

**Report for:** Environment and Community Safety Scrutiny Panel, 17<sup>th</sup> March 2023

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

**Report authorised by :** Eubert Malcolm – Assistant Director Stronger & Safer Communities

**Lead Officer:** Beth Waltzer – 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 used for waste and recycling collections are broadly the same across London.

3.3 The 4 year 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 currently part way through a review of its services as part of the council's Enabling Review and in line with the current integrated waste and cleansing contract expiring in April 2025. As part of this a new strategy and options appraisal report on future delivery options is due for Cabinet in Summer 2023.
- 3.6 As a result of the review, this report is a high level update on performance of services ahead of this detailed piece of work. Please note fly tipping information is within a separate report.

#### **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 using NI95 and COTS – i.e., day of sweep

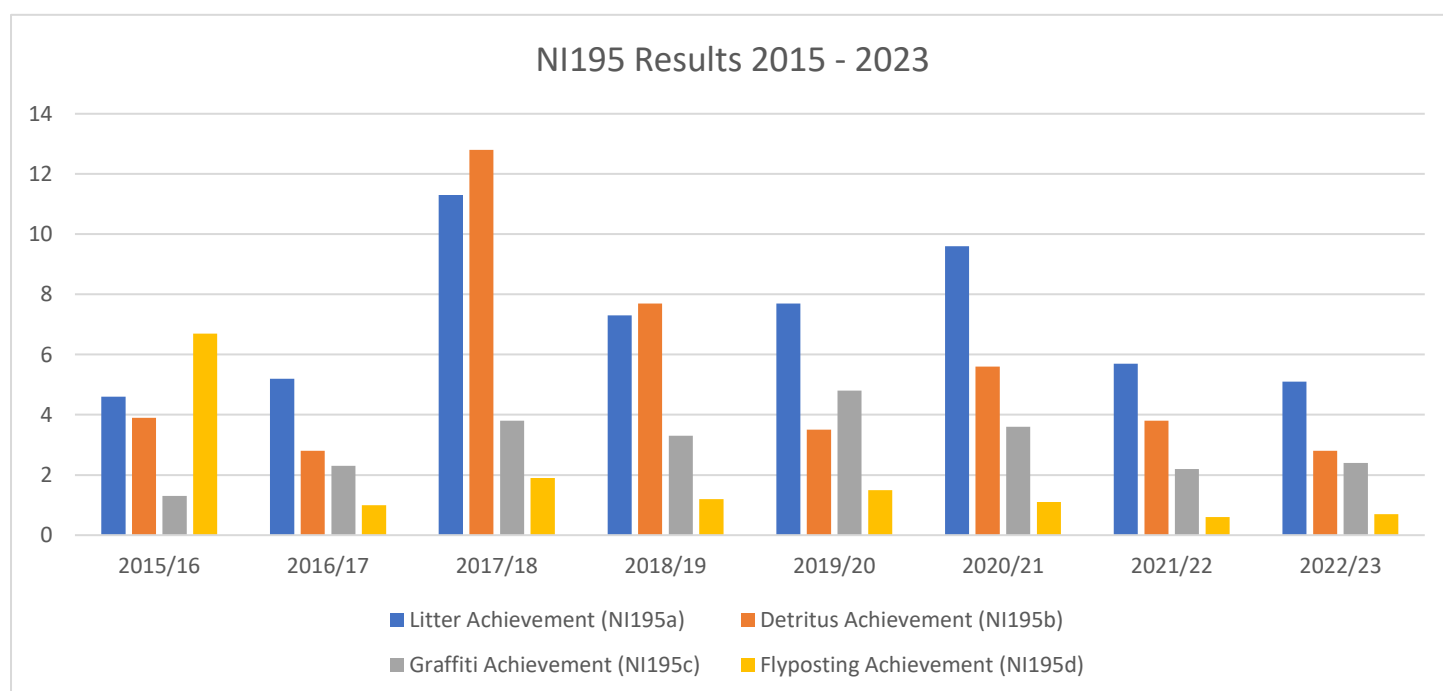
#### **4.3 NI195 Performance**

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 (levels of cleanliness) from 2015. Please note NI195 results are based on unacceptable levels of cleanliness therefore the lower the score, the cleaner the area sampled.

