

## Delivering Best Value

### Who should deliver our waste and street cleansing services? - Consultation Results

#### 1. Background

- 1.1 As a best value authority, the Council has an obligation under Section 3 of Local Government Act 1999 ("LGA 1999") to *'make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness.'*
- 1.2 The LGA 1999 also states that *'For the purpose of deciding how to fulfil the duty'... 'an authority must consult representatives of persons -*
  - (a) liable to pay any tax, precept or levy to or in respect of the authority,*
  - (b) liable to pay non-domestic rates in respect of any area within which the authority carries out functions,*
  - (c) who are likely to use services provided by the authority, and*
  - (d) appearing to the authority to have an interest in any area within which the authority carries out functions.'*
- 1.3 It has been determined that the authority had a duty to carry out a Best Value consultation in relation to how the recycling and waste collection and street cleansing services would be delivered in the future.
- 1.4 The Council completed an options appraisal considering how recycling and waste collection and street cleansing services would be delivered following the expiry of the contract with Veolia in April 2027.
- 1.5 The appraisal considered several different options, which considered 4 available delivery approaches for delivering such services:
  - 1.5.1 In-house,
  - 1.5.2 Outsourced contract,
  - 1.5.3 Extension with Veolia, and
  - 1.5.4 Local Authority Trading Company (LATCo).
- 1.6 The appraisal considered whether different service elements could be delivered by different delivery approaches. This was largely ruled out due to the operational elements of the services, and impact on having different work forces delivering similar services.
- 1.7 The options were assessed on both Financial (quantitative) and qualitative impacts, to ensure that the Council sought to secure continuous improvements in how these services are delivered, whilst having due regard for economy, efficiency and effectiveness in its decision making.

- 1.8 The results of the appraisal were set out in a consultation document, along with an explanation of the appraisal process, to allow consultees to make an informed decision on whether they thought the Council's approach to the appraisal was sufficient. Consultees were also asked for their view on the best delivery approach for the Council, and their priorities for the future services.

## **2. Consultation Process**

- 2.1 The consultation launched on 22 July 2024 for a period of 8 weeks until 15 September 2024.
- 2.2 The consultation was hosted on the Council's consultation portal, Commonplace, and paper documents were available in libraries across Haringey.
- 2.3 A consultation document was developed, to set out the Council's options appraisal process, in a simple and easy to understand format.
- 2.4 The document set out relevant information including;
  - 2.4.1 why the Council was consulting,
  - 2.4.2 the options which the Council had considered,
  - 2.4.3 how the evaluation framework had been set up (including criteria & explanation of both finance and qualitative assessments), and
  - 2.4.4 the results of the assessments.
- 2.5 The consultation documents can be found online at:  
<https://haringeywastebestvalue.commonplace.is>.
- 2.6 Communications were sent out through Council channels which included a range of resident associations, community groups, local businesses, and equalities networks and through social networks such as Facebook.
- 2.7 The consultation sought to gather feedback from consultees on:
  - 2.7.1 whether the appraisal process was appropriate for determining Best Value,
  - 2.7.2 the preferred approach,
  - 2.7.3 other considerations that Council should consider,
  - 2.7.4 priorities for the future services (such as ability to be flexible, and the need for cost-effective solutions), and
  - 2.7.5 other factors that Council should consider when making the final decision.

## **3. Consultation Responses**

- 3.1 In total 273 responses were received to the consultation.

3.2 Question: Which of the options do you prefer for the future delivery of the waste and cleansing services?

3.2.1 266 respondents provided a response to this question, Figure 1 shows the breakdown of responses.

3.2.2 The option to extend the existing contract with Veolia was preferred by the most respondents, with the outsourced and in-house options being preferred by a similar number of respondents.

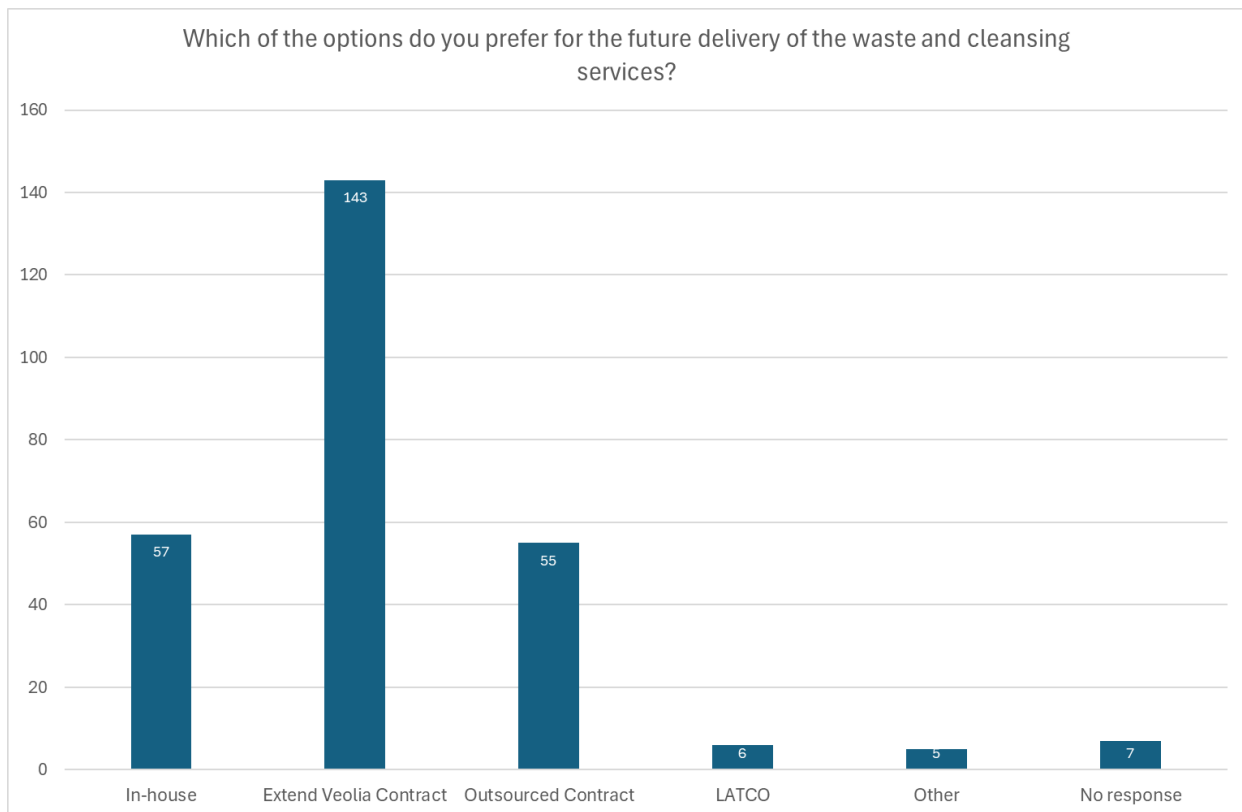


Figure 1: Which of the options do you prefer for the future delivery of the waste and cleansing services?

3.2.3 5 respondents provided a response which was not one of the main options. The responses are shown in Table 1.

3.3 Question: Do you agree with the Council's approach to evaluating the options?

3.3.1 231 respondents provided a response to this question, Figure 2 shows the breakdown of responses.

3.3.2 Most respondents (59%) believed that the Council's approach to evaluating the options was suitable or very suitable.

