

APSE Waste Recycling And Streetscene online Advisory Group

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How dealing with the cleansing requirements of a night-time economy has led to the development of Hackney's 'fourth emergency service'!

- Dealing with a growing night-time economy
- How climate change and uncertain weather is being addressed by the service
- The successes and benefits achieved



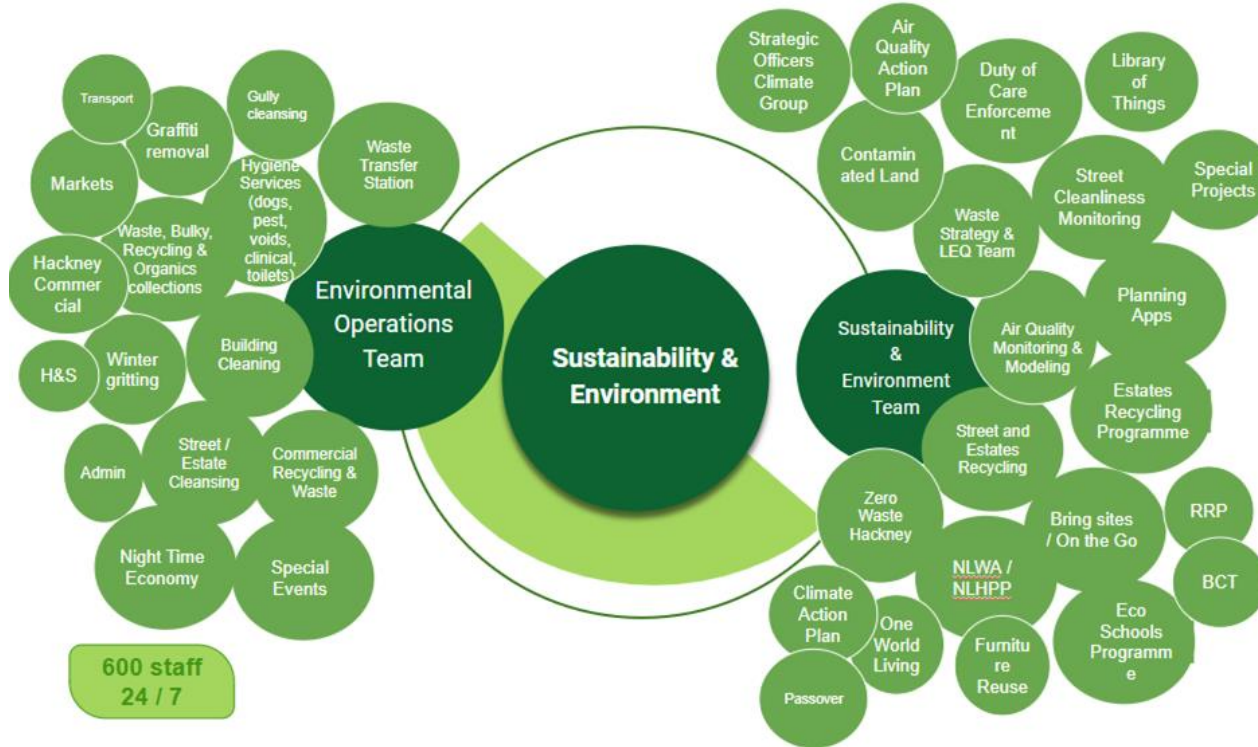
London Borough of Hackney



- Inner London borough
- Area: 19.06 km²
- Population: 259,100 (2021 Census)
- Density: third most densely populated London authority
- Households: 125,346
 - 55.5% Harder to service
 - Rented: 72.7% (HMOs)
- Overall Rank IMD: 22nd Most deprived authority in England
- Age: 55.1% below age of 34
 - c32% aged 20 - 34



What we do



Working for a cleaner borough



Our Service - Mission & Service Promise



The mission of our service is:

- To continually improve and provide financially sound and environmentally sustainable services that are inclusive for all.

Our Service Promises: We will be...

