

## Feedback from Consultation

### Street Cleansing Focus Groups

Purpose of consultation:	To understand customer views on the cleanliness in their local area – what are the key factors affecting perception of cleanliness and what they think we should do about them.
Methodology:	<ul style="list-style-type: none"> <li>▪ 3 focus groups held by area – the east, west and heartlands of the borough.</li> <li>▪ 10 participants were invited to each group 1 week prior to the focus groups. Their contact details were accessed from a telephone list gathered from the 2006 Residents Survey.</li> <li>▪ All were given a reminder telephone call</li> <li>▪ Attendance at the groups by member of staff from Waste Management, to address queries at the end</li> </ul> <p>A total of 14 people attended.</p>
Findings:	<p><b>Group 1 – Crouch End and Muswell Hill</b></p> <p><b>Summary:</b> described as "well looked after", "green and leafy", "pleasant and clean", "sporadically clean" and "pretty"</p> <ul style="list-style-type: none"> <li>▪ Generally happy with the cleanliness of their area. Few complaints of litter (except on high roads) and dumping.</li> </ul> <p>Main complaints are :</p> <p><b>Black bags left out by flats above shops</b></p> <p>Caused by:</p> <ul style="list-style-type: none"> <li>▪ Flats above shops have poor provision for waste collection and don't know about the timing of their rubbish collections. Should be made clear to them</li> </ul> <p>Suggestions:</p> <ul style="list-style-type: none"> <li>▪ Enforcement 'counter-productive'. 'Better to educate people in a nice way'.</li> <li>▪ Polite letter from the bin men. People shouldn't be forced to keep rubbish in their home – the council should provide appropriate facilities</li> </ul> <p><b>Leaves on street</b> – not cleared quickly enough in winter – they can be a hazard. Residents clear them themselves</p> <p><b>Group 2 – Wood Green and Green Lanes</b></p> <p><b>Summary:</b></p> <ul style="list-style-type: none"> <li>▪ Described as "average", "below average", "dumping ground" and "satisfactory"</li> <li>▪ It has improved over past 10 years, but still more to do.</li> </ul> <p>Main complaints are :</p> <p><b>Littering</b></p> <p>Caused by:</p> <ul style="list-style-type: none"> <li>▪ People buying goods from shops and dropping it on residential roads, either pedestrians or from cars.</li> </ul> <p>Suggestion:</p> <ul style="list-style-type: none"> <li>▪ Create specific 'litter-free zones'. Clear signage, zero tolerance, street wardens educating and giving out fines</li> </ul>

- Could be more litter bins, even on residential roads.

### **Dumping:**

Caused by:

- HMOs/ multi-tenanted properties mean turnover of furniture, lack of care for area.
- Students move residences half way through the year, so seasonal increase in dumping.

Suggestions:

- Be more proactive with collections of dumped goods, not just things on the list but things they pass/ see as well. Example of asking Accord to collect other things that are dumped and them saying it is not on the list.

### **Group 3 – Philip Lane, West Green, Bruce Grove**

#### **Summary:**

- Described as “a bit shabby”, “disgraceful because of dumped rubbish”, “mixed, green spaces”
- It has improved over past 10 years, but still more to do.
- Big issue is lack of care and concern about the area/ education/ information

Main complaints are :

#### **Littering**

Caused by:

- All ages. Sweet wrappers, cans of lager. Near food venues
- Lack of bins
- Don't care attitude, lack of respect for the area

Suggestions:

- Dustbins in residential roads
- Education campaign

#### **Dumping**

Caused by:

- People knowing they can get away with it
- Don't want to pay, can't be bothered to arrange collection
- Don't know/ confused about services offered

Suggestions:

- More community clear ups
- Collection should be free. Analyse cost of collection of dumps compared to if the service was free.
- Communicate the service offered
- Confidential hotline to report patterns of dumping. Local people know who/ where it is happening

#### **Lack of education about what is expected**

Caused by:

- Partly people new to the country, partly attitude of those already here

Suggestions:

- Leaflets in own languages
- Keep the area clean, then people will respect it more.

Communications e.g. competitions, to encourage them to take an interest, schools, make concern about litter a positive thing.

What does this mean for us?	<p>We are working with our waste and street cleansing contractor, Enterprise, to address these issues as part of a wider review of the services they provide to us. It is proposed that this will be in place by April 08.</p> <p>The feedback has also been passed to colleagues in Enforcement Services and via the area based working groups, to identify other ways in which the suggestions of the group attendees can be acted upon.</p>
How were results communicated ?	Summary of findings on Haringey website. Letter sent out to participants
For further information, please contact:	Salome Simoes at <a href="mailto:salome.simoes@haringey.gov.uk">salome.simoes@haringey.gov.uk</a>
Dates of consultation:	4-6 September 07
Ward/ neighbourhood affected?	Borough-wide