3.3.3 A small number of respondents (12%) thought the approach was unsuitable, whilst 4% thought it was very unsuitable.

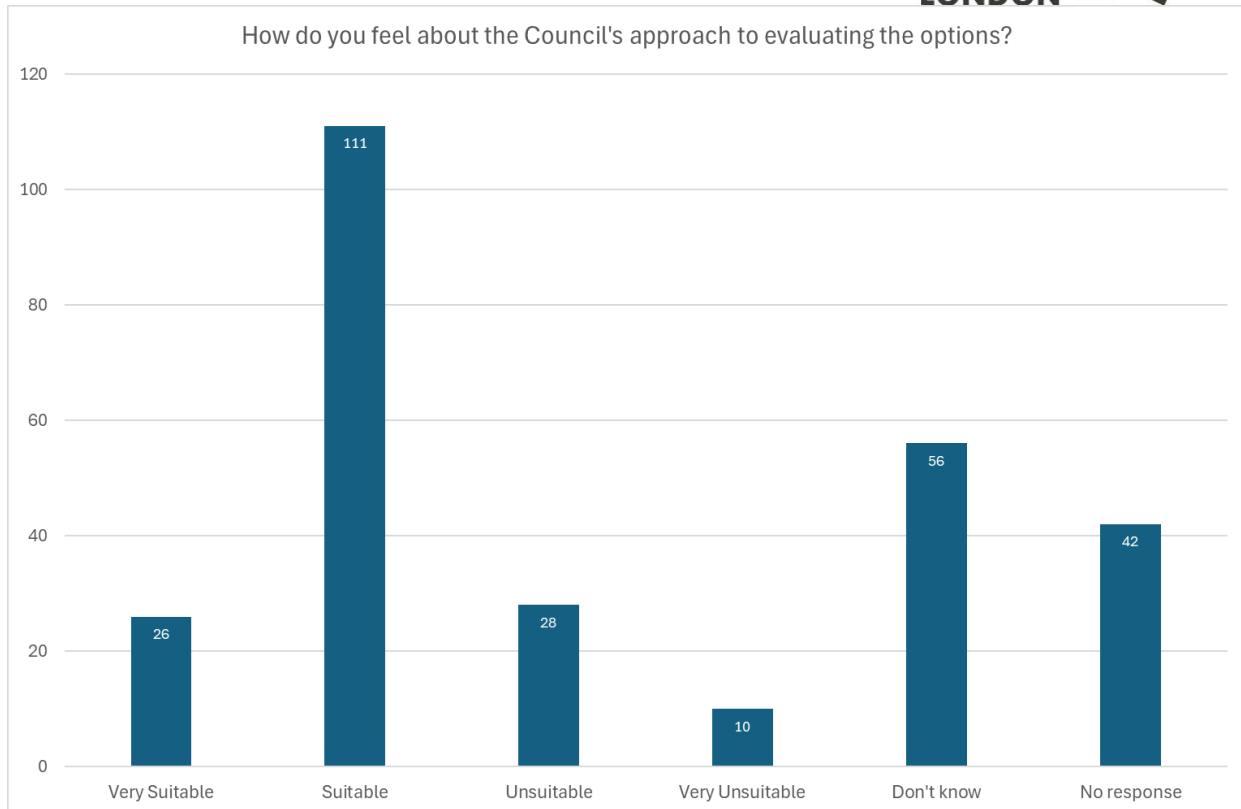


Figure 2: How do you feel about the Council's approach to evaluating the options?

3.3.4 Respondents were asked to provide an explanation for their answer. 179 comments were provided, which are shown in Table 2.

3.4 Question: Are there any other options you believe the Council should consider for the future delivery of waste and cleansing services?

3.4.1 131 respondents provided a response to this question, with some providing an additional explanation. Table 3 shows the comments provided.

3.4.2 Over half of the comments received were relating to the service provision, or other elements which were not the primary element of the consultation. For example, bin collection frequency, garden waste collections, disposal options. These comments have been taken note in the wider Service Design process.

3.4.3 Other comments included, considering a shared service with neighbouring authorities (5), other alternative (unknown) options (3), undertake further negotiations with Veolia (1), developing in-house capabilities (1), use of electric vehicles (1).

3.5 Question: How important is it for you that any future waste and cleansing services are flexible, to adapt to new requirements or the most cost effective solution?

3.5.1 208 and 210 respondents provided a response to these questions, Figure 3 shows the breakdown of responses.

3.5.2 Respondents believed that being flexible and adaptable to meet new requirements was more important than having the most cost-effective solution. This is a sentiment that came across within the commentary responses throughout the consultation.

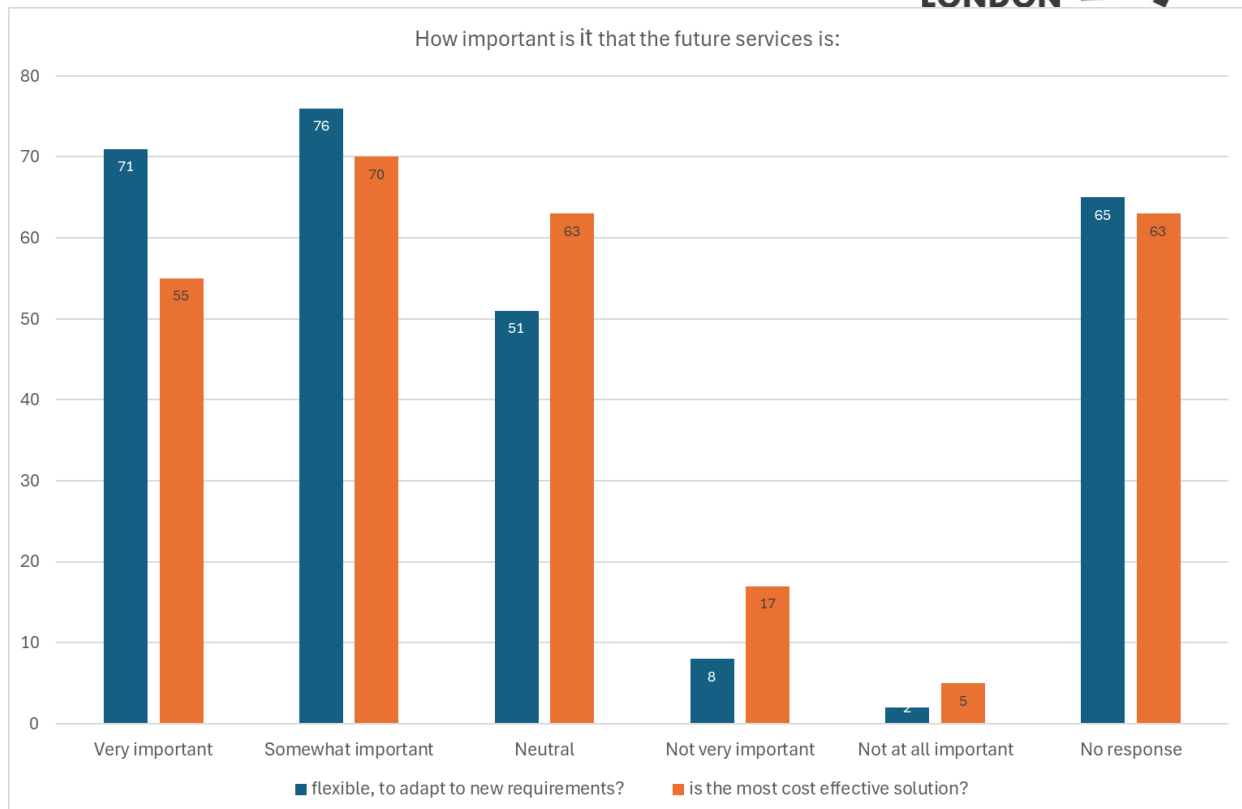


Figure 3: How important is it that the future service is: ?

### 3.6 Question: Is there anything else you think the Council should factor into the final recommendation?

3.6.1 121 respondents provided a response to this question. Table 4 shows the comments provided.

3.6.2 The commentary covered a range of topics, which included ensuring staff delivering on the service are paid fairly and looked after, improving the quality of the service, providing additional outreach and information to residents, ensuring a quality service was delivered over a cheap service.

Table 1: Which of the options do you prefer for the future delivery of the waste and cleansing services, other responses.

Response
Not qualified to say
See my comments below
Renegotiate Veolia's contract to include future flexibility for changing landscape
depends entirely on cost
I would like evidence of what works and what doesn't. Why the council has clearly opted for some sort of outsourcing

Table 2: How do you feel about the Council's approach to evaluating the options, comments.

Response	Commentary
Very Suitable	very clear document explaining the options for procurement
Very Suitable	A very detailed analysis of the pros and cons. Thank you for going to so much trouble in thinking about the different aspects.

