

Report for: Environment and Community Safety Scrutiny Panel, 30th June 2022

Item number:

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

Report authorised by : Gavin Douglas – Acting 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 relating to the waste, recycling, and street cleansing services.

3. Background

3.1 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.

3.2 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 ensures the operational methodology s used for waste and recycling collections are broadly the same across London.

3.3 The Cleaner Haringey Strategy was approved in March 2021 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

3.4 There are themes within the current Labour manifesto 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.

3.5 The waste service is developing a commissioning strategy as the current cleansing contract with Veolia is due to expire in April 2025.

3.6 This report sets out the performance of cleansing, waste and recycling services together with any service improvements.

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:

- SC4 – NI195 Performance
- SC2 – Resident Satisfaction

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. The contract targets are monitored in two distinct ways:

- Veolia Village manager monitoring of cleanliness (NI195 style approach)
- Waste team monitoring of NI95 and COTS – i.e., day of sweep

4.3 NI195 Performance

4.3.1 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. Please note the final outturn for this financial year is still being finalised.

Please note, NI195 performance is graded as the lowest number being the highest level of cleanliness

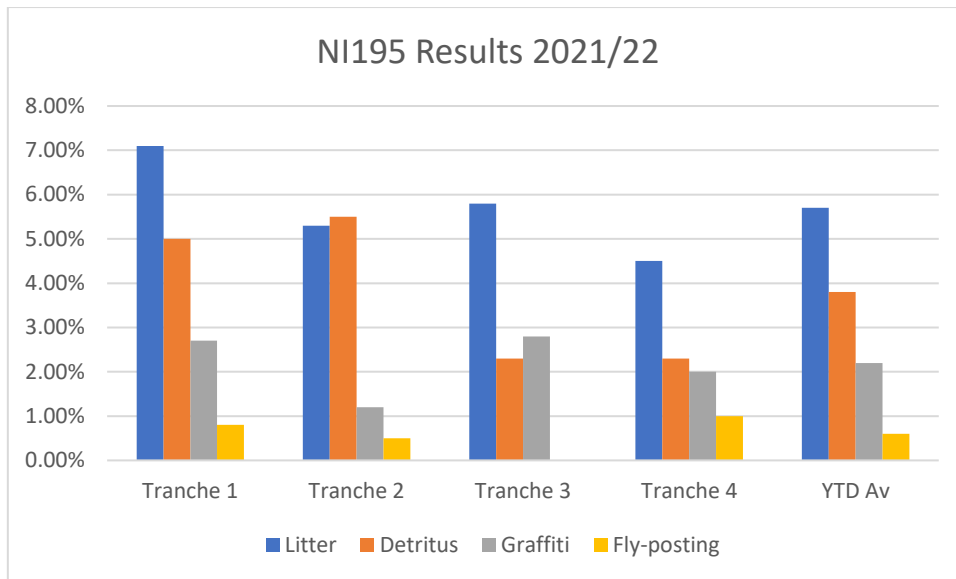
Table 1: Street Cleansing NI195 Results

	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	TBC			
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	TBC			
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	TBC			
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	TBC			

