

Cabinet Member Briefing to Overview & Scrutiny Committee

28th March 2011

1.0 Single Frontline

Cabinet agreed on the 21st January 2011 to disestablish Neighbourhood Management and create a new Single Frontline Service. The objectives of the new service include:

- to create an instantly recognisable on-street presence that reinforces a single face of the Council;
- to institute a service delivery model that allows flexibility in how resources are deployed to address and resolve local community needs that will vary by locality and or over time;
- to deliver clean and safe streets, offering protection to citizens and responsive local services;
- to provide a street management function to reduce congestion and improve road safety;
- to maintain and where possible improve the quality of the Council's Highway's infrastructure;
- to have a transparent financial model that will show how street management income is reinvested back into Council Services;
- to empower, facilitate and work with residents and businesses to identify local priorities to tackle environmental problems together, encouraging resident involvement in delivery of services and co-production of outcomes;
- to work more effectively with partners, i.e. SNT's, contractors and voluntary sector to commission services that will deliver local outcomes and priorities;
- to integrate the customer interface, invest in the use of appropriate IT solutions to engender a single working platform across the frontline; and
- to deliver £3.7 Million savings whilst minimising the impact on services for residents and traders.

The Single Frontline Service will incorporate Community Safety, ASBAT Team, CYPs transport, HMO, Catering and existing Frontline Services. The reorganisation will include:

- The development of a new engagement and enablement team. The Team's main purpose will be to identify the local needs/priorities and translate these into a deliverable Area Committee action plans. The team will also be tasked to help facilitate local actions so that communities can address and resolve some of the issues identified.
- The establishment of Neighbourhood Action Teams, multi-disciplined uniformed officers to carryout street enforcement, highways inspection and contract monitoring roles.
- The establishment of a new Street Management team incorporating parking & NRSWA/Permit enforcement teams, engineering design, debt recovery and support teams.
- The establishment of a new Direct Services division incorporating catering, CYPs transport and Pest control services.

Formal consultation on the proposals will take place with staff at the end of March 2011, and subject to approval from General Purposes Committee at the end of May 2011, recruitment to new posts will start from June 2011. It is intended that the new Single Frontline Service will be fully operational from January 2012.

2.0 Environmental Resources Service

2.1 North London Waste Authority (NLWA)

The principal area of work is on establishing a position where the seven constituent boroughs of NLWA can agree a legally binding Inter Authority Agreement (IAA), which will set out clearly the relationships between all partners. The IAA will then be used as the basis of the contractual relationship between partners and the successful bidder for NLWA's waste services and fuel contracts.

The procurement of the new waste services and fuel contracts is entering the next phase of the competitive dialogue process where bidders develop, through discussions with NLWA and Borough officers, their detailed solutions.

2.2 Recycling Collection Service

Haringey Council's current performance for household waste arisings which have been sent for reuse, recycling and composting stands at over 28% against a recycling target of 27%.

2.3 Street Cleansing

Each year Haringey Council is surveyed for NI195 recording levels of street cleanliness in line with NI195 guidelines. The survey consists of 918 transects from 10 land uses, recording grades for Litter, Detritus, Graffiti and Fly Posting using A-D grades. The survey is conducted within 3 Tranches throughout the year. In a Tranche Period 306 transects are surveyed. In terms of NI195 the lower the percentage the better the score.

Please see table below for contractual targets set with current contractor Enterprise for litter and detritus and existing targets for Graffiti and Fly posting during Tranche 1, Tranche 2 and Tranche 3 2010-11.

		T1	T2	T3 provisional	10-11 provisional	10-11 Targets	09-10 result
NI195a	Litter	4%	3%	5%	4%	6.5%	8%
NI195b	Detritus	11%	11%	18%	13.3%	15%	15%
NI195c	Graffiti	0%	1%	1%	0.6%	3%	3%
NI195d	Fly posting	1%	0%	3%	1.3%	2%	1%

The NI195 scores achieved for 2010-11 are good and are an improvement on the 2009-10 results.

2.4 Winter Maintenance

The current level of stock for salt is just over 1,000 tonnes. The Winter Service season runs until 31st March 2011. Based on current medium term forecast, it is not expected that there will be any difficulties responding to severe weather conditions this season.

2.5 New Waste Service Provider – Veolia

Cabinet agreed in December to select Veolia Environmental Services as its preferred bidder for the new Integrated Waste Management Contract, which commences on April 17th. Veolia will deliver recycling, refuse, street cleansing and other environmental services including graffiti and fly post removal, over a period 14 years.

The new contract with Veolia will introduce a number of service changes which will include:

- Increasing recycling rates to 40% by 2015/16.
- Reducing the Carbon Footprint of the service by 40%.
- Delivering top quartile performance (London) for street cleansing, which will include an average of two sweeps for residential roads and providing a full street cleansing service over six days, Monday to Saturday.
- Street cleansing services to be delivered on an Area Committee basis with sweepers having individual neighbourhood branding.
- Dog mess to be removed in 24 hours.
- Introduction of commercial waste collection service which will include providing a recycling service for traders.
- The development of a rolling two year action plan to reduce flytipping within each Area Committee. A commitment to reduce the number of reported fly tips by 20% in the first two years of the contract.
- Veolia to take more active role within each of the Area Committees, engaging with residents groups to directly resolve local issues.