Very Suitable	I am impressed with the way this has been done and documented. I think that Veolia is pretty good actually, and I would hope that the cost of switching provider is added to the cost of using alternatives. To me, the best outcome would be a renewed contract with Veolia with the required adjustments.
Very Suitable	very clear detail and through methodology
Very Suitable	Veolia is excellent. bins are emptied at the given time, contact with the office service is easy. Replaces lost bins within 24 hours. Has excellent service for bulk waste. A bonus is nice friendly refuse collectors
Very Suitable	This is an efficient and effective method to collect residents' views
Very Suitable	I am unhappy with the current service; it gets worse and worse and the council are paying for their poor service with all the fly tipping
Very Suitable	This is a good, rational and measured analysis. You rightly know that costs would be higher for an in sourced model, and the flexibility that you would gain also comes at a huge cost and a risk of meddling. Waste management is a largely commodity service and what we require is very similar to what every other council requires.
Very Suitable	Feels like a well-thought through process
Very Suitable	I have lived in Haringey for almost 70 years. The present arrangements are the best that I've experienced. Veolia responds well to any queries I've had and is punctual and reliable.
Very Suitable	The options have been clearly explained along with the pros and cons. I'm impressed.
Very Suitable	Happy with the best value proposition. Veolia have seemed to do a good job during the decade that I've been a Haringey resident.
Very Suitable	better if it is in house
Very Suitable	I think you have clearly set out several ideas.
Very Suitable	Well set out and easy to understand the options.
Very Suitable	An outsourced contract looks like the best option for delivering what is becoming an increasingly complex operation, given legal requirements and government guidelines. It is of little value for the council to attempt to replicate this in-house, or through a Latco, and it is unlikely to be effective. Going to tender would allow a range of bidders, and even if Veolia regained the contract the terms would be updated.
Very Suitable	Options very clear and cover pluses and minuses of each option as well as cost implications.
Very Suitable	Very comprehensive
Very Suitable	That's a great document for explaining the options and the various pressures and commitments of the council.
Suitable	Veolia has worked well. It should be possible to add new requirements while extending the contract. Changing to a new provider would likely involve some disruption to services
Suitable	Plenty of choice
Suitable	I would be fine with either Veolia or a new company taking this on but I don't think this is the right time for the Council to manage waste collection in house.
Suitable	It fits the bill with regard to cost and efficiency.
Suitable	It makes good sense to evaluate the options which the council has clearly explained.
Suitable	Good to consult.
Suitable	Currently Veolia are delivering a barely passable service. The issues are mainly down to individual personnel who think they can get away with lies when behaviour is unbecoming of affiliation with a local authority. Currently there seems to be no accountability. Duo control should raise standards & respect for the public & community. In-house could also breed complacency.
Suitable	I like the approach, but I'm not sure where some of the scores come from. Why does Veolia get a 3 for quality, but retendering get a 4? Is this based on feedback from councils who use the other vendors? Veolia has by no means been perfect, but I hear horror stories from friends in other councils (sorry,

	don't know who they have). It would be helpful to know how you arrived at your scores.
Suitable	We are happy with the service Veolia provide.
Suitable	I think the key issues have been considered
Suitable	The Council has set out the four options clearly and concisely.
Suitable	It appears that considerable thought and experience has gone into evaluating the various options
Suitable	Veolia is excellent, one of the best things at haringey. Please don't lose them
Suitable	The service has been very good over many years
Suitable	I have no problems with Veolia. They seem to do a good job
Suitable	The current service is well-run and efficient.
Suitable	In-house options are an expensive distraction, and potentially remove accountability by having implementation "too close to home". Retendering seems better than blindly continuing with Veolia, who (in my experience) have not been that great.
Suitable	Veolia have provided a very good service. In house is more expensive and the last time we had an in-house service, it was very poor. If we take on another outsourced contract there is a risk of poorer service delivery, when we know that current service delivery is very good. Would a LATCO be able to provide the know-how that a Veolia provides?
Suitable	Veolia have provided a good service in the past and the assumptions that new outsourcing would provide greater savings are very subjective. Based on Haringey council's (lack of) competency record in managing other areas, the inhouse & company setup options would be disastrous.
Suitable	Veolia do a good job. Changing to someone else is a risk of the service becoming worse.
Suitable	Options were suggested
Suitable	Appears to clearly set out positive and negative elements of each option. However, I think the table of percentages is confusing.
Suitable	Happy with the service provided. Veolia are fast to act when are called up to collect street damping.
Suitable	The general principle of risk and outcome assessment is reasonable, but I'm not confident in some of the scores assigned. In particular, whilst going out to tender has the potential to improve service quality, it could also lead to a decline, and the statement that "the current service performs well" suggests that there is actually more scope for decline than improvement.
Suitable	As we know from our own experience with household utilities, shopping around for a better deal always leads to more competition and better outcomes. Even if we end up with Veolia again, we would be able to obtain better deals.
Suitable	A good approach to cost, risk and operational benefit.
Suitable	Veolia have a good service
Suitable	OK
Suitable	I think the LatCo option provides greater control and more opportunity to amend the contract/requirements to meet changing/emerging needs. I also think the workers will be treated better. It is not always about the cheapest, it has to also be about quality, flexibility and dignity/workers rights.
Suitable	They are efficient.
Suitable	It works at the moment
Suitable	I think VEeolia do a great job.
Suitable	"You have explained the position clearly, though I am not altogether clear what exactly are the possible 'new requirements'. I favour extending the Veolia Contact simply because I have always found their service efficient and reliable."
Suitable	The concept of reviewing is good. However Veolia have performed very well indeed and I wouldn't expect an improvement in service as a result of retendering

Suitable	Providing cleaning services is not and should not be a core competence for the council. A good contract with a reputable and reliable organisation, and robust oversight should do the job
Suitable	The range of issues assessed.
Suitable	Good to consult
Suitable	Veolia contract works. There is very little difference in the scoring so keep with what you know works and don't run the risk of things going wrong
Suitable	we need Competitiveness (from the private sector) not Complacency do deliver quality services at a competitive price
Suitable	I find Veolia to be good value and to do a good job.
Suitable	It is in line with public service ITT guidelines from what I can see
Suitable	On the whole Viola have been pretty good at providing the bin collection service. Occasionally this miss one of the bin collections but they do try to rectify it if they can
Suitable	Looks thorough and reasonable.
Suitable	In my experience Veolia do a decent job - they miss the odd bin a couple of times a year, but quickly return to sort things. The guys on the collection trucks are always helpful and friendly.
Suitable	Looks thorough. Surely there is the option to embed some flexibility in a new contract even if it is with the same provider?
Suitable	The service has been generally good and reliable. I would support extending the Veolia contract, subject to the terms being acceptable to the Council.
Suitable	The evaluation appears to be thorough & the options are presented evenly.
Suitable	I approve of all that the Council does. I love the area I live in - for 50+ years.
Suitable	I'm glad to see the option of extending Veolia's contract
Suitable	the approach is fine ...some of the scores are surprisingly favourable, especially for options 1 and 4
Suitable	Veolia provide a good and reliable service and they already have the staff and vehicles in place.
Suitable	It makes sense in a competitive market to outsource.
Suitable	It doesn't seem likely that Haringey Council has the capacity to deliver these services - it has neither the manpower nor the expertise. At the same time, Veolia has been in charge of these services for a long time, and I can't help thinking it's time for a change,
Suitable	Seems reasonable. Not clear how you think a new tender/RFP will be cheaper than discounted Veolia though. I'm pretty happy with Veolia.
Suitable	Veolia do a very good job collecting waste and recycling. Efficient and reliable. It is working well so there is no need to spend time and funds selecting an alternative that may not be as good.
Suitable	Evaluation criteria are all relevant. Feel extension to current contract is less burdensome than either procuring or setting up an in-house service given current contract needs to be reproduced in 2027, by which time any requirements of new government will be clearer.
Suitable	It seems that the accompanying document has set out the pros and cons fairly
Suitable	I would like to see cost have a slightly lower weighting and the quality of the service higher.
Suitable	I like to know the weighting systems and what is taken into consideration. It seems rational and I can always mentally change the weights if I think they are inappropriate
Suitable	Good transparency,
Suitable	The document lays out a clear and thorough approach. The weightings seem reasonable.
Suitable	I read the leaflet and it was simple but detailed enough for me to understand the pros and cons of each option
Suitable	Ok...but please put into action residents ideas through feed back.
Suitable	I think all Council services should be kept in house.

Suitable	its better to have full control over the services being delivered for the community rather than a 3rd party, so that it can be tailored to meet the community needs,
Suitable	We've been very happy with Veolia's service, they've been very efficient and responded quickly and very helpfully regarding missed collections. We would like the council to explore options to renegotiate the contract to build in flexibility to change and update services depending on future developments and requirements
Suitable	Very good if the council took notice of our opinions
Suitable	Veolia deliver a good service, they are much more responsive than any council service I deal with. The inhouse options is very expensive and in my experience likely to lead to a reduction in service responsiveness.
Suitable	I wonder how much council departments work together to budget planning / training et al to ensure consistency across the Council. As a resident for 40 years I am pleased to see positive changes however I have also experienced both positive & negative staff dealing with waste management. The phone calls are always extremely professional and are immediately actioned. Sometimes bins are replaced in the front garden & sometimes they are left in the street!!
Suitable	Veolia are doing a good job, why change them.
Suitable	Such a vital service should always be delivered directly by a local authority. Experiences of Veolia's haphazard approach to keeping our streets clean is a sound argument for bring it back in-house
Suitable	Looks OK.
Suitable	The documents seem to have considered all the options in detail.
Suitable	Good approach
Suitable	Clear analysis of costs and benefits.
Suitable	Open and transparent evaluation process.
Suitable	Well thought through evaluations
Suitable	Well balanced analysis between costs, risks and opportunities.
Suitable	I believe having such a big employer like veolia in haringey is good for the Borough, and creates positive job opportunities and someone to hold accountable for the cleaning of our Borough
Suitable	Veolia provide a good service. Other boroughs where the services are in house look much worse - and it is more expensive for the tax payer. Going with another contractor will cause untold issues especially at the start. If it's not broken, why fix it?
Suitable	Looks pretty robust to me.
Unsuitable	The evaluation document seems unfairly weighted to favour the option to outsource.
Unsuitable	There are good examples of neighbouring boroughs (Hackney/Islington) of having an in house waste and cleaning services, commercial/residential/parks all being joined up. It might be difficult and costly to achieve this but the benefits far outweigh the risks. This has not been factored in.
Unsuitable	I am concerned cost is to big a determinant that means it favours outsourced options. It needs to be factored in that the reality of labour costs being lower is primarily to the detriment of staff pay and conditions which are considerably lower that they would be in the council. In particular sick pay is lower, staff receive less favourable overtime rates, less annual leave and the pension they gain access to is far inferior. So low paid staff are baring the cost of this option.
Unsuitable	Council is bent
Unsuitable	Stressing the direct cost (without detail) does not measure all the benefits of bringing waste management back in-house.
Unsuitable	More focus needed on effectiveness and efficiency.
Unsuitable	You have presented the Council bringing waste collection back into its own hands in the worst possible light without evidence. In fact there is no evidence of anything.

