

Feedback from Consultation

Litter Pick Feedback Card

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| Purpose of consultation: | <p>An extra litter pick service was trialled from September 2007 in the five wards in the borough that have been recorded as suffering most from litter. These are:</p> <ul style="list-style-type: none"> ▪ Harringay ▪ Bounds Green ▪ Seven Sisters ▪ St Ann's and ▪ White Hart Lane. <p>As part of the evaluation of the pilot, approximately 18,000 residents were sent a letter explaining the service provided and asking for their views on how we can improve. This information will be used to decide whether to roll out the scheme to a wider area.</p> |
| Methodology: | <p>A letter and freepost feedback card were hand-delivered to 17, 865 households receiving the extra service. They were given 4 weeks to reply.</p> <p>A total of 1,025 feedback cards were returned, representing a 6% response rate.</p> |
| Findings: | <p>About the litter pick service</p> <ul style="list-style-type: none"> ▪ 46% had noticed the litter pickers in their street delivering the extra service. And equal amount (46%) had not. ▪ 50% think their street is now cleaner than it was 6 months ago. 37% saw no difference in the overall cleanliness of their street and 10% didn't know. <p>Suggestions of how to improve cleanliness</p> <ul style="list-style-type: none"> ▪ 43% of respondents are satisfied overall with the cleanliness of the borough, as opposed to 44% who say they are dissatisfied. This compares to 56% who said they were satisfied with street cleaning in the Residents Survey 2007/8, a face to face survey of 1,000 residents.¹ ▪ The main suggestions on what we should do to make the street cleaner are: <ul style="list-style-type: none"> ▪ Tackle dog fouling 8% ▪ Provide more litter bins 8% ▪ Closer monitoring of street cleaners to make sure they are doing their job properly 5% ▪ Issue fines for littering/ fly tipping 5% ▪ Educate local people about litter/ recycling 4% ▪ More frequent street cleaning 4% ▪ Do more to prevent fly tipping 4% ▪ Provide more bins for dog waste 3% ▪ More frequent community clear-ups 3% |

¹ The differing survey methodologies mean that the two surveys cannot be compared. A face to face survey is generally considered to be more reliable feedback than self-completion surveys

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| | <ul style="list-style-type: none"> ▪ Time the weekly sweep to follow bin collections 2% ▪ Issue fines to dog owners who allow dog fouling 2% ▪ More CCTV cameras to catch littering/fly tipping 2% ▪ More regular sweeping of fallen leaves 2% |
| What does this mean for us? | <p>Additional analysis is being carried out to identify the issues by area.</p> <p>The survey results, by area, will be presented to the Executive Member for Environment and Conservation to make a decision about the roll out of the scheme.</p> <p>Suggestions will be passed on to colleagues in Enforcement Services and area based working groups to act upon the suggestions from respondents.</p> |
| How were results communicated ? | Summary of findings on Haringey website |
| For further information, please contact: | Salome Simoes at salome.simoes@haringey.gov.uk |
| Dates of consultation: | 18 January-15 February 2008 |
| Ward/ neighbourhood affected? | Harringay, Bounds Green, Seven Sisters, St Ann's and White Hart Lane |