

CLEANER HARINGEY STRATEGY

EXECUTIVE SUMMARY

There is both national and local impetus to tackle and defeat enviro-crime. The blight to our neighbourhoods and detriment to people's well-being of irresponsible behaviour, illegal activity and carelessness affects everybody – particularly those living in busy, urban settings like Haringey. This Strategy delivers on the powers and obligations given to us by government, the priorities stated in our Borough Plan and the insights from our residents, members and council officers as to what we need to do to assure a cleaner Haringey. With an overarching theme of strengthening community awareness, involvement, spirit and pride, the Strategy outlines what we will do to reduce costs, causes and effects of litter and enviro-crime.

The Strategy concentrates on cleansing services only – separate documents will follow that deal with fleet, winter maintenance and our efforts to reduce waste and increase recycling. This Strategy focuses its delivery to within the next four years, coinciding with the council's next opportunity to review its contractual relationships. It outlines the drivers for a cleaner Haringey, where we can assist with Borough Plan outcomes and what we have been told by our residents, before culminating with series of actions that will tackle four priorities:

- 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

FORWARD

We all want to live in an environment that is welcoming and feels safe to be in. Having a clean borough – one that is free from litter, fly tipping and graffiti - is a key factor to us all being able to enjoy this.

This Strategy focuses on four dominant concerns of our residents, officers and council members that have evolved from our consultations. It puts a realistic plan of action in place to tackle these concerns and I truly believe, by working together and building an even stronger sense of community, we can achieve a cleaner Haringey.

Councillor Chandwani, Cabinet Member for Transformation and Public Realm Investment

INTRODUCTION

Today, Haringey boasts a population of nearly 270,000 residents speaking over 100 different languages, accommodates 110,000 homes of which the majority are private rents or social housing, and supports some 6,000 business rate-paying enterprises¹. As a vibrant, transient, and ever-growing London borough, our places and people continuously evolve over time, demanding that our services flex accordingly. Indeed, the Coronavirus pandemic has forced many short, even long term behavioural and infrastructure changes that nobody could have foreseen. As custodians of the borough's public spaces, our Borough Plan demands that we prioritise their cleanliness for the satisfaction of all. This we continue to do under an increasingly pressurised funding base; it's a task that demands constant focus, openness to innovation, and a willingness to adapt. We can never stand still because,

- the borough is still growing - more homes, more people, more need for waste collection and street cleaning
- legislation, technology, best practice, and cost change over time
- our government funding will shrink

Keeping our streets clean and dealing with waste is one of the council's largest costs and is recognised by the council taxpayer as one of the most important duties we have. This Strategy focuses on keeping the borough clean and encouraging our residents to play their part in helping us do so.

Cleaner, greener and safer environments can help support a wide range of objectives: health and happiness, transport, education, employment and economy are arguably keystones. If our streets are clean, free from graffiti and dumped rubbish, people will more likely feel safer walking them – reinforcing positive perceptions of their area, gaining civic pride and easing congestion on our roads. Businesses are more likely to want to locate in the borough, growing our economy and providing futures for our young. Our duty is to provide and maintain this; our aim is that while we do, our people will be naturally inclined to play their role as joint custodians of their communities. Our vision directly supports that stated by our Borough Plan for 'Place':

"A place with strong, resilient and connected communities where people can lead active and healthy lives in an environment that is safe, clean and green."

Therefore, this Strategy sets out our priorities and actions that will add value to our efforts in assuring a cleaner Haringey. Entirely separate strategies will focus on fleet management, commercial waste and on improving our waste reduction and recycling performance.

¹ https://www.haringey.gov.uk/sites/haringeygovuk/files/haringey_final_economic_evidence_study_report.pdf

1 STRATEGIC NEED

1.1 The importance of a cleaner Haringey

The Council is determined to achieve a cleaner Haringey: meeting the obligations in our Borough Plan and assuring equitable performance wherever in the borough you may be. Our Council Members continue to scrutinise how we go about this and rightly hold officers to account. Their focus is on good and effective information and engagement, supporting and growing the role residents and community can play - inspiring involvement and encouraging responsible stewardship of our environment, spaces and places. Where it is necessary do so, enforcement must be more than a threat; our residents must be confident we are effectively dealing with environmental crimes that stand in the way of achieving a cleaner Haringey. Below, we look at four key **topics of public concern** that we seek to address or assist with whilst achieving a cleaner Haringey.