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	5.7	5.1		
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	3.8	2.8		
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	2.2	2.4		
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	0.6	0.7		

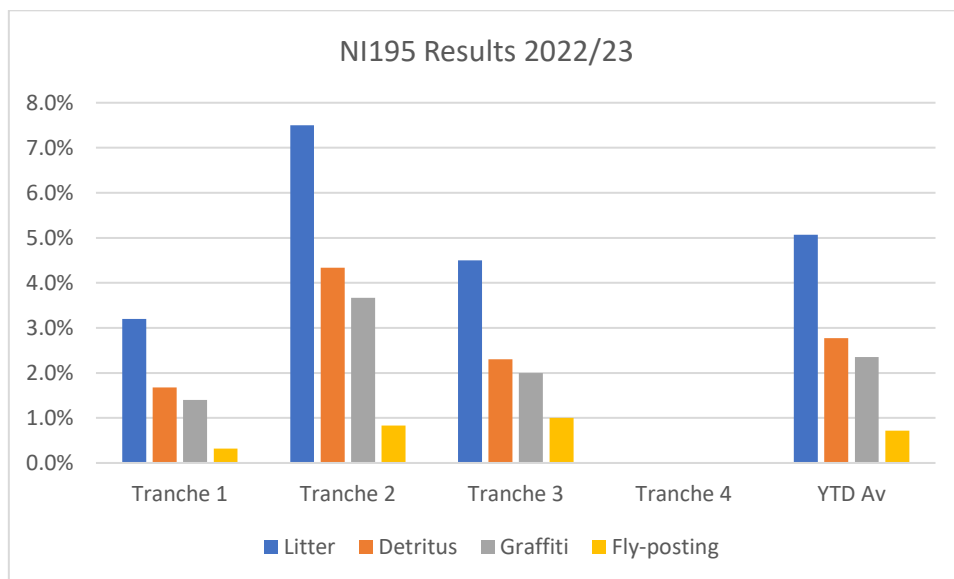
Figure 1 – NI195 Results by Year 2015 - 2023



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

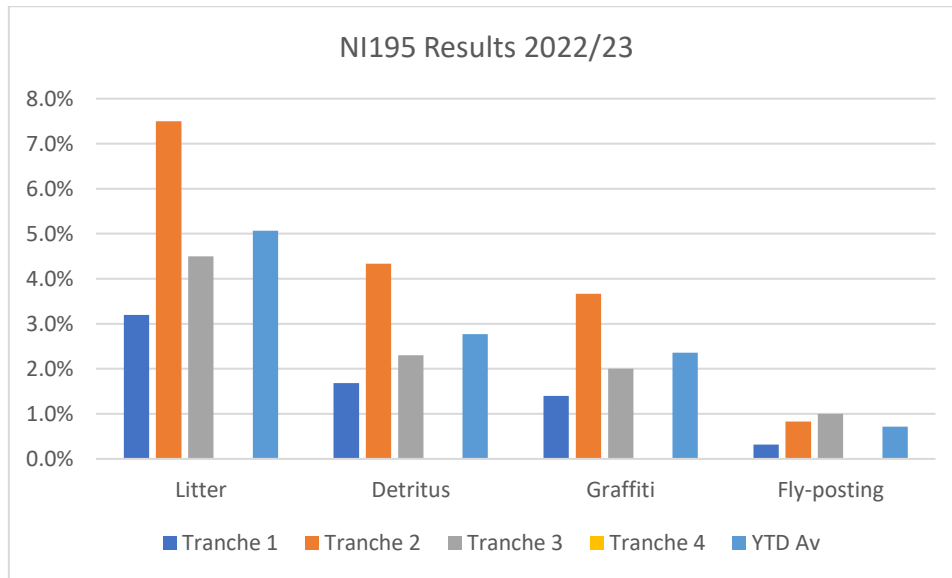
Table 2 - NI195 2022/23 Results				
	Litter	Detritus	Graffiti	Fly-posting
Tranche 1	3.2%	1.7%	1.4%	0.3%
Tranche 2	7.5%	4.3%	3.7%	0.8%
Tranche 3	4.5%	2.3%	2.0%	1.0%
Tranche 4	tbc	tbc	tbc	tbc
YTD Av	5.1%	2.8%	2.4%	0.7%
Targets	11%	12%	4%	3%