- **Inclusive** ~ Polite and courteous, treating all fairly and with respect
- **Greener** ~ Deliver services that minimise our impact on the environment
- **Innovative** ~ Provide high quality, innovative services that deliver continuous improvements



Hackney's Night Time Economy

- **52% businesses in Hackney operate in the NTE**
- 39% of accommodation and food service business operate most of their activity in NTE and 75% operate to some extent
- 61% Arts, recreation and entertainment conduct some of their activity in NTE
- **57% Retail operate some of their activity in NTE**
- 53% of businesses with less than 19 employees conduct a little activity in NTE compared with 37% of larger businesses
- **Anecdotally, Shoreditch is one of the biggest night time economies in the country attracting lots of visitors from outside the borough**



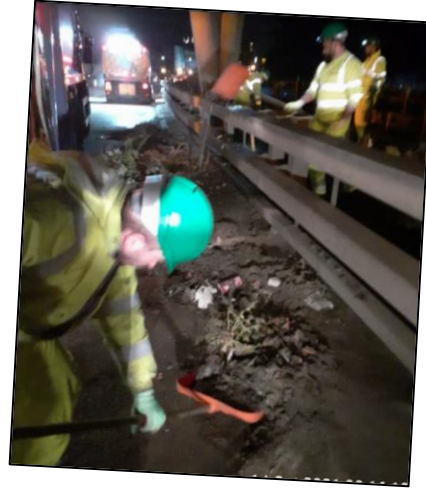
The Team & Resources



- 2001 - originally refuse, recycling, some cleansing in Shoreditch
- Now expanded up A10 and across to Hackney Wick - 38 people
- Afternoon and evening shift
 - 24/7 cover: 2pm-10pm and 10pm-6am
- Afternoon / early evening shift
 - 5 barrow beat sweepers
 - 3 large mechanical brooms with side-hands
 - 2 caged vehicles - street cleansing & fly-tips
 - 1 gully vehicle driver & 1 LGV broom driver
 - 1 Environment Manager
- Night shift
 - 3 large mechanical brooms with side-hands
 - 1 Evening Environment Manager
 - 1 Team Leader & 1 Supervisor split over the two shifts
- Weekend morning
 - 2 LGV mech brooms with side-hands in Shoreditch
 - 3 sweeping teams with 3.5t caged vehicles
 - 1 compact broom (cx201)
 - 1 ASB jet washing team
 - Portable urinal removal team

4th Emergency Service

- Pre-emptive work
 - A12 cleaning
 - Gully cleansing
 - Gritting (snow)
 - Fly-tip removal



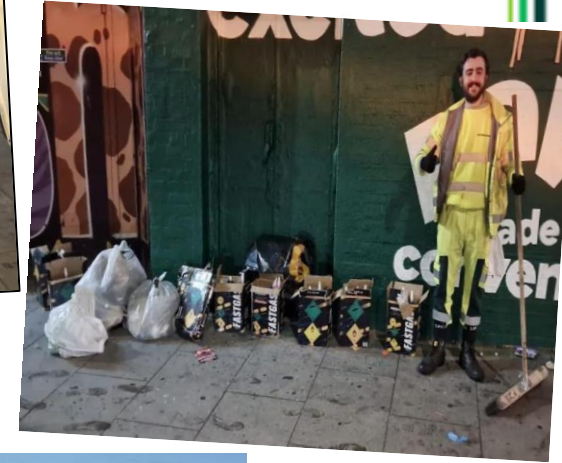
- Ad hoc/ emergency response
 - Wireless / illegal raves
 - Housing issues
 - Dead goats and snakes
 - Paint spills
 - Problem solving - Gibson Gardens



4th Emergency Service

- ASB & Crime

- Clearing vomit, urine, blood and more
- NOX Canisters
- Fly-tipping/ unregulated waste
- Even assisted arrest!