Unsuitable	The single choice question is too simple to allow a reasoned reply. The explanatory document also needs to include some explanation or examples of what is meant by "how services may change to meet our challenge" in order to decide if that is likely to be a priority. A free text response box should be included to answer the question "why" (ie why do you chose this) or as a minimum a second preference box. Otherwise it looks like a tick box exercise, you don't really want to know what people think, simply to get buy in for the choice you have basically already made.
Unsuitable	We elect you to make decisions. The choices here are quite technical and really "above my pay grade". It would be better just to do a satisfaction survey for the existing service and you could then decide if change is needed
Unsuitable	Why wouldn't you put this out to tender? Including the incumbent. That's the only path here. Violin can re-tender for it, they can decide to update terms if they like etc.
Unsuitable	Having options is excellent. Expecting us to pick one without face to face presentations of issues for and against, discussions and questioning for each, is ridiculous. It's how you get Brexit. Amateurs voting for something they don't understand and almost guaranteeing the wrong outcome. Political agendas taking priority over pragmatic practicalities.
Unsuitable	I agree with outsourcing. While inevitably Veolia could improve, i think they do a good enough job. I think the cost and effort associated with a new tendering process and potentially a change of supplier are underestimated and would not be worthwhile. I think Haringey has many other priorities for attention and investment. I would negotiate with Veolia over their fees and a couple of service level improvements to server a further 5 years.
Unsuitable	You should be doing it not outsourcing to others.
Unsuitable	Why are you changing a provider who has been the most reliable company I've ever experienced in comparison to other London boroughs I've lived in. They worked all through the pandemic period, they are most regular at their collections, I've lived at my present address since 2006, and they've only missed two Mondays during the years. I have family who live outside of London, and their envious of our collections here and as a Council you ought to look at the facts. If you changed companies or let Haringey run it could be so much worse and most probably have more strikes. There wasn't one under Veolia.
Unsuitable	I have no information about cost, likely alternate supplier cost and any assessment for in-house provision. Given all the pressures on local government, I think the least risk option is continuity with Veolia. The service is very good and reliable, and a bin is rarely missed. When I have had to call Veolia for any reason (recycling question, missed bin, etc), it is very easy to get through; the people are helpful and knowledgeable. My view is why risk a service that is running well, is reliable etc. We don't need handovers, bedding in periods and all sorts of "surprises".
Unsuitable	I feel these consultations are just a communication exercise and the decision - whatever the residents think - has already been taken.
Unsuitable	There is not enough priority given to how the new contract wants to increase recycling rates to aim for 70% therefore reducing the amount of waste. Recycling used to be separated out in Haringey making it easier to control and find ways to reuse the materials.
Unsuitable	We need more finial detail
Unsuitable	Veolia are a scam outfit & should be fired
Unsuitable	General waste pickup only twice a month is not sufficient. 4 flat dwelling with one bin for diapers and waste is disgusting and unsanitary
Unsuitable	It is entirely obvious that public services should be carried out by public agencies that respond to public needs. Veolia has operated as a negligent profit harvester for years.  The cost calculation is incomplete as it does not factor in the indirect costs of the wholly inadequate system that is operating now, including lower property value, increased business overheads, health costs associated with

	omnipresent filth, and law enforcement costs associated with the attractiveness to criminals of a neighbourhood blighted by neglect.
Unsuitable	No profits to private companies and jobs for local people
Unsuitable	I believe there are a lot of factors to consider. Evaluating the options and presenting them on a leaflet does not necessarily present the full picture as there are many factors to consider - far too lengthy and detailed so anything presented in this format is simplified. It does not represent the day to day logistics.
Unsuitable	It should always be best value for money when all costs are measures i.e. monitoring costs, wages, holiday/sickness/absenteeism pay, pensions, etc.
Unsuitable	Viola have provided a much improved, reliable and cleaner service following introduction of wheele-bins. They never missed collection during lock down and have responded quickly if there has been an issue (e.g. bin lid missing). So why this lengthy and no doubt costly review?
Unsuitable	I do not believe that residents are qualified to offer a blunt preference, but can usefully input to the process.
Very Unsuitable	This is surely an in-house decision. Veolia provide an excellent service and I see no reason to change the current arrangement
Very Unsuitable	It is not a decision that should be taken by residents, but one by Haringey alone
Very Unsuitable	“Latco” needs to be explained as an option. Not providing this basic information makes choosing an option difficult. Whether the services are moved in-house or outsourced, the one option that should NOT be considered is extending Veolia’s contract. They are unfit for purpose.
Very Unsuitable	The “consultation” is not widely publicised and looks designed to come up with the “solution” that the council desires.
Very Unsuitable	Not told relative cost of various options
Very Unsuitable	Rubbish all over streets
Very Unsuitable	The council is notoriously bad at this kind of thing. Likely to be ideological and a business decision. I have no faith. Sorry.
Very Unsuitable	It seems the councils approach is bias to bringing it in house rather than exploring the multiple cost efficient ways to deliver good value for tax payers.
Very Unsuitable	Nothing gets resolved in this yard
Don't know	(a) There should be a report on the performance of the existing provider (b) it is impossible to fill in the questionnaire (c) In the past when Haringey has taken it in house/set up its own 'company' it has failed miserably. Veolia has provided an excellent, responsive service. It should - based on user engagement - be possible to tweak the existing contract where there are issues, if there are any."
Don't know	This is a major consultation document for the Citizens// Residents of Haringey.
Don't know	In absence of actual hard evidence and raw information I am only able to comment on the filtered and limited information.
Don't know	The council seems to trust outside contractors more than ones it might have direct influence on.
Don't know	Veolia seem to do a decent job. I've no complaints. Is the council good enough at managing things itself if change is to be justified, as best value is needed? The council track record of management doesn't seem strong.
Don't know	Options explained but weighting given to different elements appear slanted towards outsourcing as the familiar approach.
Don't know	It feels like the council has decided on the arms-length option and the information is presented to persuade residents to select this.
Don't know	I think the council have already decided and it is a done deal
Don't know	What are the options?
Don't know	The framework of weightings seems likely to be hopelessly difficult to apply in practice and will serve only to increase the cost of bidding while giving a spurious aura of meticulous method to the procedure. The important question is whether such an approach would produce bids containing credible commitments as to performance.

