

## NOTICE OF MEETING

# ENVIRONMENT AND COMMUNITY SAFETY SCRUTINY PANEL

Thursday, 4th March, 2021, 6.30 pm – MS Teams. Watch it [here](#).

**Members:** Councillors Barbara Blake, Julie Davies, Scott Emery, Julia Ogiehor, Dana Carlin, Mike Hakata and Khaled Moyeed (Chair)

**Co-optees/Non Voting Members:** Ian Sygrave (Haringey Association of Neighbourhood Watches)

Quorum: 3

### 1. FILMING AT MEETINGS

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### 2. APOLOGIES FOR ABSENCE

### 3. ITEMS OF URGENT BUSINESS

The Chair will consider the admission of any late items of urgent business (late items will be considered under the agenda item where they appear. New items will be dealt with as noted below).

### 4. DECLARATIONS OF INTEREST

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

- (i) must disclose the interest at the start of the meeting or when the interest becomes apparent, and
- (ii) may not participate in any discussion or vote on the matter and must withdraw from the meeting room.

A member who discloses at a meeting a disclosable pecuniary interest which is not registered in the Register of Members' 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 interests are defined at Paragraphs 5-7 and Appendix A of the Members' Code of Conduct

**5. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS**

To consider any requests received in accordance with Part 4, Section B, Paragraph 29 of the Council's Constitution.

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

To agree the minutes of the previous meeting on 10<sup>th</sup> December as a correct record.

**7. CABINET MEMBER QUESTIONS: CABINET MEMBER FOR TRANSFORMATION AND PUBLIC REALM INVESTMENT**

Verbal Update.

**8. UPDATE ON PLANNED AND REACTIVE HIGHWAYS MAINTENANCE (PAGES 11 - 16)**

**9. WASTE, RECYCLING & STREET CLEANING PERFORMANCE (PAGES 17 - 32)**

**10. UPDATE ON THE FLY TIPPING STRATEGY (PAGES 33 - 46)**

**11. WORK PROGRAMME UPDATE (PAGES 47 - 52)**

**12. NEW ITEMS OF URGENT BUSINESS**

To consider any items admitted at item 3 above.

**13. DATES OF FUTURE MEETINGS**

Philip Slawther, Principal Committee Co-ordinator  
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John Jones  
Monitoring Officer (Interim)  
River Park House, 225 High Road, Wood Green, N22 8HQ

Wednesday, 24 February 2021

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**MINUTES OF MEETING Environment and Community Safety  
Scrutiny Panel HELD ON Thursday, 10th December, 2020, 6.30  
pm**

**PRESENT:**

**Councillors: Barbara Blake, Julie Davies, Scott Emery, Julia Ogiehor,  
Dana Carlin, Mike Hakata and Khaled Moyeed (Chair)**

**ALSO ATTENDING: Ian Sygrave**

**50. FILMING AT MEETINGS**

The Chair referred Members present to agenda Item 1 as shown on the agenda in respect of filming at this meeting, and Members noted the information contained therein'.

**51. APOLOGIES FOR ABSENCE**

There were no apologies for absence.

**52. ITEMS OF URGENT BUSINESS**

None.

**53. DECLARATIONS OF INTEREST**

There were no Declarations of Interest.

**54. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS**

None

**55. MINUTES**

The Committee noted concerns about the late submission of responses to actions from the previous meeting and the Chair agreed to pick this up with an email and to take up the chasing of actions going forwards. **(Action: Chair).**

**RESOLVED**

That the minutes of the meeting of 3<sup>rd</sup> November were agreed as a correct record.

**56. PRIORITIES FOR THE HARINGEY COMMUNITY SAFETY PARTNERSHIP**

*\*Clerk's note – The Chair agreed to take agenda items 7, 8 & 9 together and then the Committee would ask questions at the end.*

The Committee received a cover report and accompanying presentation which provided information about the Haringey Community Safety priority setting process for 2021/22. This was similar to the 2020/21 process, and was to be finalised by March 2021. The presentation was introduced by Sandeep Broca, Intelligence Analysis Manager as set out in the agenda pack at pages 9-22.

As part of the Mayor's Police and Crime Plan, MOPAC were committed to setting local policing priorities across the capital in conjunction with borough leaders and police. Alongside the local priorities were London wide policing priorities on mandatory high-harm crimes: sexual violence, domestic abuse, child sexual exploitation, weapon-based crime and hate crime. Last year, data showed that both violence (Robbery; Non-Domestic Violence with Injury) and burglary were trends on the rise and should be considered actively by boroughs when setting local priorities. As a result, many Boroughs chose a violence measure and/or burglary as a priority. Alongside this, MOPAC ensured that anti-social behaviour remained a local borough priority across London.

The following points were raised in discussion of this item:

- a. The Committee welcomed the positive news in relation to decreasing crime trends around robberies and serious youth violence but noted concerns around a rise in hate crime and the possibility of this getting worse as Britain leaves the EU. The Panel sought reassurance around what plans were in place to tackle this and in particular to support the victims of crime. In response, the Borough Commander advised that hate crimes were traditionally under reported and that she was pleased that this was now being reported to the Police. The Borough Commander advised that her aim was to ensure that every victim that wanted to pursue charges was supported in doing so and that cases were progressed in order to give the reassurance to the community that the issue was being taken seriously. However, the Panel was also advised that many victims did not want to pursue cases and that the criminal justice system could be daunting for victims and that she was also keen to explore other avenues such as restorative justice.
- b. In response to comments around restorative justice not always being applicable, the Borough Commander acknowledged this point and advised that ultimately, the pursuit of any crime was dependent upon the victim's needs. It was the Police's responsibility to investigate fully and to pursue every case where there was a will and desire from the victim to do so.
- c. It was also commented that some people perhaps didn't know how to report hate crime and that there was a communications point around the Police ensuring that this information was communicated widely to our communities.
- d. In response to a supplementary question around whether there was a breakdown of hate crimes in the borough, officers advised that some of the data was not separated out, but that the highest classification was under racism and religious hatred. It was commented that some of this rise seemed to be linked to neighbour disputes and the use of inappropriate language in shops and supermarkets, during the initial lockdown period.

- e. In response to a question around the rise in domestic violence incidents, the Borough Commander advised that this was another crime that was under reported. The Borough Commander set out the importance of schemes such as Operational Alliance which provided an opportunity to provide outreach support to young children who perhaps didn't want to be at home because of domestic violence and who perhaps would have been missed by the Police and the local authority otherwise.
- f. The AD for Safer and Stronger Communities agreed to circulate a briefing in relation to the Refuge. **(Action: Eubert Malcolm).**
- g. In relation to a question around the setting of MOPAC funding for next year, officers advised that Haringey's crime prevention funding would be maintained at the same level for next year and this covered areas such as the Integrated Gangs Unit, ASB and VAWG. In relation to hate crime, officers advised that they had set up a hate crime awareness group to develop areas of learning and to signpost victims to voluntary sector organisations who could provide additional support. A hate crime awareness week had also been arranged to highlight the issue and highlight how victims could receive support.
- h. The Committee enquired as to how many police officers were on duty at any one time. In response, the Borough Commander advised that she couldn't give a specific figure but that there were lots of different officers on different shifts. The response teams and safeguarding teams operated a 7am-3pm shift daily. Some officers operated on a 10am-6pm shift pattern and CID operated split shifts. There was also flexible working arrangements and compressed hours. All together there was a 24/7 service in place across all of the different strands – response, neighbourhoods, CID and public protection.
- i. In response to a question around what concerned the Borough Commander in relation to the presentation, the Committee was advised that of course she would like to see the crime numbers come down further and that she would like to get robberies down to zero. The Borough Commander also set out that she would like for every residents to feel safe on the street and feel that they could call the police if they needed to.
- j. Concerns were noted about the ongoing severity of the gang problems in Haringey and assurance was sought around what was being done by the Council and the Police to address this. In response, the Borough Commander acknowledged the good work being done and also the frustration at the ongoing problems. The Borough Commander advised that this was a very complex problem which covered a range of issues including exploitation, violence and often involved children who didn't have a good home life. The Borough Commander set out that the key was around adopting a whole systems approach and early intervention with key partners, such as Children's Services and outreach workers to intervene at an early stage and prevent that child from being further embroiled in gangs. The Borough Commander emphasised the important role that Crimestoppers played in providing completely anonymous intelligence reporting.
- k. The Committee expressed concerns about loss of police stations across London and the loss of the Hornsey police station in particular, as there was no police station in the west of the borough. In response, the Borough Commander acknowledged that this was a significant concern for many residents and councillors but it was a decision that had already been taken by MOPAC and the Borough Commander was unable to do anything to stop it. The Borough

- Commander set out that with the roll-out of mobile technology, police officers were able to be out on the streets for longer and to have greater visibility.
- l. The Committee raised serious concerns about the redundancy of the Neighbourhood Watch Coordinator and Parks Links Officer. It was commented that this seemed to be a short sighted decision as any short term savings would almost certainly not justify the long term effects of losing such a valuable role.
  - m. In response, the Borough Commander acknowledged the fantastic job that the post holder had done over the last ten years. The Borough Commander set out that she had been working for the past year to try and find a solution to this problem but that the bottom line was that the Police could not afford to fund 75% of the post as there was no funding available from MOPAC. Ultimately, the only way this could be funded was to lose a dedicated ward officer, which she was unwilling to do. The Borough Commander set out that North Central was an outlier as no other BCU had a coordinator role and therefore MOPAC would not provide funding. The Borough Commander advised that she was looking at how to deliver most of the work that the post holder provided through the existing neighbourhood teams and would report back on this in due course. The Borough Commander also advised that she was undertaking a community mapping exercise to ensure that good practice was understood and replicated across different areas.
  - n. In response to a follow up, the Committee set out that although an outlier, the police should be looking to replicate this post across London. The Committee also expressed some degree of scepticism that the role of the Neighbourhood Watch Coordinator could be done by a neighbourhoods officer, due to workloads and given that exiting neighbourhood officers were regularly re-assigned to other policing duties.
  - o. In response to a question around the extent to which improvements in robberies were sustainable, the Borough Commander advised that there was a uniformed Burglary & Robbery Investigation Team in place who provided a focused investigative resource on burglaries and robberies. The Borough Commander acknowledged that it was difficult to quantify the extent to which lockdown had impacted the figures, however some of the improvement was undoubtedly due to the good work being done by police, such as Operation Vertis. Since 2017, high-visibility daily foot patrols were put in place with a specific emphasis around robberies. There was also fixed micro-beat patrols in place in hotspot locations.
  - p. In response to a question, the Borough Commander assured the Panel that she was very focused on drugs and that she recognised the close links with a range of other criminal activity including aggravated burglary.
  - q. The Borough Commander agreed that she would be happy to respond to any further questions that the Panel had via email.
  - r. The Chair thanked the Borough Commander for coming along to the panel meeting and responding to questions.