Crime

Visible fly tipping, littering and graffiti creates an attitude where a minority of people think they can get away with it because others clearly already have, which erodes people's sense of community and social obligation to others. It is a vicious cycle where one type of antisocial behaviour can lead to others, with lower-level enviro crime being linked to an increase in theft and street crime².

Health

As well as being a barrier to building stronger communities, illegal dumping of rubbish, littering and graffiti can have a detrimental effect on the physical health of residents in an area. Studies have shown those in residential environments with high levels of litter and graffiti are less likely to be physically active and more likely to be overweight or obese³.

Economy

Research for our forthcoming Economic Development Strategy⁴ identifies that, despite the borough benefitting from strong public services, our business start-up rate lags behind London and comparator boroughs. It notes the prominence of our retail sector as an employer and the importance our high streets play within our economy. A clean, safe and attractive Haringey will encourage businesses to locate here, helping us to support a vibrant local economy for all and positive futures for our school-leavers.

Finance

Haringey has successfully contained the sum it pays out for waste collection and street cleansing services. Our expenditure today is broadly comparable with that of over ten years ago, despite a growing population and inflationary uplifts year-on-year over that period. These reductions have been achieved by tactically redesigning services,

² New Scientist, Graffiti and litter lead to more street crime, (2008): [Graffiti and litter lead to more street crime | New Scientist](#)

³ British Medical Journal, Graffiti, greenery, and obesity in adults: secondary analysis of European cross-sectional survey, (2005), [bmj.38575.664549.F7.full.pdf](#)

⁴ Haringey Economic Development Strategy – [Economic Baseline, Feb 2020](#).

making sure we do what we need to by minimising the impact on performance and providing cost-effective frontline services. Today, our funding is tighter than ever before. Since the pandemic, the council's budget gap for 2021/22 has risen from £1.9million, as forecasted in February 2020, to the £17million forecasted in December 2020. We have to find more ways of refining what we do and using what we have to better effect.

1.2 National context

Amongst a library of legislation, a local authority's duties to maintain local environmental quality and the powers to perform them are predominantly underpinned by the Environmental Protection Act and the Clean Neighbourhoods and Environment Act.

In 2017, the Government published its Litter Strategy for England acknowledging the need to work together to stop people dropping litter. It endorsed and promoted support of the valuable efforts people undertake to help clear up litter in their local area and recognised the importance of engaging young people and business owners to educate and encourage responsibility and positive behaviour. It also gave our enforcement teams new powers to fine vehicle owners if litter is thrown from their vehicles.

Last year, the UK Government published its wide-ranging Environment Bill. Within it were commitments to tighten controls on waste, increase recyclability and make manufacturers more responsible for the products they place on the market. Whilst its scope and format are yet to be decided, one initiative to evolve from the Bill is to be a Deposit Return Scheme (DRS) for drinks containers. Its implementation in England is expected within the next few years. These schemes work on the principle that a small deposit is paid on top of the normal price of a beverage but is refunded when its empty can, cup or bottle is returned for recycling. The financial value of the container to the consumer means there's far less chance it will end up as litter – either on the street or in litter bins.

1.3 Haringey vision

Our Borough Plan

Achieving a cleaner Haringey touches upon and supports all the priorities stated within our Borough Plan: housing, people, place, economy and how the council ensures it delivers best value services. Specifically, outcomes 9 to 12 of the Plan:

- Outcome 9: A healthier, active and greener place
- Outcome 10: A cleaner, accessible and attractive place
- Outcome 11: A culturally engaged place
- Outcome 12: A safer borough

The Plan also pledges to strengthen the relationship between residents and public services, building on the sense of community in the borough and achieving outcomes by working together for the benefit of everyone in Haringey. The pledge is echoed throughout this Strategy.

The Borough Plan is currently undergoing a refresh ready for an updated publication during the summer. This Strategy will feed into that process by detailing the actions that will help achieve outcomes 9 to 12.

Everyone's responsibility

A cleaner Haringey cannot happen unless public service and community work together to achieve and maintain it. This Strategy places dominance on supporting residents, community and business to have active involvement in the prevention of our streets being littered and abused by graffiti vandals, fly posters and fly tippers. Success involves everyone being responsible custodians of our places and spaces.

