

Waste Services and Street Cleaning Resident Insight Research

Research Report for



CROYDON
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1. The Research Programme

1.1 Introduction

The South London Waste Partnership (SLWP) consists of the four south London boroughs of Croydon, Kingston, Merton and Sutton. The boroughs work together to provide more cost-effective and environmentally sustainable waste management, street cleaning and other environmental services to one million residents (400,000 households).

The SLWP holds contracts with Veolia to deliver a wide range of environmental services on behalf of the partner boroughs including:

- Recycling and residual waste collections (domestic and commercial)
- Street cleansing
- Household Waste and Recycling Centre (HWRC) management
- Winter maintenance and gritting
- Gully maintenance
- Haulage and processing of recycling
- Recyclate sales
- Resident communication and engagement services

The contracts with Veolia through which the above services are delivered will end in 2025. The partner boroughs have an opportunity to re-commission these important services and are keen to engage and involve residents in a co-design exercise to ensure the specification for the new services reflect local needs and are fit for the future.

SLWP commissioned Enventure Research to deliver a consultation exercise for each of the four London Boroughs. This report details the findings of the consultation with residents in the London Borough of Croydon.

1.2 Methodology overview

A mixed-methodology approach of both quantitative and qualitative methods was used for this consultation:

- An interviewer-led telephone/face-to-face survey with 406 residents of Croydon aged 18 and above, with quotas set to achieve a sample that was representative of the area in terms of age, gender, geographical area, ethnic group and housing type (which also covers the type of waste and recycling service received)
- A self-completion online survey targeted at residents of Croydon, with paper copies available upon request. The online survey was promoted by the Council on its website, social media and in printed communications. The online survey received 2,248 responses
- Two focus groups with a mix of residents broadly reflecting the local population

1.3 Survey methodology and responses

Questionnaire design

A questionnaire was co-designed by Croydon Council, SLWP and Enventure Research and included questions on the following topics:

- Recycling and waste collection services

- Assisted collection service
- Garden waste collection service
- Bulky waste collection service
- Christmas tree collection service
- Street cleaning
- Resolving problems and keeping residents up to date
- The three Household Reuse and Recycling Centres across the borough

The questionnaire used for the online survey contained the full set of questions, and the representative survey delivered via telephone and face-to-face interview had fewer questions to ensure it was a realistic and manageable length for respondents to answer.

For reference, a copy of both questionnaires can be found in the **Appendices**.

Representative survey (telephone and face-to-face)

A representative telephone survey was conducted with residents of Croydon aged 18 and above by a team of telephone interviewers using a CATI methodology (Computer Aided Telephone Interviewing), whereby respondents' answers to questions are directly input into survey software. In addition, some interviews were undertaken face-to-face at various locations across Croydon to ensure hard to reach residents were included, such as those from ethnic minority backgrounds and younger residents.

Interviews took approximately 15 minutes for an interviewer to complete with a respondent. Interviewer shifts took place at different times, on both weekdays and weekends (including at peak times).

Before launching the survey, the questionnaire was tested with a small number of residents who were asked to take part and provide feedback on their experience. This helped ensure that the questionnaire was easy to understand, would elicit useful responses, was of a suitable length and that the questions were asked in a non-biased manner to collect valid and reliable data.

In total, **406 interviews** were completed, with research taking place from 21 February to 21 March 2023.

Quotas for the survey were set on age, gender, ethnic group, geographical area and waste and each of the four recycling service collection types (standard kerbside collections for houses, communal collections for flats, shared wheelie bins for converted flats and HMOs, and bags for flats above shops), to provide a sample that was broadly representative of Croydon residents.

Online and paper survey (open to all Croydon residents)

To provide all residents with the opportunity to take part in the consultation, an online version of the full questionnaire was made available for residents to complete. The online survey was hosted and managed by Enventure Research with the response window open for a six-week period between 13 January and 25 February 2023. The survey was open to people aged 18 and above who lived in the borough.

The online survey was promoted via a wide range of Croydon Council communications channels, including social media, press release and digital residents' newsletters. Posters were also printed and displayed in communal areas of large blocks of flats to encourage participation amongst residents who use the communal collection service (a group which is typically underrepresented in surveys).

Paper copies of the online survey were made available and were distributed to residents upon request by SLWP. Please note that as some respondents who completed paper questionnaires did not answer all questions, base sizes may vary.

The open access survey had more questions than the telephone survey and received **2,248** responses (2,229 via the online survey and 19 completed paper copies).

Survey responses

In total, **2,654 responses** were received to the survey.

Figure 1 – Survey responses by methodology

Methodology	Number
Representative telephone and face-to-face survey	406
Online survey (including paper copies)	2,248
TOTAL	2,654

Interpretation of the findings

Figures

This report contains tables and charts. In some instances, the responses may not add up to 100%. There are several reasons why this might happen:

- The question may have allowed each respondent to give more than one answer
- Only the most common responses may be shown in the table or chart
- Individual percentages are rounded to the nearest whole number so the total may come to 99% or 101%
- A response of less than 0.5% will be shown as 0%

In some cases, response options are not shown in figures if they were not selected by any respondents.

Sampling tolerances

As the representative survey was undertaken by a sample of people who live in the London Borough of Croydon, all results are subject to sampling tolerances. Based on ONS mid-2020 estimates, the population of those aged 18 and above is 284,268, meaning that the 406 representative sample size will provide an accuracy of +/-4.9% at the 95% confidence interval. This means with a result of 50%, we can be 95% sure that if we interviewed all residents then the result would be between 45.1% and 54.9%.

Subgroup analysis

Subgroup analysis has been undertaken to explore the representative survey results by gender, age, ethnicity, disability, geographical area and property/waste collection type of Croydon. This analysis has only been carried out where the sample size is seen to be sufficient. The percentages shown in the subgroup analysis reflect the proportion of the subgroup who answered the question and gave a particular response.

Differences that are statistically significant according to the z-test at the 95% confidence level have been highlighted in this report. The z-test is a commonly used statistical test used to highlight whether differences in results are 'significant'. By this we mean that we can say with

95% confidence that we would see a difference if all residents within a specific subgroup had answered the question.

Other responses

For some questions, respondents were able to select 'other' and provide a free-text response. Where 15 or more 'other' responses have been received, a summary has been provided within the commentary to highlight the most common response themes.

Response scales

Some survey questions allowed respondents to answer questions using Likert scales, such as satisfaction rating scales. As differences between responses within these scales are often subjective, for example, the difference between those who answered 'very satisfied' and 'quite satisfied', these response options have been combined to create total responses and it is these combined figures that have been used in the analysis and commentary.

Terminology

Throughout this report, those who took part in the representative survey are referred to as 'representative respondents', whilst those who completed the online version of the survey are referred to as 'online respondents'.

1.4 Focus group methodology

Two online focus groups with Croydon residents were moderated by Enventure Research: one with residents residing in houses and one with residents residing in flats. Participants were recruited to the groups to be broadly representative of the borough in terms of age, gender, ethnicity and disability.

Focus group participants were recruited from the telephone and online surveys, where respondents were asked if they would like to participate in further research on the same topic as the survey. In total, 14 residents were recruited and ten participants attended the focus groups.

Focus groups lasted for 75 minutes and moderators followed a discussion guide designed by Enventure Research, Croydon Council and the SLWP. The guide followed the same topic areas as the survey to explore them in greater depth and used some of the survey results to facilitate discussion. The discussion guide can be found in the **Appendices**.

