



Haringey Council

Report for:	Cabinet 18 th December 2012	Item Number:	TBC
Title:	Response to Environment and Housing Scrutiny Panel interim report on the Waste and Recycling Services		
Report Authorised by:	Lyn Garner Director of Place and Sustainability		
Lead Officer:	Stephen McDonnell- Assistant Director Single Frontline		
Ward(s) affected: All	Report for Key/Non Key Decisions:		

1. Describe the issue under consideration

- 1.1. The interim report of the Environment and Housing Scrutiny Panel on the new waste and recycling service contained a number of recommendations in regards to the final stage of the roll-out of the changes to the waste collection services as set out in Appendix A. This report provides a proposed Cabinet response to the recommendations made by the Panel and received by Cabinet on 13th November.

2. Cabinet Member introduction

- 2.1. The changes to the waste and recycling services in Haringey have been one of the biggest service changes that have been undertaken and directly affected approximately 75% of Haringey's households. This provision is one of the main services which affect resident perception of the Council as it is delivered to every household on a weekly basis. The last phase, which saw the introduction of the weekly recycling and fortnightly residual collection to 13,000 households in Tottenham as well as a change in the collection day for 80% of households across the borough is still to settle down and being closely monitored.
- 2.2. I welcome the interim recommendations from the Scrutiny Panel. The resident survey of the new service shows that overall residents are satisfied with the changes with 87% very satisfied or satisfied with the weekly recycling and 62%



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very satisfied or satisfied with the fortnightly residual collection. Many of the recommendations are concerned with communication and consultation with ward members and residents. There has been an unprecedented amount of resident engagement on this service change and in agreeing to many of the recommendations, Cabinet will be demonstrating that it accepts that improvements can still be implemented as engagement with residents will be ongoing on waste and recycling.

- 2.3. I look forward to the final report of the Scrutiny Panel which will also provide a further opportunity to update Cabinet on the progress that has been made.

3. Recommendations

- 3.1. The Cabinet is asked to agree the response to the interim recommendations as set out in Appendix B.

4. Alternative options considered

- 4.1. Not applicable

5. Background information

- 5.1. The council has rolled out a new waste collection service designed to increase recycling rates and reduce carbon emissions. The changes have been introduced in a three phased approach to all street fronting properties :
- Phase 1 (5th March 2012) to 22,000 households predominantly in the west of the borough;
 - Phase 2 (18th June 2012) to 44,000 households predominantly in central parts of the borough;
 - Phase 3 (22nd October 2012) to 15,000 households predominantly in the east of the borough.
- 5.2. All dry recyclables, food and garden waste are continued to be collected on a weekly basis. The remaining residual waste is being collected fortnightly. The implementation of the new service is a key component of delivering the waste contract targets of 40% recycling rate and a 40% reduction in carbon emissions by 2015.
- 5.3. The full year effect of introducing fortnightly collections across all three phases is an increase in recycling of 7%. Throughout the year the Veolia Engagement Team will continue to engage with households to maximise the amount of waste recycled and composted.
- 5.4. The Council is on target to deliver its 2012/13 target of 31.7%.



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- 5.5. Achieving the 2015 target will result in the Council saving up to £1 million in avoided landfill disposal cost. In addition it is anticipated that this will save 12,000 tonnes CO2 equivalent.
- 5.6. The interim report was presented to the Environment and Housing Panel on 22 October 2012, which was the same day that the last phase of the roll-out of the waste service changes started. Both the Council and Veolia will be continuing to work with residents on the implemented changes on an on-going basis and it is in this context that many of the recommendations are accepted.
- 5.7. Of the ten recommendations, eight are agreed and two are partly agreed. In responding to recommendation 1, it is not possible to agree the return to weekly collections in particular circumstances as this would be contrary to current policy and likely to require additional budget provision. The response to recommendation 7 on the minimum training for staff it is not considered practical for all local officers (neighbourhood action teams, village manager, crew, street cleaners, Veolia monitoring staff and Councillors) to have complete knowledge of all recycling facilities in the borough and all collection days, but they should be able to advise residents on where to get the information.

