

Appendix 1

Table of Responses, Scrutiny Review of Street Sweeping and Cleanliness

Recommendation	Response	Commentary
<p>1. That the contract specifications for the new Waste Management Contract be identified.</p>	<p>Agreed.</p>	<p>The current contract is set up to deliver cleanliness standards based on the Code of Practice for Litter and Refuse. In simple terms this Code requires maintaining cleanliness standards based on four levels of cleanliness - for litter only - and on three different land classifications.</p> <p>This code has now been superseded by new criteria for measuring cleanliness. The new criteria used to determine the level of cleanliness achieved by Local Authorities is based on seven levels of cleanliness - for litter, detritus, flyposting, graffiti and flytipping - and on nine different land use classifications. This is the new BVPI 199 a, b, c and d and it is much more challenging for Local Authorities than the previous Code of Practice.</p> <p>The current Integrated Waste Management & Transport contract is due to expire in 2009. The council will need to ensure that the specifications and performance targets laid down in any contract or contracts which succeed the current contract, meet the requirements of BVPI 199 a, b, c and d.</p>
<p>2. That the Scrutiny Panel supports additional future investment for:</p> <ul style="list-style-type: none"> • A dedicated detritus removal team. 	<p>Agreed in principle.</p>	<p>Provision of these services will contribute to better BVPI 199 a, scores and towards meeting and exceeding lower and upper CPA thresholds. External funding for a dedicated</p>

<ul style="list-style-type: none"> • A Saturday night refuse collection and street sweeping service • Borough-wide timed collections on main roads • A review of the framework for the frequency of street sweeping based upon need across the borough. 		<p>debris removal team and a Saturday night refuse collection and sweeping service has been secured for 2006/07. The Council will negotiate with Accord to introduce more timed collections on main roads at no additional cost to the Council.</p> <p>In order to deliver value for money services it is critical that resources are dedicated to where they are needed the most. It is also important that resources are not wasted by specifying sweeping arrangements that go beyond what is necessary to achieve required cleanliness and residents' satisfaction standards. A review of the framework for the frequency of street sweeping will ensure that resources are targeted to greatest effect.</p> <p><i>The Enforcement Service supports timed collections because they increase the effectiveness of enforcement services with regard to waste management enforcement and littering throughout the borough. Where timed collections have already been introduced in the Borough enforcement activity has been more effective and transparent.</i></p>
<p>3. That a Training Programme be agreed with the contractor for street cleaning operatives to ensure that the contractor is able to provide the appropriate quality standard of service.</p>	<p>Agreed.</p>	<p>The service provider will be asked to provide full details of the Training Programme for street cleansing operatives. This will be examined to ensure that it contains sufficient instructions for operatives to understand and carry out work to the standards required by the council. The Training Programme needs to be sufficiently robust to ensure that operatives who cannot read and/or speak English are able to understand the requirements of the work and the associated Health and Safety issues to be faced. It also needs to be robust enough to</p>

		ensure that new operatives who are unfamiliar with the borough have clear and understandable instructions about where they are required to carry out their duties.
4. That the Waste Management Service seeks to negotiate with the contractor (Haringey Accord Ltd) to develop performance indicators and targets based on CPA requirements, customer satisfaction and the Best Value Performance Indicator 199.	Agreed in principle.	<p>The Waste Management Service will negotiate with Accord to seek to secure revised contractual performance targets based in top quartile performance for BVPI 199 a along with customer satisfaction levels that will maintain and improve the council's CPA rating.</p> <p>It is possible that the introduction of new targets will have cost implications for the Council as Accord may argue that more on-street service provision is required to meet the new targets.</p>
5. That Haringey Council Executive set a target to achieve top quartile performance of local authorities by 2009	Agreed in principle.	<p>This recommendation relates to improvements that the council should seek to achieve under the existing contract until 2009. As such the performance targets set will be based on BVPI 199 a, for litter and detritus, relative to other local authorities which are similar to Haringey.</p> <p>Setting a target to achieve top quartile performance means that the council will not only have to improve cleanliness standards but, because cleanliness standards are improving generally, Haringey's improvement needs to be faster than other boroughs. This will be a particularly challenging target to meet. It should be recognised that in order to achieve this target additional expenditure will be required. No additional mainstream funding is available this year. We will identify the additional costs for working towards achieving this target as</p>

		part of the Pre-Business Plan Review for 2007/08.
6. That Haringey Council, in partnership with the Arms Length Management Organisation responsible for the management of housing estates in Haringey, review the level of monitoring required improving street cleanliness on housing estates.	Agreed in principle.	<p>The current arrangement is for one monitoring officer to carry out inspections on Housing Land borough-wide. Increasing the number of monitoring officers to two would provide more opportunities to identify locations where cleanliness standards are not being met on Housing Land and for action to be taken to rectify this. In addition, monitoring officers play a key role in identifying ways to improve the delivery of all waste management services on Housing Land.</p> <p>There are cost implications for Homes for Haringey and these will need to be resolved for this recommendation to be implemented.</p>
7. That Haringey Council sustain and increase the level of litter enforcement.	Agreed.	<p><i>The Enforcement Service has created the new Street Enforcement Service which is authorised to deal with littering issues throughout the borough.</i></p> <p><i>Seven Street Enforcement Officers have been designated to assembly areas as a specific point of contact to their counterparts in the Waste Management Service, Neighbourhood Management Teams and Police Safer Neighbourhood Teams.</i></p> <p><i>Street Enforcement Officers carry out littering enforcement work through proactive patrols of their area and intelligence passed to them by Waste Management, the Council's preferred contractor and other partners such as</i></p>