## **RESOLVED**

- l. To note that Haringey's agreed local priorities for 2020/21 are Violence with Injury (Non-Domestic) and Personal Robbery. Whilst some positive improvements have been noted in Violence with Injury (Non-Domestic) (-11%) and Personal Robbery (- 30%), both of these remain significant challenges for

the borough. The seriousness of such incidents continues to also remain high, with levels of injury sustained often being significant.

- II. To note that the volume of recorded crime has reduced significantly since March 2020, in Haringey and across London. Some crime types have experienced reductions in excess of 30% during this period.
- III. To note that as each phase of lockdown easing was implemented, crime levels have generally increased once again, however, they remained below previous baseline levels in most cases. Nonetheless, Haringey experiences over 1,600 violent crimes per year and almost 1,700 robberies, equating to one of each of these offences approximately every 5 hours, throughout the year.
- IV. To note that Violence with Injury (Non-Domestic) and Personal Robbery remain key local priorities for Haringey, along with the basket of high harm crimes (sexual violence, domestic abuse, child sexual exploitation, weapon-based crime and hate crime) and anti-social behaviour. These priorities would also support a number of ongoing workstreams in Haringey, including the Community Safety Strategy, the Young People at Risk strategy, the Borough Plan and the North Area Violence Reduction Group (NAVRG)

## **57. UPDATE ON HARINGEY & ENFIELD BCU INTEGRATION.**

The Borough Commander, Treena Fleming gave a verbal update to the Panel on the Police's perspective on the previous presentation, current performance levels and how well the integration of the Haringey and Enfield BCU's had gone to date. The key areas highlighted were:

- The Borough Commander set out that she was very pleased with a number of the headline performance figures in the borough, including a 30% reduction in robberies which was excellent and was well above the London average.
- Haringey was one of the boroughs with high levels of serious youth violence, so the fact that knife crime had reduced 27% was also an excellent result.
- The merged Borough Command Unit (BCU) between Haringey and Enfield was implemented in April 2019 and the Borough Commander suggested that the performance figures provided an indication of the success of the merger.
- The Borough Commander advised that robbery would continue to be a key priority for the BCU and that high visibility uniformed patrols were on patrol every day in robbery hotspot locations to try and reduce offending.
- In April 2019, London went from 32 police boroughs down to 12. The Borough Commander advised that joining up resources with Enfield and Haringey had provided additional capacity to flex policing resources locally to respond to demand. There were a number of cross border problems, particularly around gangs and allowed the response teams to respond in a much more flexible way.
- The North Area tasking team was the violence suppression unit which was responsible to dealing with violent crime related to drugs. This unit comprised of over 40 high visibility officers who did a lot of work around robberies other violent crime.
- Traditionally, Haringey received a lot of central support from across London, however in light of the success of driving down violent crime this was no longer

the case and the BCU no longer had priority status. This was seen as a significant milestone and it took around 18 months to achieve, involving the use of close joint working arrangements with partners.

- The Public Protection Unit, is what was previously called the Safeguarding Unit. This was a specialist unit that linked together rape investigations with domestic violence and child abuse investigations to provide a more holistic response. Previously, some of these areas would have involved a centralised response and that this could have resulted in three different investigating officers.
- There was a lot of cross working with Council partners around safeguarding. This included Operation Alliance, which was a joint piece of public protection work with the local authority and the custody suite at Wood Green to introduce four outreach workers. The outreach workers worked with every child that came into custody to provide a teachable moment and to then follow that up with visits to the child and their parents/guardian.
- The Neighbourhoods Team was in place and each ward had 2 dedicated officers and a PCSO. A youth independent advisory group had also been set up and the Committee was advised that police cadet numbers were growing.
- CID were responsible for investigating serious crime outside of the public protection sphere. It was commented that whilst some of the reduction in crime levels was due to lower footfall levels during lockdown, part of it was also about some of the work that was being done by Police. The examples of Operation Venice and Operation Prosecco were given which had been high profile operations targeting drugs, violent crime and robbery and had achieved good results.
- The BCU command unit were responsible for monitoring performance and driving continuous improvement. The command unit also contained a performance and ethics board that analysed information conducted in depth analysis in relation to crime data.

## **RESOLVED**

That the update was noted.

### **58. UPDATE ON ADDITIONAL POLICE NUMBERS IN HARINGEY**

In relation to the uplift programme of an additional 20k police officers promised by the Prime Minister, the Borough Commander advised that she was not able to give a Haringey specific figure. However the Metropolitan Police's allocation of that 20K was an extra 1369 officers to be recruited in 2020/21 and an extra 2623 officers to be recruited in 2021/22. It was noted that the 2020/21 allocation had been recruited with five months to spare. The Borough Commander estimated that she currently had 70 newly appointed probationers in the BCU, which was unprecedented.

## **RESOLVED**

Noted

### **59. SCRUTINY OF THE 2021/22 DRAFT BUDGET / 5 YEAR MEDIUM TERM FINANCIAL STRATEGY (2021/22-2025/26)**

The Panel received a report which provided an update on the Council's 2021/22 Draft Budget / 5-year Medium Term Financial Strategy (MTFS) 2021/22 – 2025/26 as well as the budget saving proposals within the Place priority. The report was introduced by Dee Ball, Finance Business Partner as set out in the agenda pack at pages 23-197. The Panel noted that the net budget expenditure within the Place priority was £31.43m. This was made up of total expenditure of £84.8m and £53.41m in income. There was a projected overall variance for Place in 2020-21 of £13.713m, the driver of which was Covid. The most notable impacts of Covid on Place were a reduction in parking and highways income of £11.39m and a loss of £1.3m income from major events not taking place.

The following was noted in discussion of the report:

- a. The Panel noted concerns in relation to undelivered savings within the MTFS and questioned the extent to which areas of growth were being used to offset these. The Panel requested further clarity be provided on the exact figure for the current budget gap, as it was commented that there seemed to be a number of different figures referred to in the report.
- b. The Panel sought clarity around where in the Place budget the overall savings were coming from. The Panel also requested further information in relation to the budget allocated to help people who had lost their jobs due to Covid. In particular, the Panel were keen to know what impact this had and how many people would this affect. **(Action: Dee Ball/Clerk).**
- c. The Panel agreed to put a recommendation forward to Cabinet around the retention of the Neighbourhood Watch Coordinator and Parks Link Officer post. The Chair also agreed that he would raise this matter separately with the Leader due to the strength of feeling on this issue and concerns that the post holder was due to be made redundant within weeks. **(Action: Chair).**
- d. Cllr Mark Blake commented that the reduction in funding for the above post was a budget decision made two years ago with a reduction in the council's contribution from 100%, to 50% this year and then to 25% for next year, so was not part of this year's MTFS. Cllr Blake highlighted that any resolution would relate to a reversal of previous decisions and, from his perspective, he would like to see the Metropolitan Police making some kind of contribution.
- e. In relation to saving PL20/17 on garden waste service, the Panel sought assurances around how feasible it was to expect increased year on year growth in subscriptions from a smaller pool of potential customers. In response, the Cabinet Member set out that the savings were anticipated as a result of increased marketing of the service and from potentially increasing take up with a reduction in the cost.
- f. The Panel also sought assurance about saving PL20/15 and what this involved. In response, the Panel was advised that this saving related to rationalising the fleet of vehicles used by the service and would be achieved through increased mechanisation of street sweeping resulting in less vehicles being required, as well as some savings relating to contract management.
- g. In relation to savings PL20/28 & PL20/29, The Panel raised concerns about the impact on businesses from introducing Sunday car parking charges, who were already struggling because of Covid, and requested assurance that the cost to local businesses would not outweigh the additional revenue received.
- h. The Committee noted concerns around a lack of funding for the principal road network from TfL (capital 302) and the fact that the report highlighted that if the

Council had to fund this again going forward, this would have an impact of other services. The Panel were particularly concerned around the need to protect funding for cycling and walking schemes and requested additional assurance from Cabinet on this.

- i. In relation to saving PL20/20, Fuel Savings from Electrical Vehicles, the Panel requested further assurance around whether additional savings could be generated through additional investment in this area.
- j. The Panel questioned whether additional revenue could be generated in relation to moving traffic enforcement as £350k did not seem a lot. In relation to a question about cameras needing to be prioritised for ASB and fly-tipping, officers advised that there had been significant investment into CCTV cameras and a new control room and that a paper had been taken to Cabinet on this. Cllr Hakata agreed that he would follow up on this with the relevant Cabinet Member outside of the meeting.
- k. In relation to the disposal of Keston Road, the Panel expressed concerns with any attempt sell off this site to a developer as land was the Council's most valuable asset and that if the depot was no longer necessary then the Council should be building houses on this site. Officers advised that the Keston Road site was largely a series of portacabins that were nearing the end of their functionality and that investment in parks depots was better spent on alternative sites.
- l. The Panel noted concerns with the year-on-year allocation of capital funding for parks asset management (311) over the 5 year period of the MTFs being a flat figure of £300k. The Panel advised that funding levels for this area had been subject to significant cuts over the last ten years and that they would like to see additional investment to offset this.
- m. In relation to Finsbury Park (322), the Panel wanted assurance that the proposed package of funding for Finsbury Park explicitly included funding for the Changing Places scheme.
- n. In relation to the capital budget allocation for Alexandra Palace maintenance (447), the Panel sought further information around what this funding was for. Officers advised that capital funding was not able to be used to cover shortfalls in revenue budgets such as staffing costs.

## **RESOLVED**

That the Panel considered and provided recommendations to Overview and Scrutiny Committee (OSC), on the 2021/22 Draft Budget/MTFS 2021/22-2025/26 and proposals relating to the Scrutiny Panel's remit.

## **60. WORK PROGRAMME**

The Panel requested that the work plan include a future item around scrutinising progress against the Cabinet pledge of £5.1m for active travel and the Cycling and Walking Action Plan. **(Action: Clerk).**

## **RESOLVED**

That the work plan was agreed.

**61. NEW ITEMS OF URGENT BUSINESS**

N/A

**62. DATES OF FUTURE MEETINGS**

Noted as 4<sup>th</sup> March 2021.

CHAIR: Councillor Khaled Moyeed

Signed by Chair .....

Date .....

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**Report for:** Environment and Community Safety Scrutiny Panel  
**Title:** Update on Planned and Reactive Highways Maintenance

**Report authorised by** Stephen McDonnell, Director of Environment and Neighbourhoods

**Lead Officer:** Ann Cunningham, Head of Highways & Parking  
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**Ward(s) affected:** All

### **Non-Key Decision**

#### **1 Describe the issue under consideration**

- 1.1 To provide the Environment and Community Safety Scrutiny Panel an update on highways planned and responsive maintenance services.

