

# Streets and Environment Scrutiny Sub-Committee

## Cabinet Members' Question Time

*Presented by Cllr Stuart Collins*

*October 2018*

Delivering for Croydon

**CROYDON**  
[www.croydon.gov.uk](http://www.croydon.gov.uk)

# Background

- A growing population of 363,000 people, London's most populous borough and 2<sup>nd</sup> largest by area
- 24 Wards span the borough, each with their own characteristics creating significant diversity and range of challenges
- 2017/18 recycling rate was 37.91%
- Q1 of 2018/19 which is the most recent data we have, the recycling rate is 45.5%
- Target for 2019/20 is to achieve over 50% recycling rate.

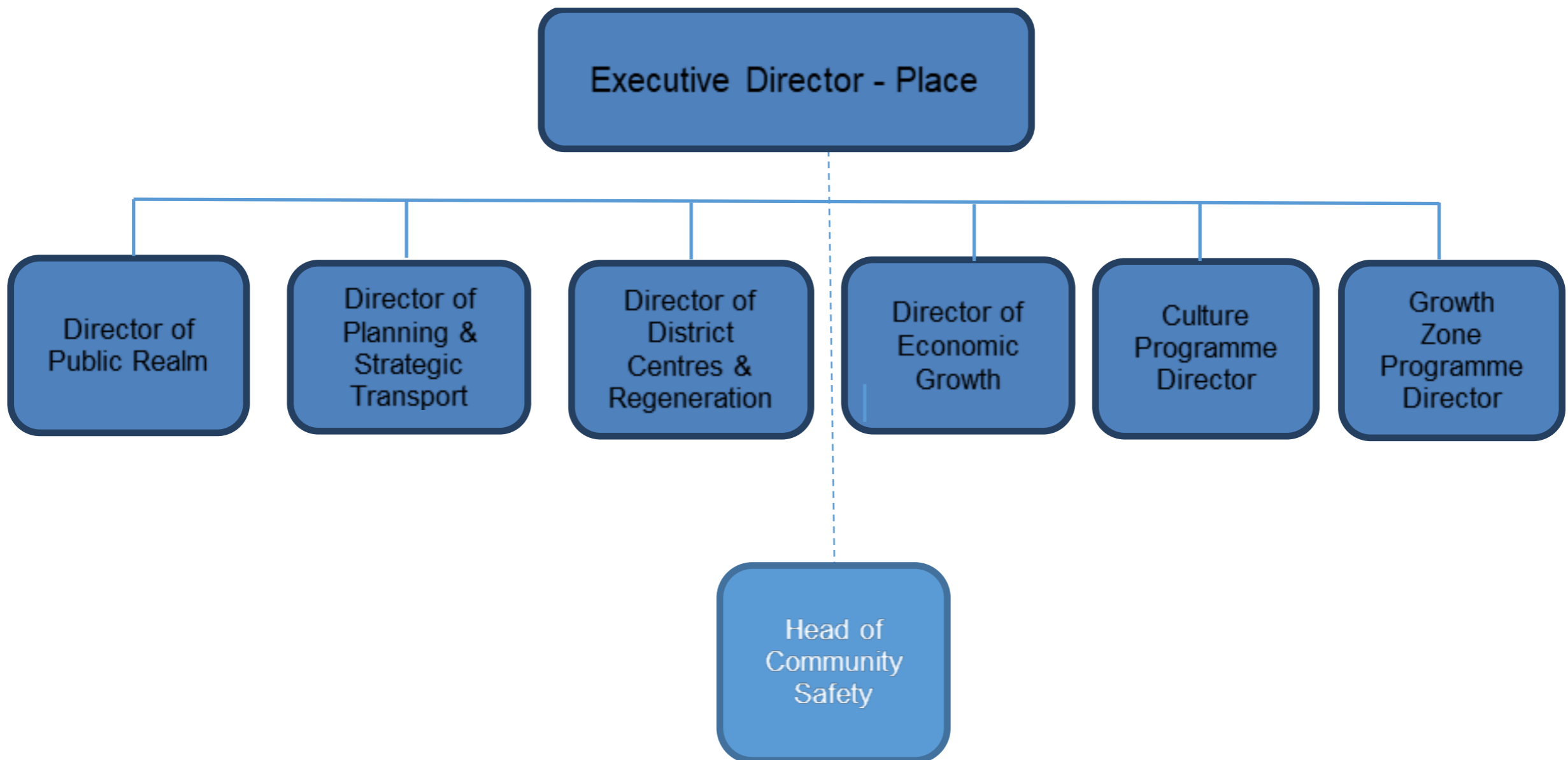
## What is your vision for your portfolio

- Waste is a UK wide issue and we want Croydon to be leading the way in innovation, service delivery and enforcement.
- As part of these efforts, we entered into a new street cleansing and waste collection contract with the South London Waste Partnership in 2018 with street cleansing services commencing in March and waste and recycling collections commencing in September.