2. Research Findings

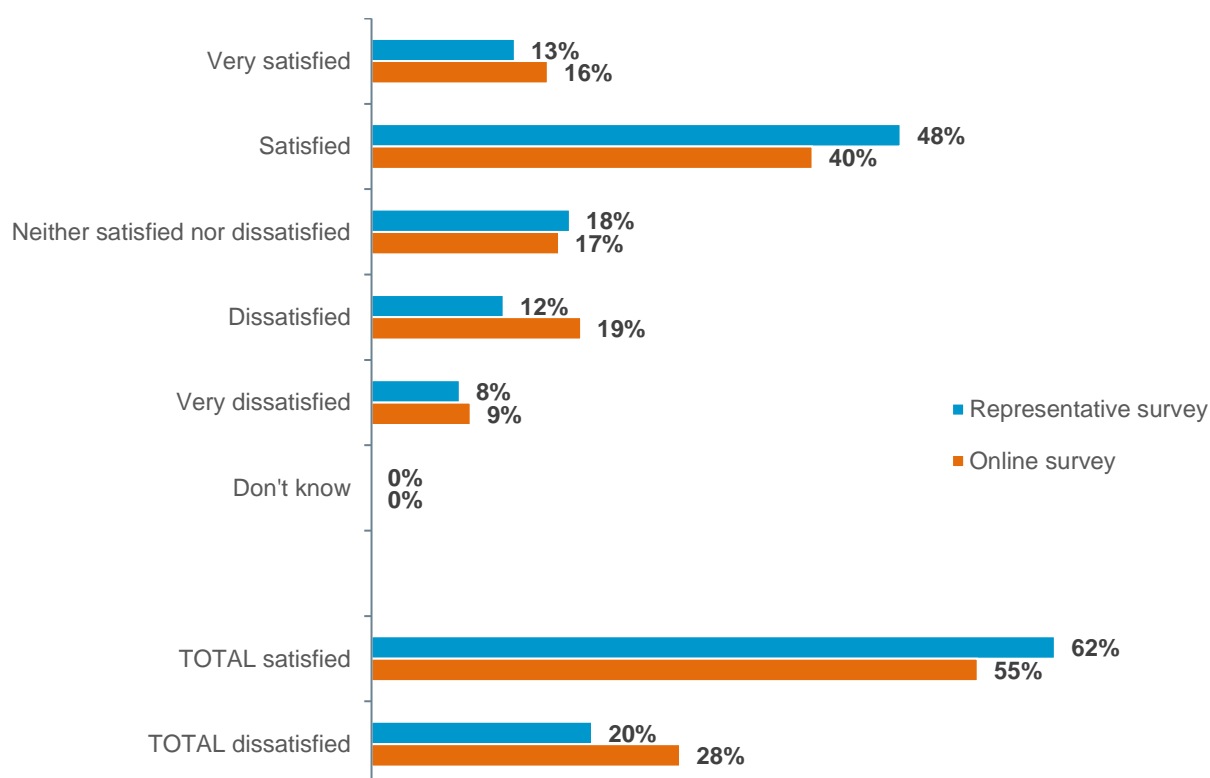
2.1 Recycling and waste collection services

Satisfaction with the recycling and waste collection services

Respondents were first asked how satisfied or dissatisfied they were with the recycling and waste collection service provided by the council. Six in ten representative respondents (62%) and over half of online respondents (55%) said they were satisfied overall. Overall, dissatisfaction was higher amongst online respondents (28%) than representative respondents (20%).

Figure 2 – (Q4) How satisfied or dissatisfied are you with the recycling and waste collection service provided by the council?

Base: All respondents – representative (406); online (2,248)



Subgroup analysis of the representative survey

Subgroups more likely to say they were **satisfied** with the recycling and waste collection service provided by the council (62% overall) include:

- Those living in a house (71%) vs those living in a house converted to flats (54%) and purpose built flats (49%)
- Those aged 55+ (73%) vs those aged 35-54 (56%)

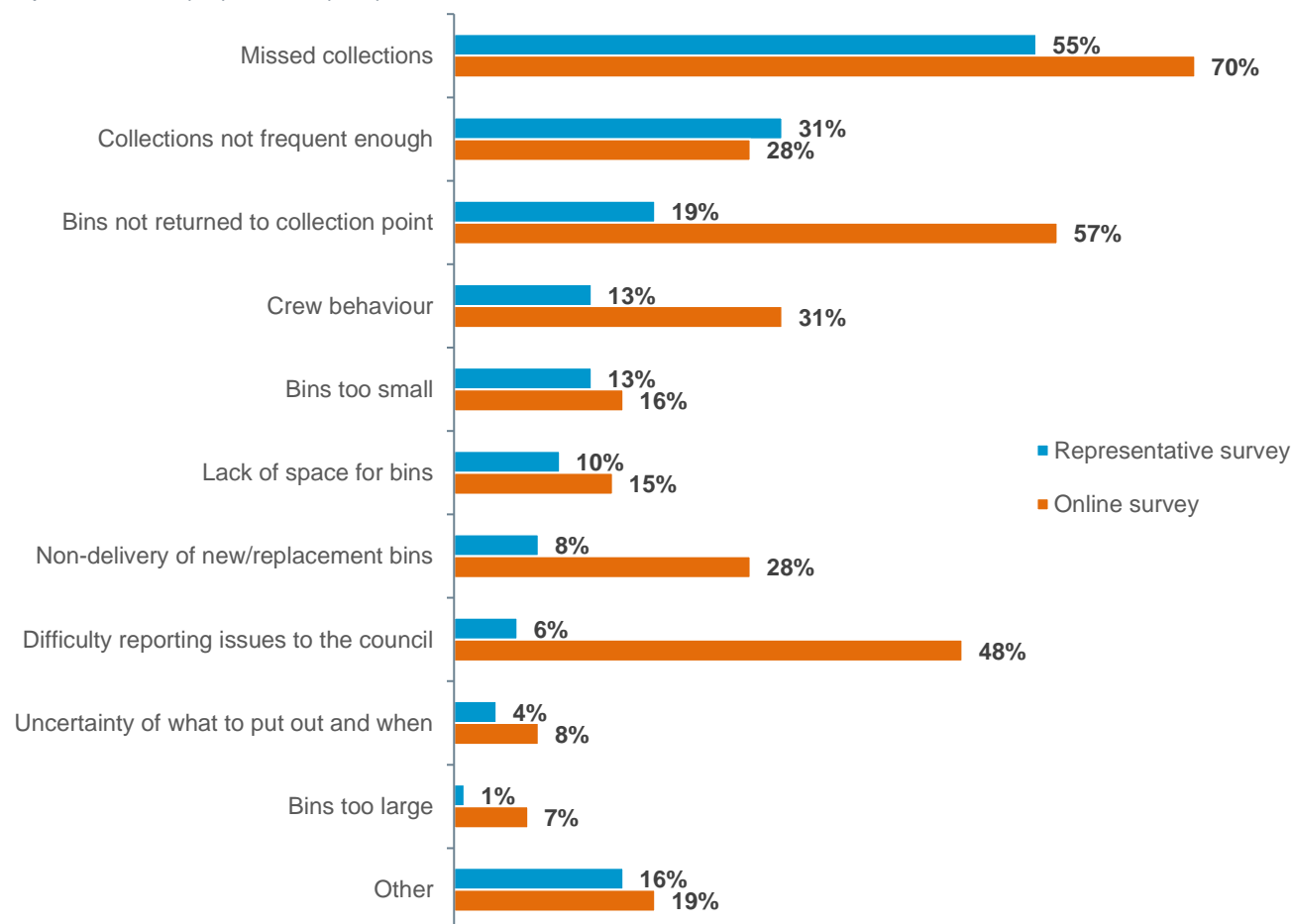
Subgroups more likely to say they were **dissatisfied** with the recycling and waste collection service provided by the council (20% overall) include:

- Those living in purpose built flats (30%) vs those living in a house (15%)
- Those who have a disability (32%) vs those who do not (18%)

Those who indicated that they were dissatisfied with the recycling and waste collection service were then asked why this was. The most common response across both surveys was *missed collections* (55% representative, 70% online). Online respondents were more likely than representative respondents to select *bins not returned to collection point* (57% compared with 19%), *crew behaviour* (31% compared with 13%), *non-delivery of new/replacement bins* (28% compared with 8%) and *difficulty reporting issues to the council* (48% compared with 6%).