3.0 Parking Service

3.1 New developments:-

The implementation of the new IT (Civica) system is progressing. This major project will deliver a number of customer service improvements and general efficiencies. Online permit renewals will be available by the end of March 2011. Work on the second phase of transferring Penalty Charge Notice processing to the new system has commenced and once fully implemented will be the platform for further efficiencies; allowing the public on line access to viewing digital images of their contraventions and also making appeals direct to the relevant PCN. We now have the facility that now allows motorist to pay for a notice on line.

The service has now completed the statutory notification of proposals to increase parking charges and carried out additional work to assess the likely impact of this increase on Town Centres. The feedback in relation to pay & display charges will be presented to Cabinet on 22 March 2011. The feedback on permit charges will be considered by the Director of Urban Environment under delegated authority before making a decision to implement the new charges.

3.2 CCTV

We have awarded a new contract for the management and operation of the Councils Community safety CCTV surveillance service. The contract was awarded to NSL who were the incumbent contractor. NSL have delivered a greatly improved service and we have every expectation that they will continue to do so.

3.3 Concessionary Travel

The service is assessing the impact of the DfT announcement of reforms to the Disabled Blue Badge Scheme. Those reforms include

- Transferring the budget for mobility assessments from the NHS to Local Authorities.
- Investment from a private sector company who will process the 'automatic' applications, create the Blue Badge and send on to the applicant or the Local Authority.
- Increasing the charge that may be applied for issuing a badge from £2 to £10
- Extension of eligibility to more children under the age of three and disabled service men.

3.4 Successful prosecutions

Civil Enforcement Officers (CEOs) are subject to significant levels of verbal abuse and assault while carrying out their work on behalf of the Council. We work very close with the police to ensure staff are trained to manage those situations when they arise and to take appropriate action when they are assaulted. We are pleased that the police have successfully prosecuted two drivers who assaulted our CEOs.

3.5 Increasing demand for enforcement

The service is meeting the increased demand for enforcement outside of schools during the start and end of the school day. We are deploying additional staff during those hours and ensuring that the mobile CCTV units pay particular attention to the schools with most need.

4.0 Sustainable Transport Service

The draft LIP was approved by Cabinet on 21 December 2010 and submitted to TfL. TfL have provided feedback which indicates that most of the LIP is acceptable and have asked for further information on some of the sections and a couple of the schemes. TfL have also approved the funding profile for the next three years which we requested. This is very positive feedback from TfL as many other local authorities have been told that sections of their LIP are unacceptable and will be having to make significant changes. The main schemes are

- Over £1.25m for Green Lanes Corridor over the next three years to address road safety, congestion, bus reliability and streetscape issues.
- £1m for cycling investment over the next three years including the development of Wood Green as a Cycling Hub
- The development of a Major Scheme for Wood Green, which could see up to £4m additional investment in the town centre
- £500,000 each year for the promotion of walking, cycling and public transport

Due to prudent management of the highways reactive budget, we have been able to effectively tackle the increase in the number of potholes that have resulted from the very cold weather before Christmas. In addition, we have started a re-surfacing programme to tackle some of the worst roads before their condition deteriorates further.

The expansion of the Crouch End CPZs is due to go live from 4 April 2011 and will significantly increase the scale of resident controlled parking for two hours in this part of the

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borough. Next year an extension of the Finsbury Park CPZ is planned following consultation with residents this year.

A full spend of the Council's capital and TfL funding on highways, street lighting and transport scheme is expected. Over £9 million will have been spent on improving the Council's streets, street lighting, reducing accidents, helping people live healthier lifestyles and reducing carbon emissions.

5.0 Enforcement Service

5.1 Street Enforcement - Area Action

Over the last quarter the wards of Fortis Green, Haringay, Bruce Grove and Muswell Hill have received week long programmes of intensive enforcement activity in combination with police and other partners. Activity either through a 'Cleansweep' or police led 'Action Week' was targeted to reduce environmental offending and other criminal activity. Action included enforcement against licensing breaches, littering, dog fouling, and dumping.

In December Street Enforcement published its fourth round of ward level action plans. These plans identify the key enforcement priorities for each ward based upon concerns raised by Members and other active residents through walkabouts and other intelligence sources. Progress against each action plan is published monthly on Haringey web site.

5.2 Introduction of new Highway FPNs

New powers under The London Local Authorities and Transport for London Act 2003 Act has allowed authorised officers to issue on the spot fines for minor Highways offences such as persons who place unlicensed skips onto the highway, wilful obstruction of the highway and other minor offences that affect the Boroughs roads and pavements.

