figure 9b).

New waste and recycling contract

3.10 In an effort to improve waste and recycling rates, the Council agreed a new waste and recycling contract with Veolia which came in to effect on 17th April 2011. The main provisions within this new contract were:

- Street cleansing reorganised in to 8 villages
- Introduction of wheelie bins for recycling (from 2012)
- Phased introduction of fortnightly collections for non recyclable waste (during 2012)
- 2 year strategy to tackle fly tipping
- A comprehensive education and engagement programme.

3.11 It was anticipated that the new waste and recycling contract would help to support local policy objectives to reduce carbon emissions and improve recycling rates through:

- Increased capacity for recycling
- Fewer vehicle movements across the borough
- Reducing the amount of rubbish going to landfill to reduce carbon emissions

- Introducing fortnightly collection of rubbish (which evidence suggest helps to improve recycling rates).

3.12 It was anticipated that the new waste and recycling contract would also help to reduce costs associated with waste collection and disposal through:

- reducing frequency of collection, producing a saving of £300k per annum,
- reduced costs associated with landfill and incineration through expected improvement in recycling rates.

New measure under the waste and recycling contract

3.13 As part of the new waste and recycling contact, the following amendments were made to the local waste collection system methods which were to be phased in over three areas during 2012. These included:

- Introduction of a 240l wheelie bin for recycling
- Recycled waste collected weekly, non recyclable waste collected fortnightly
- Food and garden waste collected every week via compostable waste bags
- Free collection of bulky waste items
- There is no change to rubbish collection systems for estates.

3.14 The new waste and recycling service is to be introduced in three phases across Haringey during 2012. The start dates and areas covered are listed below:

Implementation Phase	Start date	Geography
Phase 1	5/3/12	22,000 households: (whole of) Highgate Muswell Hill, Fortis Green, Alexandra and (parts of) Hornsey, Noel Park, Bounds Green, Woodside & Crouch End.
Phase 2	18/6/12	44,000 households: (whole) Stroud Green, West Green and (most) Haringay and Bruce Grove and (part) St Ann's White Hart Lane & Tottenham Green.
Phase 3	22/10/12	15,000 households (covering 14/19 wards, though predominantly in the east of the borough).

3.15 Initial feedback from the implementation of phase 1 and 2 would appear to indicate a number of issues for the new waste and recycling service as it is implemented across the borough:

- Increase in missed collections as crews adjust to new rounds
- Increased volume of calls to customer contact centre regarding waste and recycling collection
- Sticking points in the implementation of new waste and recycling services (e.g. capacity in relation to Houses of Multiple Occupation, bins on the street in Conservation areas, estates and flats above shops).

4. Aims, objectives and outputs of scrutiny involvement

4.1 The overarching aims of scrutiny involvement are twofold:

- To identify what can be learnt from the implementation of the new waste and recycling service to households in phase 1 and phase 2 that can assist roll out plans for households covered in phase 3

- To identify how Council can encourage greater compliance and behavioural change among local residents in order to help reduce waste and increase the volume and quality of recycling.

4.2 Within these aims, scrutiny involvement will aim to address the following questions:

- 1) What was learnt from phase 1 and 2 of the new waste and recycling service and how can this improve plans for phase 3 roll-out and beyond?
- 2) How has the Council's new waste and recycling service contributed to policy and performance objectives for reducing waste, increasing recycling and carbon reduction?
- 3) Does the new waste and recycling service offer value for money for the Council and local residents?
- 4) How can the Council encourage increased compliance and behaviour change among local residents to help reduce waste and recycling?
- 5) How well does the Council work together with partners and other agencies (e.g. Registered Housing Providers, GLA, NLWA) to encourage local residents to reduce waste and increase recycling?
- 6) What can be learnt from other authorities, service experts or other informed agencies which can guide inform waste and recycling policy and practice in Haringey?

4.3 Given the projected roll-out of the new waste and recycling service is scheduled for late October 2012, the panel will aim to report on their conclusions and recommendations in two stages:

- Stage 1 (interim) - to report back what was learnt from phase 1 and phase 2 to inform phase 3 plans (October 2012)
- Stage 2 (full) - to report final conclusions and recommendations to support waste and recycling policy and practice (January 2013).

5. The work of the Environment and Housing Scrutiny Panel

5.1 A range of information gathering methods will be employed to ensure that Members of the panel have access to the necessary evidence to assist them in their assessment of waste and recycling services. This will include a desk based evidence and literature briefing, a formal panel meeting, informal evidence gathering sessions, a review of local policy and performance data and site visits.

Desk review

5.2 A briefing will be provided to members of the Environment and Housing Scrutiny Panel. This briefing will be a desk top review of contextual information to guide and assist the panel in consideration of the waste and recycling evaluation. This briefing will assess both internal and external data sources to provide:

- Details of national and local policies and strategies in respect for waste and recycling
- Local waste and recycling targets and the Council's performance against these
- Relevant analysis from current research

- Evidence of best practice or innovative practice from other London authorities in the collection or disposal of waste.

Panel Meeting (24th September 2012)

- 5.3 It is proposed that evidence gathering is commenced at the initial meeting of the Environment and Housing Scrutiny Panel on the 24th of September 2012. This will allow:
- the terms of reference for scrutiny involvement to be confirmed by the panel
 - the opportunity for senior Council officers to present / discuss with the panel issues pertaining to the new waste and recycling service
 - the opportunity for Veolia to present / discuss with the panel issues pertaining to the new waste and recycling service.

Evidence gathering sessions (dates to be agreed and arranged)

- 5.4 It is proposed that that a number of informal evidence gathering session(s) will be undertaken by the by the panel to consult with key local stakeholders and other agencies that will be able to contribute to the evaluation. These will include:
- Local residents
 - Local community groups and residents associations
 - Sustainable Haringey, FOE,
 - Members
 - North London Waste Authority
 - Other Local Authority waste collection and recycling services (comparator, for best or innovative practice)
 - Specialist waste and recycling agencies /experts.
- 5.5 It is suggested that evidence gathering is split in to two distinct sessions:
- Session 1
Focus: evidence to feedback phase 1 and 2 and inform phase 3 roll out
 - Members
 - local residents, residents associations, community groups, local environmental groups
 - NLWA
 - other local stakeholders
 - This could be structured so that there is an afternoon session for officers and other agencies followed by an evening session for local residents, residents associations and community groups.
 - Session 2
Focus: evidence to inform compliance and longer term behaviour change
 - Other local authorities
 - Greater London Assembly
 - London Councils
 - Specialist waste and recycling organisations e.g. WRAP
 - Others organisations as agreed
- 5.6 A date for the consultation event will need to be agreed with the panel and officers to allow for the publicising and promotion of the evidence gathering session. This will be advertised through local libraries, the Haringey website, local residents associations and other relevant bodies.

Panel visits

- 5.7 It is proposed that panel members undertake a number of planned visits to gain a practical insight in to issues surrounding the implementation of the new waste and recycling system in Haringey. Possible inclusions for site visits include:
- Local waste and recycling centre to view new types of collection bins, bags for waste and recycling and carts that collect such waste)
 - Problem areas or issues within the new waste and recycling process (e.g. conservation areas, estates, flats above commercial properties, HMOs and properties with no front gardens)
 - The North London Waste & Recycling Centre (incineration and reclaim) and the Materials Recovery Facility (Murf) to look at issues around waste disposal and reclamation.

Survey consultation

- 5.8 To support the work of the panel, it is proposed that a short survey will be developed, piloted and distributed to local residents. The purpose of the survey consultation will be threefold:
- To develop and extend the consultation process to a wider audience (beyond those that can attend the planned public meeting)
 - Offer a structured format in which local people can contribute (as opposed to an email)
 - To provide assessment data on the new fortnightly collection system to inform phase 3 roll out
 - To identify barriers to waste reduction and recycling and what actions the Council can take to support these.
- 5.9 The survey will be developed in consultation with the panel, Single Front Line Service and consultation department. The focus of data collection will be:
- To assess the impact of new waste and recycling service
 - Identify barriers that households face in reducing waste and recycling
 - To identify the priorities and policies that may assist the Council in reducing waste and increasing recycling.

Figure 6a – NI 191 No of kilograms of residual household waste: comparative performance of Haringey Council against other London Local Authorities year end March 2012.