Don't know	Veolia have provided a superb service in my area. They are punctual, efficient and tidy and I cannot see any reason to change to another provider. Their bulky items service has been excellent and very good value for money. When I am in Hackney on days when their rubbish collections have taken place there is a large amount of litter left scattered around. I would be loath to see the same situation in Haringey, and moving the contract from Veolia could well result in this.
Don't know	Don't know
Don't know	It appears to adequately cover the essential areas
Don't know	The council just seems to think in terms of cost which is a shame but perhaps understandable in light of all the cuts there have been.
Don't know	It is not clear from the document whether new approaches to challenges would come from the Council or from any alternative companies which may tender. Getting new companies to tender could provide them, and also ensure that the costs stay competitive - although the cheapest option isn't always the best in the long run. However, currently Veolia appear to be doing a good job, and obviously know the borough well. Getting in a new contractor wouldn't guarantee that the service would improve, or even that the service provider would be able to achieve what's included in a tender response. Would the Council be able to invite alternative companies to tender and then see if Veolia can match their offerings?
Don't know	I don't have much faith in the council pumping money into the Tottenham area of the Borough, and so fear it would be not done properly if in-house. I don't see anywhere that explains why or how the council would do it, so I'd rather stick to something that I know works.
Don't know	Veolia do a very good job. Please keep them
Don't know	Veolia have delivered a poor service for years in my street. Their refuse collectors leave rubbish all over the road most weeks. When you complain they do nothing. So I'd rather not have them running it.
Don't know	No problems with Veolia. Always respond promptly.
Don't know	Overall, Veolia provide an excellent service. The other options entail financial risk and, most likely, a reduced level of service.
Don't know	if it pushes up council tax more than inflation its a no no
Don't know	I have been very impressed by the speed and diligence of Veolia's responses over the years. They remove dumped rubbish within a couple of days and their operatives are efficient and courteous. Why risk this excellent service by changing providers?
Don't know	Description too long and too complicated for the average resident
Don't know	They do a great job currently, very happy. Would only suggest re-tender if need to get more value.
Don't know	Depends on price. At highpoint collection 6 times a week.
Don't know	The current service is poor. The council's evaluation has given little thought to improving the service. It is very clear that Haringey needs a change from Veolia. A competitive process is usually best, that should include an in-house bid or better still a Local Authority Trading Company which gives both some democratic control and freedom for the managers and staff to act more commercially.
Don't know	I think the Council should have been monitoring Veolia's performance throughout the time they were contracted to collect waste, clean our streets, etc. I think the rubbish collection is being done, but the street is sometimes littered with waste after the collection. The streets are sprouting weeds, and there are pot holes on the road. Is there a link we could use to alert the council about the state of the roads? I think that the performance by Veolia has been inconsistent and the standard of work varies, sometimes it's thorough but on other occasions, very slapdash. it is not consistent and I don't feel that the performance by Veolia is good value for money.

Don't know	The form has no information on where to send it to if it has been completed off line
Don't know	Sensible approach
Don't know	Feels biased and I am not well enough informed of all possible waste collection options, the 4 options feel Cherry picked and already emphasised which is preferable, so why ask the public?
Don't know	Reasonable
Don't know	Worried the Council will over estimate its capacity to run services, when it struggles already to deliver those it has statutory responsibility. Have a fear ideology may triumph over facts and pragmatism.
Don't know	I am glad that the in-house option has been brought back to the table, but not sure how much encouragement this option is provided in comparison to all the other options. As I live next to Hackney council, I can see the negative impact on quality of services by outsourcing them has.
Don't know	We are surrounded by Councils run by Labour, why they can not go together and bring basic services back in public hand? Not only Waste and cleaning management, as well as care work.
Don't know	More direct liability for results, no passing the buck.
Don't know	What methodology has been used? Has it been independently reviewed?
Don't know	Islington seems to have done well bringing services back in-house. Veolia aren't so great at customer care or communication with residents. The issue with not recycling polystyrene is major. Garden waste clearance should be cheaper. Large items should be free.
Don't know	Neutral
Don't know	The council obviously has to be concerned about cost, given its current financial situation. There will therefore be pressure to choose the cheapest option, new outsourced contract. But is this a short-term view? An option that can be tailored to the LONG term needs of the borough in terms of waste management may turn out to be cheaper in many ways over time, and be more responsive to the actual views and concerns of residents. How can this be evaluated?
No response	Most logical to ensure a suitable updated service to meet current and future demand under new contract terms to plan budgets better for the long term.
No response	Over many years our experience of the service is exceptional
No response	From my experience Veolia provide an efficient and effective service. My concern is the council will re-tender the contract, go for the cheapest option and as residents weâ€™ll have to suffer an inadequate service as a result.
No response	Veolia do a fantastic job. It would be a mistake to change the existing arrangements.
No response	Experience has ben pretty good = fearful that whatever replaces it wont be

Table 3: Are there any other options you believe the Council should consider for the future delivery of waste and cleansing services?

Response	Commentary
Renegotiate harder with Veolia to address desired changes.	I donâ€™t believe that just because it is difficult to renegotiate changing terms on an extension that it should be ruled out. In any case Veolia may well also win the bid but at less attractive terms to them, resulting in a worse service than they provide at present.
Could the Council TUPE Veolia staff into the Council to allow for a transition period? This could be a part of the in-house option.	N/A

no	The 4 options are sufficient
No	-
sharing with another Local authority so that it might benefit in terms of economies of scale but the staff would still have access to proper terms and conditions	This does not appear to have been considered
In house	-
No	-
In my opinion Veolia should be appointed as the overall Waste & Recycling Contractor for All Haringey Parks Services.	Their present depots are in Our Parks, every day the Operatives wheel their barrows through one side for Recycling other side general waste, this is not Rocket Science.
No	-
No, happy with Veolia.	-
Can't think of any, but it would be useful for residents to be regularly reminded about the full scope of the service.	See above.
Better provision for dry recycling, food & garden/plant waste collection for all, so that no methane can be produced as a result of placing organic waste directly alongside plastics in landfill.	If you make it easy, no lazy people will have an excuse to not recycle. Ensure recycling provision is present for public streets, railway stations etc, & make private estates adhere to scrutiny for domestic provision.
no	-
The cost of getting it wrong. The cost of failure. The cost of rat infestations. The cost of waste piled up high. The social, health, environmental and health costs of failure are enormous. Capacity and capacity should have been given a higher weighting.	Dirty streets will not attract people to Haringey. Rat infestations will impact on public health. No one will want to come to a dirty smelly borough. Not enough thought has gone into that. More focus has gone into the 'nice to haves' rather than the essentials.
Anything that doesn't involve Veolia.	Their service delivery for the 10 years I have been at my address has been abysmal. Missed collections, poor excuses for why those collections were missed, and the general lack of accountability from Veolia and Haringey are mind boggling.
A combination of retendering and renewing with Veolia -- could Veolia be considered in the retendering process?	Veolia should be evaluated against the same criteria as any potential vendors. It's a big unfair if they are evaluated on their own versus a basket of prospective vendors each of whom might only offer one advantage, but as a group seem to offer many positive possibilities.
The welfare of the employees.	Are the employees of the contracting firm being paid fairly and secure in their jobs? I want my council tax to be part of a circular economy within the council rather than being paid out to a company owned by shareholders.
Stop incineration and increase recycling and the circular economy.	NLWA authority is ***** and not fit for purpose.
Working to build the in house experience. Of course you can't just take it over without training and purchasing, but there is not comparison of cost over time	You have presented the Council bringing waste collection back into its own hands in the worst possible light without evidence. In

	fact there is no evidence of anything. This is - again - a ridiculous consultation
No	If the council's research suggests that extending Veolia's contract represents the best value, it is only logical to do so.
no	I think the 4 options presented cover all options
No.	The options presented appear to be what is realisable at this point.
No not really. Veolia is doing a very good job as far as I am concerned on our road. The general waste is collected every two weeks and the garden waste and recycling is collected every week. This works very well and I, as a resident, am pleased with how Veolia collects.	See above.
All four options should be kept on the table for future consideration.	At present, given the wider economic, political and social context, I think that continuing the Veolia contract for 5 years is a lower risk and common sense option, but it should rule out innovation and experimentation with other options in future
No	I don't know enough about the opinions
No	-
Please list possible options then I can decide. I am not an expert in refuse collection and recycling	-
No	-
NO	Veolia do a great job in my road
I don't think so	Veolia seem to me to do a good job.
I think that household waste fortnight collection is not enough and it should be weekly as it used to be	-
no	-
No. Stick with a proven successful service.	-
No	N/A
No	Can't think of any.
NO	NA
Is there a more modern option to consider rather than just switching suppliers?	The whole waste system needs review.
No	I think Veolia is doing a good job.
No change.	The system so far has worked well.
no	-
Reverting to the original sturdy collection bags for garden rubbish	The recycling bags are not fit for purpose. Too fragile and limiting on their content.
Before selecting an operative, study the architecture of other European, Far Eastern and North American cities who do it better than us and who don't. Learn from the successes of others so we don't have to suffer. I want to hear a politician say, "They do it better than us. We'll do what they do."	Veolia seems to function as an end consumer, but not being able to see backstage and at what cost, how do you expect me to evaluate any option? Yet you do. What's going on? What's the real agenda here?
Am not sure that it's right to charge people for garden waste when we already pay for these services through council tax	Already explained
More street cleaners or more regular cleaning of the area I live in plus providing fox proof bins in	Have done