Whilst our frontline staff continue to proactively pinpoint where we need to put our resources, we need residents and business owners to feel comfortable in reporting enviro-crimes, and the sources of those crimes, to us whilst feeling assured their reports will be acted upon. We will make the reporting of problems accessible and easy to do, and review how we communicate information, so everyone can play their part. For those that choose to ignore their responsibility in the care of our streets and the waste they produce, we are ready to challenge them with fair yet firm enforcement.

We will continue to support community involvement, such as equipment for volunteer litter picking, and find new ways to facilitate community ownership. This will include working with council colleagues and our partners who already engage in the community. Working together we can achieve a cleaner Haringey.

1.4 Your voice

A 2018 Residents' Survey⁵, 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 with similar numbers agreeing that there's good community relations across ethnicity and religious belief. Key dislikes included crime or antisocial behaviour and litter, as cited by a third of all respondents. However, around 20% of respondents indicated a willingness to play a part in improving this, by saying they would like more influence over cleanliness and safety of their local area.

However, there's clearly opportunity to improve our communication about council services: almost half feel they are not well informed, our younger generations being the most discontent in this regard. Only a mere 6% of residents stated that they are very well informed. A third of residents expressed gaps in the way we communicate

⁵ <https://www.haringey.gov.uk/local-democracy/have-your-say-haringey/residents-survey>

waste services to them. The majority prefer information by post with the Haringey People newsletter receiving notably good results, but it is clear we cannot place an over-reliance on social media channels.

In addition to the Residents Survey, our Members have also provided feedback on what they see as priority issues within their wards as has the feedback from our annual satisfaction telephone surveys. These independent resident surveys act as an annual 'litmus test' of how our public feel about their borough – what's important to them, what bothers them? Whilst the most recent survey results again endorse the good work being done, there needs to be continued focus on what improvements can be made. These improvements include:

- **Illegally dumped rubbish** remains a significant concern for half our residents, a third refrain from reporting it or providing crucial information to resolve it. We need to understand the reasons why this is the case, address them and give confidence to our residents that we will act on their evidence and together we can make that change to improve our place. We have to be clearer as to what fly tipping is, not allow unwanted items to be left out for others or the council to take, and investigate instances where the source is obvious, such as a mattress outside a property.
- **Our bulky waste service** must be fit-for-purpose, easy to use and sufficiently publicised to our residents, particularly on estates, so it is a viable means of disposing of unusable furniture, white goods and mattresses. We should support the reuse of good furniture and continue to work with our partner North London Waste Authority in providing the network of Reuse and Recycling Sites for our residents. This includes the Western Road site and the introduction of a new Reuse and Recycling site at Edmonton on our borough boundary in December 2022.
- **Street cleanliness** meets the expectations of 68% of our residents but this is caveated by litter and dog mess consistently appearing in the top three primary concerns of residents who respond to our satisfaction surveys. There is an overwhelming dislike of seeing sacks of waste along the pavements of our timed collection zones and the mess it creates; we aim to find alternatives. We must review our existing litter bin provision and expand our on-the-go recycling litter bins where proven successful.
- **Be more proactive** and tackle issues early, making sure they don't repeat. Ensure the 'eyes and ears' of not just our frontline cleansing staff, but of all council staff are feeding into our information, intelligence and resolution processes.
- **Graffiti and fly-posting** needs to be tackled where it exists on private property and we must do more to follow up and chase down the culprits. Graffiti and flyposting on unadopted land can adversely impact the perception of how clean public land is – residents do not see, nor care about, the demarcation.
- **Land demarcations** that separate the cleansing responsibilities of Waste Services, Parks, Homes for Haringey, and Highways are invisible to residents

and the expectation is that cleanliness should be equitable across all these land areas and across the borough as a whole.

- **Waste bin and litter containment** problems must be resolved by ensuring bin provisions are sufficient enough not to cause overflows and create littering within the adjacent area. This can be particularly problematic in dealing with poorly managed, privately let accommodation where overflowing refuse bins and contaminated recycling bins can be commonplace. We need to rethink how we tackle these issues, using education and advice, but also using enforcement measures when needed.
- **Provide better information to and engagement with** residents, children and businesses to build strong communities, encourage volunteering and empower community groups and leaders. People see the link between a rundown, unclean area and their perception of crime and safety so we must foster community spirit, ownership and involvement. We should connect more with what is taught in schools and help nurture environmental stewardship from a young age.

