



Clean Green Croydon Cabinet Member Bulletin Councillor Stuart Collins October 2018



The third week of the new service rollout saw crews continuing to work additional shifts to return a near 100% rate of scheduled rounds completed.

Veolia continue to have resources in place for crews to be working up until 10pm each day. The extra time has helped crews get to know the new rounds and deal with the additional waste they are having to collect due to new collection timetable. Issues arising during the week have been mainly about access to narrow track roads. Additional challenges have included staff sickness and a vehicle breakdown. Where properties have had to be missed, crews have returned either later the same day or first thing in the morning.

The priority is ensuring the scheduled work is completed each day and Veolia's crews are working extremely hard to make this happen.

Despite the completion of all scheduled work, the number of missed collections being reported by residents remains higher than usual, although lower than was anticipated with a service change on this scale. Many of these missed collections are due to residents being unaware of changes in their day of collection or of changes to their collection cycle. The lack of familiarity with the collection rounds by the crew has also added to this.

The relatively high number of missed collections means that the crews are not always able to return and rectify within one working day although we are doing all we can to collect missed collections as quickly as possible. Eight additional crews worked over the weekend to ensure all missed collections from last week were caught up.

Where can residents go for more information regarding the rollout of the new service?

- The website contains information about the service change, leaflets to download and a comprehensive list of FAQs – www.croydon.gov.uk/recycling

Residents wishing to discuss their individual circumstances further can contact a council officer using:

- a dedicated email - wasteservices@croydon.gov.uk
- a dedicated phone number – 020 8604 7282 (lines open between 9am and 5pm)



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Bin deliveries and collections

Veolia and their subcontractor, Jett, have completed the scheduled deliveries. We continue to receive some reports from residents who don't have their bin(s) and are addressing these issues as they arise. Residents who have got in touch via the waste services hotline or social media to report their missed delivery are being advised to use their existing bin arrangements until their new bins arrive.

Veolia and Jett have also removed the majority of bins from properties that were wrongly delivered the bins (around 30 roads). Many of these streets have already had their bins removed this week, with the remainder to be collected in the coming week. These residents are being notified by letter and have been advised to continue to use the boxes for recycling.

Collection of recycling boxes

The collection of any unwanted recycling boxes will begin from Monday 24 September for two weeks. Residents are advised to leave the emptied boxes in their front gardens ready to be collected - and that this could occur anytime over the fortnight as the collection of boxes is unrelated to waste and recycling collection days. In the meantime, they can also be taken to any of the boroughs three Household Recycling and Reuse Centres.

'Plastic Planet' campaign

We will be promoting WRAP's 'Plastic Planet' public awareness campaign on our Facebook and Instagram pages this week. This will utilise a series of four short (15-second), eye-catching videos created by WRAP, focusing on the effects that plastic waste has on wildlife (sea life in particular) and the environment. The aim of the campaign is to encourage residents to reduce their use of single-use plastics and to recycle as much of their unavoidable plastic waste as possible. The campaign ties in with National Recycling Week which begins on Monday 24 September.

Responding to residents' concerns

Site visits are continuing alongside the new collection service. More than 1000 have taken place and the majority have been found to be suitable for the new service. Residents are being informed of the outcome via email.

The number of queries coming through the telephone hotline and email address has reduced significantly, although it is still very busy. There have not been any reported cases this week where there have been more phone calls than there have been operatives to field them. Many of the queries can be tracked back to the collection day



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changes, so we are continuing to promote the need for residents to check their collection day via My Account.

Residents contacting the council via social media to report they haven't received a new set of bins are being asked to bear with us and continue using their old bins. Their addresses are being obtained via direct messaging and being passed on to the waste services team and Veolia to be logged as properties still in need of deliveries.

Residents having difficulty reporting missed collections are being advised to check their collection dates first as missed collections can only be reported within 2 days of a missed collection and their expected collection date may have changed.

Door-knocking service for converted houses

On Wednesday, the Green Rewards Agency began knocking on the doors to provide bespoke advice to residents living in converted houses.

Over a three to four week period, the Green Rewards agency will knock on the doors of around 5,000 properties, mainly in the North of the borough, to engage with residents and assist them with any queries they may have about the new service. They will use tablets and hard copies of leaflets to remind them about the different bins and various streams of recycling.

Alongside the door-knocking, the team will also be visiting all converted houses in the borough to make sure they have the correct combination of bins and boxes and that they are labelled correctly.