6. Comments of the Chief Finance Officer and financial implications

- 6.1. The majority of the interim recommendations can be implemented at no or minimal costs and thus can be auctioned within existing resources.
- 6.2. However, where a recommendation has clear budgetary implications which would incur additional cost outside of the contractual budget envelope, for example recommendation one of the interim recommendations, then Cabinet would need to agree appropriate budgetary provision before the recommendation could be agreed and implemented.

7. Head of Legal Services and legal implications

- 7.1. The Head of Legal Services notes the contents of the report and the response to the Environment and Housing Scrutiny Panel Report and advises that there are no specific legal issues.
- 7.2. The interim recommendations will need to be carried out pursuant to the Council's Waste Management Contract with Veolia.

8. Equalities and Community Cohesion Comments



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9. Head of Procurement Comments

9.1. Not applicable

10. Policy Implication

11. Reasons for Decision

11.1. The Scrutiny Panel heard evidence from a wide range of stakeholders and visited a number of sites across the borough to gather evidence on issues that have arisen following the introduction of the changes. This report provides a response to the recommendations.

12. Use of Appendices

12.1. Appendix A- Environment & Housing Panel Interim Report on Waste & Recycling Service

12.2. Appendix B- Response to Scrutiny recommendations

13. Local Government (Access to Information) Act 1985



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Report for:	Cabinet - 13 November 2012	Item Number:	<i>Appendix A</i>
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Title:	Interim scrutiny report on waste and recycling services
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Report Authorised by:	Cllr Stuart McNamara Chair, Environment & Housing Scrutiny Panel
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Lead Officer:	Martin Bradford, Policy Officer, Strategy & Business Intelligence martin.bradford@haringey.gov.uk
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Ward(s) affected: All	Report for Key/Non Key Decisions:
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1. Describe the issue under consideration

- 1.1 This is an interim report on the new waste and recycling service produced by the Environment and Housing Scrutiny Panel. The report contains a number of recommendations for approval to assist the final stage of the roll-out of the new waste and recycling service.

2. Cabinet Member Introduction

- 2.1 This is a report of the Environment & Housing Scrutiny Panel.

3. Recommendations

- 3.1 That Cabinet note the attached report and agree the enclosed recommendations as set out at Part 3 therein.

4. Other options considered

- 4.1 Not applicable.

5. Background information

- 5.1 A new waste and recycling service is being introduced in Haringey which includes the weekly collection of recyclables, fortnightly collection of residual waste and weekly collection of food and garden waste.

- 5.2 The new service is being introduced to kerbside properties in three phases:
- Phase 1 (March 2012) to 22,000 households predominantly in the west of the borough;
 - Phase 2 (June 2012) to 44,000 households predominantly in central parts of the borough;
 - Phase 3 (October 2012) to 15,000 households predominantly in the east of the borough.
- 5.3 The Environment and Housing Scrutiny Panel agreed to assess what had been learnt from the implementation of phase 1 and phase 2 of the new waste and recycling service with a view to developing recommendations that could assist plans for the final stage of the roll out (phase 3).
- 5.4 In fulfilling this objective, the panel have received evidence from:
- Council Officers (Single Front Line) and Housing Improvement Team;
 - Veolia (waste collection contractor);
 - Four local authorities (Bexley, Brent, Harrow and Southwark);
 - North London Waste Authority;
 - Local residents, residents associations and community groups via a public meeting and an on-line survey.
- 5.5 The panel also visited a number of sites across the borough to gather evidence on problems that have arisen.
- 5.6 The panel have made a number of recommendations within an interim report (attached) to assist plans for the final stage of the rollout of the new waste and recycling service which commenced on 22nd October. These recommendations were approved by Overview & Scrutiny Committee on 22nd October 2012.
- 5.7 The panel will be submitting further recommendations in a future report in relation to the wider questions of how to engage residents more effectively and how to increase recycling rates across the borough.
- 6. Comments of the Chief Financial Officer and Financial Implications**
- 6.1 The majority of interim recommendations can be actioned within existing resources if agreed at the appropriate level. If any of the recommendations require additional resources, for example additional staff to do liaison and monitoring work, if this cannot be contained within existing resources then Cabinet agreement for additional funding will need to be agreed before the work can progress.
- 7 Head of Legal Services and Legal Implications**
- 7.1 The Head of Legal Services has been consulted on this report.
- 7.1 Scrutiny panels are non-decision making bodies and the work programme and any subsequent reports and recommendations that each panel produces must be approved by the Overview & Scrutiny Committee. Such reports can then be referred to Cabinet or Council under agreed protocols.