4.3.3 Figure 2 - NI195 Tranche Results 2022/23



4.3.4

Figure 3 – NI195 Tranche Results 2022/23 – Comparison by Element

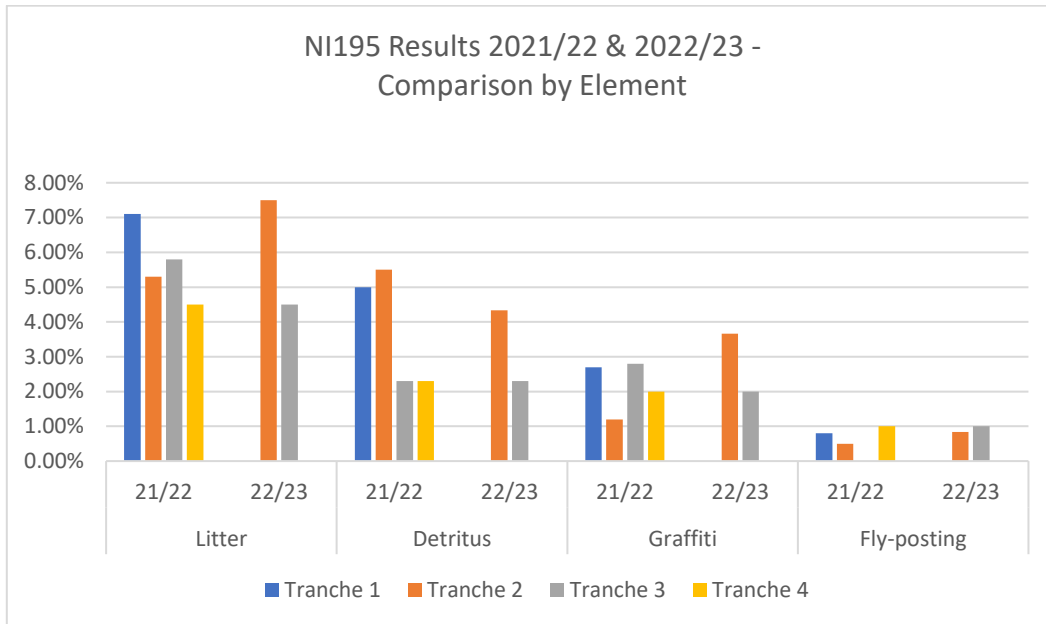


4.4 Summary and conclusions of NI195 results

4.4.1 Street cleansing performance has seen a positive improvement against 2021/22 for the three tranche surveys completed to date, in both litter and detritus scores. Both graffiti and flyposting scores have marginally increased but remain consistent with 2021/22 outturns. All elements are under the contractual targets set under SC4. Results are set out in table 3 and presented in figure 4 below:

	Litter	Detritus	Graffiti	Fly-posting
YTD Av 2021/22	5.7%	3.8%	2.2%	0.6%
YTD Av 2022/23	5.1%	2.8%	2.4%	0.7%
Targets	11%	12%	4%	3%

Figure 4 - Summary of NI195 Results 2021/22 & 2022/23 Comparison



4.4.2 The cleansing service has experienced several extreme weather events during the last year including storms and high winds, high rainfall and localised flooding, record high temperatures, as well as inclement weather including heavy snow and ice events. The service has cleared debris from streets following these events, put mitigations in place to ensure service continuity through high temperatures, and supported snow clearance and gritting. This has been delivered with minimal impact to scheduled cleaning service and performance.

4.4.3 The waste team underwent a restructure in 2021/22 with the new structure being populated in 2022/23. Existing officers moved into new posts with new officer recruited into vacant and newly created posts. Despite these changes the team were able to maintain a high degree of management and oversight of the cleansing service and monitoring of contractual performance.

#### 4.5 Summary and conclusions of waste team cleansing monitoring.

4.5.1 From June 2022 to September the team had only one of the three contract monitoring officer post filled subsequently much of the scheduled monitoring was focussed away from the day of sweep to 'hotspot' locations to address complaints and work jointly with Veolia to deliver solutions. NI195 inspections continued throughout the year.

4.5.2 Monitoring consists of carrying out inspections of residential sweeper beats on the weekly day of sweep. Main road and constant high street 'constant presence' beats cleansed daily are also inspected. Known problem locations

as well as those raised to the waste team via service requests, complaints and members enquiries are placed onto a 'hotspot' list with visits carried out to assess and resolve the given issue.