		<p><i>Neighbourhood Management.</i></p> <p><i>At present the Street Enforcement Team in partnership with Waste Management have worked towards reducing litter and waste that is placed on the Public Highway. Currently Fixed Penalty Notices and prosecution using the Environmental Protection Act 1990 are used for this work. In April 2006 the Cleaner Neighbourhoods and Environment Act 2005 comes into force giving enforcement service new powers and the use of more fixed penalty notices when dealing with waste and littering issues. Use of these new powers and sustained establishment of the Street Enforcement Team will maintain and increase the level of litter enforcement carried out in the Borough.</i></p>
<p>8. That a system is developed to identify and target littering “hotspots” to target the worst hit areas of the borough.</p>	<p>Agreed.</p>	<p>The Waste Management Service has been responding to the need to target resources at littering ‘hotspots’. This can be seen by the way in which the main roads in the borough have been zoned in the Integrated Waste Management and Transport Contract. High pedestrian volume locations have the highest street cleansing specification requirement under the contract, which means they are swept more often than other locations. In addition, new litter bin installations have been targeted at these locations and monitoring of street cleansing standards by the Council’s own Monitoring Team is targeted towards locations that tend to suffer the most from litter.</p> <p>Nevertheless, a comprehensive mapping exercise has not been undertaken previously. Such an exercise should not be</p>

		<p>limited to identifying locations, it should also identify times of day and days of the week. For example, littering is sometimes a problem around schools after the end of the school day.</p> <p><i>The Enforcement Service supports the mapping of littering hotspots. It will be very helpful in directing resources to be effective in reducing litter levels on the streets of Haringey. The mapping hotspot system will be a data analysis tool by which Enforcement and Waste Management can carry out joint operations. Both services' resources will be used intelligently and cost effectively to achieve good value for money in dealing with littering in hotspot areas.</i></p>
<p>9. That a Street Cleanliness Action Plan be developed to steer the delivery of strategies to deal with different kinds of identified litter problems.</p>	<p>Agreed.</p>	<p>The Waste Management Service has been taking action to deal with different kinds of identified litter problems. However, a formal Action Plan will provide a clear set of actions that will ensure there is a comprehensive and consistent approach to these problems, wherever they occur in the borough.</p> <p>It should be recognised that in providing the full range of responses that may be identified in the Action Plan to deal with different kinds of identified litter problems such as chewing gum, additional expenditure may be required. Nevertheless, where additional expenditure is not required, the Action Plan will be used to ensure that full value for money is achieved from existing resources.</p>
<p>10. That a Civic Pride campaign should highlight the measures been taken to</p>	<p>Agreed.</p>	<p><i>Civic Pride is promoted through the Better Haringey campaign. The current criteria for Better Haringey projects are</i></p>

<p>improve the cleanliness of Haringey's streets. It should also inform residents on how to access services and to report problems.</p>		<p><i>that they must either improve the built or natural environment and that any associated activities must encourage civic pride. Projects carried out under the Better Haringey project are robust enough to show real improvements and this is communicated to residents through news media, information leaflets, Haringey People and key events such as the annual Better Haringey awards.</i></p> <p><i>Information is already provided to residents on how to access our services and report problems via the Better Haringey 'On the Street' guide, which was circulated to every household with the March 2006 edition of Haringey People. This publication is also available from our principal public buildings such as the Customer Service Centres and Libraries.</i></p>
<p>11. That a targeted Street Cleanliness publicity campaign be developed, in line with Better Haringey publicity and using appropriate advice and resources from ENCAMS.</p>	<p>Agreed.</p>	<p><i>The Executive welcomes the support of the panel in recognising the success of the Better Haringey communications strategy, which backs up real visible improvements on the street. The current criteria for Better Haringey projects are that they must either improve the built or natural environment and that any associated activities encourage civic pride. The Better Haringey brand is now recognised by 94% of residents, performance is up and the change is widely recognised by our residents.</i></p> <p><i>Better Haringey regularly engages with all sections of the community on street cleanliness, including local businesses, partners, schools, residents and community groups. This is illustrated by the recent month long Clean Sweep campaign, focussing on cleaning up the busy Wood Green High Road</i></p>

		<p><i>and Green Lanes corridor. This engages the local community in innovative education activities, awareness raising events, high profile litter picks and 'grot spot' clean ups.</i></p> <p><i>Publicity already targets specific groups, such as young people and community groups, for example during the recent radio adverts on Kiss FM and on local Turkish radio, which focussed on reducing dumping and littering. However, it is recognised that it is important to continue to target hard to reach groups. ENCAMS would provide a useful vehicle for additional support and advice, and use of their existing literature can be explored. However, careful consideration will be required to ensure that the strong 'Better Haringey' brand recognition is not weakened. It is suggested that these issues be taken forward by the Better Haringey Steering Group as part of their wider review of the Better Haringey work programme.</i></p> <p><i>Better Haringey would not be the success it is, without the strong partnership with our local community. This is recognised annually through the Better Haringey Awards, which celebrate the achievements of the campaign and recognise outstanding contributions by businesses, schools, residents, community groups and Council staff.</i></p>
<p>12. That the presentation and image of street cleaning staff and equipment be easily identifiable with Haringey Council's Better Haringey Campaign.</p>	<p>Agreed in principle.</p>	<p>A number of street sweeping barrows with Better Haringey branding have already been introduced on high road sweeping beats in the borough. It would enhance the image of the council for all street sweeping equipment and operative's high visibility clothing to be branded with the Better Haringey logo.</p>

		<p>This is an important consideration given the council's need to improve its residents' survey rating for satisfaction with street cleanliness, which feeds into the CPA scoring system.</p> <p>However, there would be expenditure implications in carrying through this recommendation other than by doing so piece-meal on a new for old basis. Consideration would have to be given to the shelf-life of the Better Haringey Campaign.</p>
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