



Clean Green Croydon Cabinet Member Bulletin Councillor Stuart Collins January 2019

Waste Collection

I would like to start my bulletin by wishing all residents of Croydon a very Happy New Year. The last year saw some major changes to the way Croydon collects waste which were put in place to ensure we maximise the amount of recycling and reduce the amount of landfill waste we produce. I'm pleased to report that these changes are already having a positive effect and that we are on track to soon be amongst the top recyclers in London.

The festive period is the busiest time of year in terms of waste and recycling collection, and this year we have seen around 30% more waste being generated by residents. This has put considerable pressure on the collection crews who often have to make 3 trips per day to the recycling centres and waste disposal points. Whilst the crews worked tirelessly to complete their rounds, at times the sheer volume of waste presented meant they were unable to do so. The level of missed collections over the Christmas period has been higher than expected and officers are applying the appropriate contract defaults. Veolia have also received a service improvement notice as a result of these failures. Officers worked with our contractors to ensure all work was caught up as quickly as possible and I'm pleased to report that we are back on schedule, so thanks to everyone for bearing with us through this extremely busy time and sorry for any disruption to your service.

Starting on the 14th January we will be collecting your old Christmas trees over the next two weeks. If you want to take advantage of this service please place your Christmas trees inside the boundary of your property nearest the street on your normal day of refuse (landfill) collection. Please note that this is a service for real trees only and that all decorations will need to be removed from the trees prior to collection.

Whilst we are working hard with our contractors to ensure missed collections are kept to a minimum, I would like to remind all residents that if they do experience a missed collection, then the fastest and most effective way of getting this resolved quickly is to report it online via the My Account section of the Croydon.gov.uk website. In order for our contractor to return and rectify missed collections it is a requirement of the contract that they need to be reported within two days of the scheduled collection. By reporting online this ensures an instruction is generated and sent to our contractor straight away. The contractor then has one working day in which to rectify this. If they do not, then we can impose contractual penalties. Often officers, councillors and MPs receive reports about missed collections and this two day window has already elapsed, meaning we cannot ask the contractor to return prior to the next scheduled collection, so please do ensure you act promptly via the online channels to report missed collections and other issues such as flytips, overflowing litter bins and street cleansing issues.



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Grounds Maintenance Contract

I'm delighted that the grounds maintenance service will be coming back in house in February. This will give the council a greater degree of control and flexibility over the service and ensure that the boroughs 127 parks and green spaces are maintained to a high standard for the enjoyment of all residents. Bringing this service back into the council's control is a major piece of work, but one which I believe will ultimately result in a better standard of service, so I would like to thank the officers who are working hard to ensure a smooth transition and to welcome the employees who will be transferring across to the council from the previous contractor.

Enforcement

I am pleased to inform you that the Council's *Neighbourhood Safety Officers* and the *Environmental Enforcement Team* have been very active and successful in pursuing people who are insistent on making the Croydon's environment unclean and unsafe.

We have in the last six months issued **522** Fixed Penalty Notices [FPN's] for littering and fly tipping], issued **49** Community Protection Notice Warning Letters [CPNW] and prosecuted **11** offenders.

A recent and very successful Multi agency operation, "Operation Kestrel" coordinated by our *Environmental Enforcement Team* delivered the following results.

- 80 vehicle inspections on the Purley Way with one vehicle seized, one stopped from driving away and four served with notices for improvements before they could drive away.
- One abandoned vehicle removed
- 10 Fixed-penalty notices were issued by council officers for various offences
- 2 Community Protection Warning Notices were issued
- 1 fine for breaching a Public Space Protection Order [PSPO]
- 25 sets of graffiti across the town centre removed

The operation saw high-visibility patrols carried out across the entire borough. Our teams worked alongside other Council Departments and External Partner Agencies in order to catch criminals and prevent them from offending. These high-visibility co-ordinated actions are invaluable in raising the profile of the work we do.

As part of the operational focus, vehicles thought to be carrying commercial waste were pulled over and inspected for insurance documents, waste carrying permits and other paper work to ensure they were complying with legal requirements.



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The graphic features a green background with a white diagonal line. At the top left, there are social media icons for Facebook and Twitter with handles /ilovecroydon and @DMWCroydon. Below these is the website address WWW.CROYDON.GOV.UK/DONTMESS. The main text 'HELP US HELP YOU' is written in large, bold, white and yellow letters. Below the text are three white icons: a hand holding a pen, a smartphone, and a telephone handset. At the bottom, there is a green horizontal line.

WWW.CROYDON.GOV.UK/DONTMESS

HELP US HELP YOU

THE MOST EFFECTIVE WAYS FOR YOU TO LET US KNOW ABOUT ANY PROBLEMS WITH ENVIRONMENTAL ISSUES SUCH AS MISSED BINS, FLY-TIPS, GRAFFITI, ETC ARE...

Online 24/7

www.croydon.gov.uk/doitonline/report-it where you can see a full list of everything that you can report online.

Using my account

Use My Account www.croydon.gov.uk/myaccount to check if we know about a problem and, if we don't, you can either report anonymously or set up an account where you can track the progress of your report. Please see My Account for a complete list of services available.

Phone

Our customer contact centre is open Monday to Friday between 9 and 4, and our advisers are on hand to help you. Call 020 8726 6200 for all environmental issues including waste collections, recycling and potholes. Call the fly-tip hotline on: 020 8604 7000 (option 2 for fly-tipping)

Email

Email us on: flytip@croydon.gov.uk

App

Download the free Don't Mess With Croydon smartphone app and you can report issues to us on the go in 3 easy steps.

- Select the category you want to report
- Add a photo
- Confirm the location - and you're done!

Complete list of services available on the app.

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