

Recommendations	Service Response
<p>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:</p> <ul style="list-style-type: none"> • 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. 	<p>with residents on the doorstep. All communication included the Veolia call centre contact number.</p> <p>Following the introduction of phase 3 on 22nd October, the council has provided weekly updates to all councillors. This provides updates on:</p> <ul style="list-style-type: none"> • Recycling performance • Missed collection • Contact Centre performance <p>The council and/or Veolia has attended Area Forums, residents' association meetings and held roadshows prior to each phase to outline the changes and discuss any areas of concerns/issues that may arise. Members and residents have been encouraged at these to raise or let Council officers or Veolia know of any problems so that these can be addressed.</p>
<p>Agreed</p> <p>Mechanisms are already place to monitor the performance of the contract. In addition to the annual strategic targets, there is also Contract Operational Targets (COTs) which are reported on a monthly basis, for example missed collections and spillages post collections.</p> <p>The Neighbourhood Action Team is currently focusing heavily on monitoring of the new waste collection arrangements to ensure that collections are completed on schedule and that the quality of service is good. This includes monitoring missed collections and bins not put back properly.</p>	

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	<p>Veolia have put in place a number of additional crews for a “transitional” period to deal with missed collections. In addition, they have made adjustments to the number of permanent crews for some rounds since 22nd October to deal with recurrent problems, mainly due to increased demand for dry and organic recycling.</p> <p>Any of the problems listed should be reported to Veolia in the first instance. In addition, all these issues are monitored as part of the contract, which has a penalty feature where there is repeated poor performance.</p>
<p>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:</p> <ul style="list-style-type: none"> • 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. 	<p>Agreed</p> <p>Every effort is made to ensure that service responses are timely, co-ordinated and seen through to conclusion with a designated officer for dealing with most of the complaints relating to the service changes.</p> <p>Engagement is co-ordinated between Veolia and the Council</p> <p>The local Neighbourhood Action Team Leaders and Officers would liaise with residents, ward Members and resident groups on individual cases to understand local problems. Any follow up actions would be coordinated with the Veolia Outreach and Operational Teams.</p> <p>Please note, engagement will be ongoing and is not solely linked to the launch of phase 3.</p>

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<p>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:</p> <ul style="list-style-type: none"> • 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. 	<p>Partially Agreed</p> <p>The element that is not agreed is the level of awareness that can be achieved for all the local officers mentioned. If staff are not able to answer a query, they will be able to signpost residents or members to the Veolia Call Centre to provide the information.</p> <p>Staff are briefed on the recycling service provided by the Council/Veolia in terms of the weekly collections and the bulky waste collection but they will not necessarily have comprehensive knowledge of all recycling facilities in the borough. They will also be able to advise how residents can look up their collection day, if they are not able to answer immediately.</p> <p>There has been extensive briefing on the waste service changes to all staff mentioned in the recommendation and information provided to Members.</p> <p>The Neighbourhood Action Team has been briefed on the changes to the waste collection service and receives regular updates via their monthly training sessions. This covers the points listed within the recommendations. Furthermore, briefings have been provided to the Single Frontline Business Support Team and the Council's Customer Service Team.</p> <p>With reference to Veolia, members of the Outreach Team have visited each village to discuss the changes with all street cleansing operatives and it is a regular item in monthly management team meetings.</p>

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<p>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.</p>	<p>Officers from the Council and Veolia have attended many of the Area Forums to present the waste service changes. Weekly updates have also been provided to Members on performance.</p> <p>Both the Council and Veolia have established procedures for dealing with either service requests (such as my bin has been missed) or more complex problems and these are logged and allocated through the Veolia Call Centre or the Single Frontline Business Support Unit. All Member Enquiries go through the Council's Central Feedback Team.</p> <p>Agreed</p> <p>There has already been a great deal of work to contact and engage with landlords, letting agents and tenants. A separate Houses in Multiple Occupation Action Plan was developed and implemented to address this issue in both Phases 2 and 3 of the service change.</p> <p>A letter was sent to all landlords and letting agents setting out the waste service changes. Officers attended the Landlord Forum to present the changes and answer questions. An article was included in the Landlords newsletter on the waste service changes as well.</p> <p>Houses in Multiple Occupation were identified through the property survey and details of licensed HMOs were obtained from the Housing Improvement Team. These premises were targeted for engagement work and all households in phase 3 were door knocked.</p>

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	<p>We have been introducing initiatives to work with Landlords in putting messages across to their tenants about the change of service. For example leaflets that they can give to new tenants and posters that can be placed up in shared hallways inside properties have been distributed to landlords and delivered to houses in multiple occupation. There has been a positive response from some landlords with requests for additional leaflets and posters.</p> <p>The service is developing options in regards to dealing with households who fail to contain and manage their waste. This includes liaison with the Council's Housing Improvement Team and identified landlords – also see response below to recommendation 9.</p> <p>The service will also be writing to community groups to encourage greater involvement in recycling and waste issues.</p>
<p>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).</p>	<p>Agreed</p> <p>The service is working with the Housing Improvement Team and information has been provided including:</p> <ul style="list-style-type: none"> • information on those properties who, despite officers engaging with, are repeatedly failing to manage and contain their waste • Property survey data <p>The Housing Improvement Team will prioritise action on those properties where they have the most powers to intervene and seek corrective action by the landlord. These are the HMOs</p>

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<p>10. That all engagement materials are in plain and simple language and where possible, supported by pictorial illustrations.</p>	<p>covered by the discretionary licensing scheme which covers the Ladder roads where there are additional licensing conditions.</p> <p>If an additional discretionary licensing scheme is introduced in the future, this would allow for greater control of waste from HMOs in other parts of the borough.</p> <p>The Partnership Tasking Group and Rogue Landlord Action Group both provide a forum for sharing information and agreeing actions to tackle the worst offenders.</p> <p>Agreed</p> <p>All of the literature supplied to households is picture and symbol-based to make it as understandable as possible for all residents, no matter what their language. However, the literature can be translated upon request.</p>