



Haringey Council

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| Report for: | Environment and Community Safety Scrutiny Panel January 2015 | Item Number: | |
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| Title: | Waste and Recycling: Current performance |
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| Report Authorised by: | Stephen McDonnell, Assistant Director Environment Services and Community Safety |
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| Lead Officer: | Tom Hemming, Waste Strategy 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 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 to ensure future recycling targets are achieved and service standards are maintained and improved where necessary.

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 None. The council's waste and recycling services are provided by Veolia following a 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 refuse and dry recycling collection levels are below the current year's contractual ceiling of 90 per 100,000 properties. Performance for missed refuse collections has improved since June/July (when Veolia's HGV drivers were required to complete Certificate of Professional Competence (CPC) driver training and replacement with agency drivers had an impact on service delivery, as previously reported to the Panel) and remains favourable when compared with 2013/14 performance. Missed dry recycling, food and green waste collections have similarly reduced since the summer months. However, it is noted that 14/15 levels compare less favourably to 13/14 performance (Figure 1). This will continue to be closely monitored through the monthly liaison meetings.

5.3 Complaints to Veolia's contact centre generally fell to an all time low during 2013. Having increased through the first half of this year the figures are decreasing and are back to levels at the end of 2013/14 (Figure 2). While the latest figures indicate that the position has been stabilised, refuse and dry recycling collections will continue be closely monitored through the monthly liaison meetings.

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 target for 2014/15 is 37.0%. As can be seen from the latest performance figures, the year to date figure as of November is exceeding this



year's target, approaching 38%. 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 that has been in progress during the last 6 months. This has been accompanied by door-knocking and the distribution of reusable sacks for dry recycling to all estates households. Other activities include continued separation of recycling from street cleansing and the introduction of dual recycling/waste litter bins on high roads.

6. Comments of the Chief Finance Officer and financial implications

6.1 There are no specific financial implications arising from this report.

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 are no specific legal implications.

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



Haringey Council

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.