Figure 3 – (Q5) Why have you said you are ‘dissatisfied’ or ‘very dissatisfied’ with the recycling and waste collection service?

Base: Those who said they were dissatisfied with the recycling and waste collection service – representative (80); online (620)



Subgroup analysis of the representative survey

There were no statistically significant differences between subgroups.

‘Other’ responses

The following points are the main ‘other’ comments:

- Bins damaged/roughly treated by crew
- Bins not returned correctly/left haphazardly
- Messy collections/litter in street
- Missed/late collections

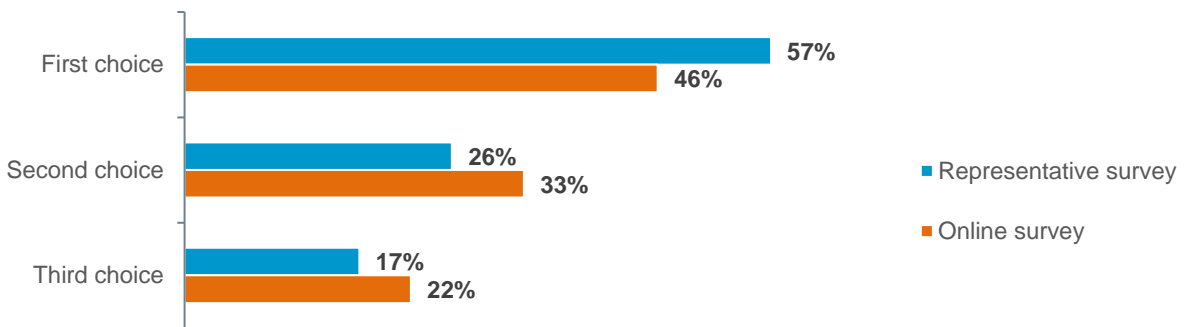
Resident priorities

Respondents were provided with a list of three characteristics and were asked to rank them in terms of what matters most to them regarding their waste and recycling collection service in the future. This list included environmental benefits, convenience or ease of use, and affordability. Representative respondents were most likely to rank *environmental benefits* as their first choice (57%), whilst equal proportions of online respondents selected *environmental benefits* and *convenience or ease of use* as their first choice (both at 46%). *Affordability* was least likely to be ranked as first choice across both surveys (11% representative, 9% online) and instead was most likely to be ranked as third choice (48% representative, 55% online).

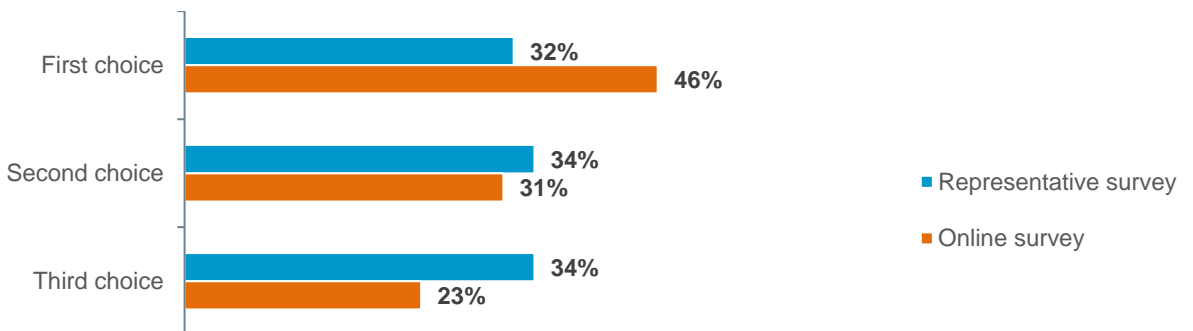
Figure 4 – (Q6) When you think about your recycling and waste collection service in the future, what matters most? (Please rank from 1 to 3, where 1 is the highest priority and 3 is the lowest priority)

Base: All respondents – representative (406); online (2,236)

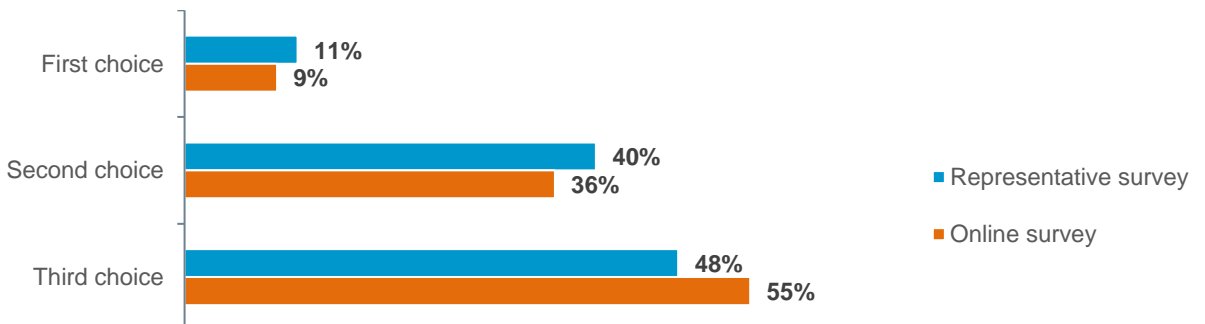
Environmental benefits (carbon reduction, waste minimisation, recycling)



Convenience or ease of use (simplicity of service)



Affordability (to help make sure money is available to fund other council services)



Subgroup analysis of the representative survey

Subgroups more likely to rank **environmental benefits** as their first choice (57% overall) include:

- Croydon Central residents (65%) vs Croydon South residents (51%)
- Female respondents (62%) vs male respondents (49%)

Subgroups more likely to rank **convenience or ease of use** as their first choice (32% overall) include:

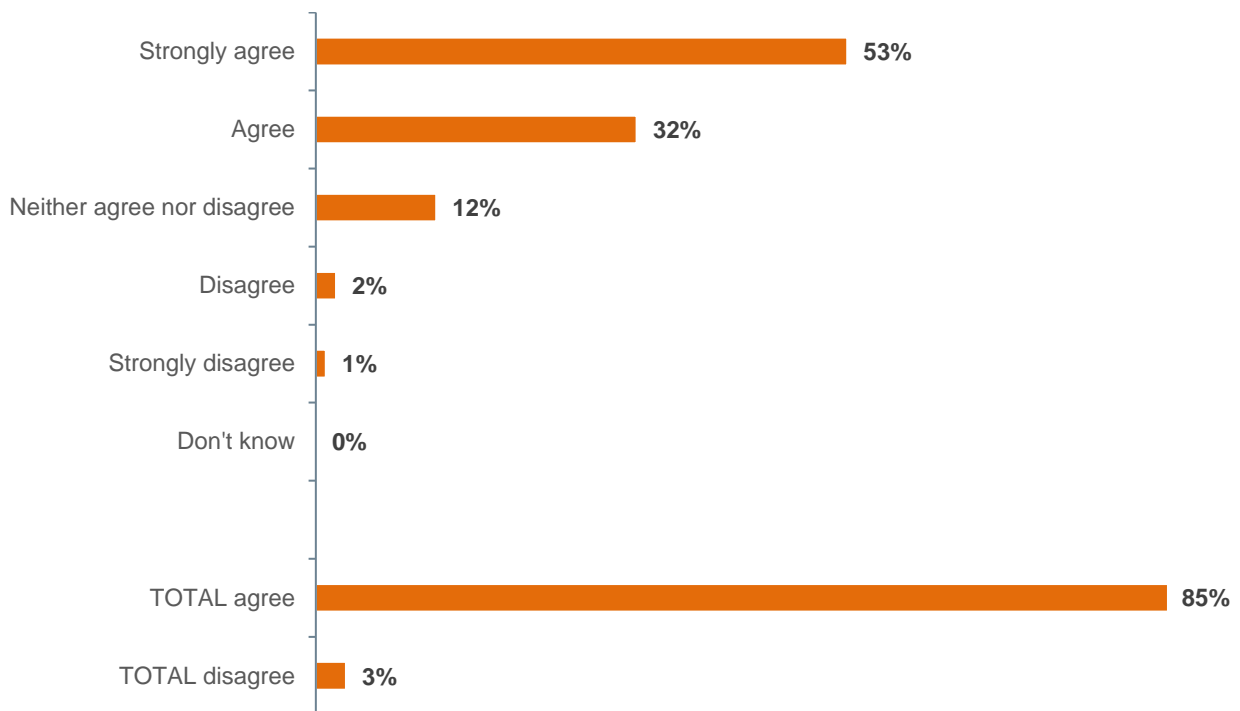
- Those living in a house (38%) vs those living in a house converted to flats (21%)
- Croydon North residents (40%) vs Croydon Central residents (22%)

Encouraging more recycling

Online respondents were asked to what extent they agreed or disagreed that more needs to be done in the future to recycle more and waste less in Croydon. Over eight in ten agreed overall (85%), whilst much smaller proportions said they *neither agreed nor disagreed* (12%) or disagreed overall (3%).

Figure 5 – (Q7) To what extent do you agree or disagree that more needs to be done in the future to recycle more and waste less in the London Borough of Croydon?

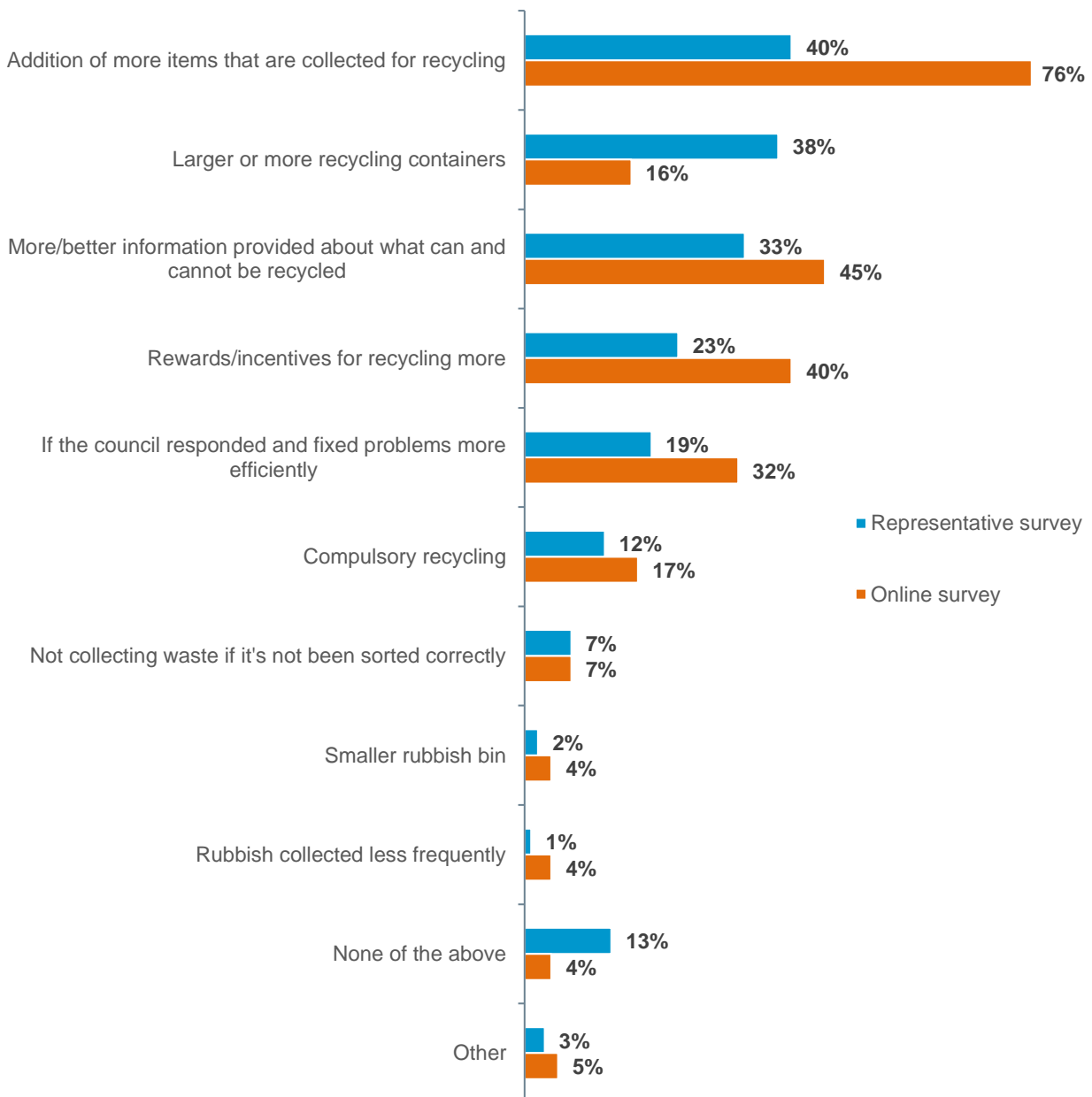
Base: All respondents – online (2,248)



Respondents were asked which changes would encourage them and their household to recycle more in the future from a list. The most common response across both surveys was *addition of more items that are collected for recycling* (40% representative, 76% online). A larger proportion of representative respondents felt that having *larger or more recycling containers* would encourage them to recycle more (38%) than online respondents (16%). Online respondents, on the other hand, were more likely to select *more/better information provided about what can and cannot be recycled* (45%), *rewards/incentives for recycling more* (40%) and *if the council responded and fixed problems more efficiently* (32%) than representative respondents (33%, 23% and 19% respectively).

Figure 6 – (Q8) Which of the following changes would encourage you and those in your household to recycle more in the future?

Base: All respondents – representative (406); online (2,244)



Subgroup analysis of the representative survey

Those living in a house were more likely to select **addition of more items that are collected for recycling** (46%) when compared with those living in purpose built flats (32%).

