

Report for: Environment and Community Safety Scrutiny Panel - 26 June 2017

Item number:

Title: Street Cleansing, Waste and Recycling: Current performance

Report authorised by: Stephen McDonnell, Interim Director Commercial & Operations

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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 is the 6 monthly report setting out the year-to-date performance of the council's street cleansing, waste and recycling services and reviewing the outturn for 2016/17. Key current service delivery issues are highlighted as appropriate together with any actions being taken to address 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. The principal purpose of this report is 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.

2.2 Street cleanliness, in particular littering, is always a key area of focus for our residents, traders and visitors to the borough. Performance levels over the year since changing the sweeping regime have been sustained within contractual targets but there remains variability across the borough and we therefore need to continue to closely monitor and develop targeted actions to deal with areas where performance is below standard.

2.3 To this end, I asked officers to provide a programme of 'ward walkabouts' to give all ward councillors the opportunity to meet their local Veolia 'Village Manager' in charge of sweeping for the area and to discuss local needs. This programme has recently concluded and I would welcome any feedback from colleagues to help with our review of the offer going forward.

3. Recommendations

3.1 That the panel consider the contents of this report and comment as necessary on current cleanliness, waste 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 a contract 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.

Street cleanliness

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 Waste Client team. The results for the last 2-3 years are shown in Appendix 1, figures 1 & 2. Contractual strategic performance targets are set as the % of roads surveyed that are not of the required cleanliness, as defined by the National Indicator guidance. Performance should lie within these failure levels (i.e. the lower the % the better the performance).

6.3 The litter NI195 scores have been within target between May 2016 and March 2017. The most recent full set of survey data (December 2016 – March 2017 'tranche' inspections) showed litter performance at 6% on average, up slightly from the previous two tranche periods during the year, which were 5%. The overall 2016/17 annual performance achieved was therefore 5%, exceeding the contractual target of 7%, which was based on achieving London upper quartile performance at the point the contract was let.

6.4 Prior to April 2016 - following sweeping service reductions at the start of January 2016 - to deliver savings from the waste contract (the council moved from twice to once weekly sweeping on 'zone 2 & 3' land uses – i.e. residential roads and some other roads such as industrial) - litter performance declined from January to April 2016 whilst the new cleanings schedules were settling in.

6.5 Scores for Detritus have been consistently within target since April 2014 with the exception of the sweeping schedule changes in January 2016 after which there were 2 months where detritus score were above (worse than) the target. However over the full year 2016/17 detritus scores have been 3%, significantly exceeding the contract target of 11%.

6.6 Following a restructure of the Commercial & Operations business unit in which waste services sit, there is now a dedicated Waste Client team in place of the

Neighbourhood Action Team (with 'street enforcement' becoming part of the newly formed ASB and Enforcement Operation and highways inspections under Traffic Management).

- 6.7 The Waste Client will assume responsibility for monitoring the Veolia contract upon completion of the recruitment and training process. In the interim, Keep Britain Tidy, the national anti-littering organisation, have been appointed to carry out NI 195 monitoring over the next three tranches of monitoring inspections and provide training to new staff.
- 6.8 The first tranche period commenced in mid-June 2017 and results will be reported to the next Panel update.
- 6.9 Appendix 1, figure 3 shows the volume of street cleansing complaints received by Veolia over the last 3 to 4 years. Veolia log and investigate all complaints. Where a 'service failure' is found requiring rectification (eg. a road not swept to the required standard, which needs to be re-swept before the next scheduled sweep) the complaint is recorded as 'completed – justified'. Where no 'service failure' is found (eg. waste has been spilt/bags torn open after the scheduled sweep) Veolia will arrange rectification and record the complaint 'Not completed'. The Client team monitor monthly trends and cross check against the complaints received by the Council, to ensure we maintain an all round picture of customer perception.
- 6.10 In relation to cleanliness standards, a programme of 'ward walkabouts' have recently concluded, in which each ward in the borough has had a scheduled walkabout involving the ward councillors, a council officer and the local Veolia 'Village Manager'. The purpose was to review local priorities and issues, and identify where improvements can be made by Veolia, led by the local Village Manager. Initial review of the programme, suggests that many issues raised are better resolved when supported by this process and the establishment of a relationship between Village Managers and ward members has been mutually valued.
- 6.11 The annual resident satisfaction survey carried out by Veolia into street cleansing, refuse and recycling services took place in Nov-Dec 2016. Satisfaction levels decreased from all time highs recorded in 2015/16 (Appendix 1, figure 4) most notably for street cleansing, but remain higher than in previous years across the three service areas.

Graffiti & fly-posting

- 6.12 The two other NI195 indicators we monitor are graffiti and fly posting, the results for the last 2 years are shown in Appendix 1, figures 5 & 6. Performance for graffiti remains consistently good. Performance for fly-posting has been better than target in the previous 12 months. The historic data reflects that fly posting figures have, before June 2016, included 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 and the impact on the street environment is limited in comparison to larger scale flyposting. Hence from June 2016, a change in approach was agreed in which the small window stickers are not included in NI195 fly posting scores.

Flytipping

- 6.13 Appendix 1, figure 7 shows 12 months of flytip data which shows that flytipping continues to be an issue in the borough. However, since October 2016 there have been less flytips, reducing from around 3000-3500 per month to 2000-2500 per month. This trend will continue to be monitored.
- 6.14 Clearance of flytips has continued to be within the timescales specified by the contract throughout the whole of 16/17 and into 17/18 (6 hours for main roads and town centres and 1 working day for residential and industrial roads).
- 6.15 The council, with Veolia and other stakeholders are implementing a flytipping action plan. This is involving engagement with residents, landlords and traders in hotspot areas and follow-on enforcement, the use of CCTV in selected hotspots to aid enforcement and act as a deterrent, and trialling a community-led poster campaign in Noel Park.
- 6.16 The incidence of fly-tipping across the borough is variable with some areas having much higher levels than others. The bulk of our fly-tipping (over 80%) is residential in origin and destination. Of this a significant proportion comprises black bags and carrier bags. Our approach to fly-tipping is being developed to allow a joined up approach to focus on hotspots and through a combination of education and engagement, design interventions and enforcement resolve such instances permanently.

Missed collections

- 6.17 Average reported missed refuse collection levels are below the current year's contractual ceiling of 80 per 100,000 properties (Appendix 2, figure 1). The level of dry recycling missed collections were above the target level in two months of the year but have been below on average and returned to on-target in April 2017, Performance will continue to be monitored closely going forward. Missed food and green waste collections in 2016/17 broadly followed the pattern of the previous year and will similarly require ongoing monitoring through the monthly liaison meetings.

Recycling

- 6.18 The provisional recycling out-turn for 2016/17 is 36.5% subject to confirmation of all tonnages for the final quarter of the year, due by the end of June from NLWA. This compares to the 2015/16 rate of 37%, and is a shortfall of 3.6% against the contract target of 40.1% for the year. The target for 2017/18 is 41.44%. Provisional tonnage data for 2017/18 year to date indicates a current rate of 36.3% (Appendix 2, figure 2). Performance continues to be significantly affected by a change in law which led to recycling processing companies adopting much stricter sampling regimes, leading to a higher number of rejected loads.
- 6.19 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 from estates, increase food waste collections from kerbside properties and minimise the amount of refuse that is disposed of.
- 6.20 As part of the council's MTFs savings reductions are planned to Veolia's customer education and outreach teams from October. The possible impact of this on recycling and contamination rates will be closely monitored.

6 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.

7 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.

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

Local Government (Access to Information) Act 1985

11.1 None.