Fixed penalty fines under the Act are set at £100 if paid within 28 days of receiving the fixed penalty. However, the fine is reduced to £50 if paid within 14 days. Each of the 22 offences covered by the Act carry a £100 fine.

Street Enforcement began the use of the fixed penalty notices in January 2011.

5.3 Street Drinking Control Zones

An evaluation of the existing and potential street drinking control zones has been undertaken. After extensive monitoring and consultation it was established that the existing control zones do not need to be extended at present and are proportionate and effective.

5.4 Air Quality Action Plan 2010-2018

Haringey council declared the whole borough as an Air Quality Management Area in 2001, because it was projected that two key air pollutants (particulate matter and nitrogen dioxide) most significantly associated with motor vehicles would continue to be above limits set by UK legislation.

Our latest Air Quality Action Plan was published in February and sets out a range of new and measures for reducing air pollution and how we will link up with our other strategic approaches to transport planning, energy efficiency and climate change. Specifically the

work we will undertake to improve air quality will also help us to deliver our ambition for carbon reduction.

Our plan details 19 measures that Haringey is putting in place to improve air quality. The measures broadly include:

- Reducing the Council's own transport fleet emissions and challenging other employers to do the same.
- Promoting and facilitating the use of car clubs, electric vehicles, travel plans, walking and cycling.
- Requiring developers to build car free developments and challenging them to show how they will reduce the pollution caused by their development.
- Challenging motorists to switch off their engines when not moving.
- Enforcing pollution reduction by industry.
- Enforcing against illegal burning of waste and encouraging proper waste disposal.
- Promoting awareness, particularly amongst younger people on sources of pollutions and the choices we can make.
- Providing people and businesses with the tools to choose less polluting travel option.

5.5 Food Safety

The Food Standards Agency (FSA) has undertaken an audit of our Food Safety Service and published its findings. The audit was very positive about many aspects of the service and recognised areas of best practice as well as making some recommendations to further strengthen service provision. The food safety service has also maintained its ISO 9000 Quality Assurance accreditation following a successful audit in February .

The Commercial Environmental Health Team has trained 53 local food handlers in the Level 2 Certificate in Food Safety for Catering – achieving a 99% pass rate. Additionally, in preparation for the Olympics and funded by the Olympic Authority, 40 non-compliant businesses in Haringey were targeted for one to one coaching sessions at their business to assist them in improving food safety compliance.

5.6 Pest Control

Pest control performance and satisfaction remains high, with 1479 visits in total carried out over the last 3 months. 91% of service requests for rats and mice were Respond to within 5 working days. 94% of service requests for other pests were responded to within 10 working days.

5.7 Enforcement Response (Noise)

Enforcement response performance and satisfaction remains high with 1599 service requests received in the last 3 months. 95% of service requests were responded to within 30 minutes. 76% of service requests where a visit was required carried out in 1 hour.

5.8 Planning Enforcement

269 cases were opened in the last 3 months. 179 cases were closed in the last 3 months after investigation. 23% of cases closed within 8 weeks of opening and 70% within 6 months of opening. 100% of initial site visits were carried out within required time scales. There have been 22 successful prosecutions and cautions accepted resulting in compliance

6.0 Neighbourhood Management

6.1 Neighbourhood Management Service

The decision to dis-establish the Neighbourhood Management Service was made by the Cabinet on 25th January 2011. This was because it is no longer viable to maintain this Service which is neither statutory nor essential, given the need for the Council to set a legal budget for 2011/12, and the significant reduction in local authority monies.

Of the 28 staff involved, 10 successfully applied for voluntary redundancy, leaving 18 staff remaining. A report is being submitted to the General Purposes committee on 10th March 2011 regarding serving notice on these post holders. Staff subject to redundancy will become re-deployees and the usual redundancy and re-deployee procedures will be followed.

Along with the Head of Service, each Neighbourhood Manager has developed an action plan covering all their work areas (Making the Difference projects, local area projects and longer term work programmes etc) to ensure everything is either transferred to the appropriate Council department/partner agency/community group, or closed due to the work coming to a natural end, before each NMS team disappears through redundancy.

The buildings occupied or managed by NMS are being transferred according to ownership to Homes for Haringey or Property Service.

The Working Group dealing with the Governance report is covering the development of the new Area Assembly and Area Committee arrangements, as well as preparing recommendations regarding the future of the reduced Making the Difference funds.

A message has been placed on Haringey's web site (paper copies have been sent out to residents who attend Area Assemblies, but who do not have email addresses) explaining that cycle 4 of the Area Assemblies for 2010/11 has been cancelled and the next cycle will be later this year. Contact details of Area Assembly chairs have been included in this message, and any enquiries needing officer involvement will be dealt with through the Member's Enquiries system.

A message is being prepared to go on the web site (and paper copies sent out where this is necessary) explaining that the NMS is being closed down, and this will include a message from the Cabinet Member for Neighbourhoods.