7.2 The inclusion of non-executive members who are not members of the Overview and Scrutiny Committee means that the Panels cannot discharge overview and scrutiny functions and must direct all their conclusions/findings/recommendations to Overview and Scrutiny Committee for approval.

7.3 There are no other legal implications arising from this report.

8. Equalities and Community Cohesion Comments

8.1 Overview and scrutiny has a strong community engagement role and aims to regularly involve local stakeholders, including residents, in its work. A number of consultation processes have been used by the Environment & Housing Scrutiny Panel to engage and seek the views of local stakeholders to date which have included:

- An open public meeting;
- A consultation web page;
- An on-line survey promoted and distributed to members, local residents, residents associations, community and voluntary sector groups and Area Committees;
- Paper survey distributed via local libraries.

8.2 This is an interim report that provides a preliminary analysis of data obtained to date. It is expected that any equalities issues identified within the consultation or other data collection methods will be highlighted and addressed in the conclusions and recommendations in the final panel report (January 2013).

9. Head of Procurement Comments

9.1 Not applicable.

10. Policy Implications

10.1 Recommendations within this interim report are based on the evaluative findings of phase 1 and phase 2 of the new waste and recycling service with a view to assisting operational plans for the final rollout to households covered in phase 3. Recommendations for future policy options for improving recycling once the new waste and recycling service has been introduced across the borough, will be assessed in the final report (expected in January 2013).

11. Use of Appendices

11.1 Appendix A is report of site visits undertaken by the Environment and Housing Scrutiny Panel.

11.2 Appendix B is an interim summary of quantitative and qualitative data from an online survey conducted by the Environment and Housing Scrutiny Panel.

12. Local Government (Access to Information) Act 1985

Environment & Housing Scrutiny Panel

The New Waste and Recycling Service in Haringey

**An Interim Report on the work of the Environment and
Housing Scrutiny Panel to assist the final phase 3
rollout of the new waste and recycling service.**

October 2012

1. Introduction

- 1.1 A new waste and recycling contract was agreed in April 2011 with the aim of improving local recycling rates, reducing carbon emissions and reducing the costs of waste and recycling services to local taxpayers.
- 1.2 Under this new contact, a new system of waste collection was introduced which included the following:
 - Introduction of wheelie bins for recycling;
 - Recycled waste collected weekly, non recyclable waste collected fortnightly;
 - Food and garden waste collected weekly;
 - Free collection of most bulky waste items.
- 1.3 It was agreed that the new waste collection system would be implemented across Haringey in three phases during 2012. The new waste system was introduced to 66,000 households covered by phases 1 and 2 in March 2012 and June 2012 respectively. Phase 3 is due to be implemented across a further 15,000 households on October 22nd 2012.
- 1.4 It was agreed that the Environment and Housing Scrutiny Panel (EHSP) would assess what had been learnt from the implementation of the new waste and recycling service in phase 1 and phase 2, and from this, develop recommendations that may assist plans for the final rollout to households covered in Phase 3. It was also agreed that the panel would also assess future policy options for increasing recycling rates once the new service had been fully introduced across the borough.
- 1.5 This is an interim report which provides an overview of the work of the work undertaken by the EHSP to date. In addition, it details the initial conclusions and recommendations of the panel that may assist plans for the final phase of the rollout of this service.

