

MINUTES OF MEETING Environment and Community Safety Scrutiny Panel HELD ON Thursday, 16th March, 2023, 6.30 pm

PRESENT:

Councillors: Eldridge Culverwell, George Dunstall, Michelle Simmons-Safo (Chair) and Alexandra Worrell

ALSO ATTENDING: Ian Sygrave (Co-Optee) & Cllr Ali

195. FILMING AT MEETINGS

The Chair referred Members present to agenda Item 1 as shown on the agenda in respect of filming at this meeting, and Members noted the information contained therein'.

196. APOLOGIES FOR ABSENCE

Apologies for Absence were received from Cllr Emery and Cllr Hymas.

197. ITEMS OF URGENT BUSINESS

There were no items of Urgent Business.

The Panel was advised that the fly tipping update, listed as Item 10 on the published agenda, was marked to follow. This would now be a verbal update.

198. DECLARATIONS OF INTEREST

None.

199. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS

None.

200. MINUTES

RESOLVED

That the minutes of the meeting on 15th December 2022 were agreed as a correct record.

201. FUSION UPDATE

Mark Stevens, Assistant Director for Direct Services tabled a presentation to the Panel on Leisure Centre Service Provision Issues at Tottenham Green and Park Road. The presentation is set out in the tabled papers pack at pages 1-10. The following arose in discussion of this agenda item:

- a. The Panel sought assurances around whether there were any monetary address or other resources going into providing additional transport to help service users access other facilities. Officers advised that there was nothing in place to that effect. Officers set out that they still couldn't say definitively where the water was coming from and so they didn't know who to claim against. The Panel was advised that there was no provision within the Fusion contract for Fusion to provide transport services.
- b. The Chair queried why Fusion did not have contingency plans in place for similar eventualities. Officers advised that Fusion were contracted to provide Leisure facilities at Park Road and Tottenham Green and that they were not contracted to provide services out of borough or to provide transport to alternative facilities.
- c. The Chair commented that the confidence levels within the community, that Fusion would do what they said they would, were very low at this point.
- d. In response to a question around contract monitoring, officers advised that they had stepped up the level of contract monitoring and that the Assistant Director was directly involved with monitoring Park Road. Officers advised that whilst sites had been closed, staff were being used to bring both facilities up to scratch in terms of their look and overall condition.
- e. In response to a question around engaging with stakeholders, officers advised that the Lido User group had been in place for some time and that their concerns were about a perceived lack of proper engagement from Fusion. This engagement had picked up in response to the work being done by the Council.
- f. In relation to staffing issues, officers acknowledged that there were insufficient staffing resources to cover both sites and then when both pools opened this would likely become an issue. Officers advised that they would be pushing Fusion to resolve their resourcing issues to ensure that both sites were staffed properly.
- g. The Panel enquired about the impact of leisure facilities being closed on health providers, given their use of such facilities for social prescribing schemes. Officers agreed to come back with a written response to this question. **(Action: Mark Stevens)**.
- h. The Panel queried whether officers were looking to make use of the £63m fund announced by the government during the budget for swimming pools. In response officers advised that part of this was in relation to energy costs, which did not impact Fusion particularly as they had a fixed price energy contract in place until November. Officers advised that they would be looking into whether they could claim for funding for energy costs after November, as well as maintenance costs, going forwards.
- i. The Panel enquired whether officers had been in conversation with colleagues in Enfield who had experienced similar problems with Fusion. Officers responded that they had been in contact with officers in Enfield and that they

were looking at how they could tackle these issues together. It was noted that Fusion had undergone a significant number of staffing changes at senior level in the last year or so, including the Chief Executive and the area manager for Haringey.

- j. In response to a further question, officers advised that they were confident that they had the resources in place to address the issues with Fusion.

RESOLVED

Noted.