#### **2 Cabinet Member Introduction**

N/A

#### **3. Recommendations**

- 3.1 That the Environment and Community Safety Scrutiny Panel notes the content of this report.

#### **4. Background**

- 4.1 The borough's highway infrastructure, estimated at a value in the region of £1 billion, is the most visible, well-used and valuable physical asset owned by the Council. It is crucial for the prosperity of the borough, enabling the safe and free movement of people and goods whether they are walking, cycling, driving, or using bus services. Highways are vital to the economic success of the borough.

Safety of the highway network is the Council's responsibility. Haringey has a duty to inspect and repair roads, pavements, and highway structures, and to ensure that street lighting and drainage systems work effectively.

The Council as a local highway authority is responsible for the repair and maintenance of all assets that form part of the public highway. This includes approximately:

- 332 km of roads
- 604 km of footways
- 32,120 street trees
- 15,500 street lights
- 14,300 drainage gullies
- guard posts and other street furniture and
- highway assets that include 41 structures, culverts and drainage pipes.

4.2 Historical under-investment in highways maintenance has resulted in a deteriorating road network. However, the increased funding in recent years has had a positive impact. This investment has been used to carry out maintenance improvements to the roads in the worst condition. This is a catch-up strategy and not a long-term solution. We propose to increase the life span of our roads and reduce the percentage of roads in need of repair by moving away from the “worst first” approach currently adopted and implement a programme of preventative maintenance. Such preventative measures will include carrying out regular lower cost repairs, which is a more cost-effective approach to asset management. These regular repairs to be carried out along with a resurfacing programme required to address the current backlog of schemes.

4.3 The investment of £19.2m over the past 5 years in maintenance of the highway has made significant improvements to the overall condition of the network. This will be demonstrated in a new borough wide highway condition survey, to be carried out later this year. However, it should be noted, that the footway condition remains noticeably poor. It is estimated that in the region of 59% of the footway network still requires structural maintenance. Therefore, a significant proportion of the future highways’ investment is required for footway reconstruction works.

4.4 Reactive maintenance deals with reinstatements in the footways and carriageways (potholes and trip hazards), gully cleansing and drainage repairs, replacing and maintenance of street lighting and furniture.

## **5 Existing Maintenance Contracts**

5.1 For many years, all highways and street lighting maintenance and construction works have been outsourced. From June 2013 to September 2019 the service provider was Ringway-Jacobs through a single supplier framework agreement initiated by Transport for London and known as the London Highways Alliance Contract (LoHAC). The Council sought other alternative contractual arrangements, and in October 2019 appointed Marlborough Highways Limited as an Interim Highways Contractor until the 30<sup>th</sup> June 2020.

5.2 A longer-term highways contract was tendered and awarded to Marlborough Highways Limited, for an initial term of five (5) years commencing on the 1<sup>st</sup> July 2020 with an option for a two (2) year extension period. Under this contract

major highways maintenance includes for resurfacing and footways works being carried out alongside the reactive works e.g; potholes.

- 5.3 Some major highways and specialist projects are tendered, such as major public realm schemes, bridge repairs and other highways structures works.
- 5.4 The current street lighting maintenance contract was tendered and awarded to Marlborough Highways Limited, which commenced in October 2019 and is for a period of four (4) years with options to extend by up to a further four (4) years.
- 5.5 A Smart Management System contract (Central Management System) for street lighting will be awarded in March 2021. This will enable the major installation works to commence in 2021/22.

## **6 Future Investment**

- 6.1 The Council's approach to asset management is to principally prioritise the works programmes for resurfacing and footway reconstruction to ensure that major investment is carried out to the roads in the worst condition. Reactive repairs are still necessary but are not the solution in terms of aesthetics and long-term cost-effective maintenance.
- 6.2 This year £4,373,000 is being invested in our roads and this will involve resurfacing the carriageway in 30 roads and relaying 22 footways throughout the borough. The Highways Investment Plan will be presented to Cabinet on 9 March 2021. Included within this investment is £873,000 allocated to support reactive maintenance and small-scale highways' projects. These reactive maintenance works include the repair of potholes and footway trip hazards.
- 6.3 From 2021/22 and over the next 5 years, it is proposed to invest a further £29m in highways maintenance. It is anticipated that a significant level of this funding will be spent through a direct service organisation (DSO).
- 6.4 Over the past 5 years, £9.2m has been invested in street lighting maintenance and improvements. Further investment of £10m has been agreed for the next 5 years and this will fund the following:
  - The completion of the upgrading of all highways lighting stock to the more efficient light emitting diodes (LED);
  - The installation of a Smart Management System (commonly known as a Central Management System) for all highways street lights;
  - Ongoing column replacement and refurbishment;
  - Reactive maintenance of the lighting infrastructure.

## **7 Direct Service Organisation (DSO)**

- 7.1 A range of commissioning options for the delivery of highways works were considered. The desired delivery arrangement included a small direct labour work force. It is therefore proposed that a small DSO to undertake elements of the reactive and planned footway maintenance is established. It is expected that this new service will operate from the Sedge Road Depot, which is currently

occupied by the highways term contractor. Establishing the inhouse service will involve recruiting operatives, developing and implementing back office arrangements including works ordering and payment systems. The development of a detailed health and safety plan to support safe working practices is also essential to enable the DSO to operate.

- 7.2 The detailed business case and operational procedures are being developed and will be presented to Cabinet for approval, later in the new financial year. This report will include funding requirements for project development support to ensure that appropriate expertise is engaged at the right time.
- 7.3 Refurbishment of the Sedge Road Depot will also be required to provide a suitable base. This will need to take place by the beginning of 2022/23. This refurbishment will require negotiations with the term contractor over possible shared use of the depot as well as the necessary phasing of these works to ensure continuity of the highway maintenance service. While TUPE obligations will be considered, we anticipate that recruitment and staff training will need to be done in parallel with the depot refurbishment.
- 7.4 The plans at present, expect the DSO to become operational during late 2022/23. This will be for essential reactive maintenance works. If successful it will be expanded to include planned footway maintenance works and the installation of new crossovers from 2023/24.
- 7.5 The existing highways term contract, with Marlborough Highways Ltd, can expire in 2025 or be extended by up to two years. The tendering of a new highways term contract can take around 18 months. A decision will therefore be taken in early 2024 on expanding the DSO to take on additional highway works. Should a decision be taken to expand the DSO arrangement, an alternative form of highways contract will be tendered rather than just extending the existing highways term contract.

## **8 Contribution to strategic outcomes**

- 8.1 Highways Maintenance supports two key Themes within the Borough Plan 2019-2023:
  - People Theme: A Haringey where strong families, strong networks and strong communities nurture all residents to live well and achieve their potential. A well-maintained highway network will contribute to specific outcomes within this Theme, by improving road safety, encouraging active travel and modal shift to improve air quality.
  - Place Theme: A place with strong, resilient & connected communities where people can lead active and healthy lives in an environment that is safe, clean and green. Highways Maintenance will contribute to specific outcomes within this Theme, by improving the public realm and road network condition, reducing road traffic collisions, while improving accessibility for all road users, in particular pedestrians and cyclists and motorcyclists.

**9. Statutory Officers comments (Chief Finance Officer (including procurement), Assistant Director of Corporate Governance, Equalities)**

**Finance**

There are no specific Finance issues arising from this report.

**Procurement**

There are no specific Procurement issues arising from this report.

**Legal**

The Council as Highway Authority is under a statutory duty under section 41 of the Highways Act 1980 to maintain the highway. The Contents of this report sets out how the Council is intending to invest its resources in maintaining and improving its highway network which will ensure compliance with the statutory duty.

**Equality**

There are no specific Equalities issues arising from this report.

**10 Use of Appendices**

There are no Appendices with this report.

**11 Local Government (Access to Information) Act 1985**

- Borough Plan 2019-2023
- 2018 Transport Strategy
- Local Plan
- Highways Asset Management Plan
- Highways Works Plan 2020/21
- Local Implementation Plan – 3 Year Delivery Plan 2019 - 2022

**12 Web links to schemes**

- [www.haringey.gov.uk/smartertravel](http://www.haringey.gov.uk/smartertravel)
- [www.haringey.gov.uk/majorschemes](http://www.haringey.gov.uk/majorschemes)
- <http://haringey.roadworks.org>



**Report for:** Environment and Community Safety Scrutiny Panel, 4th March 2021

**Title:** Waste, Recycling and Street Cleansing Performance

**Report**

**authorised by:** Eubert Malcolm - Assistant Director Stronger & Safer Communities

**Lead Officer:** Beth Waltzer – Interim Head of Waste

**Ward(s) affected:** All

**Report for Key/**

**Non Key Decision:** Non Key

**1 Describe the issue under consideration**

This report provides an update on the borough's waste, recycling and street cleansing performance.

**2 Recommendations**

- 2.1 That Members are asked to note the content of the report and provide officers with any comments regarding their experience, or reports they have received relating to the waste, recycling and street cleaning services.
- 2.2 Notes that a review of the borough's Reduction and Recycling Plan is still in progress

**3 Background**

- 3.1 The service would like to place on record our acknowledgement of the current unprecedented period that we are in. We continue to work closely with our service provider Veolia to minimise the impact the Coronavirus outbreak has on our environmental services. We are reviewing these impacts daily and have, to date, been able to rely on a full core collection and street cleansing service being delivered across the borough, which is a testament to the commitment of local staff involved in the operations.
- 3.2 The Council delivers waste and street cleansing services through its contract with Veolia Environmental Services. The 14-year contract commenced in 2011, and covers waste collection, street cleansing, graffiti and flyposting clearance, fleet management, leafing, and winter gritting. Veolia also provide services to Homes for Haringey.
- 3.3 The Council has a statutory duty to collect residential waste from residents. London boroughs have an additional duty to act in general conformity with the

London Environment Strategy, prepared by the Mayor of London. This ensure that the methods used for waste and recycling collections are broadly the same across London.

3.4 A draft Cleaner Haringey Strategy due for approval in March will set out how we intend to improve our litter and waste related service standards. It contains four priorities relevant to waste and cleansing services which are as follows:

- Fight illegal rubbish dumping
- Keep our streets free from litter and detritus
- Tackle the blight of graffiti and fly posting
- Ensure waste is sufficiently contained in bins

3.5 The Borough Plan is currently undergoing a refresh ready for an updated publication during the summer, the themes relevant to this report being:

- Improving cleanliness and reducing the level of fly-tipping and
- Minimising the amount of waste generated by our residents and businesses and increase levels of recycling.

3.6 In January 2020, several changes were made to the then existing management reporting arrangements within Environment & Neighbourhoods. The Waste Services team are now within the Community Safety and Enforcement remit and have an interim Head of Waste to drive transition.

