

**Report for:** Environment and Community Safety Scrutiny Panel, 13th September 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.

**3. Background**

- 3.1 The service would like to place on record our acknowledgement of the current unprecedented period that we are in. Not only are there continuing impacts from Covid-19 but a secondary issue relating to HGV shortages has emerged, which is a national issue resulting in suspended and disrupted services across many local authorities. We continue to work closely with our service provider Veolia to minimise the impact these issues have 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 The Cleaner Haringey Strategy was approved in March 2021 which sets 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 A new Borough Plan is currently being worked on, for publication in October 2022, the themes it will likely contain and 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.

#### **4. Performance - Cleansing**

- 4.1 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
- 4.2 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.
- 4.3 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. Moving forward, the Council will undertake some benchmarking against other relevant Authorities in early 2022.
- 4.4 **Waste Team Monitoring**

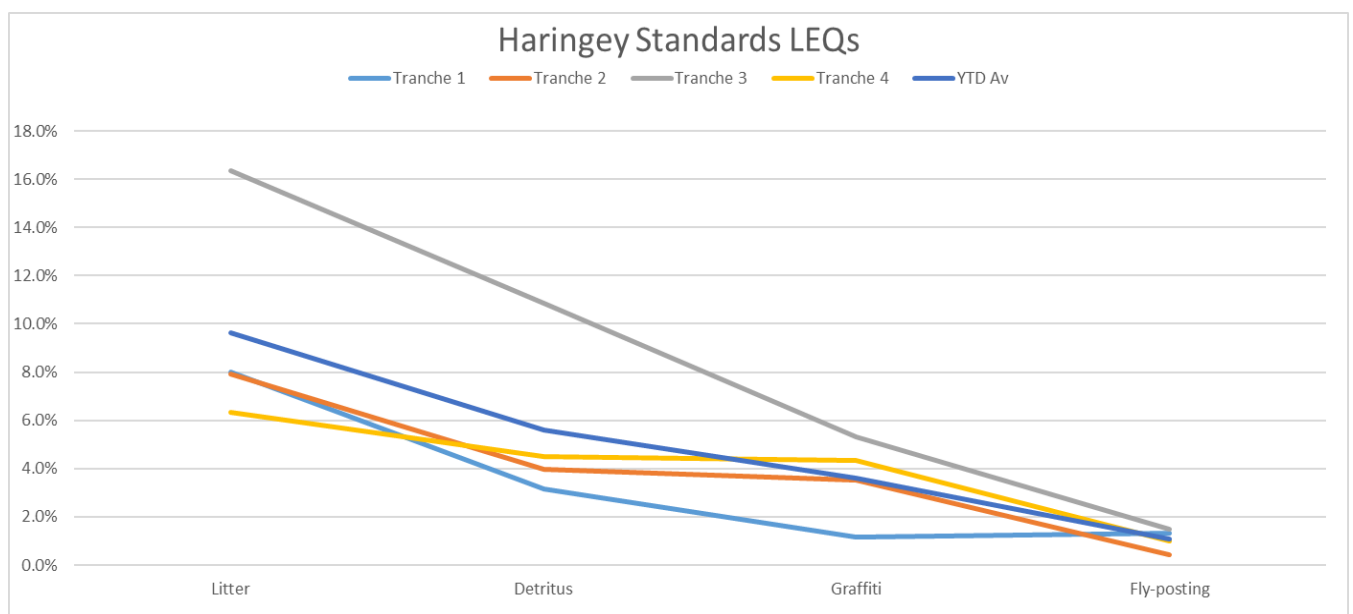
- 4.5 The waste team has three monitoring officers who undertake NI195 and contractual monitoring for street cleansing, waste, and recycling. Table 1 sets out the contractual performance of NI195 from 2015.

Table 1: 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	9.6				
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	5.6				
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	3.6				
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	1.1				

- 4.6 Table 2 sets out the NI195 monitoring over the last 3 tranches (April 2020 to March 2021)

Table 2: 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%
Tranche 4	6.3%	4.5%	4.3%	1.0%
YTD Av	9.6%	5.6%	3.6%	1.1%
Targets	11%	12%	4%	3%

**Graph 1 - NI195 Results for April 2020 to March 2021**



#### 4.7 Summary of Waste Team Cleansing Monitoring

- The day of sweep monitoring confirmed over 7800 locations monitored April 2020 to January 2021 achieved a 97% pass rate for litter and 100% pass rate for detritus (Grade B and above).
- Monitoring of day of sweep was suspended by the waste team to undertake targeted Covid/Reroute monitoring from January to June 2021, however NI195 monitoring still took place.