1.5 Investing in transformation

Enforcement

The council has committed to a cleaner, greener borough. Through education, engagement, getting the best performance from our contractor and then by enforcement, dealing with dumped rubbish and litter is a top priority and we have made changes to tackle it. Our enforcement, anti-social behaviour (ASB), housing improvement and waste functions now all sit under our 'Stronger Communities' management structure, allowing all operations and our contractor to work closer together, using our data and intelligence to best effect. We have implemented a 'Joint Working Protocol' to help coordinate these efforts, particularly when navigating complex cases or our most challenging fly tip hotspots.

Since October 2020, a new and dedicated Litter & Commercial Waste Enforcement Team maximises our presence on the street, tackling and deterring everyday litter and waste crimes by issuing fixed penalty notices to offenders. Offences such as dropping litter, gum, not adhering to timed collections, fly tipping or businesses not having appropriate waste collection arrangements can all result in on-the-spot fines. We expect to see noticeable improvements in how people view their responsibility for their own waste. Deployment of this new council team sends a clear message that environmental crime will not be tolerated in Haringey.

We continue to use our 'Wall of Shame' to appeal to the public to help us catch those illegally dumping rubbish on our streets. The web page includes case studies where this approach has got results.

Fly tip prevention

Over the last two years, a dedicated fly tip prevention project has reinforced and forged new working relations with partner stakeholders: resident associations, schools, housing managers, police and fire brigade are just some. We have seen a reduction of fly tipping in the ten worst hotspot locations by concentrating and coordinating our efforts and using new approaches. For example:

- Warning signage has proven to help ward off illegal dumpers
- Social media groups created to increase intelligence sharing has helped more residents come forward with information to help catch the fly tippers. At least four fixed penalty notices have been served as a result
- Landlords threatened with Community Protection Notices to improve waste containment at their properties
- The use of 'drop boxes' to contain waste from flats above shops is being piloted for timed collection zones
- Enforcement against traders who disguise their commercial waste as domestic waste at the council tax-payers expense
- Red bags are now used by our Enforcement Officers after they have searched through for fly tip evidence - a visual message to the public that we are active and investigating these offences

CCTV

To help meet our many street scene challenges, our CCTV provision is just one tool we have at our disposal. Within strict regulations, we use it to deter, detect and disrupt - rather than displace – crime and anti-social behaviour. Within this provision, we also now have 26 'rapid deployment cameras' and have trialled smaller 'squirrel cams' that help curtail continued problems in specific fly tipping hotspots. They capture footage of anti-social behaviour, illegal dumping, even dog fouling, which can be used on our "wall of shame" to appeal to the community to identify and capture offenders. We will be significantly increasing the current number of cameras in Haringey.

Putting resources where the need is

We understand that different parts of the borough suffer different challenges. Some streets have a heavier footfall than others and can see more rapid accumulations of litter. Other, more leafier parts of the borough naturally have more build-ups of detritus. We know our transport hubs demand higher levels of attention to keep them clean. Our plan is to be even more focused on need rather than being rigid in regime, so we can assure streets stay clean across the borough.

Working closer

Our monthly 'Partner Problem Solving Group' has been running for some time now, allowing internal and external stakeholders to converge and resolve problems that crosscut their interests. Amongst others, colleagues from our Highways, Planning,

Parks, CCTV, and Private Sector Housing teams meet regularly with Homes for Haringey and other registered social landlords, Neighbourhood Watch groups and police to discuss trouble-spots. This Strategy commends this work to date and encourages even stronger bonds and working relations between the many influencers of a cleaner Haringey.