3.7 For the purposes of this report, fly tipping information is excluded as a separate report on Fly tipping is presented elsewhere on your agenda.

## 4 Resident Satisfaction – Waste and Cleansing

4.1 A 2018 Residents' Survey<sup>1</sup>, commissioned and compiled through the results of 1,900 face-to-face interviews with residents from across the borough, acknowledged the level of positivity held among the people of Haringey. More than four in five residents are satisfied with their local area as a place to live. Key dislikes included crime or antisocial behaviour and litter, as cited by a third of all respondents.

4.2 The level of street cleanliness we achieve meets the expectations of 68% of our residents but this is caveated by repeating concerns over litter and dog mess. More than three quarters of residents living in low rise housing are satisfied with our recycling and waste collection services but those living in housing blocks and flats-above-shops clearly feel improvements could be made. There is an overwhelming dislike of seeing sacks of waste along the pavements of our timed collection zones and the mess they create. Timings are inconvenient for some residents living above

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<sup>1</sup> <https://www.haringey.gov.uk/local-democracy/have-your-say-haringey/residents-survey>

shops and the businesses below them. Ideally, allowing rubbish to be placed on the pavement is not a message we want to have to give.

**5. Performance - Cleansing**

5.1 The performance of this contract is measured through a service performance framework which includes a set of Strategic Performance Indicators (SPIs). There are two SPI's directly related to cleansing performance as follows:

- SC2 – Resident Satisfaction
- SC4 – NI195 Performance

5.2 In addition, there are 39 separate Contract Operational Targets (COTS) indicators that are used to manage contractor performance and if necessary, ensure rectification of failures within prescribed timescales.

5.3 Establishing a benchmark against similar authorities is harder to present as the government has abolished the national indicator (NI195) in England for cleanliness, removing the need for councils to formally report. However, Officers will undertake a benchmarking exercise within the next 6 months to gauge how Haringey compares to Boroughs with similar demographics.

**5.4 Contract Satisfaction Rates**

Table 1 sets out the results of the Veolia resident satisfaction survey. The drop-in satisfaction rates and associated targets from year 2016 represent the implementation of a reduction in street cleansing frequency from twice weekly to once weekly. The results have steadily increased since that point and demonstrate satisfaction levels from this survey are exceeding targets:

Table 1: Street Cleansing Veolia Satisfaction Survey Results										
	Year									
	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Satisfaction Target	65%	62%	62%	62%	62%	62%	62%	62%	62%	62%
Satisfaction Results	75%	62%	66%	67%	68%	-	-	-	-	-

## 5.5 Client Monitoring

5.1.1 The waste team has three monitoring officers who undertake NI195 and contractual monitoring for street cleansing, waste, and recycling. Table 2 sets out the contractual performance of NI195 from 2015.

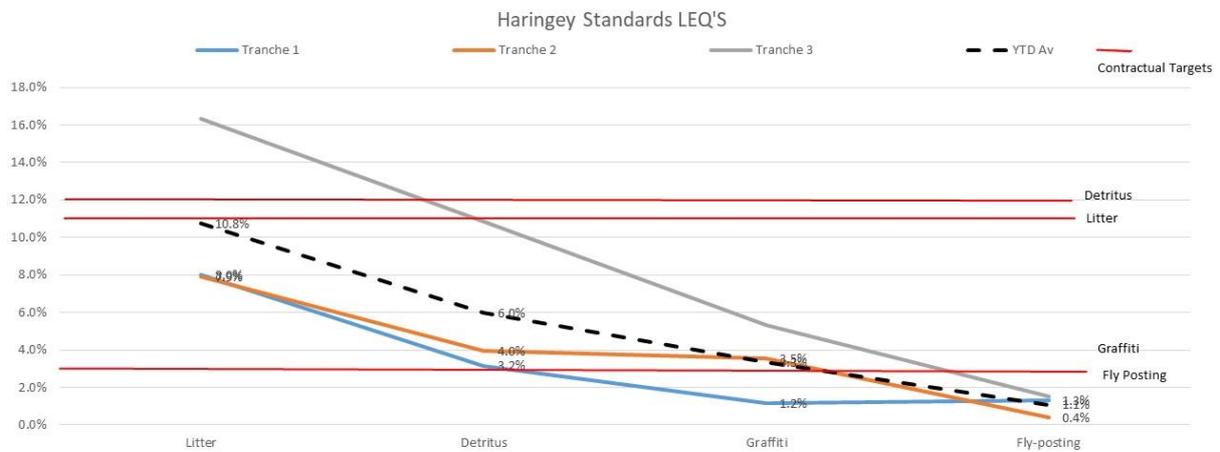
Table 2: Street Cleansing NI195 Results

	Year									
	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Litter Target (NI195a)	7	11	11	11	11	11	11	11	11	11
Litter Achievement (NI195a)	4.6	5.2	11.3	7.3	7.7					
Detritus Target (NI195b)	11	12	12	12	12	12	12	12	12	12
Detritus Achievement (NI195b)	3.9	2.8	12.8	7.7	3.5					
Graffiti Target (NI195c)	3	4	4	4	4	4	4	4	4	4
Graffiti Achievement (NI195c)	1.3	2.3	3.8	3.3	4.8					
Flyposting Target (NI195d)	3	3	3	3	3	3	3	3	3	3
Flyposting Achievement (NI195d)	6.7	1.0	1.9	1.2	1.5					

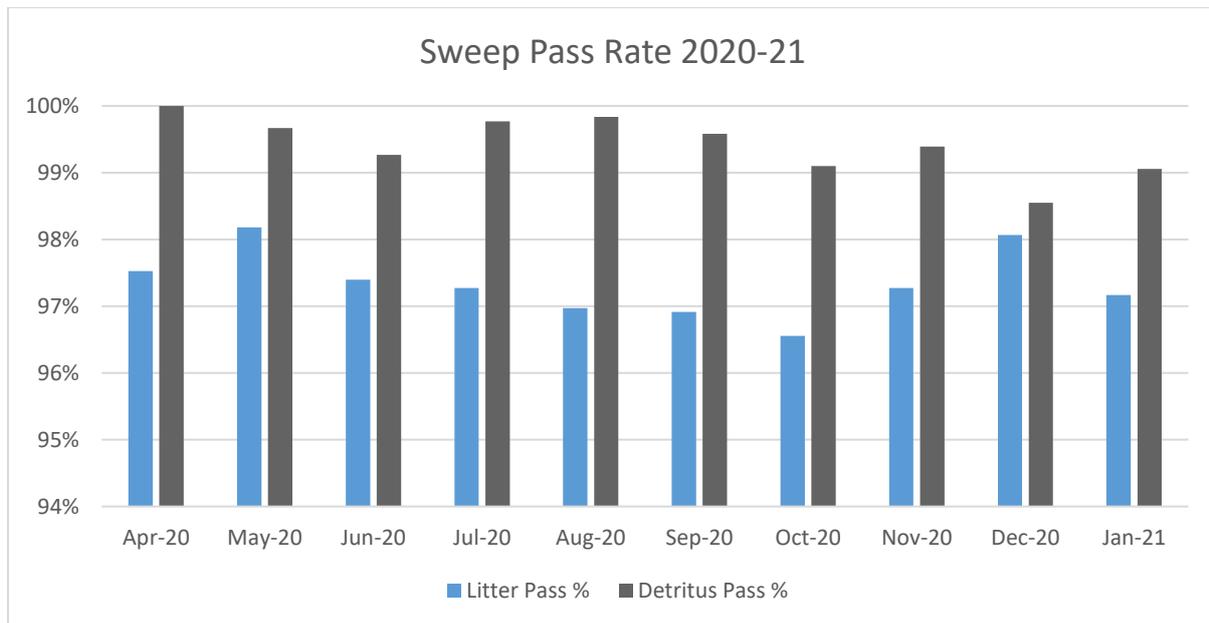
5.1.2 Table 3 sets out the NI195 monitoring over the last 3 tranches (April 2020 to December 2020):

Table 3: NI195 2020/21 Results				
	Litter	Detritus	Graffiti	Fly-posting
Tranche 1	8.0%	3.2%	1.2%	1.3%
Tranche 2	7.9%	4.0%	3.5%	0.4%
Tranche 3	16.3%	10.8%	5.3%	1.5%
YTD Av	10.8%	6.0%	3.3%	1.1%
Targets	11%	12%	4%	3%

Graph 1 - NI195 Results for April 2020 to December 2020



**Graph 2 - Monitoring of Pass rate (Grade A) at time of sweep (April 2020 to December 2020)**



- The average NI 195 litter scores for the first 3 tranches this year stand at 10.8% which is close to the 11% target.
- 5.6% of these fails were monitored 4-7 days after sweep
- The worst performing ward (Seven Sisters) was failing at 28% in Tranche 3, however 98% of these fail grades were made up from B- which are half grade fails. There was only 1 x B- fail grade that took place on the day of sweep and that was before the scheduled shift had finished.
- The day of sweep monitoring confirmed over 7800 locations monitored April to December 2020 achieved a 97% pass rate for litter and 100% pass rate for detritus (A grade).
- Tranche 3 failure for Graffiti was 5.3%, however the contractual responsibility for Veolia would only be 1.5%

## 6. Covid Impacts on Cleansing

- 6.1 Prompted by the Covid-19 pandemic, with the need to limit reliance of public transport and people needing to get essential exercise, more Londoners have taken to walking and cycling. The 'Centre for London' think tank found 48% of Londoners were walking more and 20% are cycling more.
- 6.2 Whilst it is difficult to establish a direct correlation between increased footfall from Covid and a corresponding detrimental impact on NI195 levels, the figures do confirm a decline in cleanliness over Tranche 2 and 3 when lock downs were in place. Graffiti and fly posting were also affected detrimentally over this period as illustrated in table 3.

## **7 Planned Improvements – Cleansing**

**7.1 On Street Containment of Waste** - For the purposes of this report, this service is detailed within the Fly Tipping Scrutiny report presented elsewhere on your agenda.

### **7.2 Contract Improvement Plan**

**7.2.1** Officers are working with Veolia on a range of contract reporting improvements both for Veolia and the waste client team for waste and cleansing to assist in resolving complaints in a more effective manner as well as targeting recurring issues. In relation to waste and cleansing, these improvements include:

- Identifying and isolating out repeat complaints to allow for more effective rectification and targeted monitoring
- Reviewing ECHO's functionality (Veolia's data management system) to allow for increased data capture through incab technology, increased filtering on data, and introducing new data fields to allow for more effective service feedback and contract management
- Increasing the frequency of contract meetings and adapting the structure to allow more effective contract management and access to Veolia's management team and Village Managers
- Providing access and training to Veolia's CRM system for the Waste Team to enable accessible data retrieval
- Audit of complaints/information held internally and by Veolia to identify recurring issues and themes to drive service improvements (completion end of Feb 21)

**7.2.2** Once the complaints and data audit are complete, Officers will begin negotiations with Veolia to finalise and implement the improvement plan. Part of this will include reviewing the Contract Operational Targets (COTS) and subsequent monitoring undertaken by the Council's Waste Team to ensure the targets and monitoring are relevant and fit for purpose.

