

Appendix A: Response to Scrutiny Panel recommendations – August 2013

Recommendations	Service Response	Update March 2013	Update August 2013
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.	Partially agreed. Two key objectives of the waste service are to increase recycling and to ensure, where possible, that waste is stored in containers and does not overspill. We have provided a range of different containers for residents depending on their property. However, it is not possible to provide a completely free choice due to some operational restrictions. It is no longer possible for residents to use the green box for dry recycling as the new service has seen a fundamental change to the way in which recycling is collected. Previously, the green boxes were emptied into a service bin and the service bin was wheeled to the back of the collection vehicle to be lifted into the vehicle. With the introduction of wheeled bins these service bins have been removed. This means	Both Veolia and the council continue to engage with households who may be experiencing difficulties in managing and containing their waste. Following the introduction of phase 3, officers from Veolia's Outreach Team conducted monitoring to identify properties with side waste and lids raised. The team then visited those properties to engage with households and ensure an appropriate number of containers are provided. As stated previously, based on the individual circumstances this can be smaller/bigger or less/more containers than originally provided.	No further general update. An update on locations previously reporting problems is given at the end of this paper.

Recommendations	Service Response	Update March 2013	Update August 2013
	that if green boxes were still used the collection staff would have to lean over into the back of the vehicle to empty the contents of the box. This is an unacceptable practice from a health and safety perspective. Therefore, recycling must now be presented for collection in the supplied wheelie bin or recycling sacks. Should residents wish to present the sacks in the box they can do so. We have investigated that Southwark still use green boxes for recycling but they still use the service bin method described above and so this does not pose a health and safety issue. Where residents do not have wheelie bins, for example due to step access to the property, then we provide bags to contain both waste and dry recycling. In terms of requests for different containers these are assessed and may require a site visit to ensure that there will still be an increase in recycling and waste contained. For small households (1 or 2		

Recommendations	Service Response	Update March 2013	Update August 2013
	people) whom require a smaller wheelie bin, no site visit is normally required Both Veolia and the council have worked with individual households and multiple households such as HMOs or houses converted in flats to ensure an appropriate number of containers is provided, and this can be smaller/bigger or less/more containers than originally provided. Further work is due to be undertaken on rationalising containers with multiple households in multiple properties, particularly wheelie bins. Different options will be explored with ward councillors, local residents, resident associations and community groups as requested and where resources permit. The current policy is to continue with the existing weekly collection of recycling and fortnightly collection of residual waste. It is still considered that due to the provision of a weekly recycling service there should not be a need		

Recommendations	Service Response	Update March 2013	Update August 2013
	for a weekly collection of residual waste as well.		
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.	Agreed Prior to the roll-out ward councillors in the phase three area received a list of HMOs in their ward and were asked to add to this list by sharing their local knowledge. The list had been put together with information from the property survey conducted prior to roll-out as well as information from the Housing Improvement Team (Private sector). Wards members were also invited to accompany the Veolia Outreach Team when undertaking door-knocking in the phase 3 area. Where problems have been identified, either Veolia or Council staff have met with residents and ward members to explore different options and agree a solution. This work on problem locations is continuing. Following the launch on 22nd October a weekly progress update	Officers from the Council and Veolia continue to engage with ward councillors as and when issues arise. Work is continuing in regards to previously identified problem locations. In addition, all ward councillors are regularly contacted by the relevant local Neighbourhood Action Team Officer to conduct walkabouts in their ward providing an opportunity to raise issues about specific locations.	No further update.

Recommendations	Service Response	Update March 2013	Update August 2013
	has been circulated to all councillors. Officers from the Council and Veolia continue to engage with residents and councillors where problems arise.		
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	Agreed The service will explore producing a guide to assist residents where bin rationalisation is an option. The priority for communication prior to the service change concerned how the new service would operate and currently engagement work is focused on re-enforcing this message and encouraging recycling to reduce side waste and overfull bins. The next stage of engagement will continue the emphasis on increasing recycling but also seek to address issues on container provision. The response to recommendation 1 sets out the work that Veolia and the Council have undertaken so far	As highlighted in recommendation one, following the introduction of phase 3 the outreach team's work focused on engaging with households to reduce side waste and encourage recycling. The service is currently focusing on engaging with residents to encourage them to manage and contain their waste. This includes addressing reports of side waste and contamination. These visits will re-enforce how the service works and encourage households to recycle. Where appropriate officers will also make container revisions/orders.	Information is available on our website in regards to bin rationalisation and the options available e.g. option to share bins or larger bins. The council is currently in the process of engaging with properties which are identified as contaminating their dry recycling wheeled bin. These visits re-enforce how the service works and encourage households to recycle. Where appropriate officers will also make container revisions/orders.