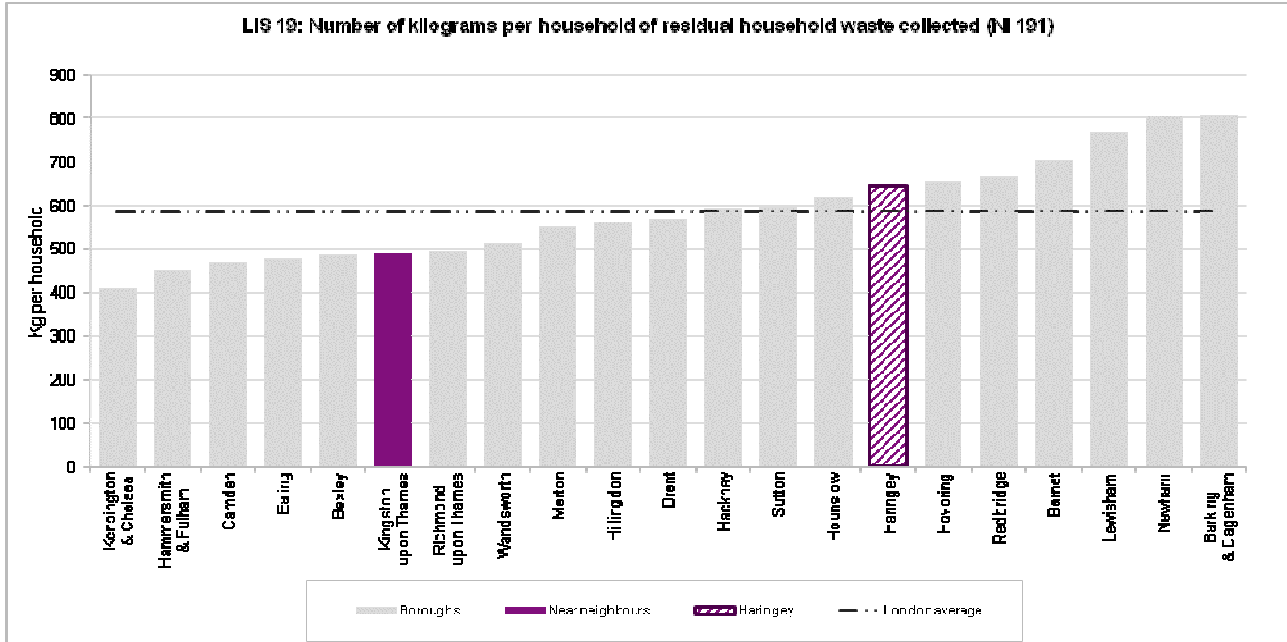


Figure 6b – NI 191 No of kilograms of residual household waste: Haringey Council performance Q1 (10/11) to Q4 (11/12).

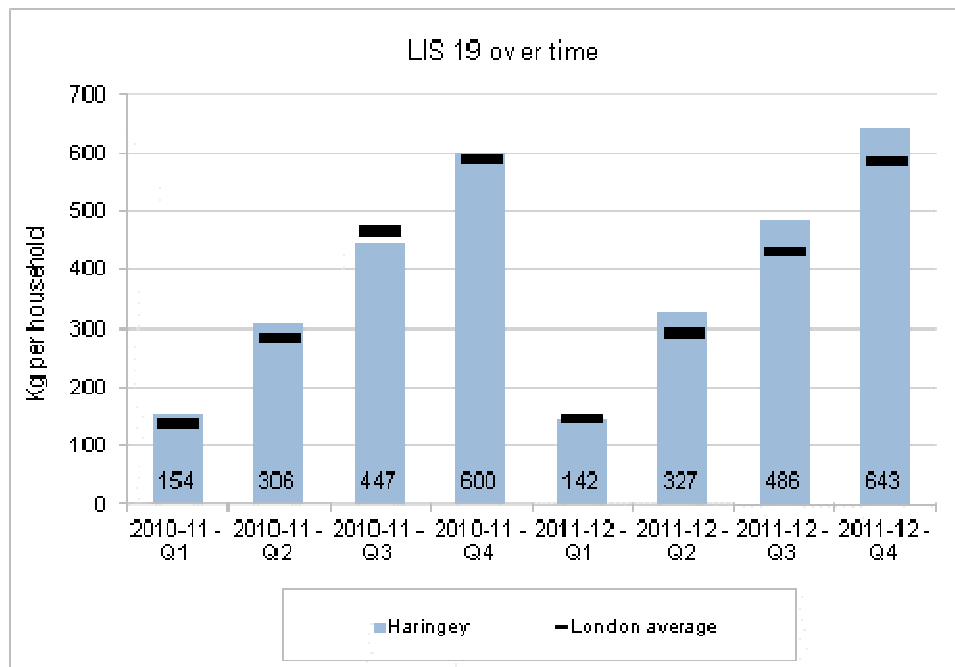


Figure 6c – NI 191 No of kilograms of residual household waste: underlying values for London Local Authorities.

Underlying data values for NI 191

Borough	Underlying value
Kensington & Chelsea	409
Hammersmith & Fulham	449
Camden	468
Ealing	478
Bexley	484
Kingston upon Thames	487
Richmond upon Thames	497
Wandsworth	513
Merton	551
Hillingdon	562
Brent	570
Hackney	590
Sutton	595
Hounslow	619
Haringey	643
Havering	653
Redbridge	665
Barnet	704
Lewisham	767
Newham	806
Barking & Dagenham	808

Higher performance

↑

Figure 7a – NI 192 percentage of household waste sent for reuse, recycling and composting: comparative performance of Haringey Council against other London Local Authorities year end March 2012.

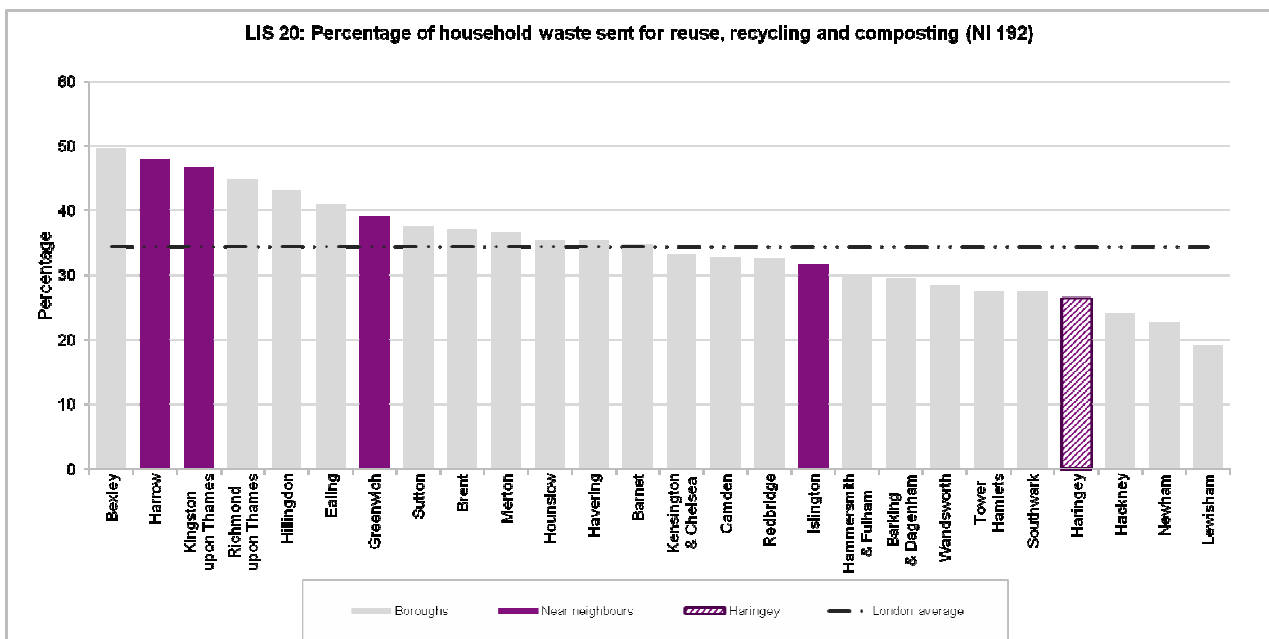


Figure 7b – NI 192 percentage of household waste sent for reuse, recycling and composting: Haringey Council performance Q1 (10/11) to Q4 (11/12).