202. WASTE, RECYCLING AND STREET CLEANSING PERFORMANCE

**Clerk's note The Chair agreed to vary the agenda. Item 8, Cabinet Member Questions with the Cabinet Member for Tackling Inequality and Residents Services would be taken at the end of the agenda, following agenda items 9, 10, 11 & 12. The minutes reflect the order in which the items were considered during the meeting, rather than the order they were listed on the published agenda.*

*** Clerk's note – The Chair agreed to take all of the questions from agenda items 9, 10, 11 & 12 at the end of the meeting as part of the Cabinet Member Questions item.*

The Panel received a Waste, Recycling and Street Cleansing Performance update. The report was introduced by Beth Waltzer as set out in the agenda pack at pages 11 to 28.

RESOLVED

That the Waste, Recycling and Street Cleansing Performance update was noted.

203. UPDATE ON PLANNED AND REACTIVE HIGHWAYS MAINTENANCE

The Panel received a report which provided an update on Highways planned and reactive maintenance services. The report was introduced by Mark Stevens, AD for Direct Services as set out in the agenda pack at pages 29 - 34.

The Panel noted that the Highways and Street Lighting Investment Plan was scheduled to come to Cabinet in April. This would set out the investment plans for the coming year in greater detail. Officers welcomed the additional investment in highways infrastructure in recent years. Current performance levels were that 53% of footways were in need of repair and 37% of carriage ways were in need of repair. The additional investment into highways infrastructure would help to improve the condition of the borough's carriageways and footways in the coming year.

RESOLVED

Noted.

204. UPDATE ON THE PARKING MANAGEMENT IT SYSTEM

Mark Stevens, Assistant Director for Direct Services tabled a presentation to the Panel which provided an update on the Parking Management IT System (PMIS). The presentation is set out in the tabled papers pack at pages 11-30.

RESOLVED

That the presentation was noted.

205. FLY TIPPING UPDATE

The Panel received a verbal update on fly-tipping from Brian Ellick, Head of ASB and Enforcement. The following summary is given of the key points:

- The Enforcement team was restructured in April 2022, to provide a dedicated waste enforcement team to tackle waste and fly-tipping, separate from the work done to tackle ASB, noise nuisance and licensing enforcement.
- The key approaches used by the team include; education, communications and intervention.
- The Team work closely with a number of partners such as the Private Sector Landlords team, Environmental Health, Police, Veolia and Parks.
- The Team have issued around 1400 Fixed Penalty Notices since April, most of which were for flytipping. Most of the complaints the team received were around household waste that was disposed of irresponsibly.
- The Team had served 50 informal notices on Landlords, which required landlords to ensure their tenants knew how to dispose of their waste properly.
- An CCTV upgrade was underway, which would involve replacing all on-street CCTV cameras including 40 relocatable cameras that could be used to support fly-tipping enforcement work.
- The Council's website had a dedicated 'wall of shame' page that showed footage of fly-tipping offenders and highlighted the work done by the team to tackle fly-tipping.
- 171 black boxes had been installed to date for the disposal of waste by tenants living above shops on timed collection streets. It was noted that Tottenham High Road was the next area to have black boxes installed and that rollout was expected to be completed by May.
- Work was also being done to tackle businesses disguising waste on timed collection roads as domestic waste.
- Officers were working with the courts to try and get a date to prosecute in bulk, those who had not paid their FPNs. The courts were still experiencing a big backlog from Covid and it was hoped that this could be done on a monthly basis.

Officers agreed to bring a more detailed written report on the fly-tipping strategy to the following meeting of the Panel. **(Action: Brian Ellick).**

RESOLVED

That the update was noted

206. CABINET MEMBER QUESTIONS - CABINET MEMBER FOR TACKLING INEQUALITY AND RESIDENTS SERVICES

The Cabinet Member for Tackling Inequality and Resident Services undertook a verbal Q&A. The following arose as part of the discussion of this item:

- a. In response to comments around complaints with the PMIS and the communications around the new system, The Cabinet Member emphasised the scale of the contacts involved, with nearly one million permits issued and 171k households. In this context 200 complaints was a very small fraction of user interactions.
- b. The Panel queried about the feedback that had been received as part of the waste survey. In response the Cabinet Member advised that 9000 responses were received, which surprised everyone. This was twice as many as the previous record. It would take some time to go through all of the responses and this was part of wider programme of engagement about what to do when the waste contract came up for renewal in 2025. The Cabinet Member welcomed the fact that residents had been involved at the start of the process. The Panel queried whether the Council would be contacting those 9000 respondents to let them know what it would be doing next. The Cabinet Member commented that this was something she would look to undertake.
- c. The Panel sought clarification about the split between in-borough fly tipping and that done by those from out of the borough. In response, the Cabinet Member set out that 82% of fly tipping in Haringey was misplaced household waste and so the focus of work to tackle dumping/fly tipping should be directed here.
- d. The Panel queried the link between bulky waste charges and fly tipping. The panel was advised that the Council introduced bulky waste charges in 2015 and the Cabinet Member commented that she didn't think this had a significant effect on fly-tipping, particularly as Enfield had free bulky waste collections and had similar levels of fly tipping as Haringey.
- e. The Panel commented on parking permit misuse on match days and what could be done to prevent this. In response, the Cabinet Member advised that under the old system of scratch cards, people could buy 1000 at a time and this clearly led to misuse. With the introduction of virtual permits, this had made a difference as you could only buy nine at once and you could only activate two of those at any one time. Match day permit misuse was a long term problem that was improving with the introduction of virtual permits.
- f. In response to a question, the Cabinet Member acknowledged that user testing was a big issue and that one factor that come up was around who was using paper permits and that a lot of the people that were using them were receiving care at home. A report to Cabinet was forthcoming on carers' permits.
- g. The Panel noted concerns with delays to the scheduled cleansing of gullies for particular streets and people not knowing when to move their cars. In response, the Cabinet Member advised that the Council put out a parking suspension seven days in advance but that delays could occur due to the age of some of the drainage infrastructure in London. If people didn't move their cars, then this could also cause delays to the schedule and the team would have to move on to the next location. In response to this, the Council was putting out extensive

- communications to residents about when to move cars and was also removing vehicles if necessary.
- h. Problems were raised with jobs being incorrectly closed through the Love Clean Streets app. In response, the Cabinet Member gave an example of a broken streetlight and the that if it was a power failure then the job would have to be passed to UK Power Network, who had a 28day turnaround. The Council had done all it could and had passed the job on to the relevant organisation, so the job would be shown as being closed. The Cabinet Member acknowledged that the Council needed to work with Love Clean Streets so that users got a notification telling them the job had been inspected and passed on to the relevant third party.
 - i. The Panel noted that the Council did not have access to the Corporation of London's hazardous waste scheme. In response, the Cabinet Member acknowledged that there was a gap and that the Council had previously decided to exclude itself from this contract as it thought this would be covered by the NLWA. The Council was in discussion with NLWA to see what could be done and the Council would be looking to engage with the City of London when the contract was up for renewal.
 - j. In response to a question, the Panel was assured that there were close working links between the enforcement team and the private sector landlord team but that there were different problems across different parts of the borough. The Council had secured some funding to recruit an HMO enforcement officer and this would be linked into the selective licensing scheme.
 - k. The Panel questioned whether there were any plans to bring in additional diesel surcharges for parking and/or cheaper parking for EVs. In response, the Cabinet Member advised that they were doing a review of whether to have a flat or variable parking rate. The Cabinet Member cautioned that they needed to give consideration about whether the timing for such a change was right, given that a lot of businesses were struggling.
 - l. The Panel enquired whether any thought had been given to amending parking tariffs in the borough to encourage people to support local businesses. In response, it was noted that a boundary review was underway, which would examine whether the Council needed to have 13 different parking bands.

RESOLVED

Noted.

207. WORK PROGRAMME UPDATE

Noted

208. NEW ITEMS OF URGENT BUSINESS

N/A

209. DATES OF FUTURE MEETINGS

Dates for the 2023/24 municipal year are to be agreed at Annual Council on 15th May.

CHAIR: Councillor Michelle Simmons-Safo

Signed by Chair

Date