public places for litter which generally is linked with fast food.	
Provide free garden waste bin for the residents of Tower Gardens. Provide greater scope for household scrapping services such as white goods and furniture	The hedge is a protected feature of the estate under Article 4 (Conservation) and the free issue of a bin will incentivise the residents to care for the hedges and keep them maintained. Worth noting a large percentage of the estate is social housing with vulnerable homes which cannot budget for paying for garden waste. Flytipping and street littering has reached an unprecedented scale in Tower Gardens largely due to residents of social housing being unable to pay for collection of household scrap, as a result fridges, washing machines left on pedestrian routes causing public health hazard
No	Nothing to add
I would recommend re-opening negotiations with Veolia, and asking for some adjustments to the contract to include a discount and a commitment to social value.	In my experience going to tender is time-consuming and requires considerable resources from all the potential bidders. Avoiding such a process gives Veolia the motivation to make concessions, and gives the council the security of sticking with a service provider who are known to provide a good service.
More affordable garden waste collections, and better cleaning of streets and fly-tips	-
Combining with other local authorities, especially those bordering the borough.	A larger contract could attract greater savings from less duplicated administration.
No	Keep veolia
No	-
We've all noticed now how little the roads are swept, weeded and cared for, but that is not Veolia's fault. That would be because of the cutbacks and the directions by the Council. We've often spoken to the road sweepers around our road, and their all nice people and they've also informed us as to why they have not either been to our road as regularly and why they are no longer allowed to carry out certain cleaning up and the regularity cutbacks, so it's not Veolia's fault.	-
make sure that the current service is not reduced	bins will become disgusting if the current frequency is changed
More worried about the state of the pavements in Church Crescent	see above
no	You have evaluated the four most likely operating models
No	They are reliable.
There should be a dedicated place for fly tipping, encourage people if they are going to do it, do it here	At the moment the council spends money driving around clearing up fly tipping by having a spot thats free to tip at least the council doesn't have to drive all over the brough to pick it up

No	This is a sensible suite of options
In house options	There must be economies of scale.
I do not feel competent to answer this question.	It is self-explanatory.
No	I think some of the alternatives named have a bad history let alone what other options might be considered
See my answer above. i am happy with the service. It is reliable, effective and Veolia is responsive when called. I do not see the value in changing a successful service delivery.	i am happy with the service. It is reliable, effective and Veolia is responsive when called. I do not see the value in changing a successful service delivery.
Cleansing should also involve keeping our streets clean and tidy.	This should be a joint ambition between the Council and the residents. At the moment, this is not happening, and the environment and living experience are poorer as a result
No	?
No	-
Recycling bin collection can be done every two weeks the same as the rubbish collection. We ceased to put the food recycling bin out because the brick which we had to put on top to stop foxes eating the food, would be thrown in the garden flowerbed together with the bin. It appears most people on the road have ceased to put food recycling bins out.	It is very difficult dealing with Veolia. We converted our house into two flats with an entrance on the side (it is a corner property) six years ago, with a separate entrance on the road at the side of the property. Initially both bins were collected from here with the vehicles servicing this road. This ceased after a couple of years with veolia insisting that the rubbish bin was placed in front around the corner. It appears the team for recycling collection in Coniston Road can collect the bin but the Rubbish collection team cannot. Trying to sort this out with Veolia seems impossible. Is there someone in the council to contact who deals with Veolia, or is this too difficult for Veolia/Haringey to be able to handle.
I think that the service provided by Veolia has been sub-standard and I am extremely surprised that asking Veolia to continue or giving them a new contract is one of the options the council is considering.	The streets in N22 are full of litter. Frime Road is the worst. I always see parking tickets being issued less so the streets being cleaned.
definitely never ever in house , maybe forming a joint collection with another borough	two areas could be consolidated and be more cost conscious
More emphasis on the provision and clearing of bins in the street and in local parks and open spaces. Consider providing larger bins which birds cannot enter and throw out the rubbish.	-
No	-
An additional service for the disposal of timber/firewood would be appreciated	-
The contract should include increasing recycling rates and education for residents so the reason for recycling is understood. This would also include better and more recycling facilities, especially on estates, so there is less contamination.	The boroughs in NLWA are exposed to a huge risk and costs as the incinerator is built and the carbon cost is charged to the NLWA. It is oversized and will require waste from other areas to be driven in to keep it at capacity. Air pollution will increase and residents have to bear all this when there is

	an alternative of recycling and reducing waste.
Optional paid empty bin cleaning service	-
Restore free garden waste kerbside collection.	we already pay high Council Tax - there is no excuse to charge us more for garden waste collection.  Generally the kerbside waste, recycling and kitchen waste collection service is very good. they hardly ever miss my bins.
Re-tender to ensure competitive pricing.	-
Council should encourage improved cooperation from schools and general public	If we were not so dirty/lazy the Council would not need to spend so much money on waste services, for example children using St Aloysius playing field in Hurst Avenue should not expect an adult to clean up their litter .....
I think community service should be to ask anyone to help with waste and cleansing services. If people are able to work, then there is always a need so encouragement should be to get more people who have been out of work for a while to help with this.	-
yews, absolutely, waste can and arguably _should_ be managed onsite. For example, With a little heat, strong plastics and tin can be _massively_ reduced in volume. Bottle caps can be hammered into scaled-plating or melted down further, again, with little local effort.	I would recommend an investigation into household "reuse" devices which, much like a washing machine or oven, or even solar panels, would serve to condense usable materials locally & leave to waste _only_ unusable waste. We are in the year 2024. These things are attainable.
Do not take it in house	In house will be inefficient
not at the moment	-
No	I do not know of other options
No	I am not really aware of any options
No	-
No	These 4 are covering all the obvious options
Possibly a London-wide scheme would work even better as it would allow boroughs to negotiate a single contract that would benefit from economies of scale?	-
Open up the tenders and let all 4 options compete	To show if the new contract is financial good for the borough and the service for residents
It would be good if there was an efficient and cost effective in house service. Unfortunately, I do not believe that the council or its officers have the skills to operate this effectively.	my answer is self explanatory. Most ***** do not have any financial or operational expertise. A pity.
Return to weekly collections. Provide more public facilities for different sorts of waste (textiles, electrical goods, etc).	-
No	-
Having large industrial bins at end of each street and no personal bins.	Takes up less space and allows us to reclaim our front gardens for a nicer environment.

Not really. Would have preferred weekly main rubbish collection. Fox proof food bins to be standard.	
in house	The system seems to be generally working. better off in house
No	-
Understand rexy king is a failed scheme that is self.serving & feeds fat salaries for no discernible environmental gain	circular economy anyone... Worked in 1960 & in Soviet union until 1989
Can the Council train up operatives, monitor their performance and do spot checks on their work? I don't think a private firm is the answer.	I can't think of an explanation on the above, it's self- explanatory.
Find better value and quality	***** contracts damaging borough
No	Cannot think of any other options.
Seeking an improved service as part of a re-tendering (eg return to weekly household waste collections).	While Veolia do an adequate job of delivering, the services they are currently contracted to deliver are inadequate.
No	I can't think of any other options in the current political and financial climate
Do not bring it in house. Haringey struggle with enough things and you donâ€™t need any more headcount / tax payers money. Waste should be collected every week in the summer.	Do not bring it in house. Haringey struggle with enough things and you donâ€™t need any more headcount / tax payers money. Waste should be collected every week in the summer.
Electronic rubbish trucks	Electronic waste delivery trucks will be better for the environment and lead to less local pollution
Circular economy, reuse and refill strategies build into waste collection, as there would be less to collect but new ways to shop are also key	-
Bin washing service	Bins on our street are filthy and stink
If brought in house Haringey could look at a joint in house service with neighbouring boroughs and/or marketing itâ€™s service to other boroughs.	There is the potential for savings from a jointly run service and for income from a marketed in house service.
No	The council does not have the operational capabilities, knowledge or spare resources to bring this in house or set up it's own company. I have been happy with Veolia's service but given their contract must be renegotiated anyway, the council may as well get this completed now whilst there are no other emergency issues (I.e COVID) going on.
No	-
Happy with in-house if it's well managed	-
Please bring back Weekly collections!!!. Make sure houses have enough bins to accommodate the house hold. With fortnightly collections bins are overflowing making residents dump rubbish illegal or use other communal bins. The excess rubbish is attracting foxes and rats. We will soon have a health scare in the borough	-
No staff should be employed by the council.	-
Looking back at the last 4 years and how much Covid-19 has had an impact on the shape of the	-

world. In our lifetimes there could easily be other global pandemics which will change the dynamics of waste and cleaning operations. Are there contingency plans in place now for global pandemics? What is the safety/job security for employees particularly with a new government and how will this affect (if it happens) in-house operations?	
Services should not be cut nor should they be made more complicated for residents.	I wish for my bins to be emptied regularly and not overflowing.
Emprove management	Unprofessional and lack of respect and terrible teamwork
Yes the funding from hmo should pay for bulk collection from hmos not pay the housing improvement team expansion.	-
Training in house / valuing and appreciation of each other recognition when individuals are struggling and supporting them to prevent long term ill health.	As identified in the above box
No	It is hard to see any other options which could be efficient in providing an effective service to residents.
Have more sweeping present, sweep residential streets more often.	The side streets are not getting swept more then once a week which buids up waste
No	I have already provided an explanation.
No I think the options are appropriate	-
No	Options well covered
No	The service at present is good. Street litter is a problem -but this is due to individual behaviour ( campaigns, more bins, street sweeping, community involvement?)
No	-
Are there any opportunities to negotiate changes to current Veolia contract? They seem to be doing a reasonable job and in my experience are pretty responsive to issues (I have to contact regularly due to missed collections caused by having an address that is not directly passed by vehicles). These costs are the most accurate-until the procurement process is underway it is not certain that a new contractor will provide a better service at the cheapest cost.	Explained above
No, sometimes not messing with things that more or less work is the best option.	-
No	I think the options are the viable solutions
No	-
More participation from the residents, plus more education, why responsible handling of our environment, not only because of the costs, but because of climate change. Less waste, more recycling, should be in everyone's interest.	It's self-explanatory
No	I am not aware of any feasible alternatives and believe the experts at the council did a well rounded analysis.
No.	-
The long term effects of managing waste to reduce a carbon footprint , and also the	I think I have.