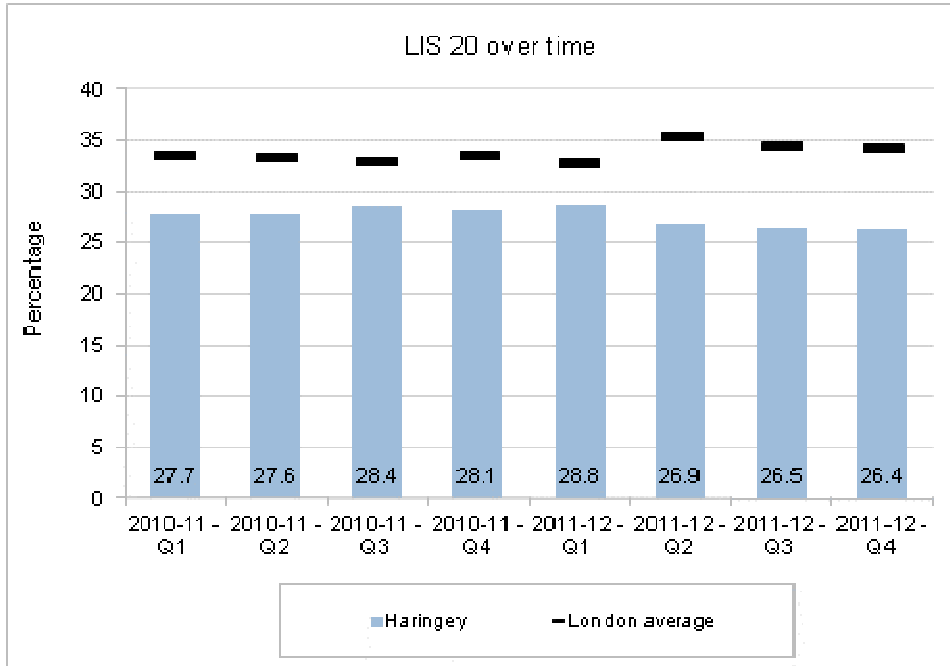


Figure 7c – NI 192 percentage of household waste sent for reuse, recycling and composting: underlying values for London Local Authorities (2011/12).

	Borough	Underlying value
<i>Higher performance</i> 	Bexley	49.6
	Harrow	48.0
	Kingston upon Thames	46.8
	Richmond upon Thames	44.8
	Hillingdon	43.2
	Ealing	41.0
	Greenwich	39.1
	Sutton	37.5
	Brent	37.1
	Merton	36.7
	Hounslow	35.4
	Havering	35.4
	Barnet	34.8
	Kensington & Chelsea	33.2
	Camden	32.8
	Redbridge	32.6
	Islington	31.6
	Hammersmith & Fulham	29.9
Barking & Dagenham	29.5	
Wandsworth	28.5	
Tower Hamlets	27.5	
Southwark	27.5	
Haringey	26.4	
Hackney	24.0	
Newham	22.7	
Lewisham	19.1	

Figure 9a – London Local Authority spend per household on waste and cleansing services (2011/12)

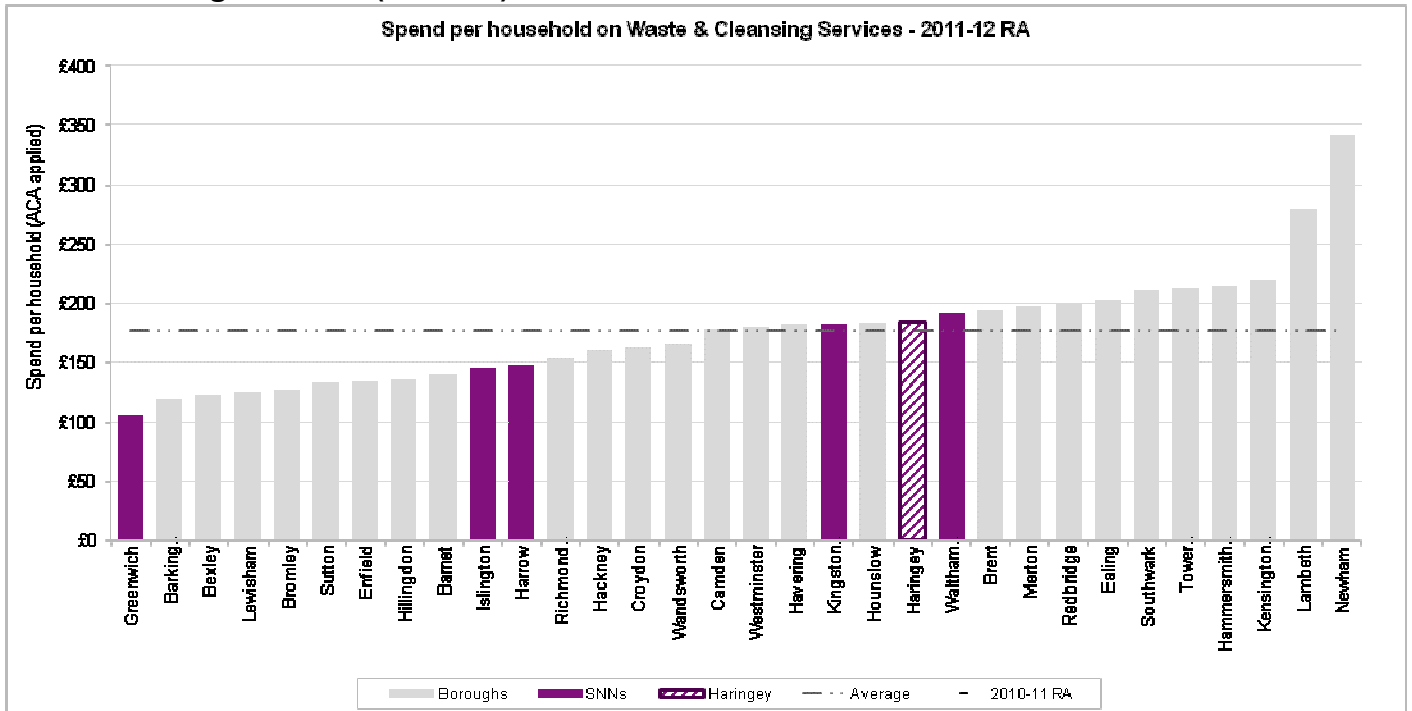
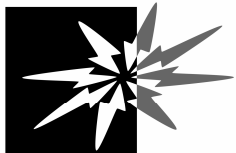


Figure 9b - London Local Authority spend per household on waste and cleansing services (2010/2011- 2011/12)

Borough	2010-11 RA Unitised spend (£s)	2011-12 RA Unitised spend (£s)	Percentage change
Greenwich	106.7	105.5	-1
Barking & Dagenham	163.8	119.1	-27
Bexley	112.9	122.8	9
Lewisham	135.5	125.1	-8
Bromley	126.3	127.2	1
Sutton	152.8	132.3	-13
Enfield	148.9	133.3	-10
Hillingdon	140.4	134.7	-4
Barnet	128.3	138.7	8
Islington	244.0	145.1	-41
Harrow	158.9	147.3	-7
Richmond upon Thames	143.2	153.2	7
Hackney	174.1	160.3	-8
Croydon	197.3	161.9	-18
Wandsworth	161.9	165.7	2
Camden	175.1	177.2	1
Westminster	202.2	179.9	-11
Havering	179.2	181.6	1
Kingston upon Thames	164.7	181.7	10
Hounslow	185.0	183.1	-1
Haringey	226.2	183.5	-19
Waltham Forest	207.1	191.0	-8
Brent	233.6	193.6	-17
Merton	165.0	196.6	19
Redbridge	196.1	200.3	2
Ealing	210.5	202.1	-4
Southwark	101.6	211.4	108
Tower Hamlets	208.4	212.1	2
Hammersmith & Fulham	212.1	214.3	1
Kensington & Chelsea	207.2	219.1	6
Lambeth	209.3	279.7	34
Newham	312.0	341.6	9

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- ⁱ DEFRA: <http://www.defra.gov.uk/environment/waste/>
- ⁱⁱ *ibid*
- ⁱⁱⁱ Waste not, want not: A review of why recycling rates vary across London. Environment Committee, Greater London Assembly (October 2011)
- ^{iv} Recycle for London: <http://www.recycleforlondon.com/content/recycling-saves-money>
- ^v DEFRA: <http://www.defra.gov.uk/statistics/environment/waste/wrfg01-annsector/>
- ^{vi} *ibid*
- ^{vii} *ibid*
- ^{viii} DEFRA: <http://www.defra.gov.uk/statistics/environment/waste/wrfg19-munwaste/>
- ^{ix} DERA: <http://www.defra.gov.uk/statistics/environment/waste/wrfg18-compostion/>
- ^x DEFRA: <http://www.defra.gov.uk/statistics/environment/waste/wrfg12-methodmun/>
- ^{xi} *ibid*
- ^{xii} DEFRA: <http://www.defra.gov.uk/statistics/environment/waste/wrfg16-recycrates/>
- ^{xiii} *ibid*
- ^{xiv} Waste Strategy for England, DEFRA, 2007 (Cm7086)
- ^{xv} Government Review of Waste Policy in England, DEFRA, 2011
- ^{xvi} London's wasted resource: the Mayors Municipal Waste Management Strategy, 2011
- ^{xvii} Capital Waste Facts; <http://www.capitalwastefacts.com/borough-services/haringey.aspx>
- ^{xviii} Local Authority Performance Solutions (LAPS) London Councils 2012
- ^{xix} *ibid*

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Haringey Council

Scrutiny briefing paper
24th September 2012

Scrutiny briefing

The council is in the process of rolling out a new waste collection service designed to increase recycling rates and reduce carbon emissions. The first phase was rolled out in the West of the Borough to 22,000 households with the new service commencing from 5th March 2012. The second phase to 44,000 households commenced on 18th June 2012.