2. The work of the panel to date

- 2.1 The EHSP has undertaken a number of investigative processes to gain a deeper understanding of the new waste and recycling service and the issues involved in its implementation. This has involved:
 - Site visits to 5 locations in Haringey;
 - A panel meeting to talk to officers from Single Front Line Service (Haringey Council), Housing Improvement (Haringey Council) and Veolia (waste collection contractor);
 - An evidence gathering session held with North London Waste Authority and 4 other local authorities which have introduced similar schemes;
 - A public meeting for local residents, residents associations and other community groups;
 - A public consultation exercise conducted through an [on-line survey](#) and supported through a [dedicated consultation webpage](#) (closing date 26/10/12).

Site visits (18th September)

- 2.2 The purpose of the visit was to gain an understanding of current and future challenges in the implementation of the new waste and recycling service. In this

context, the panel visited a number of case study sites where the new waste and recycling service had been introduced (phase 1 and phase 2) as well as where this was about to be introduced (phase 3).

- 2.3 The panel noted that there were a number of ongoing issues in relation to the phase 1 and 2 implementation of the new waste and recycling service. These were:
- Side waste in houses of multiple occupation;
 - The need to develop more bespoke solutions for properties with no front gardens where limited options existed for the accommodation of bins;
 - The proliferation of bins which was highlighted as an aesthetic problem in certain areas, including conservation areas;
 - The need for a more proactive approach to bin rationalisation (use of larger bins, bin sharing, community bins);
 - Incidents of poor compliance (limited recycling and contamination of recycled waste).
- 2.4 A briefing report of the sites visited and observations of the panel is attached in Appendix A.

Panel Meeting (24th September)

- 2.5 Officers from Single Front Line, Housing Improvement and Veolia attended the Environment and Housing Scrutiny Panel on the 24th September to discuss various aspects of the implementation of the new waste and recycling service in Haringey.
- 2.6 Key points derived from the evidence of officers is summarised below:
- **Single Front Line:**
 - The level of engagement prior to implementation was higher in Haringey (property by property) than in other boroughs (street by street);
 - Engagement with local residents underpinned service adaptations where the new system 'did not fit';
 - Of 44,000 households in phase 2, approximately 400-450 (about 1%) were problem properties of which 20% of these were houses of multiple occupation (HMO);
 - Greater engagement of ward councillors was recognised as being key to engaging local communities and to brokering local waste and recycling solutions.
 - **Housing Improvement:**
 - New opportunities to enforce compliance with waste and recycling service among HMOs would be created with the introduction of the Discretionary Licensing Scheme (June 2013);
 - The application of the HMO Discretionary Licensing Scheme would benefit from a multi-disciplinary approach to ensure the collation and cross-reference of enforcement data across the council.
 - **Veolia:**
 - Call centre staff have been doubled to respond to the high volume of calls during Phase 2 of the roll out;
 - Use of pictorial flash and Language Line (a telephone translation system) will assist with resident engagement in Phase 3;

- During the roll out of phase 3 additional call centre staff would be used and additional vehicles would be in operation with crew hours extended where needed including on Saturdays;
- The introduction of five collection zones in Phase 3 would lead to greater efficiency and offer additional back up for crews, although this would necessitate a change in collection day for many households.