4.5.3 To date, a total of 502 day of sweep inspections were carried out across 78 beats, comprising 284 roads. A total of 703 inspections were carried out across 135 locations on the boroughs constant presence beats. In additions, 227 visits were carried out to 35 separate hotspot locations.

4.5.4 Results from all monitoring during this period recorded a 90.5% pass rate for litter and 95.9% pass rate for detritus (grade B and above).

#### 4.6 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%. The 2022/23 survey is currently being conducted.

#### 4.7 Cleansing Service Improvements

##### 4.1.1 Main Road Cleansing

The implementation of changes to main road cleansing, agreed as part of the MTFs savings assigned to the waste team, from June 2022 saw resources remodelled to from mobile teams during the AM shift to dedicated beat sweepers. The rescheduling has had a positive impact on both litter and detritus levels, contributing to the improved scores for these elements recorded in 2022/23.

##### 4.7.2 Wood Green

The waste team have been supporting wider council efforts to improve Wood Green centre, working with colleagues in Economic Development/Regeneration and the Business Improvement District (BID) to focus on challenging locations that could be improved. This includes the hiring of specialist pavement cleansing equipment to carry out a deep clean of pavements and hard surfaces across the High Street and wider BID area, and trialling further cleansing equipment (*see cleansing equipment trials*).

4.7.3 Feedback from the Wood Green voices event is being used to help shape the approach to litter bin provision along the high road and BID area. Having conducted a litter bin audit, the team are in the process of procuring dual litter and recycling bins for the high street to replace the current provision which are broken/damaged or located in unsuitable locations. The new bins should be installed within 6 months.

##### 4.7.4 Cleansing Equipment Trials

As part of the MTFs cleansing saving, a successful capital growth bid was approved to fund equipment to support the changes in the sweeping methodology. Vehicles and units have been demonstrated and trialled including electric walk behind sweepers and pavement washers, an electric cargo bike, and small electric cage tipper. Options are being evaluated and a suitable unit(s) will be procured in 2023/24.

#### 4.7.5 Sweeping Schedules

In January 2023, Veolia reviewed the sweeper beats covering residential roads, aligning these to May 2022 ward boundaries. This will enable improvements to both the monitoring of beats as well as the reporting of issues to correct wards.

### 5 Litter Bin Strategy

- 5.1 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. The procurement exercise has been completed but was delayed due to lack of suppliers in the market. The project will commence within the next month.

### 6 Information Technology

Several initiatives are under way to update and improve waste team's business processes, performance reporting and customer interfaces.

- 6.1 Veolia's operational software, ECHO, which manages service scheduling and residents' requests, has been rebuilt to bring it in line and up to date with contemporary contracts. Veolia's contract team have also been conducting a data cleansing and consistency exercise and it is expected that the upgraded software will provide support improved information and opportunity to facilitate other data improvements, including agile contract performance monitoring. The rebuilt version of ECHO was launched 30th January.
- 6.2 Alongside the rebuild of ECHO, residents now have access to a self-serve micro-website to allow service requests to be raised online at any time without the need to interact with the Veolia contact centre, which only operates 0830-1730hrs Monday to Friday. Launched on same day as the ECHO rebuild, residents can now request replacement bins, book bulky waste collections, and raise missed collection requests along with other key service needs. A soft launch has been implemented throughout February, with residents signposted via website browsing only, while an awareness communications plan will commence from March. So far, nearly 30% of in-scope service requests have been submitted through this new digital contact channel.
- 6.3 Whilst the new software has not impacted residents' use of the Love Clean Streets app, the new version of ECHO necessitated an upgrade to its



connectivity method, which was in place ready for launch day. The new 'API' application will make it easier for reports to be submitted against individual assets, such as litter bins and black 'drop' boxes, for which a mapping exercise within My Maps continues.

- 6.4 The separate channel for the Love Clean Streets app, which bypasses all public channels and allows Veolia staff to feedback evidence of fly tipping and non-compliance quickly and direct to our Enforcement Team, remains in its trial stage.

## 7 Waste and Recycling Performance

- 7.1 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

- 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 Recycling Rate

- 7.3.1 The waste and recycling arrangements that Haringey has in place is consistent with the Mayors Environment Strategy. The council is already delivering key policies 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.