Recommendations	Service Response	Update March 2013	Update August 2013
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.	with individual households and with households sharing a property to agree provision on containers. In addition, it highlights that there will be circumstances where Veolia/Council can assist with rationalisation of containers for multiple properties. The use of social media will be discussed with Veolia and what other means could be used to promote and publicise rationalisation. However, the Council would still wish to be assured that recycling will increase and waste will be contained through any proposed solution.		
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);	Agreed Veolia and the Council produced a range of materials prior to the roll out of the service changes. This included a letter to all households letting them know the changes were coming and the reasons for the change. This was followed up with the delivery of new containers and a leaflet setting out the details of the service changes. In the	No further update.	No further update.

Recommendations	Service Response	Update March 2013	Update August 2013
• Veolia help desk number and other key contacts; • Local performance measures (e.g. missed collections, side waste, open lids).	phase 3 area, all households were door-knocked and the Veolia engagement team used pictorial images of the waste and recycling containers to help engage with residents on the doorstep. All communication included the Veolia call centre contact number. Following the introduction of phase 3 on 22nd October, the council has provided weekly updates to all councillors. This provides updates on: • Recycling performance • Missed collection • Contact Centre performance 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.		
5. That quality assurance and	Agreed	As stated, mechanisms are	A new Veolia Business

Recommendations	Service Response	Update March 2013	Update August 2013
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.	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. 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. 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.	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. The Neighbourhood Action Team continues to monitor to ensure the quality of collections is good. This includes monitoring missed collections and bins not put back properly.	Performance Manager is reviewing the data used to monitor the COTs to ensure they are both robust and readily accessed.

Recommendations	Service Response	Update March 2013	Update August 2013
	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.		
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.	Agreed 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. Engagement is co-ordinated between Veolia and the Council 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	Engagement activity is ongoing and this is not solely linked to the phase 3 area. The relevant Neighbourhood Action Team Leader and Officer continue to liaise with residents, ward councillors and resident groups on individual cases to understand local problems. Any follow up actions are coordinated with the Veolia Outreach and Operational Teams.	No further update.

Recommendations	Service Response	Update March 2013	Update August 2013
	Operational Teams. Please note, engagement will be ongoing and is not solely linked to the launch of phase 3.		
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;	Partially Agreed 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. 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. There has been extensive briefing on the waste service changes to all	No further update	No further update.

Recommendations	Service Response	Update March 2013	Update August 2013
• Appropriate signposting to address issues or concerns raised within the locality; • How problems that arise are dealt with and by whom.	staff mentioned in the recommendation and information provided to Members. 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. 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. 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.		

Recommendations	Service Response	Update March 2013	Update August 2013
	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.		
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.	Agreed 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. 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	The service is focusing on engaging with residents to encourage them to manage and contain their waste. This includes addressing reports of side waste and contamination. Monitoring has highlighted that the number of properties contaminating their waste is low- approximately 0.5% of all weekly recycling collections. Officers from Veolia's Outreach Team are currently engaging with the identified properties. Where properties are identified to be a HMO,	The service is currently focusing on those properties who fail to utilise the recycling services fully and contaminate their waste. The process includes 'tagging' the bin to notify the resident(s) that their dry recycling bin is contaminated. In the first instance the bin is cleared and officers from Veolia's Outreach Team visit the property. Should households repeatedly contaminate their bin the onus is on the resident to clear the

Recommendations	Service Response	Update March 2013	Update August 2013
	waste service changes as well. 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. 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. The service is developing options in regards to dealing with households who fail to contain and manage their waste. This includes	officers will also write to landlords to outline the changes and encourage them to liaise with their tenants. Posters and leaflets will also be provided. Where necessary land searches will also be conducted. In addition, details of properties which are identified to be part of the Harringay Discretionary Licensing Scheme will be provided to the Housing Improvement Team. Officers will also be attending the Landlords Forum to discuss the Waste Collection Services. The letter for all faith and community groups will be distributed shortly.	bin. If the bin is repeatedly contaminates (3 incidences in a rolling three month period) this may lead to enforcement action. This involves undertaking land searches to indentify letting agents/landlords who will be written to as part of this process.