Those living in **purpose built flats** were more likely to select the following:

- Larger or more recycling containers (49%) vs those living in a house (33%) and those living in a house converted to flats (33%)
- If the council responded and fixed problems more efficiently (24%) vs those living in a house converted to flats (11%)

Subgroups more likely to select **none of the above** (13% overall) include:

- Croydon South residents (20%) vs Croydon North residents (10%)
- Those aged 55+ (20%) vs those aged 18-34 (5%)

'Other' responses

The following points are the main 'other' comments:

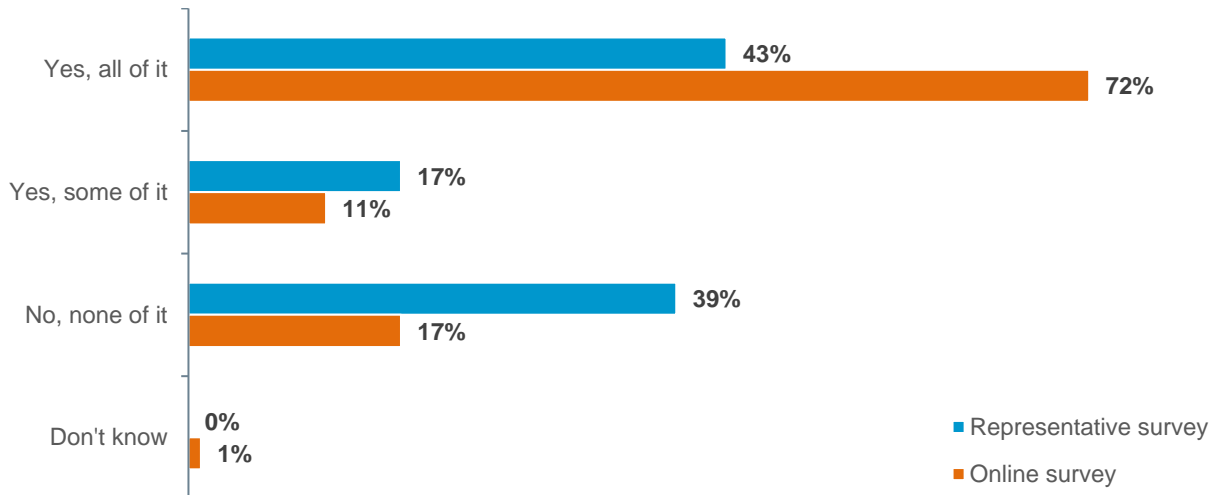
- Mixed recycling/one bin for all recycling
- More frequent collections
- No missed collections/collect on time

Food waste recycling

Online respondents were more likely to say they recycle *all* of their food waste (72%) than representative respondents (43%). Conversely, representative respondents were more likely to say they recycle *some* of their food waste (17%) or *none of it* (39%) than online respondents (11% and 17% respectively).

Figure 7 – (Q9) Do you currently recycle your food waste?

Base: All respondents – representative (406); online (2,248)



Subgroup analysis of the representative survey

Subgroups more likely to say they **recycle all of their food waste** (43% overall) include:

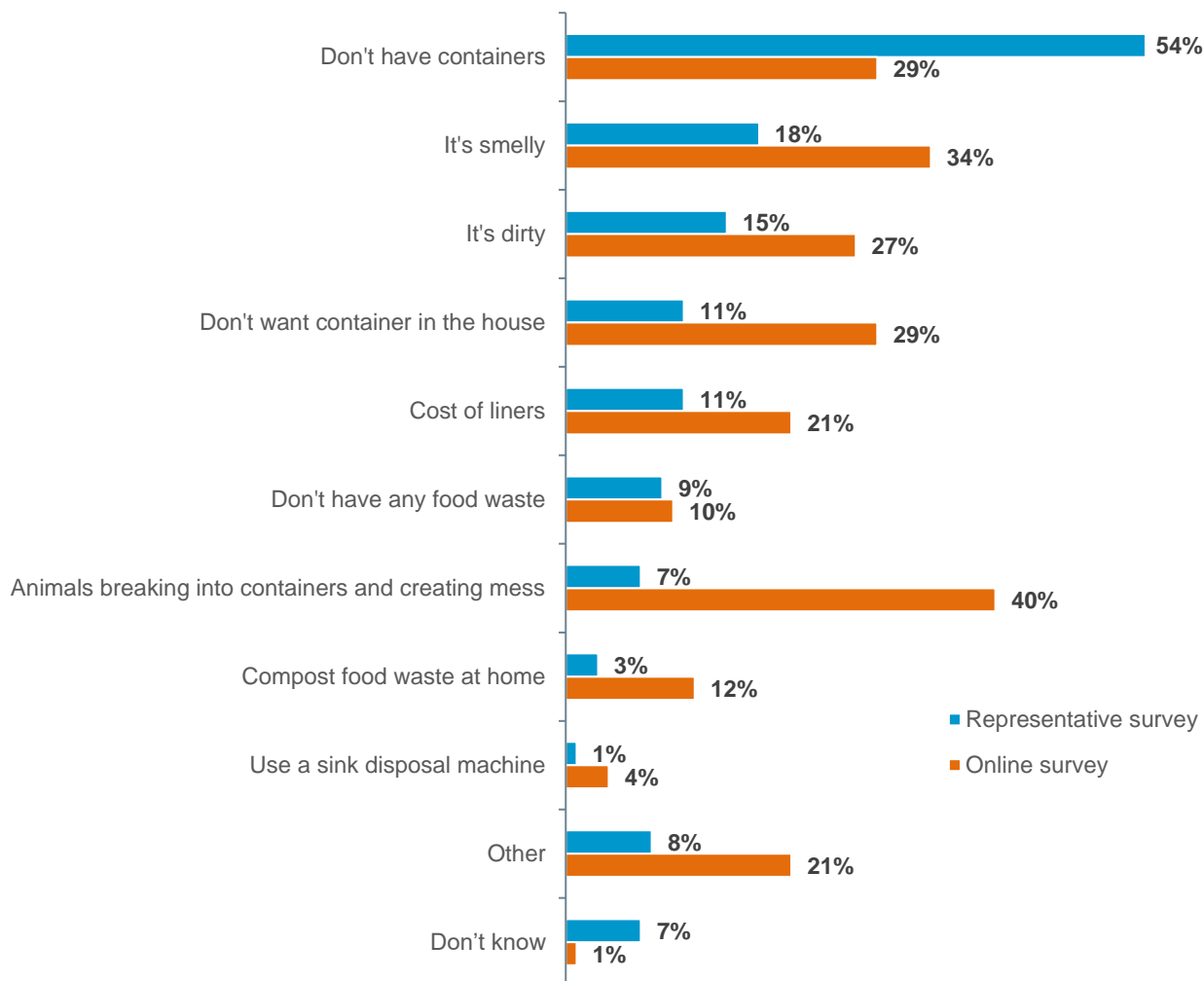
- Those living in a house (58%) vs those living in a house converted to flats (32%) and purpose built flats (25%)
- Croydon South residents (52%) vs Croydon Central residents (36%)
- Those aged 55+ (57%) vs those aged 18-54 (38%)

Those living in a house converted to flats and purpose built flats were more likely to say they **recycle none of their food waste** (47% and 62% respectively) when compared with those living in a house (23%).

Those who indicated that they do not recycle any of their food waste were asked why this was. Over half of representative respondents said this was because they *don't have containers* (54%), whilst the most common response amongst online respondents was that *animals break into containers and create mess* (40%). Other common responses include the perception that food waste recycling is *smelly* (18% representative, 34% online), *dirty* (15% representative, 27% online) or that respondents *don't want containers in the house* (11% representative, 29% online).

Figure 8 – (Q10) What stops you from recycling your food waste?