- Fail levels monitored 4-7 days after day of sweep were recorded as follows: T1=5% T2=6% T3=6% T4=4% which would suggest that generally cleanliness standards are being maintained between sweeps.
- Inhouse inspections resumed in July 2021.

#### **4.8 Veolia Village Manager Cleansing Inspections**

Veolia managers carried out a total of 1568 NI195 style inspections from January – May 2021 inclusive, an average of 313 per month.

- Inspections were carried out on the scheduled day of sweeping at each of the locations.
- The average pass rate for litter and detritus (locations inspected graded at B and above B) across the period was 99% and 99.78% respectively.
- Flyposting and graffiti scores were also observed to be positive with pass rates of 98.59% and 99.93% achieved respectively

### **5. Commentary on Cleansing Performance**

- 5.1 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.
- 5.2 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 lockdowns were in place. Graffiti and fly posting were also affected detrimentally over this period as illustrated in table 2. However, despite the lower performance within these tranches, due to a higher corresponding performance in the remaining tranches, the contract achieved its NI195 targets as an average overall for 2020/21 (9.6% achievement versus 11% target for litter and 5.6% achievement versus 12% target for detritus).
- 5.3 The Veolia Manager cleansing inspections differ from the Waste Team cleansing inspections results as they are covering different geographical areas and different times of the year but overall, they reiterate that performance is at a high standard in recent months.

### **6. Planned Improvements – Cleansing**

## 6.1 On Street Containment of Waste

- 6.1.1 In March 2020, the first part of a trial of 'black boxes' began to examine whether the cleanliness of the street scene could be improved by providing residents in flats above shops with some form of containment to use prior to collection.
- 6.1.2 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.
- 6.1.3 The second part of the pilot began in February 2021 which examined how we can containerise trade waste more effectively. The urban nature of the Borough (i.e. congested and narrow in parts pavements) does not support the required capacity of boxes required to contain both residential and trade waste and competition law prevents exclusivity of Veolia Haringey Trade waste. Subsequently the scheme will apply to residential waste only.
- 6.1.4 West Green Road pilot headline findings
- In 91% of instances, household black sacks and carrier bags were presented compliantly, i.e., inside a drop box or next to it if full.
  - 99% inspections of box locations resulted in NI195 passes
  - Boxes reported as full on 14% of inspections, 93% of which occurred after 1st timed collection.
  - Fly tipping reports accounted for 4% of total inspection reports. Most of these instances involved black sacks
  - In the 6-weeks of the trial, 70 enforcement actions were taken resulting in £1,450-worth of fines.
- 6.1.5 As a result of the above, the trial concluded that on-street containment can significantly reduce the number of bags needing to be presented on street and help maintain a cleaner street scene when the capacity provided by the boxes is sufficient and the scheme is supported by enforcement activity.
- 6.1.6 As outlined in the Cleaner Haringey Strategy, the data and "lessons learnt" from both parts of the trial have been used to develop our borough wide roll

out plan for the waste containment scheme has commenced and is due for completion by April 2022.

## **6.2 Litter Bin Strategy**

- 6.2.1 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.