Evidence gathering with North London Waste Authority and London Boroughs (1st October)

- 2.7 The panel met with North London Waste Authority (NLWA) and representatives from other local authorities that had also developed fortnightly collection systems similar to that being introduced in Haringey. This helped the panel to develop a comparative evidence base through which to assess local waste and recycling service developments in Haringey. Those authorities that gave evidence to the panel were:
- LB Brent (introduced fortnightly collection in 2011);
 - LB Bexley (have fortnightly collection, and have the highest recycling rate in London);
 - LB Harrow (introduced fortnightly collection in 2006 and have the second highest recycling collection rate in London);
 - LB Southwark (introduced fortnightly collection in 2010 within an inner city area)
 - NLWA.
- 2.8 The panel noted the key points from the evidence presented by the other local authorities which included:
- Implementation of new waste and recycling collection service was always going to be difficult at first but produced positive results:
 - all boroughs reported significant local upheaval which took between 4-6 weeks to bed down;
 - fortnightly collection produced a significant increase in recycling rates (e.g. Brent rose from 30% to 46% among kerbside properties).
 - New collections systems should be both simple and flexible:
 - Importance of engagement with residents to develop localised services where the standardised approach does not work;
 - Using simple systems (comingling) can aid compliance;
 - Clear communications and branding assists with service identification.
 - Relative cost efficiency of recycling is an important message to convey locally:
 - In one authority the cost of collection and disposal of residual waste was £122.39 per tonne as compared to an income of £1.70 per tonne derived from the collection of all recyclables. How this could be spent on other key services such as libraries and parks resonates with residents.
 - Waste and recycling collection systems should be underpinned by a range of supporting policies to aid compliance and encourage recycling:
 - Rules relating to not collecting side waste or contaminated bins should be rigorously enforced;

- Compulsory recycling initiatives have usually been successful without recourse to enforcement action being necessary on a wide scale basis;
- Education and awareness raising (schools, public engagement, localised door knocking) can have a big impact.

Public consultation (1st October)

2.9 There were three strands to the public consultation element of the panel's work with the waste and recycling service: a public meeting, launch of consultation web page and an on-line survey.

Public Meeting

2.10 A public meeting was held for Councillors, local residents, community groups and residents associations at Haringey Civic Centre on 1st October. Representations were received by the panel from Sustainable Haringey, representatives from 6 residents associations, two local residents and two local Councillors.

2.11 A summary of the key issues presented to the panel at the public meeting are given below:

- There were concerns about the incidence of overflowing bins and side waste, particularly in properties of multiple occupancy (which appeared to be a borough wide issue).
- Quality monitoring issues were a contributor to dissatisfaction with new waste and recycling service such as:
 - bins not consistently collected, especially food waste bins;
 - bins left strewn in street;
 - rubbish left in street after collection;
 - bins not returned to correct properties.
- The need for greater coordination in the identification, reporting and response to local problems with the waste service and recycling service.
- Ongoing need for improving awareness and education (of what can be recycled, where to recycle locally and what happens to recycling after it has been collected).

2.12 Single Front Line service were present to help respond to individual concerns raised at the meeting about the new waste and recycling service. Where individual cases were raised it was agreed that Single Front Line would investigate further and report back to the panel as case study examples.

Consultation web page

2.13 A consultation web page was developed and launched to support the public engagement and consultation role of the panel. The consultation page provided details of why the consultation was being undertaken, how local people could contribute and what would happen to the information provided. The web page also provided direct access to an on-line survey, where local residents could feedback their experience of the new waste and recycling service, identify local barriers to recycling and what would help them to recycle more. Local residents could also

email responses directly to the scrutiny service. 25 written responses have been received by 18th October.

