

**Report for:** Environment and Community Safety Scrutiny Panel, January 2016

**Item number:**

**Title:** Street Cleansing, Waste and Recycling: Current performance

**Report authorised by :** Stephen McDonnell, Assistant Director Environment Services and Community Safety

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**Ward(s) affected:** All

**Report for Key/  
Non Key Decision:** Non Key

## **1. Describe the issue under consideration**

1.1 This report sets out the year-to-date performance of the council's street cleansing, 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 street cleansing, waste collection and recycling services.

2.2 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.

2.3 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. Reasons for decision**

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

## 5. Alternative options considered

5.1 Not applicable. 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.

## 6. Background information

- 6.1 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.
- 6.2 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 three 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 (100 inspections in November) showed litter performance at 3% and detritus at 5% against the 2015/16 P3 corporate target level of litter at 4% and a detritus contractual target of 11%. The litter NI195 scores have been consistently within target for the past 15 months, since October 2014, with the exception of one month, May 2015 which scored 5. Scores for Detritus have been consistently below target since October 2014.
- 6.3 The two other NI195 indicators we monitor are graffiti and fly posting, the results for the last three years are shown in Appendix 1, figures 3 & 4. Performance for graffiti remains consistently good. Performance for fly-posting has been above target on 8 out of 12 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. 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 ongoing, however it is resource intensive and consideration will need to be given to how this work will be prioritised to achieve better long term performance.
- 6.4 Appendix 1, figure 5 shows the volume of street cleansing complaints over the last three years. There was a peak in November 2015, but since then the trend has been reducing to now half the level of November 2015. This data is reported monthly and we will continue to monitor monthly trends and develop plans where necessary to further reduce the incidence of complaints.
- 6.5 Appendix 1, figure 6 shows 12 months of flytip data which shows that flytipping continues to be an issue in the borough. Veolia, the council and other stakeholders are in the process of developing a flytip strategy which will be designed to reduce instances throughout the borough.

- 6.6 Reported missed refuse collection levels are below the current year's contractual ceiling of 85 per 100,000 properties (Appendix 2, figure 1). The level of dry recycling missed collections are close to, but on average within, the contractual ceiling and will be monitored closely going forward. Missed food and green waste collections have broadly followed the pattern of the previous year and will similarly require monitoring through the monthly liaison meetings, especially in the case of food waste which has had higher missed collections in the most recent 2 months when compared to last year.
- 6.8 The recycling out-turn for 2014/15 was 37.2%, 0.2% ahead of the target of 37% for that year. The target for 2015/16 is 38.7%. As can be seen from the latest performance figures (Appendix 2, figure 2), the year to date figure as of November is below target, approaching 37.8%. Performance has been affected by a change in law which has forced recycling processing companies to adopt much stricter sampling regimes, leading to a higher number of rejected loads.
- 6.9 A joint recycling action plan, led by Veolia and supported by council officers is in place which includes specific actions to mitigate the impact referred to above. The plan also includes actions to increase recycling, particularly through communication and engagement on minimising the amount of refuse being put out, food waste and dry recycling on estates, and food waste from kerbside properties.

## **7 Contribution to strategic outcomes**

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

## **8 Statutory Officers comments (Chief Finance Officer (including procurement), Assistant Director of Corporate Governance, Equalities)**

### **Finance and Procurement**

- 8.1 There are no specific financial implications arising from this report.

### **Legal**

- 8.2 There are no specific Legal implications arising from this report.

### **Equality**

- 8.3 There are no specific Equalities implications arising from this report.

## **9 Reasons for Decision**

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

## **10 Use of Appendices**

10.1. The attached appendix sets out the council's latest waste and recycling performance statistics.

Appendix 1 – Street Cleansing Performance

Appendix 2 – Waste and Recycling Performance

## **11 Local Government (Access to Information) Act 1985**

11.1 None.