



Report for:	Environment and Community Safety Scrutiny Panel 30 September 2014	Item Number:	
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Title:	Waste and Recycling: 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 waste and recycling services. The key current service delivery issues are highlighted together with the action being taken to pursue these.

2. Cabinet Member introduction

2.1 This report sets out key performance statistics for the council's waste collection and recycling services. While the majority of the performance statistics compare favourably with set targets, there is more to be done. I have a particular concern about waste of all types being left on street for unacceptably long periods and missed collections. As an example of a common sense innovation, I am working with officers to roll out the removal of Veolia's own purple bagged waste from our High Streets through the use of 'drop boxes' to contain such waste, pending collection. We will also be rolling out a completely overhauled timed collection service for bagged waste. Initial pilot schemes are in the process of being introduced in two town centres prior to borough wide roll out.

2.2 The principal purpose of this report is however to provide the Panel with current service performance data to enable it to constructively challenge performance and



suggest specific areas that might benefit from further examination or indeed a change of approach.

3. Recommendations

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

4. Alternative options considered

4.1 The council's waste and recycling services are provided by Veolia following the competitive tendering of the services in 2010. Procurement was by way of competitive dialogue, with the final agreed service secured through contact setting out specific 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 waste collection and recycling are shown in the appendix to this report.

5.2 Reported missed collection levels are generally below those of 2013/14 and, for refuse and dry recycling, below the current year's contractual ceiling level of 90 per 100,000 properties (Figure 1). The exception this year is the refuse figure for June. During the summer Veolia's HGV drivers were required to out Certificate of Professional Competence (CPC) driver training and their replacement with agency drivers has had an impact on service delivery. Notwithstanding these generally satisfactory figures, there have been a number of recent incidences where missed collections have not been remedied quickly enough and have led to escalating individual complaints. Veolia have been reminded of the absolute need to ensure that when residents are advised of remedial action to address missed collections this must be delivered. A further issue affecting current services problem is vehicle reliability and a further four new refuse freighters are scheduled to arrive in October.

5.3 Complaints to Veolia's contact centre generally fell to an all time low during 2013 but increased through the first half of this year (Figure 2). The driver training and vehicle reliability issues referred to above will have contributed to this profile. While the latest figures indicate that the position has been stabilised for refuse and dry recycling collections this will continue to be closely monitored through the monthly



liaison meetings. With the roll out of food waste collection to all estates presently underway, it is likely that the level of complaints will be higher than previously until this exercise is complete.

5.4 The recycling out-turn for 2013/14 was 36.5%, 1.1% ahead of the target of 35.4% for that year (Figure 3). The new target for 2014/15 is 37.0%. As can be seen from the latest performance figures, the year to date figure for July exceeded this year's target although with a subsequently very low figure for August (for dry recycling in particular), the year to date has since fallen below target. The Jun-Jul-Aug profile in the current year mirrors that of last year, but with a much more significant fall in August. This is subject to further investigation. However, data from the first weeks of September appears to indicate dry recycling tonnages returning to pre-August levels. The required increase in recycling is being driven by a recycling action plan led by Veolia and supported by council officers. Specific increases are being sought in food waste and dry recycling on estates, through the roll out of new food collections to all estates/blocks of flats in the borough by January 2015, accompanied by the distribution of reusable sacks for dry recycling and door-knocking to all estates households. Other activities include continued separation of recycling from street cleansing and the planned introduction of dual recycling/waste litter bins on high roads, and expanding schools food waste collections.

6. Comments of the Chief Finance Officer and financial implications

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 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.



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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 waste and recycling performance statistics.

13. Local Government (Access to Information) Act 1985

13.1 None.