Phase 3 is due to commence on 22nd October 2012 to approximately 13,000 households.

All dry recyclables, food and garden waste are continued to be collected on a weekly basis. In phase 1 and 2 the remaining residual waste is being collected fortnightly. The implementation of the new service is a key component of delivering the waste contract targets of 40% recycling rate and a 40% reduction in carbon emissions by 2015.

This briefing sets out some of the lessons learnt and addresses specific issues relating to Veolia's performance in the rollout to date and the actions undertaken to improve performance.

Lessons learnt/Action taken - Rescheduling of Rounds/Waste Collection

As the collection service moves from one phase into another, all rounds throughout the borough are rescheduled to take account of the increase in recycling tonnage and the move to the fortnightly collection of residual tonnage. The collection day remained the same for phases 1 and 2.

In phase 1 and 2 the rescheduling of the rounds has resulted in an increase in the levels of missed collections as it took time for crews to become familiar with new schedules and for some recycling crews to adapt providing the service using the new collection methodology. Invariably for a period of time the design of the new rounds needed to change as Veolia managers realised the impact of the new schedules by monitoring the tonnage collected by each crew. For some crews on certain days the tonnage was too high and for others too low. Therefore to balance the load evenly across all crews Veolia made adjustments to the scheduled rounds. Ultimately, the scheduled rounds for each crew aimed to reflect what could be collected efficiently and effectively in a normal working day.

In order to address these issues the following actions were implemented prior to the launch of phase 2:

- Crews were given the schedules in advance to comment.
- The schedules were checked by the crews and the client team to ensure no roads had been missed.
- During the initial period following rollout, additional afternoon crews were employed to cover missed collections, whilst Veolia managers rebalanced the rounds. For phase 2, it

was envisaged that two crews would be required but this was recently increased to three crews. The vast majority of collections are now being completed on the scheduled day, nevertheless increased monitoring is being undertaken to ensure that the quality of the service meets requirements.

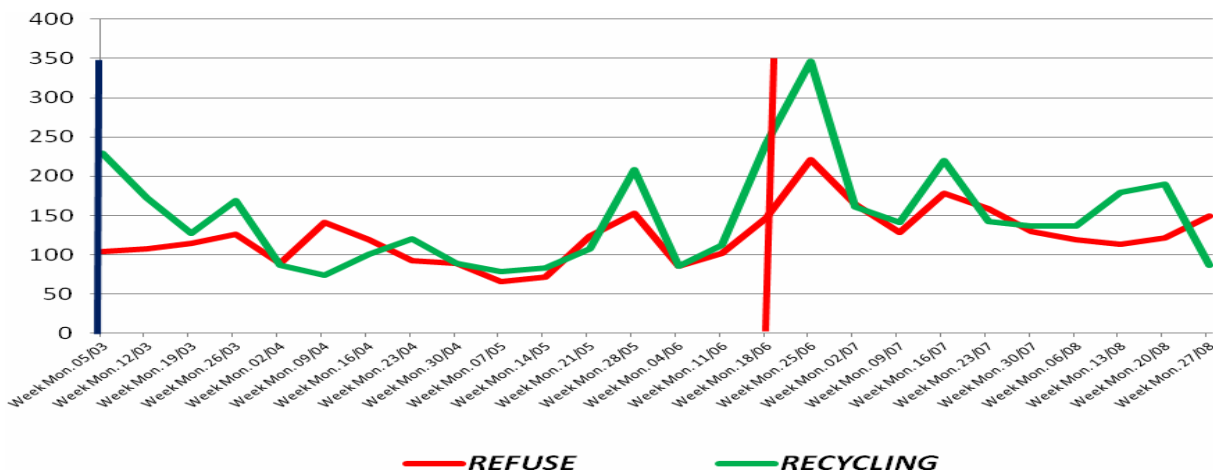
- To ensure that the quality of the service continues to improve and meets the contractual standard it has been agreed for phase 2 that Veolia and the Council increase the level of monitoring contributing a 1 x FTE each. Within the monitoring regime an element of joint monitoring will take place to ensure that both parties have a shared understanding of any issues. Veolia has agreed to fund the Council post until the end of December 2012 to cover phase 3.
- There were technical problems with the recycling narrow access vehicle, which has resulted in a number of breakdowns and delays. This vehicle has now been replaced.

All these measures and others outlined in the briefing paper should reduce the level of reported missed collections and the number of complaints received by Veolia and the Council. Therefore, the need for additional back office support is being kept under review.

During Phase 3 in order to normalise the service and achieve the efficiency and carbon savings, as set out in the contract, Veolia will reschedule all rounds across the borough. This will result in changing the day of collection for 80% of our residents. This change is expected to result in a similar increase in the number of reported missed collections as experienced in phase 1 and 2. It is also anticipated that the time taken for reported missed collections to return to within the contractual target will be between two to three weeks. Lessons learnt from phase 1 and 2 will be applied to minimise the level of disruption. The changes will need to be communicated to all ward councillors and residents and reassurance needs to be given that if their waste is not collected on the scheduled day, it will be collected within 24 hours thereafter. Furthermore, in the event residents do not realise there is a day change where residents report a missed collection Veolia will collect the waste the next day.

For your information please note Graph 1 below which sets out the number of reported missed collections on a weekly basis.

Graph 1 – Reported Weekly Missed Collections



Points to note:

- The contractual target for Veolia in this year is 150 missed collections per 100,000 household collections per month. The figures shown are the number of missed collections for the whole borough. The missed collections performance is monitored both annually and monthly against annual and monthly performance targets. When considering monthly operational performance any subsequent deduction is based on Veolia's overall performance over a three month/quarterly period.
- The contractual target was exceeded for recycling collections during the first two weeks following rollout in phase 1 to 22,000 households.
- The contractual target was exceeded for both refuse and recycling during the first two weeks following the rollout to phase 2 to 44,000 households.
- The number of reported missed collections has fallen back under the contractual target totals.
- With reference to experience in other boroughs, following similar changes in the waste collection service in Brent and Southwark there was a period of recovery of between 4-6 weeks before missed collections returned back to within contractual target levels.
- Ongoing joint monitoring is taking place focusing on missed collections and bins/containers not out back.

Lessons Learnt - Communication/Engagement

In preparation for phase 1 a number of actions were undertaken to engage with residents and communicate the change in the waste collection service to increase the levels of recycling: This included:

- a letter and leaflet delivered to all households;
- Frequently Asked Questions section on the Council web site;
- Introductory booklet delivered at the same time as the new recycling bin; and
- Attending a cycle of Area Forums, Resident Associations meetings and a meeting with Sustainable Haringey.

In reviewing phase 1 and taking account of the known differences in the property profile for phase 2 a number of changes were made. This included:

- HMO Action Plan- Identified HMOs and undertook pre-visits to explain the new waste collection service. A total of 8,000 households were visited.
- A letter, leaflet and poster has been sent to all registered landlords and letting agents.
- Attendance at the Landlord forum.
- Article in Landlord's newsletter.
- The letter to residents included leaflet title in several languages.

- A separate letter was distributed to blocks of flats in the Phase 2 area to explain changes from a recycling box collection to a wheelie bin collection and that blocks of flats will retain their weekly residual waste collection.
- Targeted engagement with certain locations i.e. Milton Avenue, N6. This included undertaking a consultation to ascertain residents' views on three possible options. Residents were asked to respond via a freepost questionnaire. Officers from the Veolia Outreach Team and Neighbourhood Action Team visited household on three separate occasions to discuss the changes and notify them of the consultation.