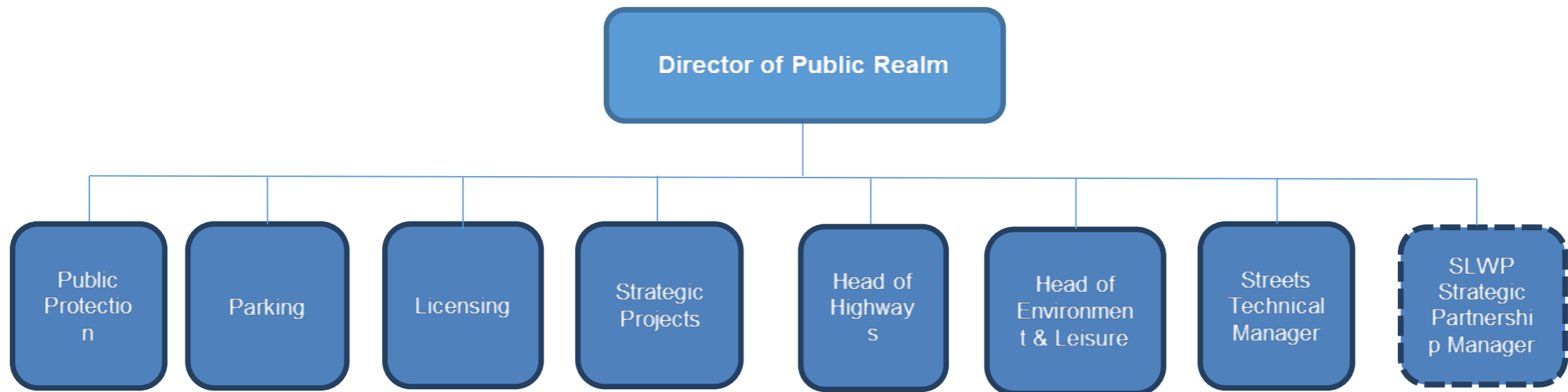
Our aims are to:

- Recycle over 50% of our household waste.
- Work with local businesses to eliminate single use plastics wherever possible.
- Make Croydon one of London's cleanest and greenest boroughs.
- Make Croydon a clean place where people choose to live, work and visit.
- Make Croydon a place that communities are proud of.

## Place Department Restructure



## Director of Public Realm – Steve Iles



# New Waste and Recycling Collection Service

## Aims

- To make Croydon one of London's cleanest, greenest boroughs.
- To increase the recycling rate to over 50%
- To reduce the amount of landfill waste disposed of, thereby realising savings in excess of £10M over the next decade.

## This involved:

- Delivering smaller landfill bins to all kerbside properties.
- Introduction of wheeled bins for recycling to all suitable properties.
- A day change to over 75% of residents in order to ensure resources are concentrated in one geographical area each day.

The rollout of the service has been a major undertaking and based on similar scale changes previously we anticipated at least 12 weeks of considerable disruption. We are now in the 6<sup>th</sup> week of service and the rollout has been much smoother than anticipated.

## Snapshot of the new service

### THE NEW SERVICE IN NUMBERS



Over **200,000**  
new bins



**LESS THAN 1%**  
of collections  
missed in first  
four weeks

#### OUR GOAL

increase our  
recycling rate  
to over **50%**



**715,524**  
completed kerbside  
collections in  
first four weeks



# Bin Rollout - Lessons Learned

## Survey work

- Whilst the initial surveys gave an overview of the areas that weren't suitable for the service, there was not sufficient detail on a property by property basis.
- In order to mitigate this, pilots should have gone out with the bin delivery company, but did not, resulting in some roads being wrongly delivered the bins.
- This was only around 25-30 roads, but it took a long time to rectify due to the difficulty in removing the bins once the wheels were on.

## Waste Services Hotline

The title 'waste services' is somewhat misleading as the hotline was purely for the rollout of the new bins, rather than a place to report missed collections.

- Following assessments, residents were advised whether or not their properties were suitable for the new bins.
- Many residents who disagreed with this assessment continued to phone the hotline to argue with staff, which meant it took longer for others to get through.



## Street Cleansing Standards

- Streets Must be swept to a grade A at time of sweep.
- Streets must be maintained to a grade B at all other times.
- Street cleansing bags removed on day of sweep.
- Any streets falling below these standards must be rectified within 1 working day of notification.
- Fly tips must be removed within 1 working day of notification.
- Introduction of free bulky waste collections.

Residents should use My Account or the DMWC App to report any issues with street cleansing or fly-tipping.



