

Report for: Environment and Community Safety Scrutiny Panel, 5 March 2020

Item number:

Title: Waste and Street Cleansing update

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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

This report sets out current performance on waste and recycling and progress against Borough Plan commitments for waste and street cleansing, specifically:

- Fly-tipping
- Reduction, reuse and recycling.

2. Recommendations

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

3. Background

The Council delivers its waste and street cleansing services through a contract with Veolia Environmental Services. The contract is for 14 years and began in 2011. The contract covers waste collection, street cleansing, cleansing of Homes for Haringey estates, fleet management and winter gritting.

The North London Waste Authority is the disposal authority for Haringey. It also covers disposal for Hackney, Islington, Camden, Barnet, Enfield and Waltham Forest.

In our Borough plan we have committed to:

- improve cleanliness and reduce the level of fly-tipping and
- minimise the amount of waste generated by our residents and businesses and increase levels of recycling.

4. Performance

Our Integrated Waste Management contract with Veolia contains a number of Strategic Performance Indicators. Performance against these is in the appendix.

Measures for waste collection include resident satisfaction with the following, noting that last available data is for 2018 and the 2019 results will be available in March:

- Refuse collection - performance is good and within target.

- Recycling – performance is good and within target though has declined slightly compared to 2017.
- Street cleansing: performance is good and within target.

Other measures are for:

- Street cleanliness (litter, detritus, graffiti and fly-posting) - performance is good and within target.
- Missed collections – performance is good and within target.
- Recycling rate - performance is significantly under target.

The reasons for our declining recycling rate are largely outside of the contract. They reflect changes nationally about what can be included within recycling figures and changes in the market for recyclates. The latter mean more dry mixed recycling is being rejected as contaminated (the market is demanding a purer product). Our plans to improve our recycling are rate are covered in the reduction, reuse and recycling section later in this report.

5. Fly-tipping and cleanliness

The Fly Tipping Strategy sets out an approach to tackling fly tipping using three strands:

- Education, communication and early intervention
- Prevent recurrence
- Targeted enforcement

In recent months the service has continued to roll out and develop our anti-fly-tipping campaign including:

- Working with residents groups to tackle hotspots.
- Supported community clean ups and poster campaigns including prominent banners at hotspot location and refreshed A4 sized posters for lamp posts;
- Developed the “Wall of Shame” on the council’s website to educate and deter would be fly-tippers, supported by social media posts.
- Introduced stickers to litterbins warning people of the possible fines for putting household or trade waste in litter bins (£400 or prosecution).
- Used CCTV cameras to capture and deter fly-tipping and will be increasing the stock of cameras available for this purpose.
- We have increased the intelligence we get from residents and businesses and increased our enforcement.

All authorities report fly-tips to DEFRA however it is clear that methodology is interpreted differently which makes comparisons between boroughs meaningless. We are confident in the consistency of our own figures. In 2018/19 we reported 21,320 fly-tips against a target of 21,200 - a reduction of almost 3,000 fly-tips on the previous year, and marginally short of the stretch target we set ourselves. In the first

quarter of 2019/20 we have recorded 5,719 fly-tips. There is seasonality in fly-tipping which make projections less precise.

Given the increased focus on enforcement and continuation of our hotspot action we aim to further reduce fly-tips by 2,000 in 2019/20 and stay on track to achieve our target of halving the number of fly-tips in the borough by 2023. This would represent a reduction to 12,000 from the 2017/18 baseline of 24,000.

6. Reduction, reuse and recycling

Haringey has led the way among urban authorities in recycling. We were among the first to go to a fortnightly refuse collection to encourage recycling. We have also led the way in offering food waste collection, not just for kerbside properties but also for high rise properties. Nonetheless our recycling rate has plateaued and subsequently declined. This is primarily due to external factors beyond our control such as changes in regulations and the global markets for recyclates.

DEFRA has made clear its desire for more consistent collections of recyclable materials across the country to help simplify the system for customers and indicated it will bring forward legislation to assist this by 2023. The Mayor of London in his Environment Strategy has also set an aim for consistent collections across London. The model that the Mayor is recommending is largely consistent with Haringey's current practice. It emphasises the need for consistency of collection and for a weekly food waste collection (if possible including high rise properties). Cabinet and the Mayor agreed our Plan in November 2019.

We are awaiting the outcome of an external audit of our approach to recycling collections and we will build any recommendations into our plans. Informal feedback to date is that our overall approach is correct and good practice but there may be areas where we can enhance this. We are expecting that our Plan will deliver 38% recycling by 2025. Feedback from the Mayor was overwhelmingly positive, referencing our delivery of the Mayor's minimum level of service for household recycling, with collections of the six main dry materials (paper, card, glass, tins, plastic bottles and mixed rigid plastic) as a minimum from all properties and separate weekly food waste from kerbside properties. In addition it acknowledges:

- our focus on contamination policies to boost recycling rates;
- participation in national and regional communications campaigns;
- activities focused on waste reduction and reuse in the community, including food waste, textiles and bulky waste events;
- boosting participation in the garden waste collection service to increase recycling tonnages;
- modelling options to redesign waste collection services to drive efficiencies;
- offering recycling collections of the six main dry materials and separate food waste to non-domestic customers, including schools and businesses;
- exploring consolidated commercial waste collections with local BIDs and business groups;
- transitioning to low pollution fleets with 100% of waste fleet vehicles to be ULEZ compliant by October 2020;

- reference to the requirement for new developments to have suitable storage space for recycling.

Our focus in the medium term is on providing clarity over our recycling offer for residents, increasing take up of food waste and reducing contamination. The most common reason for dry mixed recycling (green bins) to be rejected is because they contain food waste. Food waste is also the lowest cost/tonne waste stream to dispose of if collected separately so there is a financial benefit to the council if we can divert food waste out of the other waste streams.

7. Contribution to strategic outcomes

This report solely concerns how we are delivering our Borough Plan objectives, set out in the Place Priority, and therefore contribution to strategic outcomes.

Table 1: Key Performance Indicators for Veolia contract

Contract performance										
Quarterly KPI Performance		Target	Quarterly trend	2016/17	2017/18	2018/19	2019/20 Quarter 1	2019/20 Quarter 2	2019/20 Quarter 3	2019/20 YTD
KPI 1	Litter	11	2.6	6	11.6	7.4	4.7	9.5	6.9	7
KPI 2	Detritus	12	1.3	No data	13.9	7.7	1	3.8	2.5	2.4
KPI 3	Graffiti	4	-2.3	2	10.1	3.3	3.8	2.5	4.8	3.7
KPI 4	Fly-posting	3	1.6	1	2.8	1.2	0.7	2	0.4	1
KPI 5	Missed collections Residual (Per 100,000 pop)	70	3.7	No data	No data	35.5	43	43.7	40	42.2
KPI 6	Missed collections recycling (per 100,000 pop)	70	0.5	No data	No data	43.7	48.1	54.2	53.7	52
KPI 7	Recycling rate (revised for 2018/19)	37.2	0.78	35.2	33.3	30.2	32.02	32.8	30	31.6
Annual performance		Target	Annual trend	2016/17	2017/18	2018/19	Additional information			
KPI 8	Satisfaction recycling	70	-1	81	77	76	confidence interval is 3%			
KPI 9	Satisfaction refuse	70	-2	71	74	72	confidence interval is 3%			
KPI 10	Satisfaction streets	62	1	62	66	67	confidence interval is 3%			