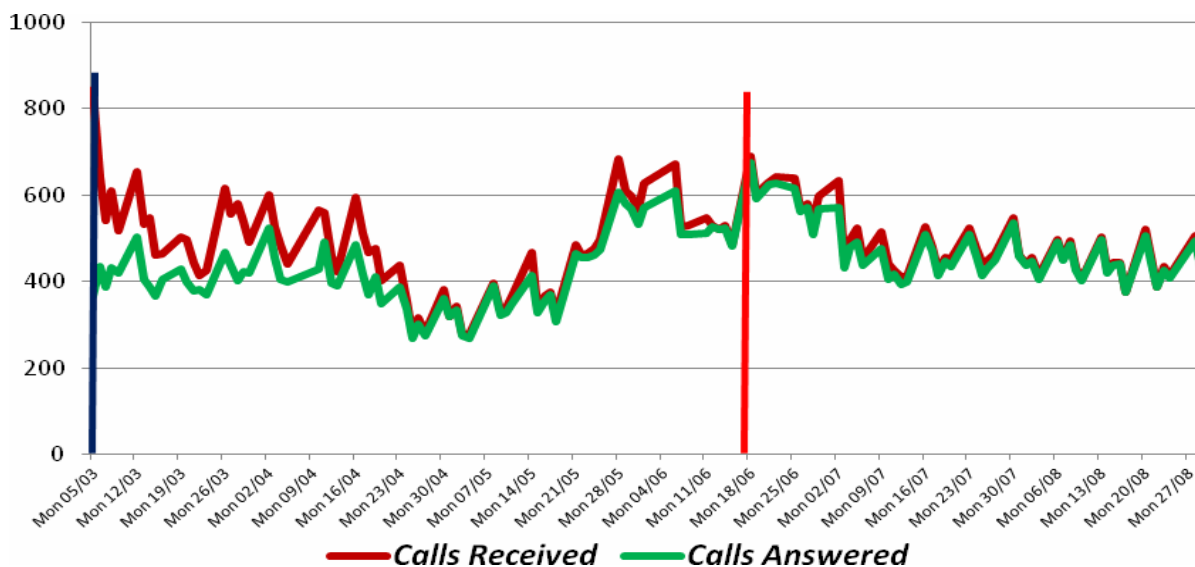
In preparation for phase 3, the following actions and changes will be made:

- Door-knocking 100% of properties in phase 3. Local ward councillors have been invited to join the Outreach Team when door-knocking.
- Letter and leaflet to be sent to all households in phase one and two informing them of the change in collection day. This will include a new 12 month collection calendar.
- Collection of unwanted green boxes has taken place in phase 1 and 2 areas. Green boxes in phase 3 will be collected week beginning 22nd October.
- The September/October edition of Haringey People includes an advert notifying residents of the change in collection day.
- A new upgraded sticker for the dry recycling wheelie bins will be distributed to every household. This sticker will also portray the new collection day for that particular household.
- Subscribing to Language Line to assist the engagement process.

Lessons Learnt/Action taken – Veolia Call Centre

Graph 2 shows the number of calls received and answered by the call centre from October 2011 to August 2012.

Graph 2 – Number of Calls Received & Answered



Points to note:

- Following the initial letter that was sent out in February 2012 explaining the new service, the volume of calls increased and the performance in answering calls declined.
- Following the launch of phases 1 and 2 the calls to the Contact Centre has doubled from approximately 5,000 per month to over 10,000.
- The maximum number of calls received in phase 1 occurred in March 2012 with over 10,000 calls, however only 8,000 were answered.
- Since May 2012 the number of calls has increased leading up to and including the rollout of phase 2 in mid June 2012. The number of calls have peaked again at just over 10,000 but this needs to be seen in context with the increased number of households (44,000) rolled out to in phase 2 compared to phase 1 (22,000). During this phase the vast majority of calls have been answered.

To address the underperformance Veolia has undertaken the following actions:

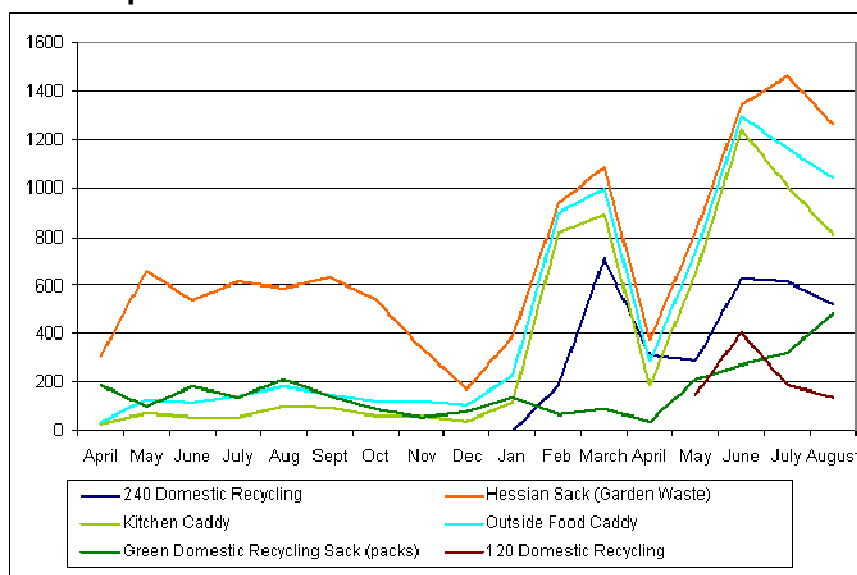
- The number of staff at the call centre was increased from 8 to 12.
- A number of staff worked weekends to deal with the level of emails.
- Their IT infrastructure supporting the call centre was changed to ensure that their customer relationship management software could operate more effectively.

To note, the number of enquires and complaints to the call centre will increase as a result of change of collection day due to some households not reading the letter and leaflet informing them of the change and thus being unaware of the change of waste collection day.

Lessons Learnt/Action taken – Containers

Graph 3 below demonstrates the significant number of requests for recycling containers prior to and just after the rollout of phase 1 and phase 2.

Graph 3 – Container Requests



Points to note:

- The three main requests since the rollout are for Hessian sacks (green/garden waste), Kitchen Caddy and Outside Food Waste Bin.
- There has been and there still is an ongoing demand for hessian sacks to contain green/garden waste.
- Prior to the commencement of each phase there has been an increase in the number of requests for kitchen caddies and outdoor food waste bins, highlighting that many households intend to start using the food waste collection service,
- In phase 1 (22,000 households) the number of requests for these three types of containers peaked in March 2012 with just under 3,000 requests.
- In phase 2 (44,000 households) the number of requests for these three types of containers peaked in June 2012 with 3,800 requests.

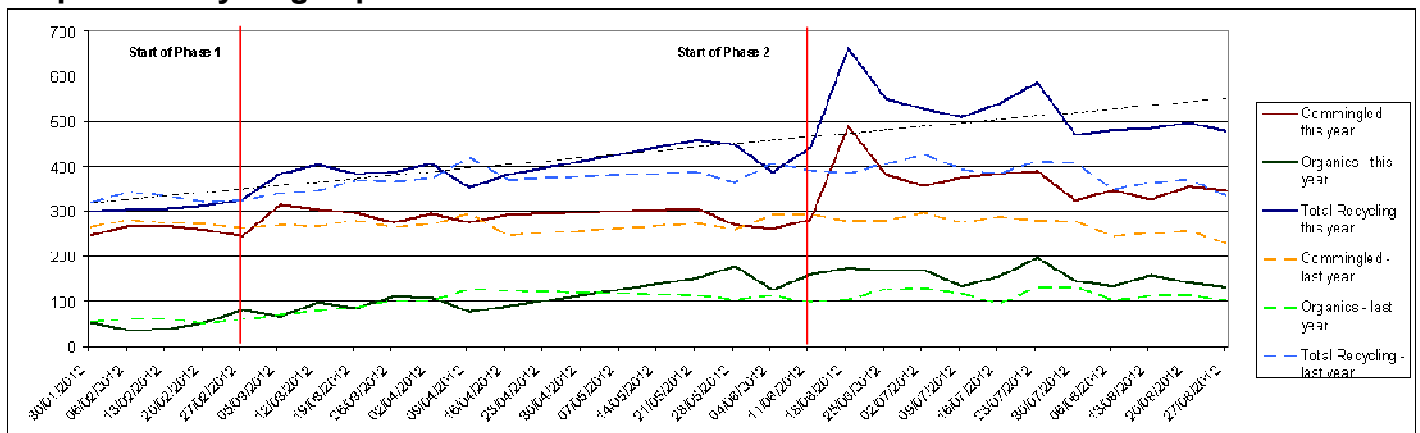
Concerns were highlighted in phase 1 of the time taken to deliver the containers following the initial request. In order to manage this more effectively Veolia undertook the following actions:

- Appointed a dedicated manager to oversee the operation.
- The number of crews delivering the containers increased from two to four.
- Residents can now collect outdoor food waste bins and kitchen caddies from the Reuse and Recycling sites in Hornsey and in Tottenham.
- Prior to the phase 2 rollout all stocks of containers were replenished and maximised.
- Following phase 1 an issue was raised regarding the size of the recycling sacks. As a consequence the sacks for phase 2 were made larger.

