

**Report for:** Environment and Community Safety Scrutiny Panel, 16 October 2018

**Item number:**

**Title:** Street Cleansing, Waste and Recycling: Current performance

**Report authorised by:** David Murray, Assistant Director of Environment and Neighbourhoods

**Lead Officer:** Ian Kershaw, Client and commissioning Manager, Community Safety, Waste and Enforcement

**Ward(s) affected:** All

**Report for Key/**

**Non Key Decision:** Non Key

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

1.1 This is a 6 monthly report setting out the year-to-date performance of the council's street cleansing, waste and recycling services. Key current service delivery issues are highlighted as appropriate together with any actions being taken to address these.

### **2. Cabinet Member introduction**

2.1 This report sets out key performance statistics for the council's street cleansing, waste collection and recycling services. The principal purpose of this report is to provide the Panel with current service performance data to enable it to constructively challenge performance and suggest specific areas that might benefit from further examination or indeed a change of approach.

2.2 Street cleanliness, in particular littering, is always a key area of focus for our residents, traders and visitors to the borough. Performance levels over the two years since changing the sweeping regime have been largely sustained within contractual targets but there remains variability across the borough and we therefore need to continue to closely monitor and develop targeted actions to deal with areas where performance is below standard.

2.3 We have refreshed our programme of 'ward walkabouts' to give all ward councillors the opportunity to meet their local Veolia 'Village Manager' in charge of sweeping for the area and to discuss local needs. This programme has been enhanced by including officers from the commissioning and enforcement teams. Walks are planned for all wards with Tottenham Hale, Harringay, Crouch End, St Ann's, Fortis Green, Highgate, West Green, White Hart Lane and Muswell Hill having taken place to date.

### **3. Recommendations**

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

#### **4. Reasons for decision**

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

#### **5. Alternative options considered**

5.1 Not applicable. The council's waste and recycling services are provided by Veolia following a competitive tendering of the services in 2010. Procurement was by way of competitive dialogue, with the final agreed service secured through a contract setting out specific service requirements.

#### **6. Background information**

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

#### **7. Street cleanliness**

7.1 The principal measure for street cleansing performance is our local environmental quality survey for litter and detritus (based on the old national indicator methodology). Contractual targets are set for the percentage of roads surveyed that are not of the required cleanliness, as defined by the guidance. Performance should lie within these failure levels (i.e. the lower the percentage the better the performance).

7.2 Performance is assessed by inspections of a representative sample of roads and different land use types in the borough. Over the course of 12 months each ward and the key road types (e.g. town centres, main roads, residential roads etc.) within the borough will have received an inspection. Inspections are carried out quarterly by the council's Client Monitoring team. This replaces a previous interim arrangement where we commissioned Keep Britain Tidy (KBT) to carry out three inspections per year. The contractor has annual targets for street cleansing and performance against these for the latest year is as follows:

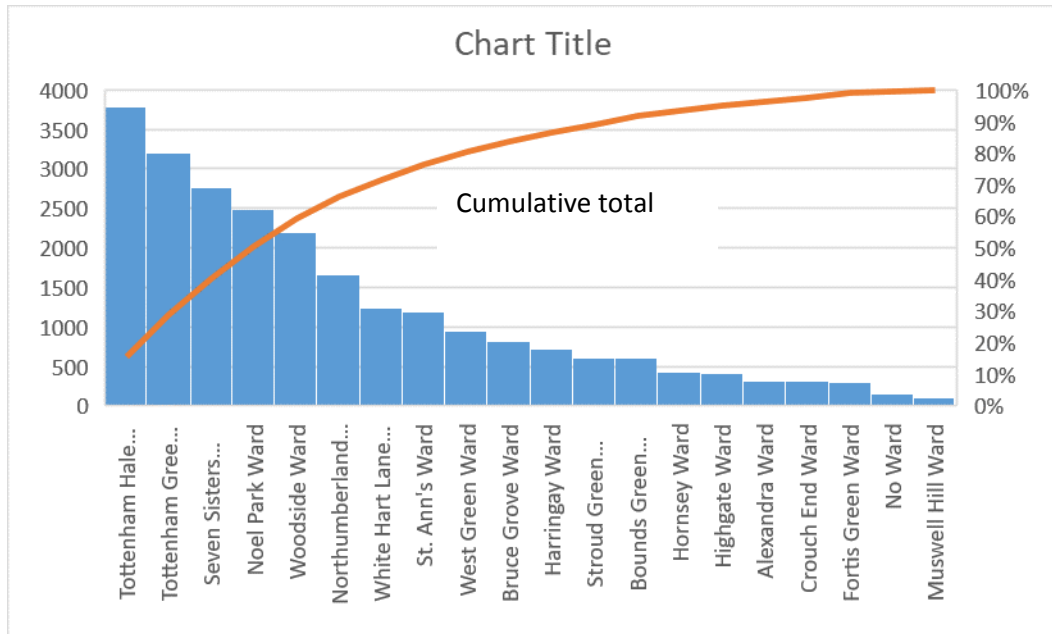
<b>Issue</b>	<b>Target</b>	<b>Performance</b>
Litter	11%	11.3%
Detritus	12%	12.8%
Graffiti	4%	3.79%
Fly-posting	3%	1.88%

