

Report for: Environment and Community Safety Scrutiny Panel, January 2018

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. 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 two years since changing the sweeping regime have been largely 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. A programme of proactive monitoring carried out jointly with Veolia seems to have delivered improved performance in respect of detritus. We will look to continue this joint approach from our newly constructed commissioning team working closely with our contractor.

2.3 We have also refreshed our 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 been enhanced by including officers from the commissioning and enforcement teams. This has been welcomed by Members.

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. Contractual strategic performance targets are set as the percentage 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 percentage the better the performance).

6.3 Performance is assessed by random inspections of a representative sample of roads belonging to the range of different land use types in the borough (eg. town centres, main roads, residential roads etc). In 2017/18 the council has employed Keep Britain Tidy, the national anti-littering organisation, to carry out inspections as part of the move to a new commissioning structure and in order to establish an independent assessment of the cleanliness of the borough, following a series of service changes to realise savings from the contract in the past 3 years.

6.4 Three tranches of monitoring inspections are undertaken across the year, each covering a set of wards at a time. Tranche 1 results are reported in this report whilst tranche 2 results are in the process of being reviewed and analysed.

6.5 The tranche 1 street cleanliness monitoring results from 2017/18 - carried out in June 17- (see graph 1 in the appendix) indicated lower performance for cleanliness (10% of inspections failing for litter and 15% failing for detritus) than the previous year (5% fails for litter and 2% for detritus in 2016/17). However, the tranche 1 inspections contained some traditionally more challenging wards. Furthermore these were the first

inspections carried out by Keep Britain Tidy (KBT) who have taken a rigorous view of borderline inspections (there was a high level of B- 'borderline fail' grades, while the number of 'full fails' was similar to what the old in-house monitoring regime tended to produce). Nonetheless there may have been a genuine deterioration in cleanliness, particularly around detritus. Since June Haringey monitoring officers have been carrying out inspections across the borough. Their findings showed an initial fail rate of 13% for litter and 13% for detritus. Again it was a high level of B- borderline fails that were behind the high fail rate.

- 6.6 NI 195 data is triangulated with other data to gain a richer picture of performance. Analysis of the complaints and service request data over the past 12 months does not reflect the lower NI 195 results in 17/18 to date (see graph 2 in the appendix).
- 6.7 The council recruited to its team of monitoring officers in July 2017. Since the tranche 1 NI 195 monitoring was undertaken, these monitoring officers have been directed to focus on day of sweep monitoring around litter and detritus. This has provided clear evidence of the quality of work carried out on the day of service by Veolia operatives. The monitoring has where possible been carried out jointly with Veolia village managers and has been used to improve performance.
- 6.8 Tranche 2 fieldwork for NI 195 was carried out by KBT in November. Results are being analysed and verified with Veolia. Until this has been completed there are caveats to the data. Wards in a specific tranche may not be representative of the borough as a whole, and outlier results may be from atypical land types or land uses that our contractor could not reasonably cleanse. However early indications suggest there has been improved performance in respect of detritus. Further work is needed, in partnership with Veolia to fully understand tranche 2. Officers will continue to focus on day of sweep inspection and joint monitoring where possible with Veolia as this has proved successful in identifying and delivering improved performance to date.

Flytipping

- 1.1 Graph 3 of the appendix 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.
- 1.2 Clearance of flytips has on average continued to be within the timescales specified by the contract - 6 hours for main roads and town centres and 1 working day for residential and industrial roads (see graph 4 of the appendix).
- 1.3 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. Of this a significant proportion comprises black bags and carrier bags. Our hot-spot approach to fly-tipping is being refined. The council, with Veolia and other stakeholders has adopted a holistic approach to fly-tipping. This is involving engagement with residents, landlords and traders in hotspot areas and follow-on enforcement. Education advice and engagement is followed by a visible presence and enforcement. Different communications and engagement with residents are being trialled. Learning to date suggests that the more we are able to tailor communications to a specific area the more successful they are. The most successful areas are championed and owned by residents.

Missed collections

- 1.4 Average reported missed refuse collection levels are below the current year's contractual ceiling of 80 per 100,000 properties (see appendix graph 5). The level of dry recycling missed collections has generally been below this ceiling but has been above target in two months earlier in the year and Veolia has focussed work on bringing this number down. Performance will continue to be monitored closely going forward. Missed food and green waste collections in 2017/18 has broadly followed the pattern of the previous year up to the autumn where we have seen a rise that is likely to be related to the implementation of the charged green waste service and cessation of the old service. This will similarly require ongoing monitoring through the monthly liaison meetings.

Recycling

- 1.5 Tonnage data for 2017/18 year to date shows a current recycling rate of 36.1% (see appendix, graph 6). The target for 2017/18 is 41.44%. 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. The number of loads being rejected has continued to increase.
- 1.6 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 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.

Local Government (Access to Information) Act 1985

11.1 None.