On line survey

- 2.14 An on-line survey was developed to support wider engagement and involvement in the scrutiny panel consultation process. Links to the survey were promoted and distributed through the council website, local residents associations and community groups. The on-line survey is open until the 26th October.
- 2.15 Up until 10/10/12, 146 responses were received to the on-line survey. The headline figures from *interim* quantitative analysis of these responses are summarised below:
- 88% of respondents who used the weekly collection of recycled waste were very satisfied / satisfied with this service;
 - 62% of respondents who used the fortnightly collection of residual waste were very satisfied / satisfied with this service;
 - 80% of respondents who used the weekly collection of food and garden waste were very satisfied / satisfied with this service;
 - 87% of respondents who used the bulky items collection service were very satisfied / satisfied with this service;
 - In relation to quality monitoring issues, respondents indicated frequent occurrence of four main problems:
 - bins left strewn in the street (21%);
 - side waste / overflowing bins (20%);
 - stray litter in street after collection (18%);
 - missed collections (13%).
 - Whilst a majority (72%) of respondents indicated that the new system had made it easier for them to recycle, proportionally fewer agreed that it had made them more aware of recycling (40%) or had helped to keep their street cleaner (34%).
- 2.16 Overall, the survey responses indicate an overwhelmingly positive response to the new system. Concerns focus on the consistency of how the four main problems (as listed above) are dealt with on an ongoing basis.
- 2.17 A interim summary of analysis of both quantitative and qualitative responses received up until 10/10/12 is contained in Appendix B.

3. Interim recommendations

- 3.1 Upon consideration of evidence received, the panel have agreed ten recommendations to assist plans for the final phase of the roll-out of the new waste and recycling service. These are described below:
- 1 Where the successful application of the new waste and recycling collection system is not immediately deliverable (e.g. no room for wheelie bins), a more bespoke system is developed which utilises the full range of available receptacles: bags; boxes; boxes with bags; 120, 240 & 360 litre bins; food waste bins; hessian sacks and community bins and is undertaken in consultation with ward councillors, local residents, residents associations and community groups. This should also include

the option of returning to weekly collection of residual waste in exceptional circumstances where other options have been ruled out as unworkable.

- 2 That there is greater general inclusion of ward councillors by Single Front Line Service during phase 3 of the rollout of the new waste and recycling service. Ward Councillors should be provided with a list of potential problem sites/ streets within their ward to enable them to assist in engaging and supporting residents in the development of local waste and recycling collection solutions where one is not immediately apparent.
- 3 That an information and advice sheet is developed on the bin rationalisation options available (e.g. larger bins, bin sharing, community bins) which is circulated to local residents, residents associations and community groups and published on the Council website. This could be in the form of a 'How to Guide.' This is to be implemented once the new system has bedded down and residents have adjusted to the increase in volume of materials that they are able to recycle and establish volumes required for residual waste.
 - It is important to emphasise that the onus of brokering agreements between residents on bin rationalisation in shared premises should rest with the residents themselves and not the council whose responsibility should be the facilitation of reasonable changes suggested where possible;
 - There should be greater use of social media to facilitate successful bin rationalisation requests.
- 4 To ensure consistency and coordination of approaches within the phase 3 roll-out, that a ward based update is provided to (1) local councillors and officers and (2) local residents and community groups that incorporates:
 - Basic collection information (e.g. collection day);
 - Veolia help desk number and other key contacts;
 - Local performance measures (e.g. missed collections, side waste, open lids).
- 5 That quality assurance and performance monitoring systems are assessed to ensure that there is a robust and effective mechanism to identify and respond to:
 - Missed collections;
 - Food waste not being collected;
 - Bins not returned to properties (or left on street);
 - Detritus left in the street after waste collection;
 - Broken or missing bin lids.
- 6 Where a problem area or street has been identified in the phase 3 roll out, that a lead officer (Veolia or Haringey Council) is identified to:
 - Ensure that service responses are timely, coordinated and seen through to conclusion;
 - Lead on local engagement;
 - Provide liaison support between local agencies and Councillors, residents and residents groups to help identify a sustainable solution to identified problems.
- 7 Ensure that there is a consistent level of awareness of the new waste and recycling collection system among local officers (neighbourhood enforcement team, village

manager, crew, street cleansers, monitoring officer and Councillors) and that there is training to bring staff up to an acceptable minimum standard in relation to:

- Consistent messaging from both Council and Veolia staff;
- Knowledge of what, where and when materials can be recycled locally;
- When collection days are;
- Different types of receptacles available;
- Appropriate signposting to address issues or concerns raised within the locality;
- How problems that arise are dealt with and by whom.