Base: Those who do not recycle any of their food waste – representative (158); online (373)



Subgroup analysis of the representative survey

Subgroups more likely to say they **don't have containers** (54% overall) include:

- Those living in purpose built flats (63%) vs those living in a house (40%)
- Those from ethnic minority backgrounds (65%) vs those of White ethnicity (46%)

'Other' responses

The following points are the main 'other' comments:

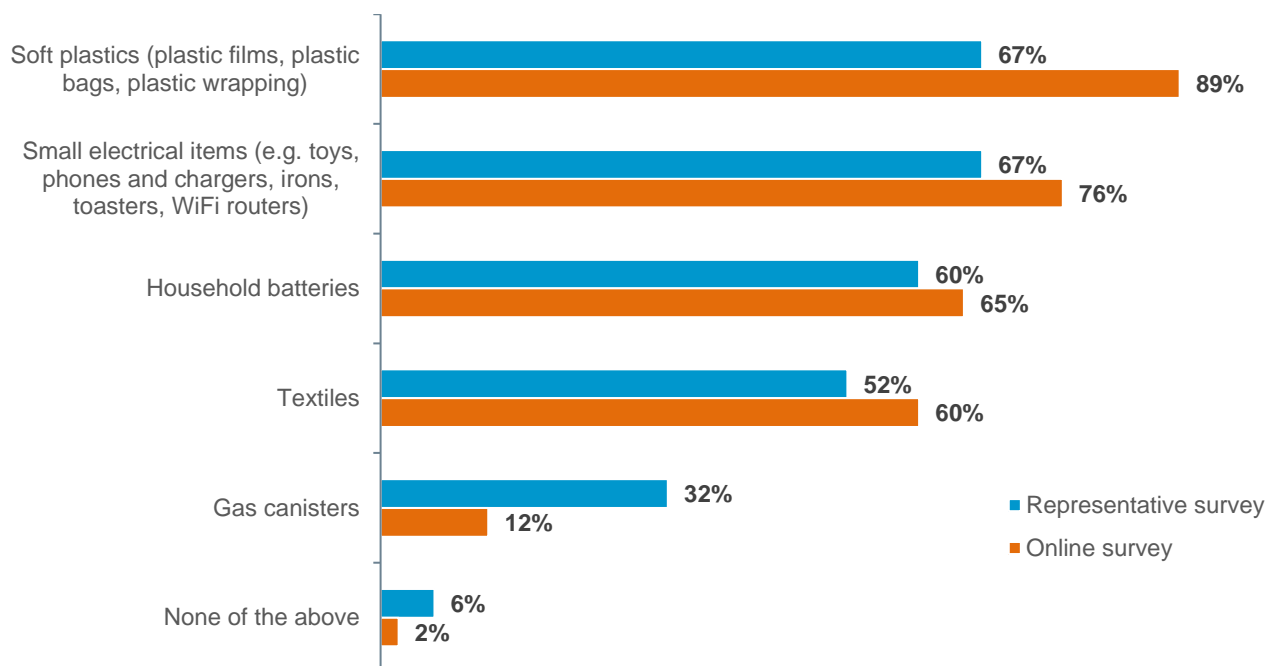
- Attracts foxes/vermin/insects
- Not emptied/missed collections
- No facilities available/service not offered

Recycling in the future

Respondents were provided with a list of items and asked to identify any that they would like to be able to recycle from home in the future. Across both surveys, the most common responses were *soft plastics* (67% representative, 89% online) and *small electrical items* (67% representative, 76% online). A similar proportion of respondents across both surveys said they would like to recycle *household batteries* from home (60% representative, 65% online). Half of representative respondents (52%) and 60% of online respondents said they would like to recycle *textiles* from home. A third of representative respondents said they would like to be able to recycle *gas canisters* from home (32%), whilst only 12% of online respondents said the same.

Figure 9 – (Q11) Which of these items would you like to be able to recycle from home in the future?

Base: All respondents – representative (406); online (2,246)



Subgroup analysis of the representative survey

Those living in a house converted to flats were more likely to select **soft plastics** (79%) when compared with those living in a house (63%).

Those aged 35-54 were more likely to select **small electrical items** (73%) when compared with those aged 18-34 (59%).

Subgroups more likely to select **household batteries** (60% overall) include:

- Those living in purpose built flats (69%) vs those living in a house (56%)
- Those aged 35-54 (70%) vs those aged 18-34 (49%) and 55+ (58%)

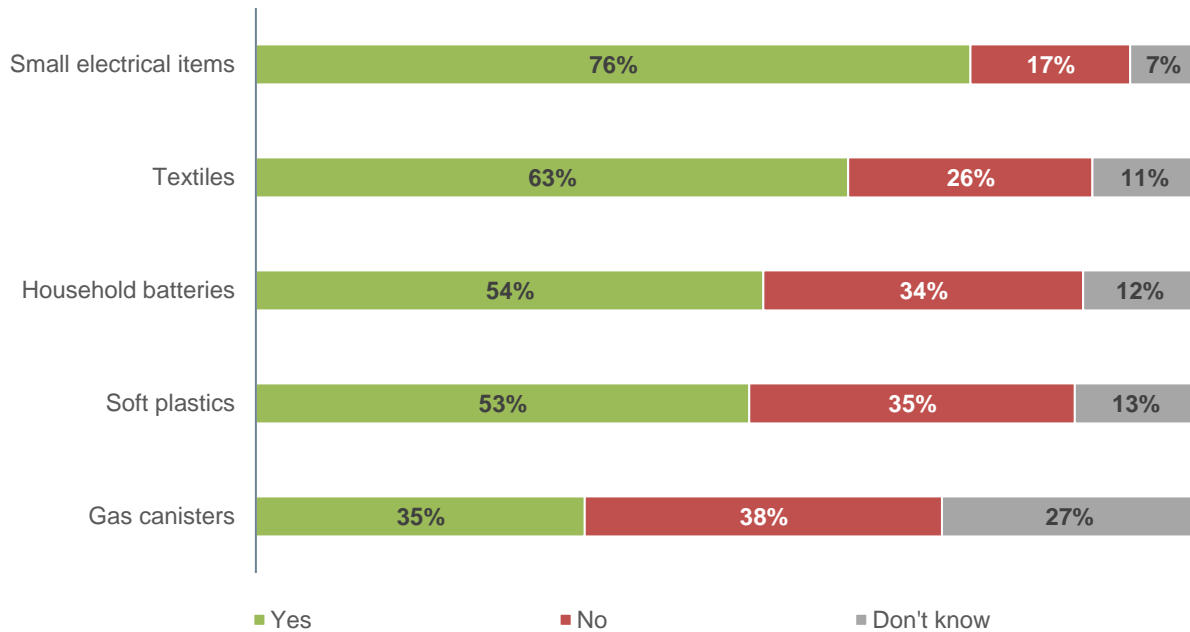
Subgroups more likely to select **gas canisters** (32% overall) include:

- Those living in a house converted to flats (47%) vs those living in a house (27%)
- Croydon Central residents (34%) vs Croydon North residents (20%)
- Those aged 35-54 (41%) vs those aged 18-34 (28%) and 55+ (24%)

Online respondents were then asked whether they would use a free bookable collection service for these items if it was not possible to include them in their standard collection service. Three quarters of online respondents said they would use a free bookable collection service for *small electrical items* (76%), followed by almost two thirds who said they would use it for *textiles* (63%). Over half of online respondents said they would also use it for *household batteries* (54%) and *soft plastics* (53%). Opinion was relatively split regarding *gas canisters*, as similar proportions of online respondents said they would (35%) or would not use the service (38%).

Figure 10 – (Q12) If it is not possible to include these items in your standard recycling collection service, would you use a free bookable collection service (via an online form) for these items?