- 7.3.2 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%	30.4%	-	-	-

7.3.3 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%

## 7.4 Recycling Target Performance Discussion

7.4.1 Table 4 indicates that the recycling target, and recycling performance has fluctuated since 2016 to present. The reasons for this are summarised as follows:

- Consumer behaviour could be influenced by the cost of living crisis and may be reflected in consuming less in general of all waste streams. Manufacturers are changing packaging types and switching to lighter weight materials mostly in relation to recyclable materials and this trend is likely to continue.
- In 20/21 we experienced a much higher than average commingled (dry recycling) level driven by lockdown in which people were more home based for live/work purposes. The levels have returned closer to pre-covid levels in 21/22, although have remained higher than any other year since 17/18, which is positive.
- The overall levels of residual waste (from all sources) and household residual waste both dropped marginally from 20/21 (by 1.7% and 0.2% respectively), again most likely due to home/work patterns returning closer to pre-lockdown.
- Organics recycling has risen moderately since 20/21 and is now approaching the level achieved prior to introducing charging for garden waste.
- We have however received a much lower tonnage contribution from NLWA in the past 2 years as follows:

- The bulk of NLWA-derived tonnage is from the RRCs (Reuse & Recycling centres) operated by NLWA, but also to a smaller degree from the recovery of recyclable waste like wood and metals from the residual stream (by NLWA's 'BWRf'/bulky waste recovery facility).
  - In 18/19, NLWA tonnages made up 6.2% of our 30.2% recycling rate, but this has reduced to 3.5% and 3.7% of the 20/21 and 21/22 rates respectively.
  - 21/22 tonnage levels are c.38% lower than 18/19 levels (this is the most comparable year, as it was the first year following the closure of the Park View Road RRC as part of a council MTFS saving; prior to that two RRCs had operated in Haringey for some years).
  - We know that the RRC service and the BWRf operation were impacted by lockdown in 20/21. However, tonnages have only modestly recovered in 21/22 and taken together with the reduction in our dry recycling (commingled), has driven a reduction in the rate.
  - A key issue has been wood tonnages (which come from RRCs primarily) which have been affected by guidance NLWA received in 2021 from the Environment Agency requiring more detailed reporting of rejection levels. This has meant in 21/22 around 460 tonnes of wood that would previously have counted towards the recycling rate now being counted as residual waste – with an impact on our rate in excess of 0.5%. This is part of the reduction but does not account for the remainder of the reduction in NLWA tonnages/contribution.
  - The reject/contamination rate from the MRF (the materials sorting facility for our dry recycling) that is applied to our dry recycling (commingled) is 18% which is 6% higher than at the outset of the year. Because our commingled dry recycling makes up the majority of our recycling tonnages, this reject rate has a major bearing on our overall recycling rate.

## **8. New Waste Strategy and the revision of the Waste Reduction and Recycling Plan (RRP) and consolidating progress in recycling performance**

- 8.1 The Mayor of London requires London boroughs to develop and update their Reduction and Recycling Plans (RRPs) setting out key actions for cutting waste and boosting recycling for the period 2023-2025 aimed at helping to achieve the Mayor's London-wide targets to cut food waste by 50% per person and achieve 65% municipal waste recycling by 2030.
- 8.2 As part of the waste commissioning programme, the service is developing a new waste strategy (Summer 23) which will effectively define how the council intends to increase its recycling rate. The strategy will form the blueprint for

the Mayor of London's Reduction and Recycling Plan which all boroughs are required to produce.

- 8.3 The new strategy and simplified RRP will be fed back to this panel in accordance with the relevant governance following its adoption.
- 8.4 In the meantime, Officers continue to work to the existing RRP and Destination 50% plan [Destination 50% | Haringey Council](#) and an update on the RRP can be seen in Appendix 1.

## 9 Contribution to strategic outcomes

9.1 Waste, recycling and cleansing outcomes supports the Corporate Delivery Plan through the following objectives:

- Increased recycling rates in the Borough by expanding capacity of facilities to recycle
- Reduction in waste generation in the borough
- Work towards achieving the GLA 50% recycling target (Destination 50%)
- Greater resident input into waste services design
- Improved waste and recycling facilities for residents and businesses