- Eyes and ears for Civil Protection - and our community

- Basement filled with sewage
- Afghan war veteran
- Illegal traders



Responding to the climate crisis

- Extreme Cold

- Insourced Winter Maintenance in October 2020
- Principal & resilience road network - 275 km
- Street cleansing operatives reallocated to gritting
- Target to grit 100% of all priority 1 roads met in 2022/23
- Allows swift response to extreme cold weather like the end of 2022



- Storms and Flash Flooding

- Insourced gully cleansing in 2021
- Improved emergency response times
- Improved the quality of scheduled cleansing



Benefits and successes

- Bringing gully cleansing in-house increased accuracy of 10,000 gully locations, improved cleansing standards, improved access to 2,000 hard to access gullies, improved reporting Alloy reports two year misses, saves £1500 for call outs
- Winter maintenance- drivers available 24/7, available immediately in the borough,
- Allow us to showcase the borough through special events like the half marathon and the Hackney Carnival, whilst minimising the impact on our residents
- Ensure that Hackney remains a popular destination and help the NTE recover and thrive after covid whilst minimising the impact on our residents

Challenges

- Maintaining quality of service provision in challenging financial times
- Looking for funding from other sources, such as the Late Night Levy
- More in-sourced services, more headaches!



Hackney Stars Team of the Year!

Success



Hard to quantify as much goes unnoticed, it's at night, the borough is clean in the morning, and the team just see it as part of their job with a can do attitude!

"This evening two immature boys took a neighbours crate full of glass bottles and chucked them all over the street and road. It is 21.10 pm and I just looked out the window to see one of your workers sweeping all the rest of the glass from the road. I called out and asked if he was sent he said no but he had noticed it and cleaned it up. I'm only sorry I do not have his name to tell you but he is a marvellous employee. Thank you all so much."

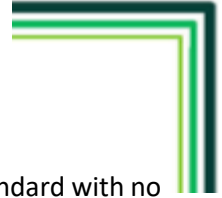
"This is just a huge thank you to the team who unblocked drains on Manor Road Stoke Newington yesterday. I called in an emergency because drains weren't taking the rain water which was to be expected, it was running into gardens and inches away from front doors. The call was immediately answered and speedily sorted out. Hackney managed to sort some of the blocked drains and the one which is always a problem, outside no 30 Manor Road, was done this morning. I am so relieved. The job was done thoroughly and double checked by the team working on it. Thank you Hackney as always."

"Good luck to your teams, I'm full of admiration for the way they get stuck in!"

'...then one of the hackney refuse cleaners without being asked came to our aid and assisted us, what a gentleman, we did go and thank him after the incident, and he was very humble about his actions, I thought that I should drop you an email to highlight how he stepped into help us, when no one else did...'

"Thank you so much to your team for gritting/putting salt on the pavements and roads... We are very appreciative to you. Most of the older neighbours were able to come out and walked to the coffee morning today. Some of them had not been out at all since the snow fell. We are very grateful to you for all your hard work especially when there are financial restraints as well."

Success



We again provided cleansing services for the two **Finsbury Park Festivals**; all streets were cleansed and left to a very acceptable standard with no issues to report, and all staff and on site officers did a fantastic job. Joe Gomez reported that **Dylan Forster** and **Imtiyaz Mulla** did a great job as Team leaders managing this work and the crews, with minimal input from Joe, and so deserve all the credit especially as it was their first time dealing with this event. Dylan added *“I would like to extend my thanks to all involved for their efforts and organisation, the cleansing staff did a fantastic job which is the usual standard for the individuals who were in attendance, and I am pleased with their efforts. A special thanks to Joe and Imtiyaz for their extended support as well.”* Leanne Douglas, Event Coordinator, added, *“I just wanted to say a big thank you to you and your teams for all the hard work and support over the last two weekends in working on the Finsbury Park events. Without a shadow of a doubt the work put in has significantly improved the impact of the events on our residents.”* Darren Attreed wanted to also express his *“Thanks to everyone who worked over both weekends, I did not receive a single complaint and received excellent feedback from the events team and organisers.”*





Thank you!

Questions?

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