Impact on Recycling

Graph 4 below tracks the increase in dry and organic recycling tonnage since February 2012.

Graph 4 – Recycling Impact



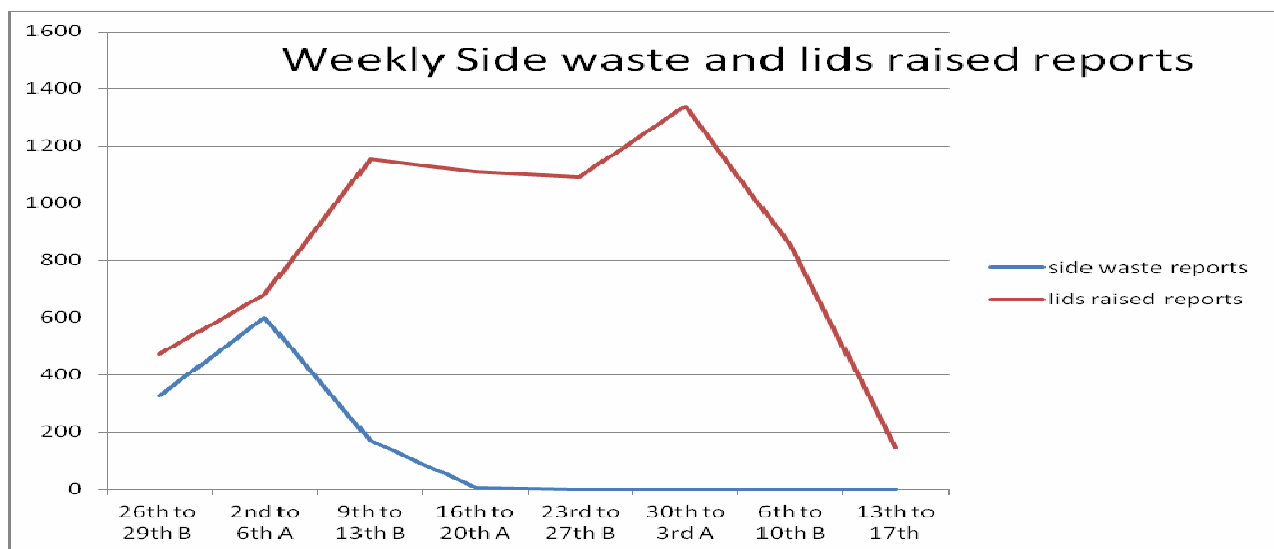
Points to note:

- At present, it is projected that the full year effect of the new waste collection service across the borough will increase recycling rates by 6%. This will place the Council on course to achieve its 40% target by 2015.
- The Council is on target to deliver its 2012/13 target of 31.7%.
- Achieving the 2015 target will result in the Council saving up to £1 Million in avoided landfill disposal cost. Also, it will save 12,000 tonnes CO2 equivalent or for comparison it equates to removing 4,000 vehicles from Haringey roads per annum.

Side waste

One of the main concerns before the waste service changes started was that the changes might lead to side waste i.e. overflowing waste bins leading to sacks next to bins and lids raised. Following the introduction of phase 2, prior to each residual waste collection day Veolia has conducted surveys of those properties with overflowing bins and side waste. This information is then passed on to the Outreach Team who would visit these properties the next day. Graph 5 shows the number of incidences of side waste and bins with raised lids.

Graph 5- Weekly side waste and lids raised (refuse bins) reports



The information provided has been analysed to identify those hotspots where there is repeatedly a high level of side waste/raised lids and repeat offenders:

- o 418 repeat offenders covering 120 roads.
- o 57% of those properties have been engaged with.
- o The majority of offenders are situated in the N17, N22 and N4 areas.

Instead of visiting properties after the day of collection officers from Veolia’s Outreach Team have targeted the areas in question and will engage with residents on the day before their refuse and recycling is collected. In addition this meant the Outreach Team have been able to monitor the properties where there are problems occurring and visit them at the same time intensifying the engagement action.

Furthermore, where there is a landlord involved we will continue to identify and engage with the landlord too.


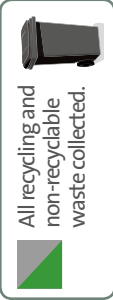

With reference to phase 3, the same monitoring and engagement process will be undertaken.

The service is current exploring enforcement options to address those households who fail to contain and manage their waste. It would be helpful if scrutiny could assist and share their views on this subject.

Your new collection day is on: Tuesday

The first collection of your recycling wheelite bin will take place on the first date shown on the calendar. In the weeks before this date please continue to use your green box.

Please see the calendar below, for information on your recycling and waste collections. Your recycling will be collected every week. Non-recyclable waste will be collected every other week.

 Recycling collected (dry, food waste and garden waste.)	 All recycling and non-recyclable waste collected.	 Collection day changed due to festive period.
---	---	---

Month	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7
October 2012	23						30
November 2012	06	13	20	27			
December 2012	04	11	18	27			
January 2013	02	08	15	22	29		
February 2013	05	12	19	26			
March 2013	05	12	19	26			
April 2013	02	09	16	23	30		
May 2013	07	14	21	28			
June 2013	04	11	18	25			
July 2013	02	09	16	23	30		
August 2013	06	13	20	27			
September 2013	03	10	17	24			

Veolia Contact Centre
 (opening hours: Monday - Friday, 8:30am-5:30pm):
020 8885 7700
 Email: enquiries.haringey@veolia.co.uk
 Visit: www.haringey.gov.uk or www.veolia.co.uk/haringey

Please make sure all your waste and recycling containers are placed at the edge of your property before 6am on your collection day.

Changes to your waste collection service

Your new waste collection service begins the week commencing **22 October 2012** and your collection day will be **Tuesday**



Let's all recycle more together!



working in partnership

Recycling made easier

We want to make it easier for you to recycle as much as possible! For this reason we are making changes to your recycling and waste collections, including:

- ✓ Providing you with a wheelie bin for your dry recycling, if you have space. If you do not have space we will provide you with green recycling sacks instead.
- ✓ Giving you a roll of compostable bags to recycle your food waste in.
- ✓ Collecting your recycling every week.



Your recycling, garden waste and food waste containers will continue to be collected weekly.

Dry recycling collected weekly

Black wheelie bin with a green lid or green sacks:

If you have space, we have provided you with a black wheelie bin with a green lid for your dry recycling. For properties without sufficient space, we have provided a roll of green recycling sacks instead. More sacks will be delivered to you on a regular basis. However, if you run out please contact us.

Please wash your food and drink containers before recycling them.

The first collection of your recycling wheelie bin will take place on the first date shown on the calendar. Once the service changes you will **no longer** be able to use your green box for recycling.



Only properties that do not have sufficient space to accommodate a wheelie bin have been provided with green recycling sacks.

No thank you

Plastic wrappings, films and crisp packets, polystyrene, nappies and tissues.



Food waste

Green food waste bin:

collected weekly

To make recycling your food waste easy we are providing a free roll of compostable bags to line your small black kitchen caddy. Once full, tie the bags and place them in the larger green food waste bin outside, ready for collection. However, you can place your food waste straight into the green food waste bin without using a compostable bag.

Once you have run out of compostable bags you can purchase more from many stores in the borough. All bags must show the compostable logo.



No thank you

Food contained within plastic bags will not be collected.

Keep me in the kitchen



new! bones now accepted



Meat, fish and bones



Fruit and vegetables



Bread, pasta and rice



Eggs and dairy products

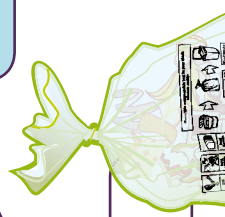


Tea bags and coffee grounds



Plate scrapings

Tie bag when full



Keep me outside



Garden waste

White reusable sack:

collected weekly



Grass cuttings and hedge clippings



Leaves and prunings



Small branches and flowers

Did you know...