### **7.3 Proactive NI195 Monitoring**

**7.3.1** Veolia's Village Managers will be undertaking approximately 350 NI195 monitoring reports per month (including litter, detritus, fly posting and graffiti) with 20% of this (around 70) from Homes For Haringey property. The results will be fed into the monthly contract meeting to identify cleansing and graffiti hotspots

### **7.4 Proactive Graffiti Service**

**7.4.1** Officers and Veolia are finalising a joint proactive "clear all" graffiti service which will operate for 6 months from March 2021 targeting the proactive removal of graffiti from all 19 wards. The service will start in the East of the borough and will focus initially on transport hubs and high streets. Consultation with relevant resident and community groups will be sought as to locations of graffiti. The development of a street art policy will run in conjunction with the project and in partnership with the Arts and Culture Manager.

## **7.5 Litter & Waste Enforcement Team**

7.5.1 In December 2020 a dedicated team of 6 officers were introduced as part of our existing ASB enforcement team. The team – known as the Litter & Waste Enforcement Team are a dedicated resource dealing with litter and fly tipping across the borough. Through the issuing of warning letters and Fixed Penalty Notices (FPN) the team take enforcement action against any trader, resident or visitor to the borough responsible for dropping litter or illegally dumping rubbish.

## **7.6 Litter Bin Strategy**

7.6.1 It has been identified that a litter bin strategy needs to be developed which will provide an intelligent approach to our provision, type and strategic location of litter bins thereby improving the overall street scene. Included within this piece of work will be a review of how we can increase recycling from our street litter arisings. The timescale for completion of this work is 2022 to allow for any NLWA and LEL contractual discussions.

## **7.7 Sweeping Trials**

7.7.1 Investigative work is ongoing to test whether we can find further efficiencies while ensuring street sweeping schedules are matched to need. The trials will explore opportunities of increased mechanisation of cleansing tasks and re-evaluating the time and focus we need to spend in different parts of the borough in order to maintain acceptable standards. The timescales for this are 2021/22

## **8. Recycling Performance and Target.**

8.1 The performance of this contract is measured through a service performance framework which includes a set of Strategic Performance Indicators (SPIs). There are three SPI's directly related to waste and recycling performance as follows:

- SC1a – Recycling Rate
- SC2 – Resident Satisfaction
- SC5 – Missed collections per 100,000

8.2 In addition, there are 12 separate Contract Operational Targets (COTS) indicators that are used to manage contractor performance and if necessary, ensure rectification of failures within prescribed timescales.

8.3 The waste and recycling arrangements that Haringey has in place is consistent with the Mayors Environment Strategy. Haringey Council is already one of London's better recycling performers at 30.1% for the last full year (19/20) and a provisional YTD of 31% based on Q1 and 2 data. It is already delivering key policy of:

- A minimum level of service for recycling requiring kerbside recycling of the six core dry recyclables
- A weekly collection of food waste for all kerbside properties (and to flats where feasible).

- Combined with the alternate weekly collection of black bag waste that the Council also undertakes, Haringey are already delivering what is generally considered to be a leading example in terms of services that reduce waste arisings and maximise recycling.

8.5 Table 4 below provides the Council's recycling target and achieved recycling rate each year, from the financial year 2016/17.

Table 4: Recycling Rate V Recycling Target										
Year	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2023/24	2024/25
Recycling Target	35.5%	36%	35%	34%	36%	38%	38%	38%	38%	38%
Recycling Rate Achieved	35.2%	32.9%	30.17%	30.14%	Q2 31%	-	-	-	-	-

8.6 Table 5 below provides the Council's recycling performance within NLWA partners for 2019/20:

Table 5: NLWA Borough Recycling Rates	
Authority	Recycling Rate (%)
Enfield	33.1%
Waltham Forest	32.3%
Barnet	32%
Haringey	30.14%
Islington	29.6%
Hackney	28.3%
Camden	26.5%

8.7 Table 6 sets out the results of the Veolia resident satisfaction survey. The results show satisfaction levels are good and exceeding the targets

Table 6: SC2 - Refuse and Recycling Veolia Satisfaction Survey Results										
Year	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Refuse Satisfaction Target	70%	72.5%	70%	70%	75%	75%	75%	75%	75%	75%
Refuse Satisfaction Results	76%	71%	74%	72%	77%	-	-	-	-	-
Recycling Satisfaction Target	75%	75%	70%	70%	75%	75%	75%	75%	75%	75%
Recycling Satisfaction Results	86%	81%	77%	76%	81%	-	-	-	-	-

## 9. Reroute and Covid Impacts on Waste and Recycling Service Delivery

9.1 The reroute operation was implemented in October to separate out kitchen and food waste enabling lower processing costs as each waste stream is cheaper to process separately as opposed to being mixed. By implementing the change in service, the Council is projected to save £159k per annum on disposal costs through the NLWA levy.

Further benefits from the change are a reduction in fleet on the service resulting in reduced operational costs and lower carbon emissions. Despite intensive modelling by Veolia, the implementation of the scheme was hindered by unforeseen Covid related challenges.

As a result, the waste and recycling services have experienced the following issues:

- Increased missed bins as crews familiarise themselves with new rounds
- The implementation coincided with higher tonnages from Covid
- Covid has resulted in an increased reliance on Agency staff who are not familiar with services and rounds.

9.2 The result of this has been that some rounds have been unable to complete their work on the scheduled day. There has been a corresponding rise in complaints and missed collections and a review is scheduled for this month which will:

- Separate out the issues resulting from the reroute and higher tonnages from Covid
- Develop and implement a plan of action for the “new normal”

9.3 In the meantime, Officers and Veolia are:

- Identifying repeat missed collections separately as part of the contract improvement plan to resolve accordingly
- Increasing the frequency of contract meetings to discuss ongoing repeat complaints
- Increasing monitoring by the Waste Team and Veolia management of repeat complaints
- Asking residents to wait 48 hours before reporting a missed collection to allow the services to complete their work.
- Undertaking a range of actions within the contract improvement plan set out in section 7.2

9.4 Table 7 sets out the missed bin rate per 100,000 for refuse and recycling services. The achievement has been within the target year on year prior to this financial year.

Table 7: SC5 - Missed Bin Rate per 100,000										
	Year									
	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Target Refuse Missed Bins per 100,000	85	80	75	70	65	60	55	50	50	50
Achievement Refuse Missed Bins per 100,000	50	47.6	41.5	35.5						
Target Missed Bins Recycling per 100,000	85	80	75	70	65	60	55	50	50	50
Achievement Recycling Missed Bins per 100,000	62	65.6	73.6	43.7						

9.5 Table 8 details the missed bin rate per 100,000 for this current financial year below:

Table 8: SC5 - Missed Bin Rate per 100,000 2020/21						
	Qtr 1	Qtr 2	Oct 20	Nov 20	Dec 20	Jan 21
Target Refuse Missed Bins per 100,000	60	60	60	60	60	60
Achievement Refuse Missed Bins per 100,000	10	26.4	67	96	54	64
Target Missed Bins Recycling per 100,000	60	60	60	60	60	60
Achievement Recycling Missed Bins per 100,000	16	31.3	105	152	98	111

- Table 8 splits out the missed collection rate by quarter prior to the reroute during lock down periods, and subsequent months following the reroute which also experienced lock downs.
- As part of the first lock downs and some service suspension in Qtr 1 and 2, it was agreed between Officers and Veolia that missed collections would be logged as collection requests rather than missed bins which is reflected by the lower figures
- Qtr 3 represents an increase in missed bins, however this period reflects the disruption from the service change which started in October
- As part of any service change, it is recognised that missed bins will go up as crews need to familiarise themselves with new rounds, and teething issues are ironed out. Best practice is to agree a grace period for missed bin contractual targets which is generally between 3-6 months dependent upon the level of disruption
- The stop/start lock downs, seasonal waste and more recently, inclement weather, have impacted on achieving consistent improvement since November.
- Whilst the missed bin rate figure has deteriorated, the service undertakes approximately 315,000 collections per week and therefore the missed collection rate is still a relatively low proportion of collections in total
- As detailed, Officers are working with Veolia this month to review the missed bin figures and develop an action plan and associated timescales for returning to contractual target levels.

## **10 Recycling Target Performance Discussion**

- 10.1 Table 4 indicates that the recycling target, and recycling performance fluctuated between 2016 and 2018 due to legislative changes and changes made to council services.
- 10.2 Legislation and demand led changes are beyond the Council's control; all Councils will have experienced the same change in operating environment which, it has been estimated has impacted on recycling performance by up to 4%. Specifically, the change in regulation meant more waste that was initially collected as recycling had to instead be treated as contaminated and subsequently disposed of as refuse. The increased proportion of refuse subsequently reduced the recycling rate.
- 10.3 The intended Deposit Return Scheme required within the upcoming Resource and Waste Strategy may further impact detrimentally onto council reported recycling performance as the overall capture of recyclates (plastic, metal and glass drinks containers) is outside our collection system. In the case of high value metals and plastics being removed, this may also impact onto our income expectations for these specific recyclables although it is unclear at this stage how it will operate in practice.
- 10.4 In 2017, the Council introduced the green waste subscription charge. Garden waste is a statutory service for which a charge can be made. Although the service has grown significantly since introduction and generates approximately £600k per year. There is limited evidence that garden waste may have migrated into the residual waste stream though overall trends do not show this to be significant.
- 10.5 There is tonnage data indicating migration of tonnages to RRC's but this does not account for the lost tonnage in total. It is estimated that the introduction of the chargeable service for green waste has reduced the recycling rate by a further 2% and work is ongoing to increase this tonnage back to pre-subscription levels.

## **11 Impact of Covid19 on the Recycling Rate**

- 11.1 The provisional recycling rate for quarter 2 (July to September) in 2020 is approximately 31%. The improvement has been driven by 26% growth in dry recycling (c.900t) and an estimated 35% increase in organics (helped by separate food collection and increase in garden waste subscriptions) (c.500T) compared to the same period last year.
- 11.2 Covid19 has had an important impact on patterns of waste and recycling. As residents spend more time at home due to Government restrictions, they are consuming more goods and services at home. Wastes ordinarily created and disposed of within commercial waste and litter bins are also being disposed of within the household waste stream and although COVID has seen overall waste levels increase, we have seen greater increases in the proportion of dry recycling and organics.