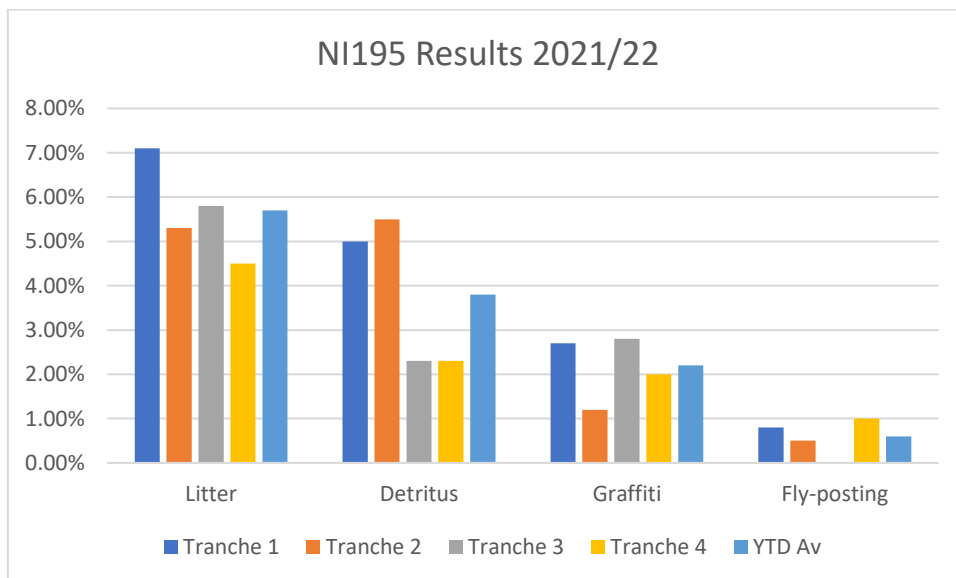
4.3.2 The NI195 monitoring results by tranche is set out in Table 2 below.

Table 2 - NI195 2021/22 Results				
	Litter	Detritus	Graffiti	Fly-posting
Tranche 1	7.1%	5.0%	2.7%	0.8%
Tranche 2	5.3%	5.5%	1.2%	0.5%
Tranche 3	5.8%	2.3%	2.8%	0.0%
Tranche 4	4.5%	2.3%	2.0%	1.0%
YTD Av	5.7%	3.8%	2.2%	0.6%
Targets	11%	12%	4%	3%

4.3.3 Figure 1 - NI195 Tranche Results for April 2021 to March 2022



4.4.4 Figure 2 – NI195 Tranche Results 2021/22 – Comparison by Element



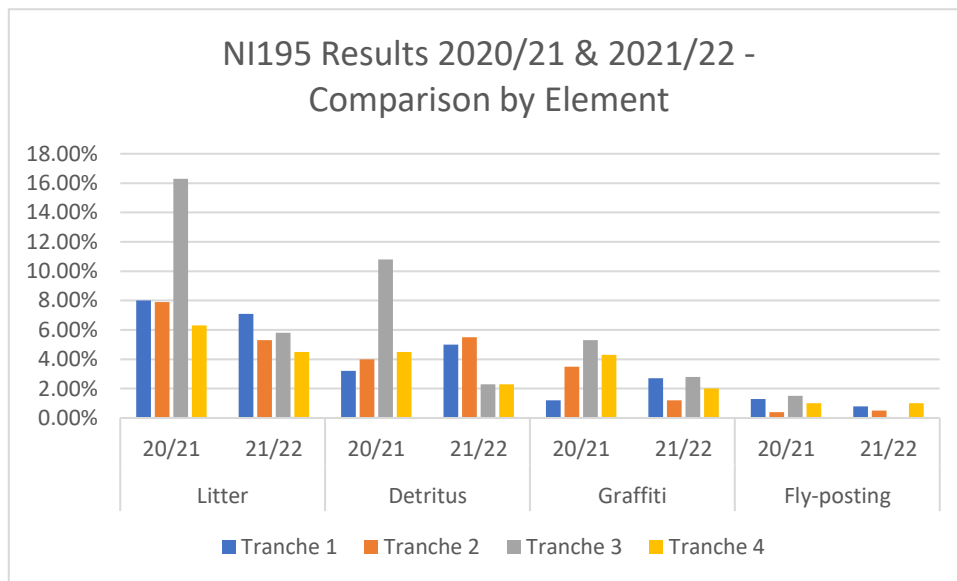
4.5 Summary and conclusions of NI195 results

4.5.1 Street cleansing performance has seen a positive improvement against 2020/21 with improvements recorded against each of the 4 elements monitored. This can be seen clearly in table 3 and figure 3 below:

Table 3 – Summary of NI195 Results 2020/21 & 2021/22 Comparison

	Litter	Detritus	Graffiti	Fly-posting
YTD Av 2020/21	9.6%	5.6%	3.6%	1.1%
YTD Av 2021/22	5.7%	3.8%	2.2%	0.6%
Targets	11%	12%	4%	3%

Figure 3 - Summary of NI195 Results 2020/21 & 2021/22 Comparison



4.5.2 Anecdotally the team believe a contributing factor to this improvement stems from the provision of the rapid response teams funded by the Welcome Back Fund. The waste team successfully received funding for 3 mobile/rapid response cleansing teams focussing on high streets, main roads, and shopping parades across the borough as well as funds to enable jet washing on two high streets from January to March 2022.

4.6 Summary and conclusions of Waste Team cleansing monitoring

- 4.6.1 Except for NI195 monitoring, 2021/22 monitoring was impacted by the Covid and the reprioritisation of Contract Monitoring Officers (Monitoring Officers hereafter) to support service priorities.
- 4.6.2 Monitoring of the borough constant presence (CP) beats continued from April 2021. Monitoring of day of sweep was however suspended by the waste team from January to June 2021 due to Covid impacts on waste collections and a requirement to undertake additional monitoring on those services.
- 4.6.3 Day of sweep monitoring began again at the end of June 2021 with full resumption in July 2021. A total of 246 day of sweep beats were completed, comprising 1626 roads. A total of 4,471 inspections were carried out across CP beats during 2021/2
- 4.6.4 Results from this monitoring recorded a 95.22% pass rate for litter and 98.22% pass rate for detritus (grade B and above).

4.7 Summary and conclusions of Veolia Village Manager cleansing inspections

- 4.7.1 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.
- 4.7.2 Veolia managers carried out a total of 2282 NI195 style inspections from June 21 – March 22 inclusive, an average of 288 per month. Inspections were carried out on the scheduled day of sweeping at each of the locations.
- 4.7.3 The average pass rate for litter and detritus (locations inspected graded at B and above B) across the period was 99.82% and 99.86% respectively.
- 4.7.4 Flyposting and graffiti scores were also observed to be positive with pass rates of 99.36% and 99.77% achieved respectively.

4.8 Resident Satisfaction

The results of the Veolia satisfaction survey for street cleansing services 2021/22 achieved a 67% satisfaction rate for against the contract target of 62%.

5. Cleansing Service Improvements

5.1 On Street Containment of Waste Update

- 5.1.1 Where possible, this initiative provides convenient 24-hour, seven-day-per-week recycling and waste containment for Haringey's residents living in flats-above-shops. Previously, timed band restrictions were in place for putting household waste and recycling out only during 1-hour slots, twice per day. Due to risk of infringing competition law, the scheme unfortunately cannot accommodate Haringey's commercial waste. However, it does provide containment for street sweeper's waste bags that are generated throughout each day within our main shopping areas.
- 5.1.2 The scheme aims to significantly reduce the number of waste and recycling sacks left out on the street, thus improving overall cleanliness and public perception of such areas – both key aims of the Cleaner Haringey Strategy. Once installed, use of provision is mandatory for residents. Collections remain twice-per-day, seven-days-per-week. Commercial waste collection arrangements continue as per time band rules.
- 5.1.3 Assessment of the successful pilot scheme along West Green Road in February 2021 helped improve our scheme design for subsequent roll outs: greater accuracy for waste capacity calculations, detailed installation guide and equalities impact assessment, a better choice of waste containment 'box' design and signage, and an agreed communications protocol to precede each subsequent rollout. The assessment also recognised that the success of any future scheme will require ongoing support from Enforcement and will need an appropriate cleansing regime applied.
- 5.1.4 So far, residents served by thirteen of Haringey's timed collections zones have been provided with waste containment facilities consisting of 178 black boxes and 16 larger waste containment units. These are areas where it has been assessed the scheme is both safe to install and will make an improvement to street cleanliness. Due to the urban nature of the Borough – restricted paving widths, footfall levels and existing street infrastructure – not all of Haringey's timed collection zones can safely accommodate new street furniture such as on-street waste containment boxes. Bespoke solutions for any such problem areas continue to be investigated.
- 5.1.5 The Green Lanes scheme has been the most recent installation, which was designed in close consultation with local business representatives, police, and our High Street Manager. The scheme for Tottenham High Road, N15, will be installed during quarter two, 2022, and sensitivities relating to ASB, and conservation area integrity continue to be discussed for a scheme along High Road N17.
- 5.1.6 Evidence measured by cleanliness inspections shows that overall, the schemes that have been put in place have improved street cleanliness (and provided residents with a far more flexible and convenient way to present their waste and recycling. So far, only 2% of the boxes have had to be replaced due to damage, but these were all from the less robust original box design.
- 5.1.7 Ongoing cleaning of the on-street waste containment provision will be undertaken by a new operational team tasked also with proactive graffiti