Your food waste and garden waste gets composted to produce a soil improver for use in agriculture?

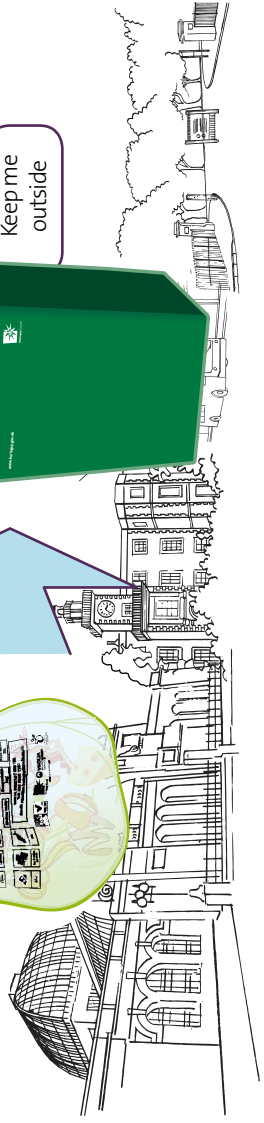


If you do not have a garden waste sack, then please contact us to request one.

We will collect a maximum of five bags of garden waste with your weekly collection. Should you have any more please contact the Veolia Contact Centre.

No thank you

Large branches, turf, soil and sand



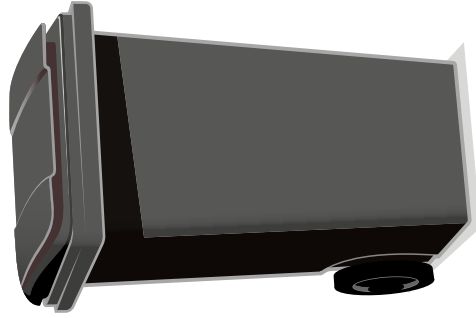
Non-recyclable waste

Black wheelie bin with black lid:
collected every other week

With the majority of your household waste being recyclable there should be little left to go into your non-recyclable waste wheelie bin. For this reason having your rubbish collected every other week should be sufficient.

Yes please

Bin with **lid closed,**
no waste visible



All non-recyclable waste needs to fit within your black wheelie bin.

If you find that you cannot fit all your non-recyclable waste in your black wheelie bin, please contact us so that we can help.

Frequently asked questions

Why is the service changing?

The changes are designed to:

- ✓ Make it easier for you to recycle even more - by providing a bigger bin for you to store your recycling in where appropriate.
- ✓ Reduce carbon emissions – by having fewer vehicle movements around the borough.
- ✓ Save tax payers' money - reducing the collection frequency of rubbish saves money. Also, sending rubbish to landfill costs more than twice as much compared to recycling.

What will I do with my green recycling box?



Once the service changes, you will no longer be able to use your green box for recycling, for operational reasons. However, please use it if you wish for other storage.

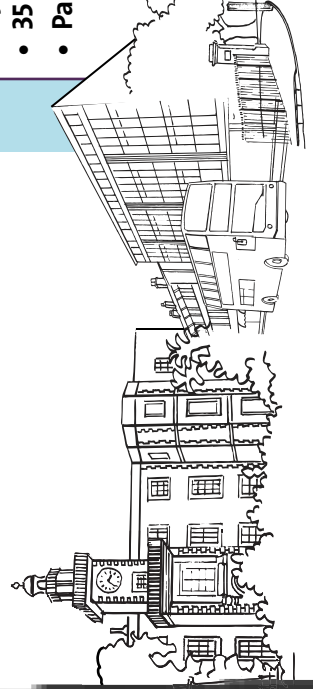
We will collect any unwanted green boxes on your usual recycling collection day the week commencing Monday **22 October 2012**. If you would like your green box collected, please ensure it is presented empty in your front garden next to your recycling wheelie bin or green recycling sacks.

For further information please refer to the **Haringey website www.haringey.gov.uk**

How do I make a request for a new container?

Please contact the Veolia Contact Centre should you require a new or replacement kitchen caddy, green food waste bin or garden waste sack. Kitchen caddies and outdoor food waste bins are also available to collect from your local Reuse and Recycling Centre:

- **35 High street, Hornsey, N8 7QB**
- **Park View Road, Tottenham, N17 9AY**



Changes to your waste collection service

Çöp Toplama
servisi yakında
değişecek

Zmiany dotyczące
wywozu śmieci

Ndryshimet në
shërbimin tuaj
të mbledhjes së
mbeturinave

Changement de
votre service de
collecte d'ordures
ménagères

Isbeddelka lagu
samaynayo ururinta
qashinkaaga

Let's all
recycle more
together!

Important
information



VEOLIA
ENVIRONMENTAL
SERVICES

working in partnership

 **recycle**
for Haringey



September 2012

Dear Resident,

Back in April 2009 the council started the process of developing a new contract to increase recycling rates, reduce carbon emissions and improve the bin collection services we offer.

In shaping the contract we asked residents what they wanted. We received the largest response to any previous consultation with 6,800 people replying. Residents wanted us to recycle a greater range of materials and provide a free bulky item collection service.

Taking all these factors into account the new contract we have with Veolia Environmental Services is set to deliver a 40 per cent recycling rate, significant reductions in carbon emissions and reduce the amount of waste going to incineration or landfill.

It also saves your money. Sending rubbish to landfill already costs more than twice as much compared to recycling. And bills to the taxpayer are set to increase as landfill taxes go up.

Early indications show that recycling rates have increased where we have introduced the new waste collection service and we are confident that with your help we can do even better. As part of this drive to recycle more in your area from the end of **October 2012**, services will include:

- **The weekly collection of all dry recyclables** - paper, card and cartons, metal tins and cans, plastic bottles, tubs and containers, glass bottles and jars.
- **The weekly collection of all food and garden waste** - bones now accepted.
- **A free bulky waste collection service for items that can be reused or recycled (new)** - this includes mattresses. You can arrange a collection by contacting the Veolia Contact Centre.
- **The introduction of a 240 litre wheelie bin so you can recycle more (new)** - if you do not have space to store a wheelie bin you will be provided with green sacks for your dry recycling. If a smaller bin works better for you, please let us know.
- **Free compostable food waste bags (new)** - to make recycling of unused food easier, we will provide you with a six month supply of biodegradable bags to line your kitchen caddy.
- **Collection of rubbish fortnightly (new)** - with improvements to our recycling services we will only have to collect items for landfill and incineration every other week, therefore reducing costs to you, the taxpayer.

We will provide you with more detailed information on the service change when you receive your new wheelie bin or green sacks, so keep an eye out for it. However, in the meantime if you have any questions or queries please do not hesitate to contact the Veolia Contact Centre.

Let's all recycle more together!

Yours faithfully,

Councillor Nilgun Canver
Cabinet Member for the Environment

Frequently asked questions

Why are these changes being made?

- To make recycling even easier - Feedback from residents suggested we could encourage more recycling in the community by further improving our services. This included requests for bigger recycling containers, such as wheelie bins, to give greater storage capacity - helping you to recycle more. Initially, we will provide compostable food waste bags to make it easier for you to recycle unused food.
- To increase recycling rates - Where fortnightly collection of rubbish for landfill and incineration has been introduced elsewhere, recycling rates have increased dramatically, helping the environment.
- To reduce carbon emissions - The new service has environmental benefits, as fewer vehicle movements are required around the borough. Also, recycling more will lower our carbon emissions as it is a greener option.
- To save taxpayers' money - Reducing the collection frequency of rubbish saves your money. By increasing recycling, we reduce incineration or landfill, which is costly and set to increase.

When will I receive my new recycling bin?

We have conducted a survey to see which properties can accommodate a second wheelie bin. If your property was deemed to have enough space you will receive a wheelie bin. Only properties that cannot accommodate a wheelie bin will be provided with green recycling sacks instead. You will receive your new bin or recycling sacks by the end of October.

What if I would like a smaller wheelie bin?

With improvements to our services we want residents to have the capacity to recycle even more but if a smaller bin works better for you, please contact the Veolia Contact Centre.

How do I make a request for a new container?