## Strengths

- SLWP contract is saving the council £5M + each year.
- Additional avoided landfill costs of £10M over the next decade.
- New bin system will put Croydon amongst the highest recycling boroughs in London.
- Over 95% of flytips are being removed within 24 hours of notification.
- Over 90% of street cleansing issues are resolved within 24 hours of notification.
- DMWC campaign has achieved prominent publicity at both a national and local level.
- Bringing waste management and enforcement activities under a single Directorship will enable more co-ordinated approach.
- Bringing the GM contact in-house will allow greater flexibility and give the council more control over operations.
- Higher numbers of FPNs being issued than ever before – 1433 since April 16
- More prosecutions than ever before (206 since 2016) including a 6 month jail sentence for one offender and the confiscation of 36 vehicles involved in waste offences, many of which were later crushed.

## Successful Prosecutions

- 9-10 Market Parade Delvarr Ltd PLC.  
Portland Road, South Norwood
- CPN issued to of landowner in  
September 2017 to clear land of waste.
- Failed to comply with notice and  
prosecuted at Magistrates Court. Total  
fines and costs awarded totalled circa  
£10,000.
- Council has since successfully forced  
its sale and owns it as an asset.
- Council will now be selling the property  
and recovering debts estimated to be  
circa £70,000 under Planning powers.



## Successful Prosecutions

- Nathan Jadunath
- Caught flytipping and later issued with a £400 Fixed Penalty Notice
- Failed to pay, avoided turning up to court and so was circulated as wanted.
- Arrested by Police and brought before Croydon Magistrates
- Was ordered to pay a fine and costs of £1,528

## Illegal Encampments – Interim Injunction

- On July 17<sup>th</sup> 2018, The Environmental Enforcement Team were successful in applying for and obtaining a 3 month Interim Injunction covering all Croydon Parks and open spaces, banning Illegal Encampments.
- Since the Injunction has been in place there has been a significant drop in unauthorised encampments and the ones that have set up have all been removed within 24 hours, rather than under the old process of a week or more, with less repeat incursions.
- This has resulted in less time spent on dealing with large encampments, less time Parks have been closed , fewer events cancelled for residents and cleaner parks.
- The Team will go back to The High Court on 17<sup>th</sup> October to apply for a longer Injunction.

## Weaknesses

- Fly tipping remains a national issue and whilst charities such as KBT and Waste Watch do a sterling job, funding is required to run a mainstream national anti-flytipping campaign.
- local authorities are often an end of the line solution to waste management, meaning their role in waste minimisation is limited, however, we will be seeking to be more involved with promoting the concept of 'circular economy' to residents and businesses in future.
- Decisions made through the SLWP can take longer than if made by Croydon alone as they require the agreement of four boroughs.
- Recycling from blocks of flats is not consistent in terms of quality of materials collected and quality of provision of facilities. We plan to undertake a full review in the coming year, with a view to refreshing these facilities.
- Neighbourhood Safety Officers are dealing with more than just Clean and Green issues as the Council's 'eyes and ears' function.

# Opportunities

- The SLWP gives Croydon a prominent platform in terms of lobbying National Government on environmental issues.
- The rollout of the new bin service has provided an opportunity to identify properties who have traditionally always put their bins out on the pavement. We want to stop this practice and are working with Veolia to identify means of removing this practice permanently.
- The SLWP contract has a focus on street cleansing staff being the 'eyes and ears'. They are trained to gather evidence from fly tips and to spot signs of modern slavery, hiding places for knives etc.
- Bringing the GM contract in-house will give Croydon an opportunity to set a specification which brings about improved standards, particularly around grass cutting and litter bin emptying in parks.
- The recruitment of twenty additional enforcement officers to enable more intelligence led approach to tackling fly tips and environment crime with a continued focus on enforcement and prosecutions with twenty.

## Threats/Challenges

- Across the waste industry, tolerances of contaminants in recycling is lower than ever . Croydon is in a better position than most as we separate paper from other recycling, but the rejection of recycling due to contamination remains an issue – especially with flats.
- The new kerbside waste and recycling system is still in it's bedding in period. Whilst so far it has been a success, there is still a risk of significant disruption in the weeks to come.
- Whilst the free bulky waste service is extremely popular, it is very expensive to run which creates a financial pressure on the service area. This service was always intended as a trial to see what effect it would have on fly-tipping. This will be reviewed in future.
- The deadline for bringing the GM service in-house is extremely tight, so there is considerable pressure on the mobilisation process which has very little contingency should delays be experienced.



## Priorities for 2019/20

Croydon to establish itself as a pioneer borough in waste and sustainability by:

- Achieving a 50% + recycling rate.
- Working with residents, staff and businesses to eliminate single use plastics wherever possible in the borough.
- Investigating the introduction of a plastic bottle deposit scheme in Croydon.
- Lobbying Government to back a national campaign on fly-tipping
- Delivering a wholesale review of recycling in flats.
- Delivering an education programme to all primary school children.
- Reducing the number of reported fly tips.
- Bringing the GM contract in-house.

ONE TEAM

PROUD TO SERVE

HONEST AND OPEN

TAKING RESPONSIBILITY

VALUING DIVERSITY

END