



Haringey Council

Report for:	Environment and Community Safety Scrutiny Panel 30 September 2014	Item Number:	
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Title:	Street cleansing: Current performance
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Report Authorised by:	Stephen McDonnell, Assistant Director of Environment and Community Safety
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Lead Officer:	Graham Beattie, Single Frontline
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Ward(s) affected: All	Report for Key/Non Key Decisions: Non Key
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1. Describe the issue under consideration

1.1 This report sets out the year-to-date performance of the council's street cleansing service. The key current service delivery issues are highlighted together with the action being taken to address these.

2. Cabinet Member introduction

2.1 Since becoming Cabinet Member for Environment I have become acutely aware that while the borough wide performance statistics appear on the face of it good, there is much I believe that can be done within current resources to achieve a more effective and successful outcome for those living and working in the borough, including with the street cleansing and waste collection operations. While I look forward to sharing my thoughts with the Panel, I also welcome the Panel's views.

3. Recommendations

3.1 That the panel consider the contents of this report and comment as necessary on current street cleansing service performance and the delivery issues presently being addressed by the council.



4. Alternative options considered

4.1 The council's street cleansing service is provided by Veolia following the competitive tendering of the council's waste and street cleansing services in 2010. Procurement was by way of competitive dialogue, with the final agreed specific service secured through contact setting out service requirements.

5. Background information

- 5.1 The performance of both the council waste collection and street cleansing services is subject to regular review at monthly council/contractor officer liaison meetings and at quarterly Waste Contract Partnership Board meetings, chaired by the Cabinet Member for Environment. Both meetings receive detailed service performance information on waste collection and street cleansing services and a copy of the latest performance statistics for street cleansing are shown in the appendix to this report.
- 5.2 The principal measures for street cleansing performance are the NI195 national indicators for litter and detritus. Performance is assessed by sample inspections carried out by the council's Neighbourhood Action Officers and the results for the last 3 years are shown in the appendix to this report (Figures 1 & 2). Contractual targets are set as % failure levels below which performance should lie. Inspection of the graphs shows that after 23 consecutive months of within target performance on litter, the most recent survey (73 inspections in August) showed performance at 8%, 1% above the 2014/15 target level of 7%. There are believed to be two reasons for this: there are a higher number of temporary cleansing staff employed in August to cover regular staff holidays and the monitoring sites included Northumberland Park which has the poorest cleanliness record of all wards (see 5.4 below). The performance on detritus has been consistently at or better than target over the past 27 months.
- 5.3 Two other NI195 indicators are monitored monthly, graffiti and fly posting (Figures 3 & 4). Performance on graffiti remains consistently below target while the opposite is true for fly posting. The fly posting figures include the small business card size emergency window replacement stickers which appear on the window frames of many retail premises throughout the borough.
- 5.4 Rolling twelve month NI195 performance figures are available by individual ward and these are also shown in the appendix (Figure 5). These show that: all but one ward, Northumberland Park, have met the litter performance standards; all wards have met the detritus performance standards; all but one ward, Tottenham Hale, have met the graffiti standards; and 12 out of 19 wards have met the fly posting standard.



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5.5 Street cleansing complaints are typically in the range of 100-200/month, and have shown an underlying year on year improvement (Figure 6). The latest figure for August this year is however the highest since last summer. The high percentage of regular staff that take holidays this month and are covered by agency staff is thought to have contributed to this. As this is a potential annual problem we are discussing with Veolia how a more robust arrangement can be achieved.

5.6 Fly tipping continues to be a significant problem in the borough with almost a 1000 reported incidences by residents in August, this being well ahead of the 2014/15 target ceiling level of 450/month (Figure 7). The council is continuing to pursue a fly tip action plan with a focus of inspection, door knocking and enforcement at identified fly tipping hot spots. To date 21 fly tipping hot spot locations have been addressed and 10 successfully resolved. On-going actions are continuing at the remaining 11 with further new sites awaiting action as resources permit. The level of the latest reports has led to a check on the figures to ascertain how many are repeat reports of a single fly tip. While if verified this will provide a more accurate level of fly tipping incidences, these remain unacceptably high.

5.7 Despite many of the performance indicators being within target there are significant ongoing concerns about the cleanliness of the street scene and the impact of current cleansing and waste collection operations. In this regard a number of changes are currently being pursued:

- (i) A borough wide review of all sweeper drop off points and pick up arrangements.
- (ii) The introduction of 'drop boxes' in two town centres to allow sweeper bags to be containerised pending collection.
- (iii) The introduction of new dual litter bins with recycling facility in two town centres.
- (iv) The introduction of new tighter timed collection arrangements in two town centres.
- (v) The roll out of new tighter timed collection arrangements to all other existing timed collection locations and then to all other locations requiring this arrangement.
- (vi) Robust enforcement of the new timed collections.
- (vii) The reorganisation of existing sweeper resources to provide a bespoke branded Tottenham High Road cleansing team supported by a new electric vehicle with bag collection and bin/street washing capability.

5.8 As part of its Medium Term Financial Plan the council is presently reviewing the future funding of all services. The implications of this for the street cleansing service will not be known until later this year.

6. Comments of the Chief Finance Officer and financial implications



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6.1 There are no specific financial implications arising from this report. The council is currently reviewing the future funding level for all services to meet the saving levels required in its Medium Term Financial Plan. The outcome from this review will be the subject of a separate report to Overview and Scrutiny Committee later this year.

7. Comments of the Assistant Director of Corporate Governance and legal implications

7.1 There are no particular governance or legal implications arising from this report.

8. Equalities and Community Cohesion Comments

8.1 There are no particular equality or community cohesion implications arising from this report.

9. Head of Procurement Comments

9.1 There are no particular procurement implications arising from this report.

10. Policy Implication

10.1 The provision of a cleaner, greener environment and safer streets is a current Corporate Plan priority.

11. Reasons for Decision

11.1 It is for the Panel to make any specific recommendations having considered the contents of this report.

12. Use of Appendices

12.1. The attached appendix sets out the council's latest street cleansing performance statistics.

13. Local Government (Access to Information) Act 1985

13.1 None.