## 12 Revision of the Waste Reduction and Recycling Plan and Consolidating Progress in Recycling Performance

- 12.1 The requirement by the Mayor to produce a Reduction and Recycling Plan gave the opportunity to review and reset it's recycling aspirations, and in December 2019, the Council adopted a recycling target of 38% for 2021.
- 12.2 The recycling rate between 2018 (30.17%) and 2019 (30.14%) remained broadly stable. While tonnages in recycling and green waste marginally increased, residual waste increased by a greater proportion to result in a marginally reduced recycling rate.
- 12.3 The panel will note the gap between the Council's published performance targets and its actual performance. Given that the services the Council has in place meets the Mayor's Environment Plan and considering that this is a statutory requirement, the Council's continued focus to increase recycling performance will be through the actions detailed within table 9 below. An update will be given to the Mayor covering any milestones possibly affected by Covid over the next 4 weeks.

**Table 9: RRP Actions and Associated Timescales**

Table 9 RRP Actions and Timescales			
Service	Aim	Deliverables	Timescale
Veolia Recycling Action Plan	Align Recycling Action Plan and RRP	<ul style="list-style-type: none"> <li>Establish clear objectives, outcomes and timescales</li> </ul>	Spring 21
Food Waste	Increase capture of food waste (inc. targeted actions on Estates)	<ul style="list-style-type: none"> <li>Estate bin survey</li> <li>Increased participation</li> <li>Increased capture</li> <li>Reduced contamination</li> </ul>	Autumn 21
Garden Waste	Increase garden waste recycling and associated income	<ul style="list-style-type: none"> <li>Undertake Review</li> <li>Develop and Implement Project plan</li> <li>Increased participation</li> <li>Increased capture</li> <li>Increased income</li> </ul>	Spring/Summer 21
WEEE Collections	Roll out kerbside WEEE collection	<ul style="list-style-type: none"> <li>Increased recycling rate</li> </ul>	Summer 21

		<ul style="list-style-type: none"> <li>Increased customer satisfaction</li> </ul>	
Contamination	Develop policy and associated enforcement action	<ul style="list-style-type: none"> <li>Clear defined process for contamination</li> <li>Reduce contaminated bins</li> <li>Increase recycling</li> <li>Reduce associated fly tipping</li> </ul>	March 22
Waste Reduction	Aiming to reduce residual waste from households, from a baseline of 515kgpa to 460kgpa in 2022 and 440kgpa in 2025	Work with NLWA to deliver outputs from the NLWA's waste reduction plan	Ongoing
Increased recycling from Street Sweeping	Divert recyclables from street cleansing services	<ul style="list-style-type: none"> <li>Increased recycling rate</li> <li>Improved public perception of Borough recycling activities</li> </ul>	Spring 22
Textile Trial	Trial 3 rounds with 2 x branded textiles and shoes Only bags and accompanying comms for a bookable collection service.	<ul style="list-style-type: none"> <li>Increased diversion of textiles from residual waste stream</li> <li>Increased customer satisfaction</li> </ul>	May 21
Fleet	All HGVs in the waste fleet to be Euro VI (diesel) Low Emission Zone compliant by 2021.	Low polluting fleet	March 21

### 13 Veolia's Recycling Action Plan (RAP)

13.1 As part of the contract and to increase recycling rates, Veolia have created and delivered an operational Recycling Action Plan (RAP) which cascades from the high level RRP and contains the following key actions;

- Increased capture of food waste (inc. targeted actions on Estates)
- Contamination exercises
- Improved messaging and comms

- Consider adding textiles, small WEEE and batteries to collection services
- Increased capture of Green Waste tonnage
- Increased recycling from street sweeping waste

13.2 As part of the contract improvement plan and our RRP review, the plan will be revisited to ensure consistency and to remove the aspirational outputs into known and measurable deliverables. This will be carried out by Officers and Veolia over the next 3 months.

### **14. Communications**

14.1 As part of the contract improvement plan, Officers are currently reviewing the Veolia service communications plan which also includes a separate garden waste and bulky waste plan. The timescales for completion of this is Spring 21. In the meantime, the following activities aimed at increasing our recycling rate are planned over the next 6 months:

- NLWA Digital Campaign - A series of animations are being produced with each one focusing on a different material that shouldn't be placed in the Recycling bin, but instead the preferred method of disposal is stated. These assets are being translated into 6 languages: Spanish, Romanian, Bulgarian, Arabic, Turkish and Polish. This will commence in March 21.
- Garden Waste Digital Campaign - A digital campaign whereby adverts promoting our garden waste service will feature on residents' Facebooks, YouTubes, Instagrams and other websites they frequent, commencing in mid-March 2021 and lasting until the end of April.
- Garden waste outdoor campaign - A campaign running from mid-March to mid-April 21 with adverts being displayed on billboards, on-street poster sites and phone boxes across the borough.
- Service Guides & Calendars - The annual production and distribution of the 10 variants of these leaflets (Mon-Fri, Week A and Week B) will take place in mid-March 2021 so everyone has them by the start of April.
- Bulky waste leaflet - a guide for the promotion of the bulky waste service which will be delivered in April 2021

### **15 Contribution to strategic outcomes**

15.1 Waste, Recycling and Cleansing outcomes supports the Place Priority of the Borough Plan, specifically "A cleaner, accessible and attractive place" with the objective to improve cleanliness and "minimising the amount of waste generated by our residents and businesses and increase levels of recycling". It also aligns with the existing and prospective Community Safety Strategy for Haringey.

**Report for:** Environment and Community Safety Scrutiny Panel, 4<sup>th</sup> March 2021

**Title:** Update on Fly Tipping Strategy

**Report authorised by :** Stephen McDonnell – Director of Environment & Neighbourhoods.

**Lead Officer:** Beth Waltzer Interim Head of Waste Services.  
[Beth.waltzer@haringey.gov.uk](mailto:Beth.waltzer@haringey.gov.uk)

**Ward(s) affected:** All

**Report for Key/  
Non Key Decision:** **Non Key Decision**

### 1. Describe the issue under consideration

- 1.1. This report updates Scrutiny Members on our progress against Borough Plan commitments for waste and street cleansing, specifically the work to reduce fly-tipping in the borough.

### 2. Recommendations

- 2.1. That the Panel notes performance to date and comments on progress against Borough plan objectives.

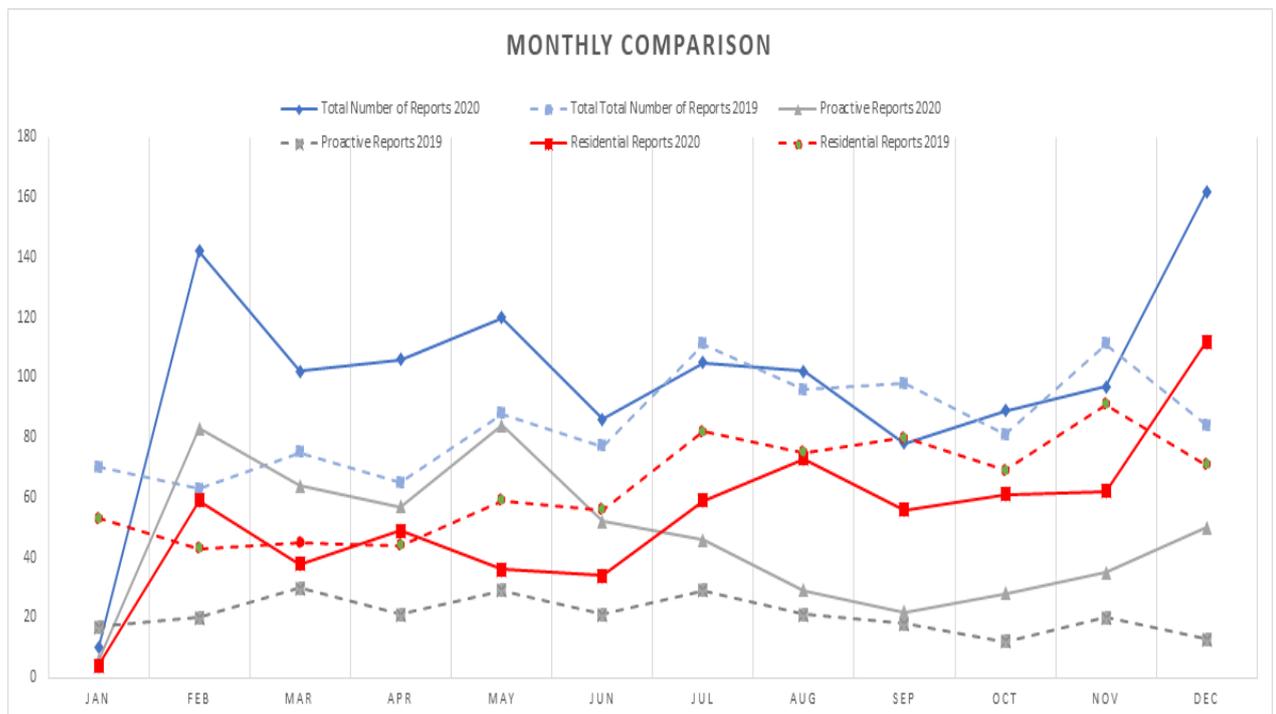
### 3. Background

- 3.1 Haringey's Borough Plan has made a firm commitment to reducing the levels of fly tipping in the borough as part of the Place Priority. Our ambition is for a borough which is cleaner, accessible, and attractive. We know from our 2018 Resident Satisfaction Survey that cleanliness is a top priority for residents (11% of residents saying this makes a difference to their day-to-day quality of life), second only to safety (13%).
- 3.2. A fly tip is rubbish left on the street (or other land) without arrangements for its collection and without agreement with the council. A small proportion of fly tips in Haringey are left by illegal waste collectors. The vast majority however is household waste, often presented in the wrong place and/or at the wrong time or placed on the pavement because their property has limited waste storage or, in the cases of flats above shops, no waste storage facilities. The remaining fly tips are from local businesses. Of the fly tips that are household waste, nearly half are carrier bags or black bin bags and over a quarter is furniture.

#### 4. Current Performance

- 4.1. The graph below shows the number of recorded fly tips we dealt with during 2020 compared to 2019. In 2020 we saw an increase in the number of recorded fly tips by approximately 10% with a spike in the numbers during February to May and July to August. We attribute both the increase and the spike to an unusually warm spring from early March and an increase in domestic waste (anecdotal evidence suggests a large increase in DIY work) during the Covid crisis first national lockdown. During the national lockdown key waste services - namely our reuse & recycling centre and special collection service were temporary suspended.
- 4.2. The graph also details the number of fly tips reported by the public compared to the number that are proactively removed by Veolia. The number proactively removed by Veolia has increased from 221 in 2019 to 556 in 2020.