improvement of the behaviour of residents with regard to waste. Education is now much more pressing: waste management is not what a lot of people think it is, a weekly trundle past of a not very nice smelling lorry and no thought about one's own personal responsibility for this waste. The public profile of waste management needs improving. Flytipping also needs to be addressed much more vigorously: rubbish on the street erodes public behaviour.	
No	No other reasonable option
The council absolutely needs to prioritise higher footfall areas like Tottenham and Wood Green. The current approach is simply not sustainable for a growing population with increased social housing provision. In addition, we know that more deprived / poorer communities need more support in bin provision including HMOs. Haringey is the 10th worst borough across the UK for flytipping and litter. Action needs to be taken on improving educational development in these communities, regular cleaning of town centres, more regular sweeping of busier streets which commuters pass on (vs once a week) and a complete review of how cleansing is operated.	I just did?

Table 4: Is there anything else you think the Council should factor into the final recommendation?

Response
I originally answered this consultation stating that the Veolia contract could be renegotiated, this was based on the high level of service we have received for several teams from the collection teams and the customer support team, however I have been concerned by recent news reports concerning the company's treatment of some employees and their refusal to recognise unions in some locations. Our positive experience with Veolia is due to the employees and not the company, so if a different company is appointed to provide the waste and recycling services I hope that the current employees are retained with no loss of pay or working conditions
Ensure enough bins so people don't put sacks out with food scattered around by dogs and foxes
The current situation is not working, and that is not a criticism of those who are out cleaning our streets and collecting our waste as they are under resourced and with outdated or poor equipment. Where I live in Seven Sisters / South Tottenham, there is constant litter / rubbish / fly tipping / leaves and branches which are not collected, and there are barely any public bins for people to use. It is a bit insulting to see the 'Game on' signs where I live, as this does nothing to improve the area. Be bold and take back control of our waste/cleaning services rather than taking the cheaper easier option of continuing to outsource a vital service.
potential disruption from a new supplier
Efficiency and reliability. This means good recruitment and retention practices
recycling being recycled and not landfill
Cost is not everything
"You do not define 'cost effective' - which doesn't mean cheapest, but best value. What is your methodology for determining this?
Veolia's performance has been excellent - I have lived in Haringey for 40-odd years and until Veolia came along the service, Council- run, was appalling."
It looks like you've covered it all well.
I would like to see clear requirements on the new bidder such as their staff conditions of employment.
LISTEN...ACTION...COMMUNICATE..

LOCAL AREA EMPLOYMENT...PLEASE...
It should take into account Veolia's performance which to me is more than satisfactory rather than taking a leap in the dark. When, in the past, the service was entirely in-house the service was abysmal. I would not want to return to those days.
Never mind central Gov target timings, be ahead & implement comprehensive provision sooner - it's our environment & planet at risk.
The cheapest option is not always the best option. The priority is to deliver the service effectively not save money. The cost of failure is a rat infested dirty borough.
A quick-response unit to respond to fly-tipping would be hugely beneficial, especially in Tottenham, where the problem has remained stubbornly persistent.
It could be that a new vendor will be great, but experience counts too. A couple of years of teething problems will be fine if it means much improvement, but if the gains are only marginal, I'm not sure it's worth it.
Where the money the council pays out goes.
Stop the BS.
Opt for best value.
Best practice, not just cost.
No
reliability of service, payment of operatives (to be London Living Wage as minimum), speed of responding to customer complaints/queries
Bringing waste services in house is important in terms of democratic control, accountability, and the fair treatment of the workforce.
Let's be honest, the Council has very limited resources, financially and personnel wise as it is, so going in-house with waste collection, for me, is a no no. Veolia is doing a great job as I am concerned. Please see my comments above.
Greater emphasis to inform, educate and convince people to reduce their personal consumption, littering and waste, in the light of the existential and urgent environmental crisis that we all face
Things actually being clean rather than rubbish collecting on the street because it is cheaper
Value for money and also important, that existing contracts can be adapted sensibly during their contractually agreed running time
Need more information re 'cost effectiveness' and actual effectiveness and delivery. Current system has been reliable and effective. I can only compare it with a dire system in another part of the country where my family live.
Provided the present system affords the Council sufficient power to intervene when necessary, it should be continued with as little disruption as possible. It seems to me to be working reasonably well so far as collecting refuse is concerned - street cleaning could be better.
Cost is not always effective .. cheap options don't always provide the best service
"Proper education of residents on how to recycle.
Keep collection to one bin & food bin in order to encourage compliance. "
ensuring that there are penalty clauses for under-performance
The quality of the service and motivation of the front end service staff should also be factored in. A cheaper service inevitably means poorer paid and/or fewer people leading to higher pressure and poorer service (rushing leads to bins missed, more scattered debris, and so on)
I would have extreme concerns about Haringey trying to manage its own waste provisions. Likewise about finding an alternative provider purely on the basis of cost. In my opinion waste services in Haringey are one of the few areas in which the council excels.
The past record of the Council running the service in house was very poor. The Council doesn't have the expert knowledge and resources required to run a complicated service, and to adapt to change. Therefore in my opinion, in-house should be ruled out as an option.
level of satisfaction with existing service, which is for me about 8 out of 10. There are some problems- eg debris- including glass sometimes left in the road after collections
Sustainability
Free collection of large bulky items/electrical items/paint on a quarterly basis
no
I do not think the Council should opt for what appears to be the cheapest option as this invariably ends up costing more.
Open presentations to the public of all options - for and against. Open Government.
To encourage recycling as much as possible

Tower Garden estate particularly suffers from flytipping and street littering. Provide free/affordable collection services for household scrap, white goods and furniture.
The questions above are not the ones i would ask. If course cost is important - but so are several other things. Value and risk are i think more important than cost - we must not simply choose the cheapest. Also, the cost of any process of consultation and tendering needs to be considered in understanding the full cost of any option.
I think it is also important to look at the wages paid to the operatives. The cheapest option may also mean wages that are forced down too much. Cost is not the only criteria in my view, how the staff are treated, paid and supported must also be included in the final assessment.
Veolia have delivered a poor service for years in my street. Their refuse collectors leave rubbish all over the road most weeks. When you complain they do nothing. So I'd rather not have them running it.
The most important aspect is to keep ALL of the Borough clean, free from fly tipping, and make it a nice place to live. Which it isn't these days, with all the rubbish on the streets. Stop charging for bulky collections. No wonder people fly tip. Clean the chewing gum from the pavements. Pressure wash the pavements regularly.
Only look at the present company's record, their reliability and something we all noticed in the roads nearby and our own, that it was one service in Haringey that continued regularly throughout the whole 2 year period of the various lockdowns - even when all businesses, schools etc. and all other organisations' ceased. We all thanked them at the end of the pandemic as they were the only people still working in the borough every day. The staff also are all polite and helpful, and in some London boroughs they most certainly are not.
You are using public money and I prefer public money to be spent by elected officials with more control over it, rather than handed to mega corporations with the sole interest of increasing profit and squeezing costs (workers wages, equipment/maintenance etc).
The reliability of regular collections
No
More recycling
Well, obviously the efficiency of the service should be a major priority.
naturally ther must always be an option for retending at the end of any contract.
RISK. Please ask yourselves how confident you are of alternative solutions. Risk can be assessed financially as well so that you could put a value upon it when comparing bids. Basically, the higher the risk, the higher the cost you need to add to the proposal.
It is not possible to judge whether Veolia is offering a cost-effective solution, and equally whether their service is a good one. If the Council wants relevant feedback, that information should be made public.
Cost of all these surveys
Currently the general waste and recycling seems to work well. It's a shame to charge for garden waste and also a shame that visiting the dump is so regulated (my wife is limited because she has a minivan)
Make sure that the streets are clean; it is not the case now and sometimes it represents a health hazard.
not that I would like to put in print ,on the record
Cheaper but better services
The existing service is very good, so if the contract is re-let, I hope that the level of service is maintained.
The importance some residents place on a cleaner, less rubbish strewn Haringey. The amount of street rubbish here is depressing and makes people despair of our borough. Please do what you can to encourage residents to produce less waste and handle it better via whatever option you choose.
At present the database of addresses uses by Veolia and the one used by Haringey don't 'talk' to each other. Reporting an issue as a resident of a block of flats with communal waste bins confuses the system, and if more than one resident reports and issue, the same issue is given different job numbers.
Restore free garden waste kerbside collection. we already pay high Council Tax - there is no excuse to charge us more for garden waste collection.