Base: All respondents – online (2,239)

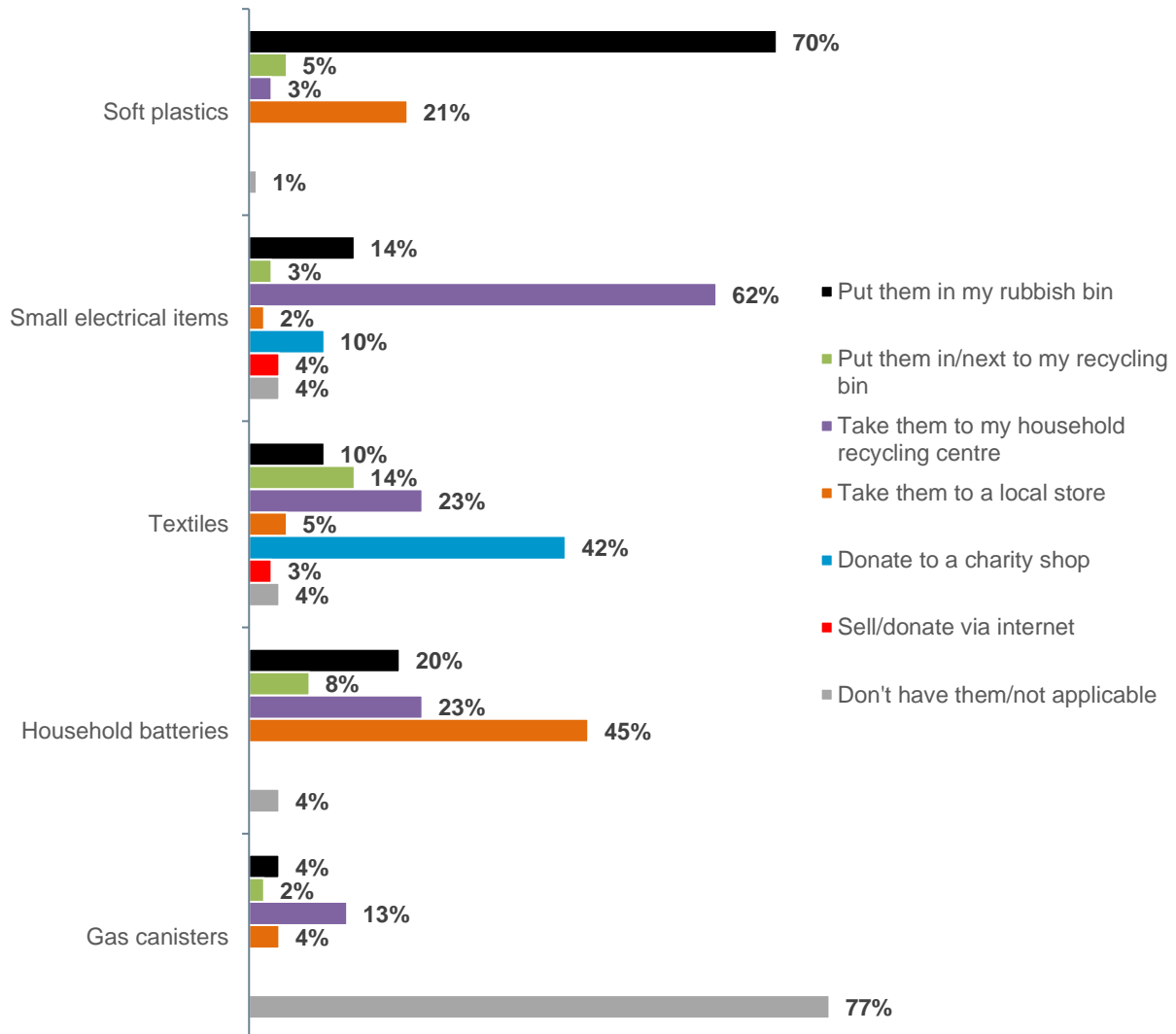


Disposing of items

Online respondents were asked what they did with a range of items, such as soft plastics, small electrical items, textiles, household batteries, and gas canisters. Online respondents were most likely to say that they put *soft plastics* in their rubbish bin (70%), take *small electrical items* to their household recycling centre (62%), donate *textiles* to a charity shop (42%), take *household batteries* to a local store (45%), and that they do not have any *gas canisters* to dispose of (77%).

Figure 11 – (Q13) What do you currently do with the following items?

Base: All respondents – online (2,245)

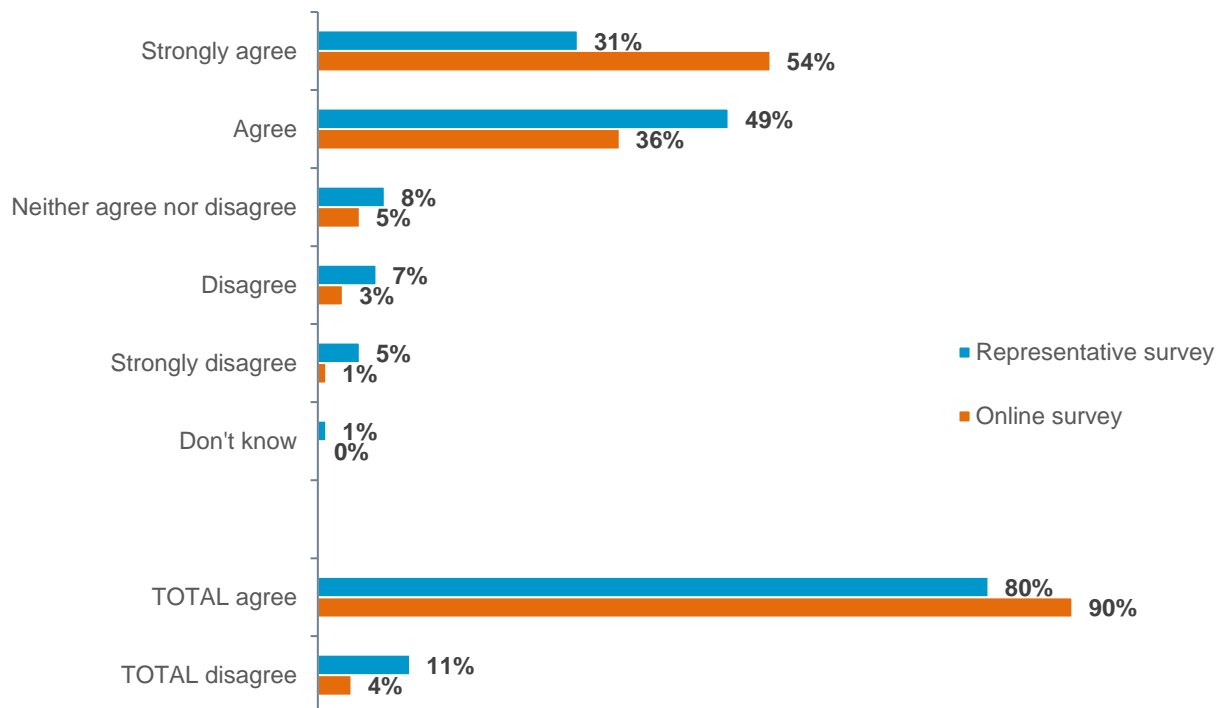


Perceptions of the council’s recycling and waste services

Respondents were asked to what extent they agreed or disagreed with a series of statements about their waste and recycling collection services. Of all the statements asked about, respondents across both surveys were most likely to agree overall that they recycle everything they can using the council’s collection service (80% representative, 90% online). By contrast, only very small proportions disagreed with this statement overall (11% representative, 4% online).