Please contact the Veolia Contact Centre should you require a new or replacement kitchen caddy, green food waste bin or garden waste sack. Kitchen caddies and outdoor food waste bins are also available to collect from your local Reuse and Recycling Centre:

- 35 High Street, Hornsey, N8 7QB
- Park View Road, Tottenham, N17 9AY

What will I do with my green recycling box?

Once the service changes, you will no longer be able to use your green box for recycling, for operational reasons. However, please use it if you wish for other storage. We will collect any unwanted green boxes from properties once the new service starts.

Veolia Contact Centre
enquiries.haringey@veolia.co.uk

020 8885 7700

www.veolia.co.uk/haringey
www.haringey.gov.uk



What changes are taking place and why?

We are altering the recycling and waste collection rounds, which means that most households will see a change to their waste collection day. These changes will further improve the efficiency of the service.

The calendar on the back of this leaflet shows you on what day your recycling and non-recyclable waste collections will take place. Your recycling and waste collection will happen on the same day of the week, with recycling being collected every week and non-recyclable waste every other week.

A sticker accompanies this leaflet detailing which materials you can put in your recycling bin. Please stick this on the green lid of your recycling wheele bin.

Thank You!

The new waste service has now been introduced to the majority of street level properties within the borough in two phases. We have introduced wheele bins for recycling and moved to fortnightly collections for non-recyclable waste.

Following the introduction of the changes, the amount of waste being recycled has increased by more than 100 tonnes per week. A huge thank you for your efforts on recycling. We look forward to building on this achievement together to reach our target recycling rate of 40% by 2015.

Let's all recycle more together!

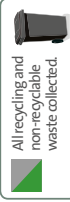


Your new collection day is Tuesday

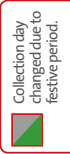
Please see the calendar below, for information on your recycling and waste collections. Your recycling will be collected every week. Non-recyclable waste will be collected every other week.



Recycling collected (dry food waste and garden waste.)



All recycling and non-recyclable waste collected.



Collection day changed due to festive period.

Month	Day	Month	Day	Month	Day		
October 2012	23	November 2012	06	13	20	27	
December 2012	04	January 2013	02	08	15	22	29
February 2013	05	March 2013	05	12	19	26	
April 2013	02	May 2013	07	14	21	28	
June 2013	04	July 2013	02	09	16	23	30
August 2013	06	September 2013	03	10	17	24	

Veolia Contact Centre

(opening hours: Monday - Friday, 8.30am-5.30pm)

020 8885 7700

Email: enquiries.haringey@veolia.co.uk

Visit: www.haringey.gov.uk or www.veolia.co.uk/haringey

Please make sure all your waste and recycling containers are placed to the edge of your property before 6am on your collection day.

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TUE B

Changes to your waste collection service

Your new collection day is: **Tuesday**

Let's all recycle more together!



From the week commencing **22 October 2012** your recycling and waste will be collected on **Tuesday**

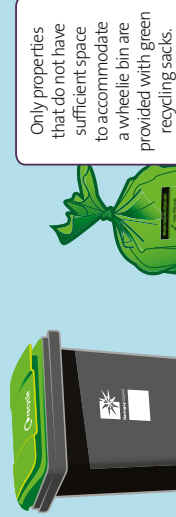


working in partnership

All your recycling (dry, food and garden waste) is collected weekly. Here is a reminder of what you can recycle:

Dry recycling

Black wheelle bin with a green lid or green sacks



Only properties that do not have sufficient space to accommodate a wheelle bin are provided with green recycling sacks.

Please wash your food and drink containers before recycling them.

No thank you

Plastic wrappings, films and crisp packets, polystyrene, nappies and tissues.

Food waste

Green food waste bin



Any bags used to contain food waste must be compostable and show this logo:

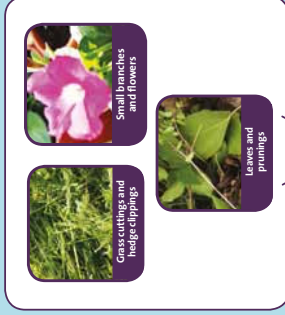
Compostable liners can be purchased from many stores within the borough. You can place your food waste straight into the green food waste bin without using a compostable bag.

No thank you

Food waste contained within plastic bags will not be collected.

Garden waste

White reusable sack



We will collect a maximum of five bags of garden waste with your weekly collection. Should you have any more please contact the Veolia Contact Centre.

No thank you

Large branches, turf, soil and sand.

Non-recyclable waste

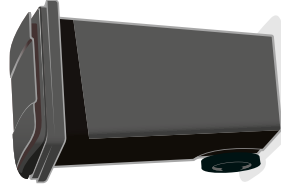
Black wheelle bin with black lid

Your non-recyclable waste is collected every other week.

Yes please

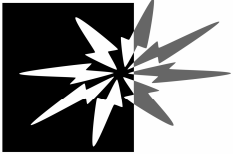
Bin with lid closed, no waste visible

Page 64



With the majority of household waste being recyclable there should be little left to go into your non-recyclable waste wheelle bin.

Please ensure that all waste is contained within your black wheelle bin. If you find you cannot do so, please contact us so that we can help.



Haringey Council

HMO Action Plan

May 2012

HMO Action Plan

Background

The council is currently introducing a number of changes to the waste collection services. The changes will be rolled out to all low-rise residential properties across the borough in three phases, commencing in March 2012. Phase one covered the West of the borough and the new service was implemented on the 5th March.

The second phase will be launched in June following a period of engagement with all households affected. This phase covers streets in Crouch End, Hornsey, Bounds Green, Noel Park, Muswell Hill and Woodside, as well as the whole of Stroud Green and West Green and most of Harringay and Bruce Grove and parts of St Ann's, White Hart Lane and Tottenham Green.

Property Survey

Prior to the roll-out council officers and Veolia conducted a comprehensive street by street and property by property audit. This allowed the following:

- recognition of the households that can accommodate the second wheelie bin for dry recycling, and those that can't;
- procurement of the appropriate number and type of containers for each part of the roll out;
- preparation of communication information that reflects the service offer for each household; and

Furthermore, one key aspect of the survey was to identify all houses in multiple occupation (HMOs) across the borough.

The council defines a HMO as 'a building that is occupied, as a main residence, by more than one household'. The survey ascertained that there are 10119 HMOs across the borough. This includes households consisting of two or more properties.

Within the phase 2 area there are 6201 HMOs. However, the engagement within this phase will concentrate on HMOs consisting of 3 properties or more, totalling 2181. The table highlights the number of properties and households within each ward:

Ward	Properties*	Households
Bounds Green	114	468
Muswell Hill	54	203
Crouch End	294	1258
Noel Park	58	240
Woodside	149	631
Hornsey	240	889
Stroud Green	589	2124
West Green	99	429
Bruce Grove	130	551
Harringay	307	1232
St Ann's	109	425
White Hart Lane	3	10
Tottenham Green	32	135
Northumberland Park	3	10
	2181	8605

*This includes registered HMOs.

Engagement

Door knocking

Officers from the councils Neighbourhood Action Team and Veolia's Participation Team will visit all households as identified in the above table. The wards will be divided accordingly:

Council	Veolia
Bounds Green	Harringay
Bruce Grove	St Ann's
Crouch End	Stroud Green
Hornsey	Tottenham Green
Muswell Hill	West Green
Noel Park	
White Hart Lane	
Woodside	
Northumberland Park	

The purpose of these visits is to notify residents of the forthcoming changes and answer any questions they may have. In addition, where it is identified that they need a specific container i.e. food caddy, details and an order will be noted. It is proposed that these complete by 10th June. Updates will be provided on a weekly basis.

Furthermore, in liaison with the Housing Improvement Team officers will also gather information on the following:

- Description of property, terraced, semi, end of terrace, over shops.
- Number of floors to include basements and lofts
- Number of door bells, name tags etc
- Owner occupied or tenanted
- Self contained flats or open rooms.
- Sharing of facilities.
- Number of occupants and number of rooms/flats.

This work will cover specifically those properties identified in the proposed discretionary licensing area in Tottenham.

Landlords Forum

Officers attended the recent Landlords Forum to outline the forthcoming changes. The presentation also outlines ways in which landlords can assist the council to ensure current and new tenants aware of the waste collection arrangements. Officers will attend the next scheduled meeting in September to provide a further update.

Letter to register landlords and letting agents

A letter outlining the new arrangements will be sent to all registered landlords and letting agents. This will be distributed in early June. A detailed leaflet on the waste collection service will accompany this (please see attached).

Article in Landlords Newsletter

Subject to confirmation, an article will be published in the next newsletter which is published quarterly.

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