Figure 1: Annual Comparison 2019 to 2020



#### 5. Our Approach

5.1 Our approach to Fly Tipping includes:

- Education, communication, and early intervention
- Prevent recurrence

- Targeted enforcement

5.1.1. Over the last 18 months we have introduced several new initiatives to tackle fly tipping and improve the borough's cleanliness and street scene appearance.

## 5.2. Litter & Waste Enforcement Team

5.2.1 In October 2020 a dedicated team of 6 officers were introduced as part of our existing ASB enforcement team. The team – known as the Litter & Waste Enforcement Team are a dedicated resource dealing with litter and fly tipping across the borough. Through the issuing of warning letters and Fixed Penalty Notices (FPN) the team take enforcement action against any trader, resident or visitor to the borough responsible for dropping litter or illegally dumping rubbish.

5.2.2. The introduction of the team marked a new chapter in the way Haringey deals with fly tipping offenders and represents a clear message that fly tipping in Haringey will not be tolerated and enforcement action will be taken

## 5.3. On Street Containment of Waste

5.3.1. The borough of Haringey faces a series of challenges in its containment of waste: the borough has a high prevalence of resident fly-tipping, a higher than average number of privately rented properties; many are HMOs without adequate bin storage and inadequate waste disposal facilities for flats above shops. All of which result in waste left on the street negatively affecting the street scene and residents' perception of the area.

5.3.2. In March 2020, the first part of a trial of 'black boxes' began to examine whether the street scene could be improved by providing residents in flats above shops with some form of containment to use prior to collection.

5.3.3 Before the trial started, letters were sent to residents in flats above shops and to Traders informing them about the boxes and their use.

5.3.4. An evaluation of the trial in the summer of 2020 confirmed that thoughtfully placed, well signed, appropriately sized and well-designed structures like black boxes can store waste safely, contribute to the waste containment challenges Haringey has and improve the street scene overall. The additional waste containment capacity offered to residents and commercial premises had reduced the number of sacks on the street - the monitoring also confirmed that the boxes were either partially or in the case of 15 of the 22 locations fully utilised.

5.3.5. The second part of the trial began in February 2021 and aims to further examine the feasibility of removing a "clear all waste policy" from an area with

boxes. The 6 week trial will also determine how we can containerise trade waste more effectively and enforce against incorrectly placed out waste.

Data and “lessons learnt” from both parts of the trial will be used to develop our borough wide roll out plan for the waste containment scheme which will commence from April 2021. The Council has £400,000 capital funding for this scheme using ‘drop-boxes’, similar in size to yellow salt bins, strategically installed along our timed collection zones. Whilst the time zone will still operate to facilitate services by commercial waste companies, the boxes will significantly reduce the number of bags visually present on the street.

#### **5.4. CCTV**

5.4.1. We have and continue to upgrade the Council’s CCTV infrastructure to significantly increase the current number of cameras in Haringey. The cameras include a mix of fixed cameras and deployable mobile cameras that can be used at various locations across the borough as the need arises.

5.4.2. Predominately CCTV is seen as a tool to use to detect or prevent criminality taking place in an area. Although a helpful tool in this respect, using mobile CCTV units to target fly tipping is equally helpful and has delivered a number of positive outcomes over the last 9 months.

5.4.3. The extension and refresh of the camera network will double the number of fixed cameras from 75 to approximately 150 and increase the number of deployable cameras from 6 to 37. To date, 20 deployable cameras have been installed and a further 11 are due to be installed by summer 2021. The 11 cameras have analytics a useful component to specifically target Fly Tipping Hot Spot Areas.

#### **5.5. Joint Working Protocol**

5.5.1. We have strengthened our approach to working with internal colleagues and external partners to support our work to tackle fly tipping and breaches of waste disposal by traders or residents living in the borough.

5.5.2. Procedures to respond to the vast majority of cases have long been in existence and are proven to be effective. Where clear evidence exists and the responsible party can be identified, fixed penalty notices are issued.

5.5.3. On occasions however, a more holistic approach is required, and this will be the case when a problem has been ongoing for some time or/and the breach of waste is a symptom of a more complex issue or multiple problems.

If the problem appears more complex, a coordinated response from a number of functional disciplines is required. This is particularly important where the

problem relates to, for example, waste generated from a domestic dwelling or where an issue is related to overcrowding of a HMO or where there are other ASB related problems.

5.5.4. The Council and its partners carry out a number of regulatory functions that allow them to influence and control the behaviour of individuals, businesses, and other organisations within the borough. These regulatory services cover a wide range of areas including:

- Environmental Health - pollution, food protection, noise, health and safety.
- Licensing - alcohol, entertainment, gambling, street trading.
- Trading Standards e.g. fair trading, animal health & product safety
- Housing Standards – HMO & Selective licensing & disrepair.
- Planning - enforcement and building control.
- Parking

5.5.5. The joined-up protocol introduced in the summer of 2020 aims to use the full arsenal of enforcement powers available across the Council, not just those offered to environmental services. This approach means that we can identify the quickest and often the most effective means of tackling an ongoing fly tipping/waste issue. It also allows the council to instigate a range of measures at any one time if it becomes apparent that the fly tipping problem is part of a wider range of problems/crimes taking place at a location.

5.5.6. The joined up working protocol extends to our waste contractor Veolia, tasking operations are now carried out jointly between Veolia and various Council services. Over the last 3 months the following improvements have been introduced:

- Increase in the number of fly tips proactively removed by Veolia.
- Whats app group introduced for Veolia and Enforcement staff to allow a quick response times on fly tips.
- Feed back to Veolia staff following successful enforcement of a fly tip/dumped rubbish brought to our attention by Veolia's street cleansing or refuse staff.

5.5.7. A wide range of tools and processes are now used to support enforcement action. These include:

- Issuing of licenses or permits which may bind the applicant to certain service standards or behaviours which can be subsequently monitored and enforced. (*Private Tenants – property Licensing*)
- Joint Inspections to ensure compliance with statutory duties and or license conditions. (*licensing & HFH*)
- Issuing of legal notifications to both residential and commercial premises (*Trading Standards*).

- Outlining breaches, rectifications needed and consequences of non - compliance. (*Breaches of Planning*)
- Approximately 60 CEO's within parking have new handheld technology with fly tipping reporting functionality.

## 5.6. Top 10 Hot Spot Areas

5.6.1. Enforcement teams adopt an area-based approach and each enforcement area (North, East & West) maintain and periodically review a tasking list of 10 fly tip hot spot areas – 30 areas in total. Each area is monitored, and in most cases, a joined-up approach is adopted to manage and resolve the problem. The concentrated joined up effort of our highest problematic areas has delivered the following outcomes:

- Warning signs erected to warn fly tippers
- Leaflets and letters delivered to near by properties and businesses.
- Footage captured on CCTV and published on the Wall of Shame.
- Red bags introduced to alert local residents that the fly tip is under investigation by the Enforcement Team.
- Designing out problems – Bin storage etc
- 540 FPNs issued to residents since April 2020
- 330 FPNs issued to businesses since April 2020
- Anecdotally approximately 75% of residents issued with FPNs reside in a HMO or rented property in the borough.