Suburban street sweeping is infrequent and sub standard - often lots of waste left in the gutters despite the ineffective attendance of a staff member. Often no service for 6 months. I have to complain to get my street gutters swept. Graffiti removal has often been prompt years ago (I haven't reported any for some time) BUT I can see in the area, recently, that removal is of a poor standard still leaving large marks behind. We need EFFECTIVE removal from future contractors.
Surely Veolia will have gained useful experience in their time working for Haringey Council which should taken into account when deciding on future arrangements - how do they think waste issues could be improved for the benefit of the Council, residents and Veolia?
Why is it that waste exists? Honestly, can you provide an answer that is <u>clear</u>
Do not cut/change the collection service. A weekly recycling collection and a fortnightly refuse collection does now work well,
I'd like much more detail from Haringey about recycling - how is it all sorted & where does it go?
The current provider is "doing well"™ according to the council. I agree. I think this is an important consideration.
The capacity of the current provider to maintain the level of service it has demonstrated in the recent past.
It's™ a job which must be done to a high standard (considering the increasing impact of our waste upon the environment), so all citizens should accept the greater cost of this.
Veolia have been excellent with the service they have carried out. I have used the bulky item collection several times whilst clearing my parents house, which is a great service.
Cost is important but quality of service is too. We get very good service from Veolia so switching needs to offer some serious upgrade on that - and a very high probability of delivering it, not hopes and promises. IF IT AINT BROKE DON'T FIX IT!
The ability to flex and be greener by the year. Hence I chose the latco option. It also offers financial stability should the market become difficult.
It's worth taking into account the quality of service as reported by users of the scheme (i.e. residents and businesses) from any proposed supplier.
See above: Provide collections of textiles, electricals, etc. Return to weekly collections, at least for blocks of flats
Historical performance of all companies being considered
Service level to residents. The cleanliness of the streets, frequency of collections and a service that does not inexplicably fail to collect about 1/3 of the time.
Regularity, reliability, customer service. I just want them put back and not left in street or thrown back in garden. Nice to have bi-annual large item collection.
No. Targets and standards set for best value proposition is the right thing to do.
in house
Grow up & look at this issue holistic ally
If going private, please consult residents on contractors bidding for a contract with Haringey. Let residents do their own research. Only residents not related in any way to the management of the firms involved, should be allowed to complete the poll.
Tackle at source. Tackle problem litterers/ dog owners.
There are areas in Haringey that are less looked after currently, and these are in the deprived areas. These should be prioritised.
Level of customer service (ie responsiveness to queries and concerns) offered to residents by the contractor.
Service reliability
It is not clear what penalties the contractor will face if they don't meet targets.
I think there should be a way of tweaking, or renegotiating the current Veolia contract as Haringey seem to have done, with general waste collections being every second week, and introducing garden waste systems. I think better the devil you know and if it goes out to tender, the company with the best looking value may not live up to expectations. We are very happy with our waste collection service as it is. It costs money to put contracts out to tender.
As above do not bring it in house. You do not need more staff and fixed cost.
The social and environmental cost of actions it takes. Employing workers in-house will lead to more accountability and make workers feel part of the larger council structure.

I think the Council should also consider options that are less environmentally harmful like electric trucks."
You mention by 2026 all homes must be collecting food waste separately. You really need to think about how this works in practice for bigger blocks of flats. I say this from experience as a resident. 42 flats given one slim Food waste bin. Others in the block make this impossible as black bags and dumped larger items are always everywhere in the bin area. It is wrong that the entire block carries this cost
<ol style="list-style-type: none"> <li>1. The effect of quality of service on quality of life</li> <li>2. The effect of sending local public resources to distant private corporations</li> <li>3. The potential for local government to be responsive to local needs</li> </ol>
The service needs to be quick to respond and adapt to waste and environmental policy.
We are in a financial crisis, the local authority has to pitch this against other financial demands and I think the current service is ok. I appreciate it is the least flexible but it's a good deal for the next 5 years. Spend the saving on social care.
More bins collection..especially in the warmer months as many bins are getting maggots in them and attracting vermin.
Ability to focus on areas of greatest need
In a supply chain, there is always going to be a knock on effect. As highlighted above, there are likely going to be more global pandemics and this changes the way in which processes are handled. Especially with global suppliers/resources - to seek products sourced more locally can drive up costs, whereas looking further afield can bring down costs. It should be understood that supply and demand is a big factor, cost effective solutions only work if the fundamentals are considered. With net zero/carbon emissions playing a huge role in the way we all work, it's important to think about not driving costs down too much as there needs to be a balance between quality and service - to have too much cost efficiency savings can mean making cuts elsewhere. This can play a huge impact in day to day running of services.
The main factor should be delivering cost value to the tax payer, ensuring an efficient and reliable service and current service levels maintained or improved. This includes regular collections which are important in an urban city centre environment.
We're very strongly opposed to having separate containers for different types of recycling, most households, especially flats, won't have the space for these and it's likely to discourage people from recycling.
We don't get paid enough
The council lacks clear goals about what it wants to achieve. It also treats Tottenham like Highgate rather than giving Tottenham better funding and far better monitoring of street cleaning and collection.
Cost is extremely important, but the cheapest is not always the best solution. It is important that benefits to residents also be considered.
In-house is best in the long term. Contractors, in this case, Veolia, exploit the lower workers, at least in-house. You can directly monitor this and not allow contractors to hide. Wood Green High Road is a disgusting disgrace, a giant rubbish tip. This is NOT what I pay my Council Tax for
Reliability. Veolia is ok now. It took a long time to get here but it's worth sticking with
Risk of cheaper option is a poor service. Veolia is a very good and efficient service. I have no bias or connections with Veolia I speak as a resident
Cost to residents for specials, ie. Garden waste, bulky waste etc.
Cost and liability is of course important but this should be carefully balanced against delivery
Quality of service is the most important. Whilst I would normally be in favour of delivering services in-house or as part of a joint vehicle, I have been impressed by the quality of service Veolia provides, and feel they should be rewarded, and residents should continue to benefit from their service.
Ability to pay/ space required for bins & number of separate bins needed. As a pensioner I cannot afford the cost of garden waste collection on top of council tax and find it difficult to access recycling centres as I have no car. I also live in a maisonette so have no more room to put garden recycling bin or any new bin, despite having smaller size waste and recycling bins.
Social value and environmental responsibility
Should factor in staff terms and conditions as we should not be supporting employers who use exploitative contracts, such as zero hours etc.
establish more local compost heaps
Responsible handling of the environment should come first.

It's more about quality of service than necessarily cost.
Review other councils approach, and ensure any new contract includes london living wage, a clawback clause and / or reinvestment of any cost savings and a robust exit plan in case of supplier failure.
I think providing employees with job security is more important than anything else. It will make community happen
ESG aspects beyond the council's influence e.g job opportunities or redundancies a decision may bring with it.
Veolia's track record on sustainable development, waste disposal etc. How as a company are they getting greener, independent of their contract with Haringey, but which Haringey as an 'employer' should be able to feed back on
Rubbish should be collected EVERY week - not every 2 weeks.
see comments above. There is long term and short term costing: the latter is almost always about money costings, but other factors need to be considered too, and how long term costs may work out cheaper than short term ones.
Cost effectiveness is essential (for everything) but don't just choose the cheapest contractor - choose who is the best value for money and has the best reputation. That's why I think Veolia should stay, even if a less well known contractor comes in a bit cheaper - there is always a reason.
We need to use data more, to see where the problems are through love clean streets, to create funding grants to help communities build preventative measures (street murals ) vs enforcement (camera's etc.), focus on higher footfall areas and have flexibility within the contract to trial / test and adapt.
The Council should evaluate both the functional activities of waste collection but also the behavioural "nudges" required in order to influence the community to maintain clean streets and parks.