removal and street washing. The enforcement service continues to issue warning letters to residents who do not use the facilities as instructed.

5.2. Litter Bin Strategy

5.2.1 A new litter bin strategy will be developed as part of the commissioning strategy. This will consist of a full litter bin audit and trialling different designs of litter bin, including compaction devices. Each litter bin will be assigned an asset number, be mapped and fault reporting will be enabled via the Love Clean Streets App. Included within this piece of work will be a review of how we can increase recycling from our street litter arisings. The review and strategy are scheduled for 2022/23

5.3 Street Cleansing Trials

5.3.1 Investigative work has been completed to test whether we can find further efficiencies while ensuring street sweeping schedules are matched to need as part of the MTFs street cleansing project. The trials explored opportunities of increased mechanisation of cleansing tasks and re-evaluating the time and focus we need to spend in different parts using continuous presence beats rather than mobile teams who lose productive time due to traffic congestion. The project provided improvements to the cleansing as measured by an external independent organisation (Keep Britain Tidy). As part of this project, baseline monitoring of high streets and main roads was carried out by Monitoring Officers to help inform location specific action plans. The revised arrangements commence in June 2022 and improvements resulting from this work will be reported in 2022/23 results.

5.4 Proactive Graffiti Service

5.4.1 Officers and Veolia implemented a joint proactive “clear all” graffiti service which has been operating for over 12 months from March 2021 targeting the proactive removal of graffiti from all 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.

5.4.2 The service has had a positive impact reducing graffiti levels from 3.6% average for 2020/21 to 2.2% average for 2021/22 and fly posting levels from 1.1% to 0.6% over the same time period.

5.5 Information Technology

5.5.1 Several initiatives are under way to update and improve Waste Team’s business processes, performance reporting and customer interfaces.

5.5.2 Available functionality within the Love Clean Streets app is being developed to provide greater clarity to the existing and short resolution code text received by public users of the app. A separate channel for the app, which will bypass all public channels, is also being explored to allow our contractor’s staff to

feedback evidence of fly tipping and non-compliance quickly and direct to our Enforcement Team.

- 5.5.3 A formal process for asset management and fault reporting of on-street waste containment, litter and grit bins has begun. All new waste containment boxes and MetroSTORs are already registered in Confirm and can be regularly uploaded by the ESCS Systems Team to iShare GIS and the publicly available My Maps portal. All other assets will eventually join them, be upload to ECHO band be available for residents to report faults against via the Love Clean Streets app.
- 5.5.4 A new microsite is being developed by Veolia that will be seamlessly accessible by residents Haringey's own website, will allow residents to log requests for various waste collection services at any time of any day. Services include replacement bins, missed and special collections. Currently residents either need to email or call in such requests between 9am-5pm, Monday to Friday. This will be a significant contribution to the council's aim of making services more accessible to residents. The microsite should be live before Christmas.
- 5.5.5 The Waste Team are also working to reduce the manual input involved with contract monitoring which will effectively align all key performance data into a 'one-stop-shop' dashboard and create an agile method to capture contract monitoring data in-the-field. These developments will include the provision of mobile technology to improve efficiency and accuracy of reporting.