8 That there is greater liaison with landlords, letting agents and other managing agents to ensure that those properties which are not adhering to the new waste and recycling collection system are held to account. This should be seen as part of a general shift in emphasis towards holding to account those landlords whose properties are kept below minimum standards.

9 That there is greater liaison between Single Front Line Service and the Housing Improvement Team (private sector) in which properties with waste and recycling problems are cross referenced against borough wide enforcement data with a view to strategic enforcement of the worst offenders (under Management Regulations within the Housing Act).

10 That all engagement materials are in plain and simple language and where possible, supported by pictorial illustrations.

4. The next steps

4.1 The consultation runs until 26th October 2012. A further report with analysis of all quantitative and qualitative data received by the panel will be produced. A summary of these findings will also be distributed to those that participated.

4.2 The panel will undertake a further evidence gathering session to identify those policy options available to the council that may further increase local recycling rates subsequent to the complete roll-out of the new waste and recycling service. In this context, the panel will assess schemes that encourage local behaviour change (e.g. incentives for recycling) as well as looking at the range of enforcement options available to encourage further participation of households that do not currently comply with local waste and recycling collection systems.

4.3 The panel also plan to visit the local waste and recycling centre in Edmonton which encompasses a composting site, incinerator and mechanical recovery facility (MRF). This will enable further insight as to what happens to waste and recycling materials collected within the borough.

4.4 A further report, including all the panels' conclusions and recommendations, will be produced for the EH SP meeting on 8th January 2013.

Appendix A

Report from Panel Visits on 18th September

Background

The Environment and Housing Scrutiny Panel visited a number of local areas as part of its work in assessing the new waste and recycling service. The visit encompassed sites in Phase 2 where the new waste and recycling service has already been introduced and a site in Phase 3 where the new service commences at the end of October.

The following provides a summary of some of the issues identified by the panel at the various locations visited by the panel across the borough.

Eldon Road, N22

The Panel visited a small parade of shops on Eldon Road with flats above. The panel noted that although there had been some improvement, there were ongoing problems with side waste (see attached photo 1). The panel were joined by Cllr Meehan (ward councillor) who outlined some of the presenting issues for this street.

Points of note:

- Although there was no actual front garden, there was space outside the properties which merged with the pavement;
- It was also apparent that the recycling bins were not being used which was a significant contributor to the problem of side waste. Similarly, there was a lot of food waste in the residual bins which had attracted flies;
- The panel noted that even though collection day was some way off, there were already flies around the overflowing bins. This situation would have been more problematic if it had been a hot summer day;
- Residents in ground floor flats understandably did not want to look out on to overflowing and smelly bins. In this instance, some had been moved to an adjacent (commercial) property;
- It was noted that the Neighbourhood Action Team has visited the property but had been unable to successfully engage with tenants;

- Further work is planned through the Landlords Forum via the Enablement Team;
- It was suggested that the letting agency may also provide an additional focus to ensure tenant compliance;
- The panel also noted other properties where there was side waste in the area;
- It appeared that the new waste and recycling system was working well in other parts of this street where there was ample space in the garden to accommodate bins (photo 2).

Lyndhurst Road, N22

The panel visited this area as there had been issues with too many bins. The panel noted that the structure of properties in this road, with four doorways opening on to a small frontage, was creating problems for bin storage and access (photo 3).