2 PRIORITIES

Four specific priorities have been selected for achieving a cleaner Haringey, each backed up with a series of actions outlined in section three, which are:

- **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**

Within these priorities we have identified the following key methods to get us to a cleaner Haringey:

- Prevention is better than cure
- Clear public communication and information, using effective channels
- Empower and support active community
- Use what we have to best effect
- A fair yet firm approach to enforcement
- Be proactive – tackle problems early; don't let them repeat

PRIORITY ONE: Fight illegal rubbish dumping

Why this is a priority:

Be it a black bag placed next to a tree base, a mattress propped up on the corner of a street or a van load of tipped waste, illegal dumping of rubbish has an adverse social impact. Deterioration of an area in this way gives the impression it is run down and unsafe. Once that is a perception, ASB and

What we plan to do:

- Ensure our bulky waste service is an accessible way to dispose of large items
- Work closely with NLWA to ensure RRCs complement our services to residents, including the new public facility opening at Edmonton in 2022

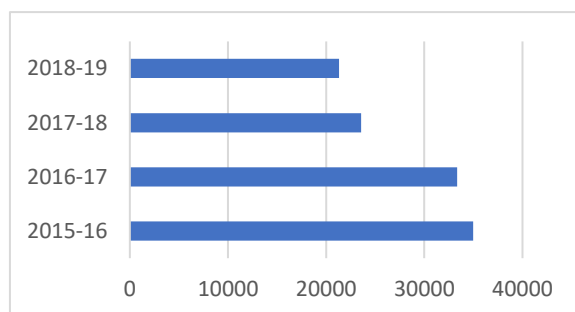
crime are more likely to follow, diminishing a sense of safety, impacting health and the local economy.

54% of our residents see fly tipping as an issue in their neighbourhood. The majority of residents are not satisfied with our enforcement measures.

What we know about Haringey

- The vast majority, over 80%, of illegally dumped rubbish in Haringey is waste from households. In 2020, we cleared over 40,000 items of illegally dumped domestic bagged waste and over 20,000 larger items, such as furniture white goods and mattresses

Fly tip instances over time (Defra audited statistics)



- 58% of residents are willing to report a fly tip but there has been a decrease in those who don't report because they don't know how to
- Veolia aim to clear reported fly tips within 24 hours. We have mapped instances and know where our hot spot locations are
- Residents on our estates receive free collections of bulky waste but may not realise it

- We will continue to strengthen our links with, and support, of Neighbourhood Watch schemes, resident associations, and community groups
- Where rubbish is still dumped illegally, we will be reporting, investigating and clearing it more proactively. Veolia's village managers will be conducting scheduled surveys of their areas and ensuring problems are identified early with enforcement and cleansing teams reacting quickly
- Make sure abandoned cars are removed from our streets
- We will increase the awareness and use of the 'Our Haringey' app. Civil enforcement officers will be able to report instances of dumped rubbish on new handheld devices
- Forge greater operational collaboration and smarter intelligence processes between the Waste Client, Enforcement and Veolia
- We will use CCTV and continue using our 'Wall of Shame' to catch offenders

The outcomes will include:

- A reduction in instances of illegally dumped rubbish
- An increased % of fly tips being reported via the 'Our Haringey' app
- Reduction in number of residents that say fly-tipping is an issue
- A greater % of fly tipping instances resulting in FPNs or prosecutions
- Increased resident satisfaction
- Greater community ownership with more active resident stakeholder groups working alongside our teams

PRIORITY TWO: Keep our streets free from litter and detritus

Why this is a priority:

Our satisfaction surveys consistently show litter and dog mess are within the top three primary concerns of residents. As argued in

What we plan to do:

- Build a network of community support, encouraging volunteer and street champion schemes
- Improve enforcement efforts to keep our streets cleaner for longer and for less expense

section 1.1, there are wider social impacts relating to how clean an area is.

We need to find more cost-effective ways to clean our streets, using our resources in better ways to achieve equitable cleansing standards across the borough and its various land demarcations that separate cleansing responsibilities between council departments.