## **6.3 Sweeping Trials**

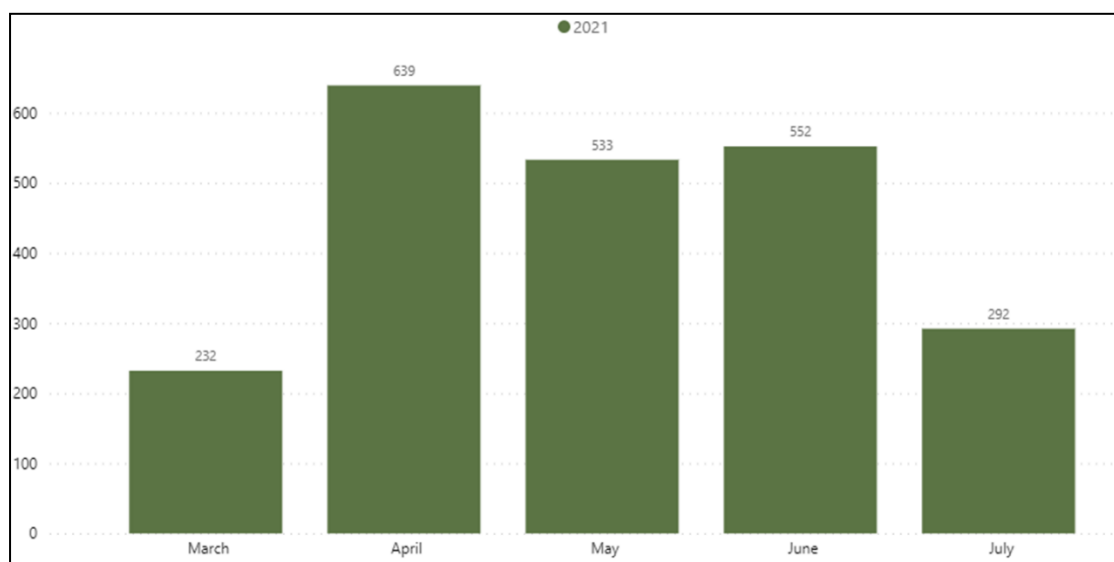
- 6.3.1 Investigative work is ongoing to test whether we can find further efficiencies while ensuring street sweeping schedules are matched to need. The trials will explore opportunities of increased mechanisation of cleansing tasks and re-evaluating the time and focus we need to spend in different parts of the borough to maintain acceptable standards and will be implemented from September 2021.

## **6.4 Proactive Graffiti Service**

- 6.4.1 Officers and Veolia implemented a joint proactive “clear all” graffiti service which has been operating for 6 months from March 2021 targeting the proactive removal of graffiti from all 19 wards. The service started in the East of the borough and focused initially on transport hubs and high streets.

Consultation with relevant resident and community groups was sought as to locations of graffiti.

**Graph 2: Incidents of proactive graffiti and removal since March 29<sup>th</sup>, 2021  
(please note, the service started late March 2021)**



6.4.2 The service has had a positive impact reducing graffiti levels from 3.5% Tranche 2 2020/21 to 2.7% Tranche 1 2021/22. The development of a street art policy is being developed in conjunction with the project and in partnership with the Arts and Culture Manager and due for completion March 2022 as outlined in the Cleaner Haringey Strategy.

## **7. Waste and Recycling Performance**

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 (refuse and recycling)

7.2 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.

7.3 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 31.18% 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.

7.4 Table 3 below provides the Council's recycling target and achieved recycling rate each year, from the financial year 2016/17.

Table 3: 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%	31.18%	-	-	-	-	-

7.5 Table 4 below provides the Council's recycling performance within NLWA partners for 2019/20. Please note confirmation of other Borough's recycling rate for 2020/21 has not been verified yet so the Haringey figure represents the 2019/20 figure for comparable reasons:

Table 4: NLWA Borough Recycling Rates 2019/20	
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. Reroute, Covid and HGV shortage – impacts on waste and recycling service delivery

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.

- 8.2 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.
- 8.3 The service managed to drive down missed bin rates to near pre reroute levels by April 2021, however in recent weeks, the covid numbers have increased again and this together with national HGV driver shortages have meant that over the last month, some rounds are again unable to complete their work on the scheduled day. This is due to a high dependency on agency staff for Covid and holiday season cover which means staff are unfamiliar with services and routes.
- 8.4 The HGV shortage is a national issue and hourly rates are increasing by up to four or five times average values. Competition is high between the public and the private sector to attract staff with bonuses being offered by the some of the retail companies. The contract currently has 7 HGV vacancies.
- 8.5 The Council and Veolia are working hard to resolve these issues and the following outlines some of the actions taken to tackle these challenges to date:
- Continuation of lock down Covid safety measures for staff despite a relaxation in legislation
  - Joint recruitment day between Haringey Works and Veolia and further ongoing recruitment drives
  - Campaign focus on benefits of localised work as opposed to long distance driving
  - National media recruitment campaign in targeted publications
  - Paid social media campaign on Facebook and Instagram
  - National campaign with online recruitment sites with sponsored adverts
  - Internal apprentice and fast track LGV courses
  - Expansion of agency network through our key supplier Comensura
  - Building a driver attraction campaign with Dept for Work & Pensions and with Pension & Careers Training partnership
  - Introduction of referral bonus
  - Introduction of signing on bonus
  - Holiday buy back options for staff
  - Review of pay and benefits across the board
  - Review of recent leavers/retirees: offer of flexible/part time working
- 8.6 In the meantime, Officers and Veolia are:
- Continuing monitoring by the Waste Team and Veolia management of repeat complaints
  - Undertaking joint visits where safe to do so
  - Asking residents to wait up to 72 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 13