6 Waste and Recycling Performance

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

- SC1a – Recycling Rate
- SC5 – Missed collections per 100,000 (refuse and recycling)
- SC2 – Resident Satisfaction

6.1.2 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.

6.2 Recycling Rate

6.2.1 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.

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

Table 4: Haringey Recycling Rate (%)									
Year	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Recycling Target	35.5%	36%	35%	34%	36%	38%	38.2%	38.4%	38.4%
Recycling Rate Achieved	35.2%	32.9%	30.17%	30.14%	31.18%	TBC – provisional estimate 31.1%	-	-	-

6.2.3 Table 5 below provides the Council’s recycling performance within NLWA partners for 2021/22.

Table 5: NLWA Borough Recycling Rates 2021/22	
Authority	Recycling Rate (%)
Enfield	33.2%
Waltham Forest	31.9%
Islington	31.3%
Haringey	31.2%
Barnet	28.9%
Camden	28.6%
Hackney	28.1%

6.3 Recycling Target Performance Discussion

6.3.1 Table 4 indicates that the recycling target, and recycling performance fluctuated between 2016 and 2018 due to legislative changes and changes to council services.

6.3.2 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%. recycling had to instead be treated as contaminated and subsequently disposed of as refuse. The increased proportion of refuse subsequently reduced the recycling rate.

6.3.3 In 2017, the Council introduced the green waste subscription charge. Garden waste is a statutory service for which a charge can be made. The service has grown significantly since introduction and generates approximately £670k per year. Total organics tonnages (including food waste) are now approaching the levels prior the charge being introduced.

6.4 Current year waste trends

6.4.1 The recycling rate for 2021/22 is at this stage provisional as finalised data is only available for the first three quarters of the year. The projection for the year end is a household recycling rate (ex-National Indicator 192) of approximately 31.1%.

6.4.2 Covid19 had an important impact on patterns of waste and recycling in 2020/21 in particular, as residents spent more time at home due to Government restrictions, consuming more goods and services at home. Wastes ordinarily created and disposed of within commercial waste and litter bins were also being disposed of within the household waste stream.

6.4.3 2021/22 has seen tonnages returning closer to, but still higher than pre-Covid19 levels. This reduction has been in similar proportions across waste streams meaning the projected recycling rate is broadly at a standstill from 20/21.

6.5 Contamination

6.5.1 The overall reject rate of the dry recycling we collect was 15.02% for 2020/21 and is around 14% for 21/22 in the year to date. This rate comprises loads being rejected plus any “contaminants” rejected through the materials recycling facility (MRF) process. This rate has improved from the 19/20 contamination rate of 18.57% meaning more collected materials is recycled.

6.5.2 Rejected materials are a combination of largely harmless ‘non-target’ materials that people assume can be recycled that the MRF picks out (e.g. hard plastics), and items that are active contaminants which are both non-recyclable and spoil other clean recyclables too (e.g. nappies and food).

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

7.1 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.

7.2 The panel will note the gap between the Council’s published performance targets and its actual performance for the current plan. 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 **Appendix 1**.

7.3 The final 6-month update of the RRP in its original format was in January 2022 and the GLA has since provided a new simplified template, which reflects the uncertainty around the Resource and Waste Strategy decisions from Defra.

The review of the dashboard element of the RRP was postponed in the January revision, so it could be combined with the roll-out of the new RRP template. The timescales for implementation of the new RRP are outlined in the table below and updates of the RRP will be required annually rather than six-monthly. We are currently drafting the latest version of this document and details will be fed back to this panel in accordance with the relevant governance.