7.3 Following the KBT monitoring we put more focus on day of sweep monitoring around litter and detritus. This has provided good evidence of the quality of work carried out on the day of service by Veolia operatives. The monitoring has where possible been carried out jointly with Veolia village managers and has been used to improve performance. This approach has shown an improvement in standards of sweep around detritus scores. Despite changes to the street sweeping regime in 2016 satisfaction with street cleansing has improved from 62% to 66%. However as the recent scrutiny review showed it is more challenging to maintain clean streets

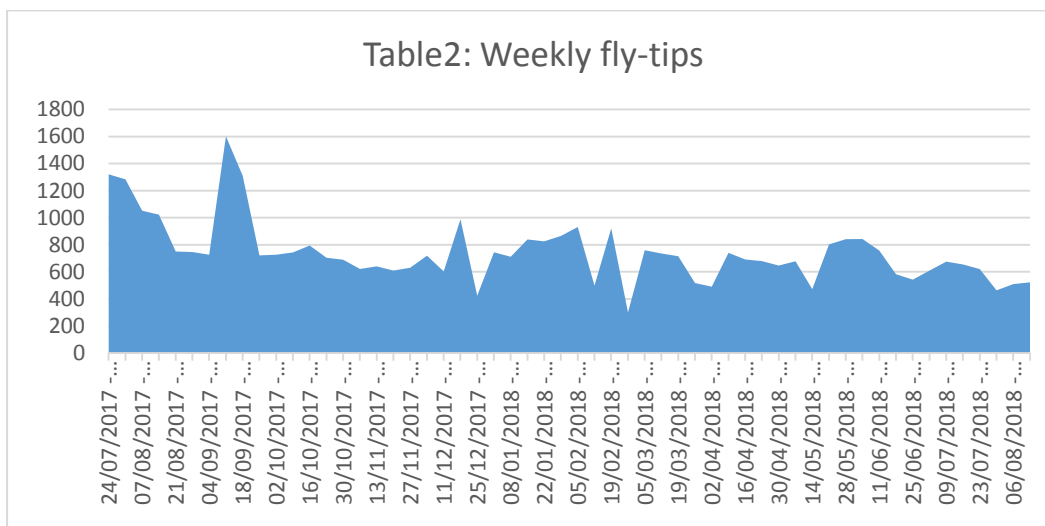
where population density and churn is higher. Options for a different approach to service delivery are being worked through for Members to consider.

## 8. Flytipping

8.1 The tables below show fly-tipping trends:



8.2 Table 1 shows fly-tipping by ward from November 2017 to April 2018. It demonstrates that some wards suffer disproportionately from the issue. Four wards account for more than 50% of all fly-tips. There are also hotspots within wards. The data will include some double counting as individual fly-tips will have been reported by different residents and officers.



8.3 Table 2 shows fly-tips per week from July 2017 to August 2018. The overall trend is a slight reduction. We would expect to see fly-tipping increase with the hours of daylight. The data will include some double counting as individual fly-tips will have been reported by different residents and officers.

8.4 Clearance of flytips has on average continued to be within the timescales specified by the contract - 6 hours for main roads and town centres and 1 working day for residential and industrial roads.

8.5 The bulk of our fly-tipping (over 80%) is residential in origin. Of this a significant proportion comprises black bags and carrier bags. Our hotspot approach to fly-tipping is being refined. The council, with Veolia and other stakeholders has adopted a holistic approach to fly-tipping. This involves engagement with residents, landlords and traders in hotspot areas, redesign where possible and follow-on enforcement. We are trialling different communications and engagement with residents. Experience to date suggests that the more we are able to tailor communications to a specific area the more successful they are. The most successful areas are championed and owned by residents.

## **9. Missed collections**

9.1 The in-year target for missed collections per 100,000 households for refuse collections target was 75. We achieved 41.5. The target for missed collections per 100,000 households for recycling collections in Year 7 target was 75. We achieved 73.6. A reliable waste collection service is a key driver of resident satisfaction.

## **10. Recycling**

10.1 Our recycling rate rose from 26% in 2011 to a high of 37% in 2014/15. This was mainly due to our move to fortnightly collection of residual waste and weekly collection of recycling. This helped incentivise residents to recycle more. It has subsequently reduced by a few percentage points largely because of changes in classification which have affected all authorities. Performance continues to be significantly affected by a change in law which led to recycling processing companies adopting much stricter sampling regimes, leading to a higher number of rejected loads. The number of loads being rejected has continued to increase. A joint recycling action plan, led by Veolia and supported by council officers is in place which includes specific actions to mitigate the impact referred to above. The plan also includes actions to increase recycling from estates, increase food waste collections from kerbside properties and minimise the amount of refuse that is disposed of. Our recycling rate for 2017/18 has fallen to 33.2% against a target of 37.2%. Our contractor is incentivised to increase recycling as they incur financial penalties when the target is missed. Comparative data for other boroughs is not yet available but our recycling trends to date are in line with the experience of similar boroughs.

## **6 Contribution to strategic outcomes**

7.1 The actions set out in this report contribute to a clean and safe borough where people are proud to live.

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

### **Finance and Procurement**

8.1 There are no specific financial implications arising from this report.

### **Legal**

8.2 There are no specific Legal implications arising from this report.

### **Equality**

8.3 There are no specific Equalities implications arising from this report.

### **Use of Appendices**

10.1. None.

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

11.1 None.