- 8.7 Table 5 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 5: 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	41.4	45				
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	52.8	67.8				

- Whilst the missed bin rate figure has missed its target for 2020/21, 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
- It is worth noting that despite all the challenges outlined above, the contract managed to achieve its refuse target for missed bins per 100,000 for 2020/21 and only marginally missed its recycling target for missed bins per 100,000 for 2020/21. Furthermore, we have maintained a full suite of services throughout the last 12 months unlike many councils who have been forced to suspend services in their entirety.

## 9. Recycling Target Performance Discussion

- 9.1 Table 3 indicates that the recycling target, and recycling performance fluctuated between 2016 and 2018 due to legislative changes and changes to council services.
- 9.2 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.

- 9.3 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 £635k 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. There is also tonnage data indicating migration of tonnages to RRC's, but this does not account for the lost tonnage in total.

## **10 Impact of Covid 19 on Waste and Recycling Tonnage**

- 10.1 The recycling rate for 2021/22 is approximately 31.18%. The improvement has been driven by 26% growth in dry recycling (c900t) and a 35% increase in organics (assisted by the separation of food and garden waste). There has also been an increase in the garden waste subscriptions (resulting in an additional c. 500T) compared to the same period last year.
- 10.2 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 by around 2.3%, we have seen greater increases in the proportion of dry recycling and organics (with c.17% growth in dry recycling (c.2,500 tonnes) and a c.16% increase in organics (helped by separate food collection and increase in garden waste subscriptions) (c.870 tonnes) compared to the previous year.
- 10.3 However, recycling tonnages were adversely affected by the temporary closure of public reuse and recycling centres (RRCs) and more limited access thereafter, due to Covid. The combination of factors led to a net increase in the household recycling rate in 2020/21 to 31.18% which represents an increase of 1.04% over the 2019/21 recycling rate.
- 10.4 Based on data available for 2021 so far, we have continued to see above average levels of waste, for dry recycling and organics, but not to the same extent as in 2020. A provisional recycling rate for quarter 1 of 2021/22 will be available at the end of September.
- 10.5 **Contamination**
- 10.5.1 The overall reject rate of the dry recycling we collect is 15.02% for 2020/21. This rate comprises loads being rejected plus any "contaminants" rejected

through the materials recycling facility (MRF) process. This rate has improved from the previous year's contamination rate of 18.57%. Rejected materials are a combination of largely harmless 'non-target' materials that people assume can be recycled that the MRF picks out (eg. Hard plastics), and items that are active contaminants which are both non-recyclable and spoil other clean recyclables too (e.g nappies and food).

**11. Revision of the Waste Reduction and Recycling Plan and Consolidating Progress in Recycling Performance**

- 11.1 The requirement by the Mayor of London on each borough to produce a Reduction and Recycling Plan gave the council the opportunity to review and reset our recycling aspirations, and in December 2019, the Council adopted a recycling target of 38% for 2022. This was based on external modelling undertaken for the GLA of the maximum rate each borough could achieve and therefore represented a stretch target for the council.
- 11.2 The RRP was reviewed in June 2021 and a full update, including the dashboard of performance, will be undertaken during 2022. The timescale is pending confirmation from the GLA, with the 2022 targets to be measured against the 21/22 recycling rate, which will be available in late 2022.
- 11.3 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 meet 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 and further detailed modelling will be undertaken within the forthcoming service review which will link into the recent waste consultations.