Figure 2: Litter and Waste Team Type of FPN's issued 27/07/2020 – 08/1/2021

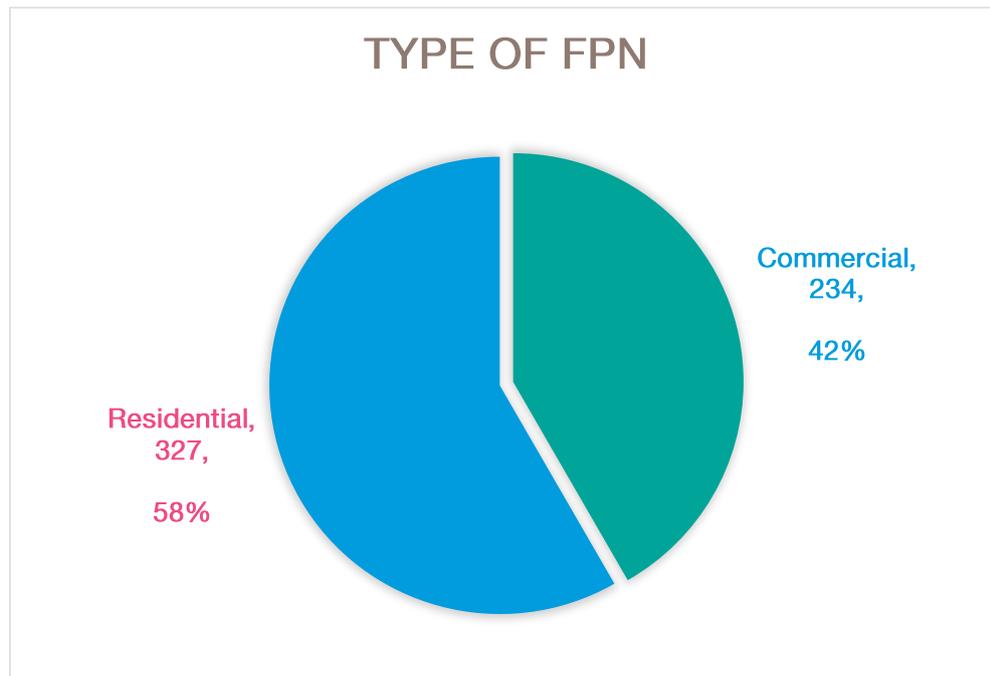


Figure 3: ASB Enforcement Waste Team Type of FPN's issued 01/04/2020 – 08/1/2021

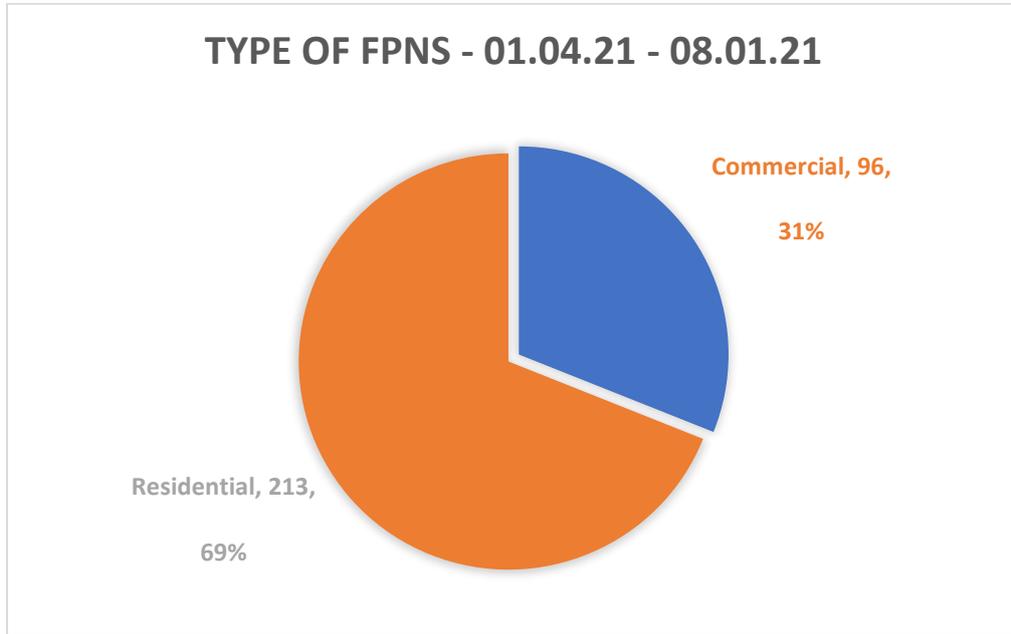
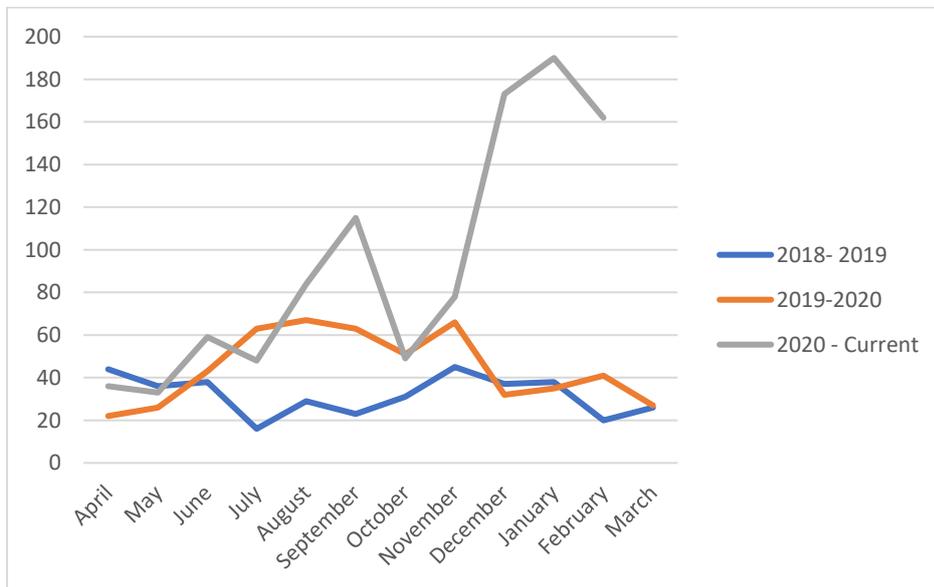


Figure 4: FPN's issued 2018 - current



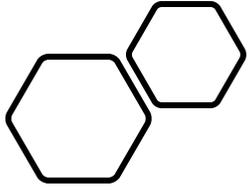
5.6.2. Examples of successful enforcement action can be found in appendix A

## 6. Contribution to strategic outcomes

- 6.1. Dealing with fly tips supports the Place Priority of the Borough Plan, specifically 'A cleaner, accessible and attractive place' with the objective to improve cleanliness and reduce the levels of fly tipping. It also aligns with the existing and prospective Community Safety Strategy for Haringey.

# Appendix A

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## Appendix A

### Actions

- Monitoring
- Examination of waste
- Waste on site cleared
- Double yellow lines re-instated
- Warning signs erected
- CCTV installed
- On- going monitoring
- Offences captured on CCTV and we have a prosecution pending and an FPN served.



# Ward Work Plan

- Targeted Intel Based Work
- Action Plans
- Joint Action Days
- What's App Groups
- Large A boards
- Red bags
- RDC's



Etherly Road N15  
St Anns

- **Actions**
- Properties overlooking location leafleted
- Identifying landlords
- Warning signage erected
- Working with Veolia to share Intel & Evidence
- Fly tipping fixed penalty notices issued
- RDC (CCTV) Camera installed April 2020
- Footage captured on CCTV to be published on the Wall of Shame
- Two areas at the location – the one in the picture – led to us installing fencing which has stopped offending
- Offences continue at the top of road and CCTV has captured 7 offences to which we will be issuing FPNS



19/08/2020 07:22  
11 Abbotsford Avenue  
Greater London  
England



- Monitoring by ASB Enforcement officer
- Bespoke warning signage erected
- Bespoke leaflets delivered to properties overlooking the location
- Work with fly tip project officer
- Examination of waste
- Investigations
- RDC installed May 20
- One Fly tipping FPN issued



# Successful Enforcement.



**Environment and Community Safety Scrutiny Panel - Work Plan 2020-22**

<p>▪ <b>Scrutiny review projects;</b> These are dealt with through a combination of specific evidence gathering meetings that will be arranged as and when required and other activities, such as visits. Should there not be sufficient capacity to cover all of these issues through in-depth pieces of work, they could instead be addressed through a “one-off” item at a scheduled meeting of the Panel. These issues will be subject to further development and scoping. It is proposed that the Committee consider issues that are “cross cutting” in nature for review by itself i.e. ones that cover the terms of reference of more than one of the panels.</p>		
Project	Comments	Priority
<p>Single Use Plastics Policy / Reducing the amount of plastic</p>	<p>Examining the Council’s Single Use Plastics Policy as well as recycling performance around plastic waste and seeing what more could be done to reduce the use of plastics. What could the Council do to lead by example in this area?</p> <ul style="list-style-type: none"> <li>• Examine the Council’s Single Use Plastics Policy (Cabinet in June) and what other boroughs are doing around this issue.</li> <li>• Examine the Council’s current position in relation to plastic waste; the Panel will look at the Council’s current recycling policy in relation to different types of plastic.</li> <li>• Examine how the Council could reduce plastic waste and increase its recycling performance, looking at innovative ideas from across the sector.</li> <li>• What could be done by the Council to lead by example and also to assist schools in reducing the amount of plastic waste? Is there scope for the Council to develop a plastic free pledge for schools to sign up to?</li> </ul>	

Date of meeting	Potential Items
3 <sup>rd</sup> September 2020	<ul style="list-style-type: none"> <li>• Membership &amp; Terms of Reference.</li> <li>• Appointment of Non-Voting Co-opted Member</li> <li>• Covid-19 Recovery update</li> <li>• Update on Youth at Risk Strategy</li> <li>• Gangs, Knife Crime &amp; Hotspot locations. (MOPAC Performance update?).               <ul style="list-style-type: none"> <li>▪ Transport hubs as hotspot locations for crime, especially Finsbury Park, Turnpike Lane, Seven Sisters and surrounding areas, particularly drug-dealing, knife crime.</li> <li>▪ Update on the Ducketts Common stakeholder Strategic Group</li> </ul> </li> <li>• Work Programme: To agree items for the work plan for the Panel for this year.</li> <li>• Cabinet Member Questions; Communities, Safety and Engagement (to cover areas within the Panel’s terms of reference that are within that portfolio).</li> </ul>
3 <sup>rd</sup> November 2020	<ul style="list-style-type: none"> <li>• Cabinet Member Questions; Climate Change and Sustainability</li> <li>• Improving Air Quality &amp; reducing pollution</li> <li>• Street Trees &amp; Update on Queens Wood</li> <li>• Update on Single Use Plastics Policy</li> </ul>

	<ul style="list-style-type: none"> <li>• Recycling Rate</li> <li>• Update on Parks and Green Spaces Strategy</li> <li>• Parks Performance</li> <li>• Membership and Terms of Reference</li> <li>• Appointment of non-voting co-optee</li> <li>• Work Plan</li> </ul>
<p><b>Budget Scrutiny</b></p> <p>10<sup>th</sup> December 2020</p>	<ul style="list-style-type: none"> <li>• Budget Scrutiny</li> <li>• Police Priorities in Haringey &amp; Community Safety Partnership Update; To invite comments from the Panel on current performance issues and priorities for the borough’s Community Safety Partnership.</li> <li>• Update on Haringey &amp; Enfield BCU integration.</li> <li>• Additional Police numbers in Haringey</li> <li>• Cabinet Member Questions: Communities, Safety and Engagement (to cover areas within the Panel’s terms of reference that are within that portfolio).</li> </ul>
<p>4<sup>th</sup> March 2021</p>	<ul style="list-style-type: none"> <li>• Cabinet Member Q&amp;A – Cabinet Member for Transformation and Public Realm Investment. To question the Cabinet Member on current issues and plans arising for her portfolio.</li> <li>• Waste, recycling and street cleansing data</li> </ul>

Appendix A

	<ul style="list-style-type: none"><li>• Update on Fly Tipping Strategy</li><li>• Planned and Reactive Highways maintenance Performance</li><li>• Work Plan update</li></ul>
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**2021-2021**

Meeting 1	<ul style="list-style-type: none"><li>• Membership &amp; Terms of Reference.</li><li>• Appointment of Non-Voting Co-opted Member.</li><li>• Work Programme</li><li>• Cabinet Member Q&amp;A – Cabinet Member Questions; Cabinet Member for Corporate and Civic Services</li><li>• Strategic Transport update:<ul style="list-style-type: none"><li>▪ TfL funding (post Covid)</li><li>▪ Smarter/Active Travel (improve walking and cycling infrastructure, including cycle paths).</li><li>▪ Reducing Congestion (Better west to east transport links, Rat-running and unauthorised HGV use).</li></ul></li><li>• Liveable Neighbourhoods</li></ul>
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Appendix A

Meeting 2	<ul style="list-style-type: none"> <li>• Cabinet Member Q&amp;A – Cabinet Member Questions; Climate Change and Sustainability</li> </ul>
Meeting 3	<ul style="list-style-type: none"> <li>• Cabinet Member Q&amp;A – Communities, Safety and Engagement (to cover areas within the Panel’s terms of reference that are within that portfolio).</li> <li>• Police Priorities in Haringey &amp; Community Safety Partnership Update; To invite comments from the Panel on current performance issues and priorities for the borough’s Community Safety Partnership.</li> </ul>
Meeting 4 (Budget Scrutiny)	<ul style="list-style-type: none"> <li>• Budget Scrutiny</li> <li>• Cabinet Member Q&amp;A – Cabinet Member Questions; Cabinet Member for Corporate and Civic Services.</li> </ul>
Meeting 5	<ul style="list-style-type: none"> <li>• Update on CPZ coverage, Visitor permits and use of permits by staff</li> <li>• Overview of Traffic Management including enforcement of 20mph speed limit (Improving traffic flow, Reduction in HGVs and preventing rat running)</li> <li>• Cabinet Member Questions; Cabinet Member for Transformation and Public Realm Investment</li> </ul>

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