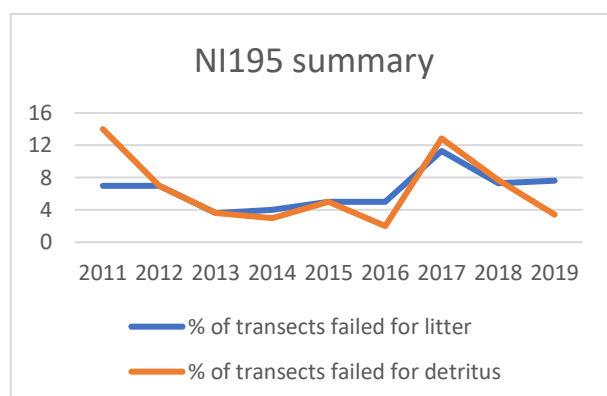
What we know about Haringey

- Resident satisfaction for street cleansing remains above our target of 62%

% Residents satisfied or very satisfied

2015	2016	2017	2018	2019
75%	62%	66%	67%	68%

- Cleansing performance measured by NI195 remains good and for the past two years has easily met our targets



- However, within the detail of our monitoring results, we know some parts of the borough fail more often than others – some for litter and some for detritus

- Further refine our street cleansing operation, using new mechanical equipment where advantageous to do so, to reach needs-based cleansing that achieves equitable performance across the borough
- Ensure our litter bins are fit-for-purpose, capturing smokers' litter, gum, dog mess, and on-the-go litter and recycling, making sure they are strategically placed
- We will work closely with our Highways colleagues to plan around areas where our sweeping schedules are impeded by heavily parked streets and new cycle lane barriers
- Work closely with our Regeneration colleagues to ensure new built environments can be cleaned efficiently and remain stain-free

The outcomes will include:

- Best value cleansing contracts achieving optimum performance and consistent standards across the borough and across public land demarcations
- A litter bin strategy and action plan
- Increased resident satisfaction for street cleanliness and a reduction in the number having concerns with litter, dog mess and overflowing litter bins
- Cleansing performance results that demonstrate equitable standards across the borough

PRIORITY THREE: Tackle the blight of graffiti and fly posting

Why this is a priority:

Fly posting, tagging and graffiti is a challenge for all urban authorities. It can create a long-lasting, poor perception of an area and its relative safety. This hidden cost

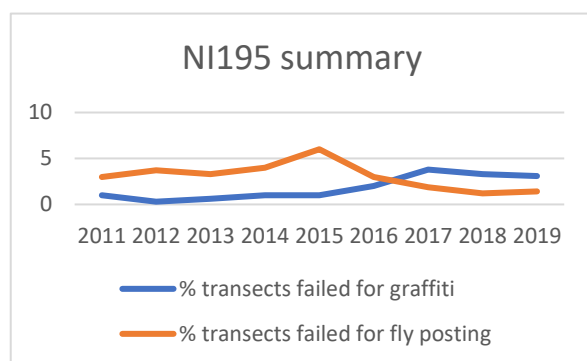
What we plan to do:

- Inhibit and deter graffiti and fly posting through good regeneration and urban design principles

detracts from the community value we build elsewhere within the design and upkeep of our public realm. If left unchallenged, a spiralling effect of deteriorating civic pride, feelings of anxiety and increased street crime could result.

What we know about Haringey

- The service level agreement we have with Veolia demands that offensive graffiti is removed within 24 hours and inoffensive within 72 hours.
 - There was an average of 76 instances of graffiti dealt with every week during 2020
- Our NI195 monitoring shows we have consistently met our targets since 2016, being below a 4% failure rate for graffiti and 3% for fly posting



- Work with partner agencies to help tackle the root cause of graffiti offending
- Develop an agreed approach to street art in response to how we want our borough - and our creative districts in particular – to be shaped.
- Veolia Village managers will conduct regular borough-wide surveys to identify and deal with unreported instances
- Increase use of 'Our Haringey' for reporting instances by public and all council staff
- Our contractor will proactively remove graffiti and tagging from both public and private property under a 'clear all' policy
- Place greater emphasis on catching culprits – work closer with police to gather intelligence on, following up and chase down taggers and fly posting organisers

The outcomes will include:

- Increased % of proactive reports compared to reactive
- An initial increase in reports followed by the number of instances for both graffiti and fly posting tailing off over a 5-year period
- Number of instances removed
- Improved resident satisfaction

PRIORITY FOUR: Ensure waste is sufficiently contained in bins

Why this is a priority:

What we plan to do:

- Ensure information and communication is clear, accessible, and targeted

Overflowing, poorly contained waste, unofficial collection points and unemptied contaminated recycling bins can all give rise to litter and vermin, negatively impacting on the local environment and causing perceptions of a rundown area.