Points of note:

- In some instances there were 9 (photo 4) or even 11 bins (photo 5) for four properties;
- In some properties, there was a range of different size bins being used (120l, 240l and 360l) which would demonstrate that there had been some engagement with the Single Front Line to obtain service adaptations;
- It was noted that the number of bins could be reduced if there were further cooperation between neighbouring properties (i.e. sharing of larger bins);
- Members noted that bin rationalisation was a reactive service (adapting size of bin) and that more information could be made available about the bin size options available to residents;
- The panel noted that there were many green boxes still present in front gardens even though this service was no longer being used. The panel noted that whilst these had generally been collected, some residents had elected to retain them;
- The panel looked at some of the recycling bins and noted that in some cases, little was being recycled. There was clearly an education and awareness issue that needed to be addressed to encourage more recycling;
- The panel heard that Neighbourhood Action Team officers had visited and resurveyed the road so as to review possible options available to local residents to help reduce the number of bins.

The panel inspected a street (Spigurnell Road, N17) directly after the morning waste collection.

Points of note:

- The collection team had removed all residual waste and the bins had replaced. However, the collection team had pulled out and left recycling bins and garden waste receptacles (ready for a following crew) on the pavement. This was causing an obstruction to pedestrians (photo 6 and photo 7);
- Residents on the street noted that the second recycling crew generally did not come around until the afternoon so the bins were left scattered on the pavement until that time;
- The panel noted that this was a quality assurance monitoring issue.

Cissbury Road, N15

The panel visited this road as it is in Phase 3 and is symptomatic of some of the issues that the final roll out will present to SF. The main problem identified here was that there was minimal space in front of properties to store two waste and recycling bins.

Points of note:

- There was approximately only 1m of frontage in each property which presented limited space for bins (photo 8). The presence of gas meters further limited space (photo 9) and in some cases meant the front gardens could not be used;
- Gates to properties needed to open outwards for bin retrieval;
- Officers noted that due to the limited space within the front boundary of these properties that they would consider installing smaller 120 litre recycling bins or institute sack collections instead;
- The panel noted that in phase 3 the collection day would change for all kerbside properties. This was necessary as current collection days were a 'patchwork' and need to be harmonised and made more efficient. As collections will take place on 5 days a week, the borough will be divided in to 5 areas with a corresponding collection day;

- The panel noted that the council and Veolia are currently in the process of reviewing the property audit information in order to ensure the correct containers are delivered whilst taking into account local circumstances.

Milton Avenue & Milton Road, N6

Residual bins were rolled out across the borough in 2003, although bins were not supplied to Milton Avenue. However, a number of residents expressed a concern that bags were being continually split open by foxes resulting in litter being strewn across the street. Following discussions with residents the council introduced wheelie bins onto the street in 2005. From 2005 until February 2012 these collections remained the same.

Following the roll out of phase 1 and the introduction of a recycling bin to replace green boxes a number of residents have complained about the number of the bins on the street. Following a walkabout with officers and ward councillors officers reduced the number of bins to the current levels i.e. through larger bins and bin sharing. However, a number of residents have requested that many more, if not all, bins should be removed from the street. In order to address this and ensure due representation from as many residents as possible, a consultation exercise was undertaken. The consultation exercise was undertaken in July. This involved officers door-knocking, on two separate occasions, to explain the 3 options being put forward for consideration. Residents were also given the opportunity to put forward their own comments. (The panel were joined by Cllr Allison and a local resident).

Points of note:

- The panel noted that the number of bins on both Milton Avenue (photo 10) and Milton Road (photo's 11 and 12) made them look cluttered;
- There are on average four flats in each building which means that there is a significant demand for waste services in each property. Residual waste is kept in the frontage of some properties, where possible;
- Some local residents stated that the number of bins made the street look run down. Those residents in ground floor flats had to face out on to bins which were unpleasant, especially in summer when these were likely to smell;
- Some residents had grouped together and obtained larger bins to help reduce the number of bins on the street;
- There was some concern that the reduction in bins was precipitating some side waste issues;
- In the consultation with local residents, 76% of those that responded wanted bins to remain on the street;

- Milton Road has seen no rationalisation of bins thus the street looks exceptionally cluttered with bins (photo 10).

Photo 1 – Eldon Road, N22



Photo 2 – Eldon Road, N22