**Table 6: RRP Actions and Associated Timescales**

Table 6 RRP Actions and Timescales					
Service	Aim	Deliverables	Timescale	Outcomes	RAG Status
RRP	Review RRP	<ul style="list-style-type: none"> <li>Establish clear objectives, outcomes and timescales</li> </ul>	June 21	<ul style="list-style-type: none"> <li>Updated RRP</li> </ul>	Completed
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	<ul style="list-style-type: none"> <li>Increase in caddy set out rate of 3% on the round receiving a handwritten note and 2% for both rounds receiving personalised postcard or standard leaflet.</li> </ul>	Complete
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	<ul style="list-style-type: none"> <li>Subscription numbers are up c.800 for the year to date compared to the same period last year.</li> </ul>	Complete
WEEE Collections	Kerbside WEEE collection pilot	<ul style="list-style-type: none"> <li>Increased recycling rate</li> <li>Increased customer satisfaction</li> </ul>	By March 2022 –	<ul style="list-style-type: none"> <li>To be confirmed following pilot</li> </ul>	Delayed due to the service impacts associated with Covid and HGV driver shortages – pilot to be undertaken by March 2022
Contamination	Develop policy and associated enforcement action	<ul style="list-style-type: none"> <li>Clearly defined process for contamination</li> <li>Reduce contaminated bins</li> <li>Increase recycling</li> </ul>	March 22	<ul style="list-style-type: none"> <li>To be confirmed following options appraisal</li> </ul>	Options appraisal commenced

		<ul style="list-style-type: none"> <li>Reduce associated fly tipping</li> </ul>			
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		Broadly, we have seen overall waste levels (i.e. recycling and residual waste) increase since 18/19. During 20/21, because of closures of schools and workplaces and many more people being at home, we have seen a significant increase in the total amount of waste we have had to collect. We will need to understand the trend in tonnages as/when Covid related changes ease to re-assess the challenge for recycling and waste reduction.
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	To be confirmed in line with the scheme	
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>	Started July 21	To be reported back once complete	Underway

Fleet	All HGVs in the waste fleet to be Euro VI (diesel) Low Emission Zone compliant by 2021.	Low polluting fleet	Complete		Complete
-------	---	---------------------	----------	--	----------



## **Communications**

- 12.1 We have an overarching service communications plan as well as a separate bulky and garden waste plan. In addition, we have a robust social media grid which promotes several different campaigns/service updates every week and includes campaigns undertaken by NLWA on waste and recycling communications.
- 12.2 In the meantime, the following activities aimed at increasing our recycling rate are planned over the next 6 months:
- Digital food waste campaign featuring 2 brief animations which will be running in September for street based properties
  - Development of a partnership campaign between HfH and the council for communal food waste containers by early next year
  - Repeat of the digital contamination campaign, featuring 8 animations translated into 6 key languages in October
  - From January we will be undertaking a targeted garden waste campaign aimed at both renewals and new subscriptions following a GIS exercise to identify properties with gardens who are not subscribers
  - Agripa panels promoting the bulky waste service on the side of our refuse and recycling fleet which will be available following the shortly arriving vaccination message
  - Seasonal social media campaigns around leafing season, Halloween, gritting/winter maintenance and the festive period will take place
  - Continued publicity of the bulky waste and graffiti services, staff vox pop videos, the textiles and WEEE collection pilots

## **13 Contract Improvement Plan**

- 13.1 Officers are working with Veolia on a range of contract reporting improvements both for Veolia and the waste team for waste and cleansing to assist in resolving complaints in a more effective manner as well as targeting recurring issues. Phase 1 of the project has been completed which has resulted in a refresh of existing performance data provided to the Council and new data to provide greater contract transparency, i.e. new repeat issue KPI for waste and recycling.
- 13.2 Phase 2 of the project will adapt the Council's monitoring services in line with the forthcoming restructure of the Waste Team allowing for more intelligence led monitoring and effective contract management. The timescale for completion of this is early 2022.

## **14 Resident Satisfaction – Waste and Cleansing**

- 14.1 The level of street cleanliness we achieve meets the expectations of 73% of our residents (Veolia contract customer satisfaction survey) 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 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.

The last face to face survey was undertaken in 2018 (Residents' Survey)

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

## 14.2 Contract Satisfaction Rates

Table 7 sets out the results of the Veolia resident satisfaction survey. The drop-in satisfaction rates and associated targets from year 2016 for street cleansing 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 7: Veolia Contract Satisfaction Survey Results										
	Year									
	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Street Cleansing Satisfaction Target	65%	62%	62%	62%	62%	62%	62%	62%	62%	62%
Street Cleansing Satisfaction Results	75%	62%	66%	67%	68%	73%	-	-	-	-
Refuse Satisfaction Target	70%	72.5%	70%	70%	75%	75%	75%	75%	75%	75%

Refuse Satisfaction Results	76%	71%	74%	72%	77%	80%	-	-	-	-
Recycling Satisfaction Target	75%	75%	70%	70%	75%	75%	75%	75%	75%	75%
Recycling Satisfaction Results	86%	81%	77%	76%	81%	81%	-	-	-	-

## 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.