Accumulation of sacks at an unofficial collection point



Waste sacks along timed collection zones and high streets twice every day, is not what the council, residents or our visitors want to see. The practice can attract fly tipping and create a messy street scene.

What we know about Haringey




- Deprivation levels and transience is high with over 180 languages spoken. Clear and targeted information is essential
- For residents living in flats-above-shops and estates satisfaction with recycling and general waste collections is between 10 to 17 percentage points lower than for those living in low rise housing.
- 15,175 contaminated bins were tagged during 2019 and over 200 lorry-loads of material was rejected by our recycling facility because of insufficient quality
- Haringey's recycling rate is just above 30% but must improve – our target from 2021 is 38%. Residents have said they need clearer information on what to do to help




- Find ways to design out or deter accumulations of bagged waste caused by unofficial collection points
- Within timed collection zones, after completion of a pilot exercise, we will expand an on-street waste containment 'drop box' scheme - improving access to our services for those living in flats-above-shops and removing black sacks from our high streets
- Audit our estate bin areas and ensure capacities and signage is right and work with housing managers to limit waste escaping from bins
- Work alongside our private sector housing professionals to engage with private landlords, ensuring they provide suitable waste facilities for their tenants
- Remove unauthorised commercial waste wheeled bins being stored on the pavement
- Review and improve the way we tackle contaminated recycling bins




The outcomes will include:




- Pavements free from permanent obstructions caused by wheeled bins and less waste sacks seen on our high streets
- Increased satisfaction for waste collection amongst residents living on estates and in flats-above-shops
- Improved engagement and cooperation with private landlords; stepped up enforcement measures against those not taking due care and responsibility for their waste facilities or tenants
- A reduction in recycling reject rates

3 ACTION PLAN

PRIORITY ONE	Fight illegal rubbish dumping		Prevention is better than cure; Clear public communication and information; Empower and support active community		
Public concerns	Crime; Health; Economy	 	A fair yet firm approach to enforcement; Use what we have to best effect Be proactive – tackle problems early; don't let them repeat		
DELIVERABLE			ACTIONS/DEPENDENCIES	TIMETABLE	MEASURE OF SUCCESS
Design to prevent	Complete West Green Road pilot and expand roll out of on-street containment for bagged waste and recycling along timed collection zones		On-street containment project	2020/21	Number of timed collection zones serviced by drop boxes. Resident satisfaction survey
	Increased proactive fly tipping identification		Proactive reporting by frontline staff	2021 onwards	Increase % of proactive reports
	Review our bulky waste service, ensuring it is accessible and easy to use		Bulky waste review Communications review	2021/22	Reduction in number of fly tips involving domestic bulky items
Engage	Ensure messaging is clear and everybody is aware of their responsibility for their domestic and commercial waste		Communications review	By March 2022	Reduction in number of fly tip instances
	Increase awareness and use of ‘Our Haringey’ app		Communications review	By March 2022	Increased % of reports via App
	Increase support of resident, community, and Neighbourhood Watch groups		Communications review	By March 2022	Number of active groups known to the council
Enforce	Closer collaboration between Waste Client, Veolia and Enforcement		Review and improve communication between Veolia & Enforcement, using data & CCTV more intelligently; continued use of ‘Wall of Shame’	2021 onwards	Increased number of fly tips investigated & % of fly tip instances resulting in FPN or prosecution. Response times for removing abandoned cars Increased confidence in our enforcement measures amongst resident
	Increased investigations of fly tipping offences				