Recommendations	Service Response	Update March 2013	Update August 2013
	liaison with the Council's Housing Improvement Team and identified landlords – also see response below to recommendation 9. The service will also be writing to community groups to encourage greater involvement in recycling and waste issues.		
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).	Agreed The service is working with the Housing Improvement Team and information has been provided including: • information on those properties who, despite officers engaging with, are repeatedly failing to manage and contain their waste • Property survey data 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 covered by the discretionary licensing scheme which covers the Ladder roads	Liaison with the Housing Improvement Team is ongoing. Where properties are identified for failing to manage their waste details will be provided to the Housing Improvement Team. As part of the ongoing monitoring, HMO's will be identified and landlords will be written to as part of the engagement process.	Liaison with the Housing Improvement Team is ongoing. Where properties are identified for failing to manage their waste details will be provided to the Housing Improvement Team. As noted in point 8, landlords will be identified and written to as part of the engaging process in dealing with properties that continually contaminate their dry recycling wheeled bin.

Recommendations	Service Response	Update March 2013	Update August 2013
	where there are additional licensing conditions. 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. The Partnership Tasking Group and Rogue Landlord Action Group both provide a forum for sharing information and agreeing actions to tackle the worst offenders.		
10. That all engagement materials are in plain and simple language and where possible, supported by pictorial illustrations.	Agreed 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.	No further update.	No further update.

Update on Case Studies- March 2013

Site	Issue for consideration and action taken	Update-March 2013	Update- August 2013
<u>Eldon Road, N22</u>	<u>Issue</u> • Problem of overflowing refuse bins • Too many bins <u>Action taken</u> • Officers from the Neighbourhood Action Team visited the properties to engage with the households • Poster and leaflets provided • 360 litre refuse and recycling bins were installed • Liaison with landlords	Following the initial walkabout, officers from the Neighbourhood Action Team have monitored the properties to ensure that waste is contained and managed accordingly. No further problems have been reported. Veolia recently contributed resources to the Safer Neighbourhood Team led 'Street a Week' initiative. This involved providing a collection to households for reusable and recyclable goods and also gave the street a deep clean through litter picking with the aid of the mechanical Hako and Scarab. In addition, officers from the Outreach Team visited households on the road to promote the waste collection services available.	No further problems have been reported.
<u>Lyndhurst Road, N22</u>	<u>Issue</u> • Feedback from residents and local ward councillors in regards to the	Council officers conducted a site visit on the 10th January. Where it was identified that properties where storing their bins on the pavement, letters have sent to the	The local neighbourhood action officer continues to monitor the site to ensure waste is contained and bins stored correctly.

	number of bins on the street <u>Action taken</u> Locals NATs officer re-survey the road to review options available	households advising them that bins must be stored off the pavement. The letters also advised where adjustments need to be made in order for the bins to be stored accordingly. The Neighbourhood Action Officer continues to monitor the site to ensure collections are made as scheduled and bins stored accordingly. In addition, officers from the Veolia's Outreach Team have visited properties in Lyndhurst Road who have been identified to produce excess waste to offer tips on how to manage and contain their waste.	
<u>Cissbury Road, N15</u>	<u>Issues for consideration</u> - Limited space within their property boundary - Option to deliver smaller bins or recycling sacks - Monitoring of side waste and lids raised	Cissbury Road was part of the phase 3 roll-out. Properties were provided with containers which took consideration of the limited space within property boundaries. Options included providing sacks and smaller bins.	No further update.
<u>Milton Avenue and Milton</u>		The local Neighbourhood Action Officer continues to monitor the	The local Neighbourhood Action Officer continues to

<u>Road, N6</u>		site to ensure collections are made as scheduled and bins returned accordingly. Following on from the consultation undertaken last year, officers will be conducting a further consultation in April. This will seek to ascertain residents' views on the current service provision and containerisation arrangements on Milton Avenue. Officers will engage with the Miltons Residents Association as part of this process.	monitor the site to ensure waste is contained and bins returned accordingly. A further consultation was undertaken in May and officers attended the Miltons Residents Association meeting as part of this process. Despite fact that we distributed over 130 questionnaires to households in Milton Avenue and followed this up with door knocking, we received a very low response rate of only 28 (21%), with only 14 expressing dissatisfaction with the present refuse collection arrangements and 6 with the recycling arrangements. Following consideration of the results it was concluded that they provided insufficient grounds for a
-------------------------------	--	--	---

			change in the current collection arrangements. However, in the light of the additional feedback given we are continuing our engagement with residents in problematic properties.
--	--	--	---