



Report for:	Environment Services and Community Safety Scrutiny Panel 27 January 2015	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:	Michael McNicholas – Neighbourhood Action Team Manager
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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 details of street cleansing performance during the period September to November 2014. 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 whilst the borough wide street cleansing performance statistics are good, there has been some variability of performance in different wards. I believe that within current resources more successful outcomes can be achieved for those living and working in the borough, including with the street cleansing and waste collection operations. I look forward to sharing my thoughts with the Panel and I also welcome the Panel's views.

3. Recommendations

- 3.1 That the panel consider the contents of this report and comment as 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 measure for street cleansing performance is the NI195 national indicator for litter and detritus. Performance is assessed by random inspections carried out by the council's Neighbourhood Action Officers and the results for the last 3 years are shown in Appendix 1, figures 1 & 2. Contractual strategic performance targets are set as % failure levels below which performance should lie (the lower the % the better the performance). Inspection of the graphs shows that current litter and detritus performance are within target. The most recent survey (80 inspections in November) showed litter performance at 3% and detritus at 1% against the 2014/15 target level of litter 7% and detritus 11%. The drop in litter performance in August and September are believed to be linked to the use of higher numbers of temporary cleansing operatives during this period. In response to this Veolia deployment will be more carefully managed to ensure experienced operatives are deployed to the most challenging areas. Also the monitoring methods used by the council have been adapted to try and ensure that such a problem is more quickly detected and rectified.
- 5.3 The two other NI195 indicators we monitor are graffiti and fly posting, the results for the last 3 years are shown in Appendix 1, figures 3 & 4. Performance for graffiti remains consistently good. Performance for fly-posting has been above target on 22 out of 29 previous months. 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. Dealing with these stickers through enforcement against those responsible has proved difficult as those responsible are not easily traced. The Neighbourhood Action Team has considered other ways to resolve this problem, for example by carrying out a one-off clean and then making business occupiers responsible for maintaining sticker-free shop-front. This work is resource intensive and consideration will need to be given to how this work will be prioritised to achieve better long term performance.



- 5.4 Rolling twelve month NI195 performance figures by individual ward are shown in Appendix 1, figure 5. This shows that;
- Litter targets have been met in 16 wards, the exceptions are Woodside, Northumberland Park and White Hart Lane wards;
 - Detritus targets have been met in all wards;
 - Graffiti targets have been met in all wards; and
 - Fly-posting targets have been met in 12 out of 19 wards.
- 5.5 Street cleansing complaints have been at a higher level during the period September to November 2014 than for the previous 18 months, details are shown in Appendix 1, figure 6. This increase mirrors the reduced level of litter NI195 performance as set out in paragraph 5.2 above. Historically, street cleansing complaints tend to be higher at this time of year, most likely linked to the impact of leaf fall on normal street cleansing operations.
- 5.6 Fly-tipping continues to be a significant problem. The level of fly-tip reporting by residents peaked in September 2014 as shown in Appendix 1, figure 6. It declined in October and November 2014 but the year to date performance remains well ahead of the 2014/15 target of 450 resident reports per month. The council is continuing to pursue a fly tip action plan with a focus of inspection, door knocking and enforcement at 60 fly tipping hot spot locations . As part of an on-going programme of work 34 fly tipping hot spot locations have been addressed since February 2014. So far 25 sites have been successfully resolved. Additional actions are being considered at the 9 sites that remain unresolved, including the use of mobile CCTV cameras.
- 5.7 In order to improve cleansing performance a number of initiatives have been introduced during the period, including:
- (i) A trial of new tighter timed collection arrangements has commenced in High Roads N15, N17 and N22 to reduce the amount time that waste from flats above shops and businesses is present on streets;
 - (ii) As part of the trial drop boxes for street cleansing sacks have been installed to reduce the impact of sweeping bags on the appearance of the street and new dual litter bins with recycling facility in have been installed;
 - (iii) Enforcement of new timed collections provisions has been prioritised;
 - (iv) Reorganisation of existing sweeper resources to provide a bespoke branded Tottenham High Road cleansing team supported by a new, dedicated sweep support vehicle.

The results of the trial of new tighter timed collections will be used to inform the roll out of similar arrangements to other town centres in the borough.



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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

6.1 There are no specific financial implications arising from this report. The operational changes detailed in 5.7 above are being managed within existing budgets, utilising the Performance Management Fund for non-recurrent expenditure.

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

7.1 The Assistant Director of Corporate Governance and legal has been consulted on this report and comments that there are no specific legal implications arising from this report.

8. Equalities and Community Cohesion Comments

8.1 The actions set out in this report are designed to deliver consistently good standards of cleanliness across the whole of Haringey.

9. Head of Procurement Comments

9.1 Not applicable.

10. Policy Implication

10.1 The actions set out in this report are aligned to Council Priority 3 – a clean and safe borough where people are proud to live.

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.