PRIORITY TWO	Keep our streets free from litter and detritus		Prevention is better than cure. Clear public communication and information. Empower and support active community		
Public concerns	Crime; Health; Economy; Finance	 	A fair yet firm approach to enforcement Use what we have to best effect. Be proactive – tackle problems early; don't let them repeat		
DELIVERABLE		ACTIONS/DEPENDENCIES		TIMETABLE	MEASURE OF SUCCESS
Design to prevent	Use best practice urban design principles and lessons learnt to design out as best possible litter hotspots and detritus traps and ensure surfaces are easily cleaned and stay stain free	Collaboration with Regeneration; TfL red routes		Ongoing	Regen updates and reports
	Strategic review of litter bin provision	Appropriate mapping and data technology		2022/23	Litter bin strategy and action plan
	Overcome unequal standards and cleansing responsibilities across ward and land demarcations	Collaboration with Parks/Highways/Veolia; mapping		2022-24	Resident satisfaction survey NI195 monitoring Number of complaints
Engage	Ensure messaging is effective. Increase awareness and use of 'Our Haringey' app	Communications review		By December 2021	Increased % of reports via App; Resident satisfaction survey
	Support volunteers and community groups to help keep their spaces free from litter	Communications review		By December 2021	Number of groups known to council
Enforce	Increased effectiveness of litter enforcement	Deployment of Litter & Waste Enforcement Team		Complete	As per L&WET PIs. Improved NI195 performance. Resident satisfaction survey.
Find efficiency	Trial new ways of working to make efficiencies while achieving equitable cleansing performance across the borough	MTFS trials		By December 2022	Options report ahead of 22/23 budgets
	Achieve seamless cleansing performance across public land demarcations	Mapping and collaboration with other council depts		2021-2024	Full understanding of demarcations and review of schedules

PRIORITY THREE	Tackle the blight of graffiti and fly posting	  	Prevention is better than cure. Empower and support active community A fair yet firm approach to enforcement Be proactive – tackle problems early; don't let them repeat		
Public concerns	Crime; Health; Economy				
DELIVERABLE		ACTIONS/DEPENDENCIES	TIMETABLE	MEASURE OF SUCCESS	
Design to prevent	Use best practice urban design principles to inhibit graffiti, tagging and fly posting	Collaboration with Regeneration	Ongoing	Regen updates and reports	
	Increased proactive graffiti identification and removal from both public and private property	Proactive reporting by frontline staff	2021 onwards	% of graffiti & fly posting instances reported by frontline staff. NI195 monitoring	
Engage	Discourage and deter offenders	Greater collaboration with partner agencies	Ongoing	Reduction in graffiti instances	
	Increase awareness and use of 'Our Haringey' app	Communications review	By December 2022	Increased % of reports via App	
	An agreed approach to approving street art projects	Appropriate consultations	By December 2022	Approach ratified by Council	
Enforce	Adopt a 'clear all' policy for graffiti and fly posting from public and private property	Increased capacity/resource	March-October 2021	Number of instances dealt with/removed. NI195 monitoring	
	Greater emphasis on catching offenders by increased investigations of graffiti and fly posting offences	Enforcement resources; CCTV provision	From spring 2021	Increased % of graffiti & fly posting offences resulting in CPN or prosecution	

PRIORITY FOUR	Ensure waste is sufficiently contained in bins	  	Prevention is better than cure. Clear public communication and information A fair yet firm approach to enforcement Be proactive – tackle problems early; don't let them repeat		
Public concerns	Health; Economy; Finance				
DELIVERABLE		ACTIONS/DEPENDENCIES	TIMETABLE	MEASURE OF SUCCESS	
Design to prevent	Complete West Green Road pilot and expand roll out of on-street containment for bagged waste and recycling along timed collection zones	On-street containment project	2021/22	Number of timed collection zones serviced by drop boxes; Increased satisfaction with waste collection from flats	
	Review and adjust bin capacities and provisions on estates	Estates survey, Collaboration with housing managers	2022/23	Estates survey complete Number of complaints Resident satisfaction surveys	
	Survey and assess instances of unauthorised wheeled bins being stored on pavements; work closely with Planning colleagues regarding converted commercial properties	Borough surveys; Commercial waste enforcement; Collaboration with Planning	2022/23	Reduction in number of complaints Resident satisfaction surveys	
	Review recycling contamination procedures, ensuring consequences are fair and effective	Contamination policy review	By March 2022	Contamination policy amended and agreed	
Engage	Provide clear waste and recycling information using appropriate media channels	Communications review	By December 2021	Resident satisfaction surveys. % of recycling rejected by NLWA	
	Support the consultation on a property licensing scheme and collaborate further with Private Sector Housing colleagues to ensure clear outcomes for waste management of this sector	Review synergy with Private Sector Housing operations. Assist proposal of consultation for private property licencing	2021 onwards	tighter engagement processes between council, tenant and landlord	
Enforce	Implement effective measures against repeated instances of recycling contamination	Contamination policy review. Communications review. Enforcement resources	From 2022	% of recycling rejected by NLWA	