Table 6: GLA - RRP 2022 development and submission process timetable

Key activities	Timetable
<i>RRP development (six months)</i>	
GLA issue revised RRP guidance	<i>By 28 January 2022</i>
Boroughs draft RRP; ReLondon support made available for RRP development	<i>Feb-September 2022</i>
RRP submitted to the Mayor	<i>by 30 September 2022</i>
<i>RRP Mayoral review and sign-off process</i>	
GLA Waste officers review RRP, feedback provided to Deputy Mayor	<i>October 2022 – February 2023</i>
GLA/ReLondon discussion. RRP amended if necessary	<i>October 2022 to February 2023</i>
Borough Cabinet (or equivalent) signs off RRP	<i>February/March 2023</i>
Deputy Mayor signs off RRP	<i>by 31 March 2023</i>

8. Missed Bins SPI - HGV Driver Shortage – impacts on waste and recycling service delivery

- 8.1 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 6 HGV vacancies.
- 8.2 45% of employers have reported they have hard-to-fill vacancies for HGV driver posts. Almost three-quarters (74%) of employers indicated that they plan to recruit in the next three months whilst looking forward, almost two-thirds of employers (65%) anticipate problems filling vacancies over the next six months.
- 8.3 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:
- Recruitment campaigns focus on benefits of localised work as opposed to long distance driving
 - Internal Upskilling HGV referral scheme
 - Truck advertising will commence shortly
 - Municipal Video - The Municipal day in the life video for Veolia has now been completed and released via our social channels

- Social media - The driver social went live a month ago with a number of videos and driver testimonials from Veolia's business
- Metro advertising – Over 3 weeks ago Veolia went live with metro advertising Sign on bonus for new HGV drivers is still in place in “Hot Spot” areas

8.4 In the meantime, Officers and Veolia continue to:

- Continue monitoring by the Waste Team and Veolia management of repeat complaints
- Undertaking joint visits
- Asking residents to wait up to 72 hours before reporting a missed collection to allow the services to complete their work.

8.5 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	41.4	45	TBC			
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	TBC			

- 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 24 months unlike many councils who have been forced to suspend services in their entirety.

9 Resident Satisfaction

9.1 The results of the Veolia satisfaction survey for waste and recycling collection for 2021/22 is set out below in Table 8:

Table 8: Refuse and Recycling Resident Satisfaction Rate	
Our targets for 2021/22	Achievement 2021/22
Residents' satisfaction on waste services: 75%	79%
Resident satisfaction on recycling services: 75%	82%

10. Communications

10.1 We have a waste and recycling communications strategy and plan which supports Haringey's ambition to increase recycling rates, reduce residual waste and promote cleaner streets. It aims to engage residents so that we can achieve these outcomes together.

10.2 We use different communication channels to publicise our waste and recycling messages and also promote the waste and recycling initiatives undertaken by our contractor and disposal authority.

10.3 Recent communication campaigns this year, include the kerbside textile and small domestic appliance recycling trial, promotion of the garden waste service, the school's food waste service and the annual spring clean.

10.4 More activities are planned over the next 6 months to increase our recycling rates which include:

- Publicising the results of the textiles and electrical appliances pilot
- Production of a new Waste Charter
- Continued promotion of the bulky waste service
- Publicising the food waste recycling service over the summer especially in the east of the Borough using digital, outdoor and targeted communications
- Food waste trial for FAS's
- Schools Competition to raise awareness of recycling
- Targeted communications to support the recycling reversible lids and food waste pedal bin trials on estates.
- Food waste recycling campaign targeting general waste bins with food waste present
- Promotion of the sustainable school's competition in the Autumn.
- Continued publicity of the recycling ideas form, and roll out and maintenance of the waste containment system
- Promotion of waste prevention and reuse on an ongoing basis
- Promotion of green sacks for recycling
- RRC promotion
- Online shopping excess cardboard recycling promotion

- Seasonal social media campaigns around leafing season, Halloween, gritting/winter maintenance and the festive period will take place

11 Contribution to strategic outcomes

- 11.1 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.