Figure 12 – (Q14a) To what extent do you agree or disagree with the following statements? I recycle everything I can using my council’s collection service

Base: All respondents – representative (406); online (2,248)



Subgroup analysis of the representative survey

Subgroups more likely to **agree** that they recycle everything they can using the council’s collection service (80% overall) include:

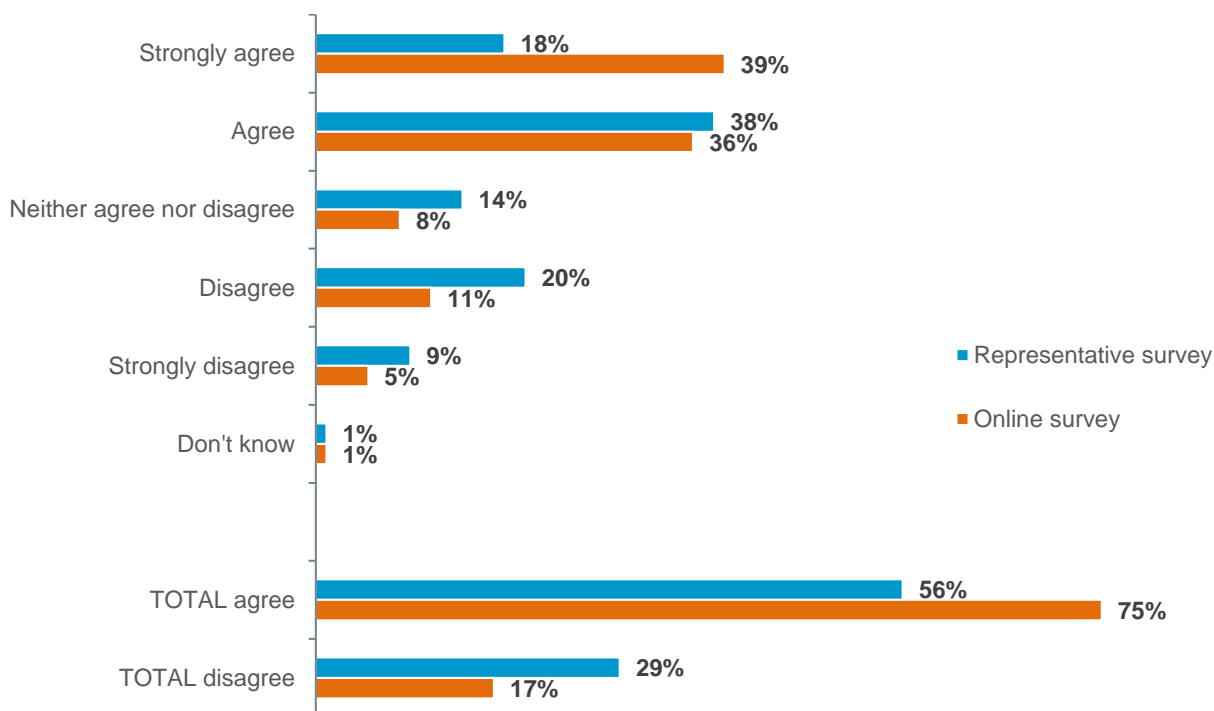
- Those living in a house (94%) vs those living in a house converted to flats (67%) and purpose built flats (64%)
- Croydon North residents (87%) vs Croydon Central residents (75%)
- Those aged 55+ (88%) vs those aged 18-54 (76%)

Those living in a house converted to flats and purpose built flats were more likely to **disagree** that they recycle everything they can using the council’s collection service (15% and 24% respectively) when compared with those living in a house (2%).

The majority of respondents across both surveys agreed overall that they have enough space in their recycling bins and boxes to recycle all the items they want to (56% representative, 75% online). Representative respondents were more likely to disagree with this statement overall (29%) than online respondents (17%).

Figure 13 – (Q14b) To what extent do you agree or disagree with the following statements? I have enough space in my recycling bins/boxes to recycle all items I want to

Base: All respondents – representative (406); online (2,248)



Subgroup analysis of the representative survey

Subgroups more likely to **agree** that they have enough space in their recycling bins/boxes to recycle all the items they want to (56% overall) include:

- Those living in a house (72%) vs those living in a house converted to flats (43%) and purpose built flats (37%)
- Croydon South (66%) and Croydon North residents (66%) vs Croydon Central residents (49%)
- Those aged 55+ (73%) vs those aged 18-54 (50%)

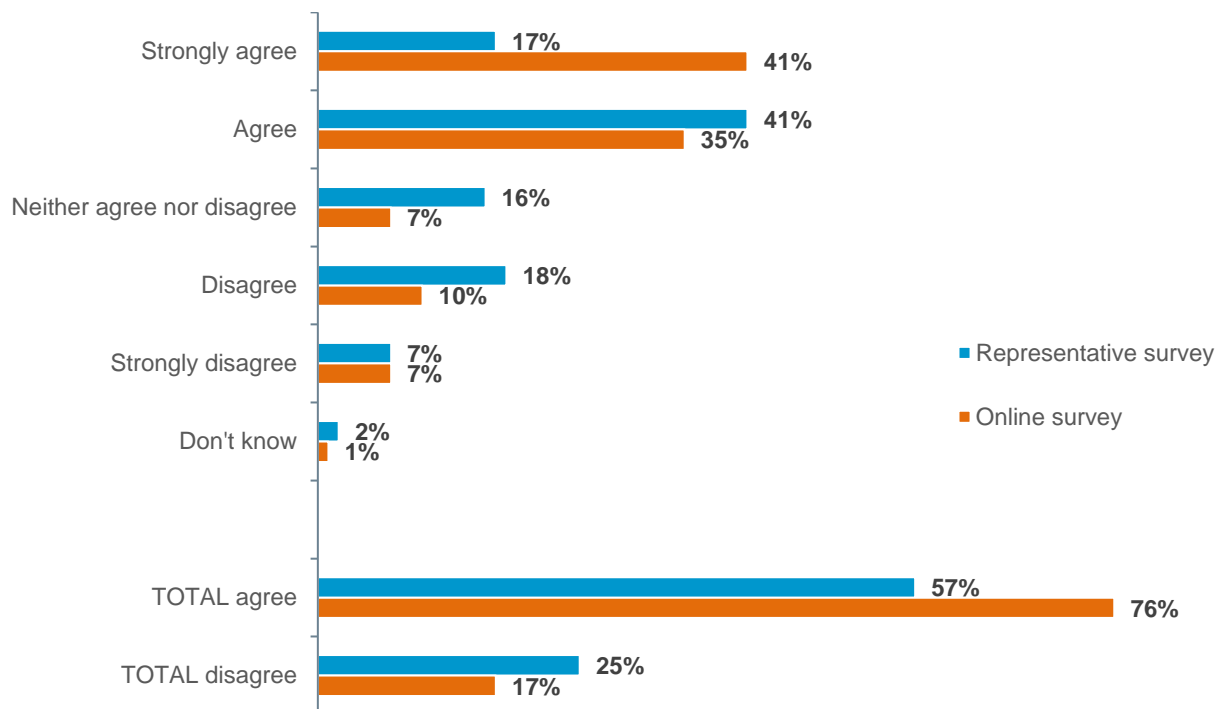
Subgroups more likely to **disagree** that they have enough space in their recycling bins/boxes to recycle all the items they want to (29% overall) include:

- Those living in a house converted to flats (35%) and purpose built flats (44%) vs those living in a house (17%)
- Female respondents (33%) vs male respondents (21%)
- Those aged 18-54 (33%) vs those aged 55+ (15%)
- Those who have a disability (46%) vs those who do not (26%)

Almost six in ten representative respondents (57%) and three quarters of online respondents (76%) agreed overall that the rubbish bin provided by the council is large enough for the non-recyclable waste their household produces. Representative respondents were more likely to disagree with this overall (25%) than online respondents (17%).

Figure 14 – (Q14c) To what extent do you agree or disagree with the following statements? The rubbish bin provided by the council is large enough for the non-recyclable waste my household produces

Base: All respondents – representative (406); online (2,247)



Subgroup analysis of the representative survey

Subgroups more likely to **agree** that the rubbish bin provided by the council is large enough for the non-recyclable waste their household produces (57% overall) include:

- Those living in a house (70%) vs those living in a house converted to flats (48%) and purpose built flats (40%)
- Those aged 55+ (69%) vs those aged 18-54 (52%)

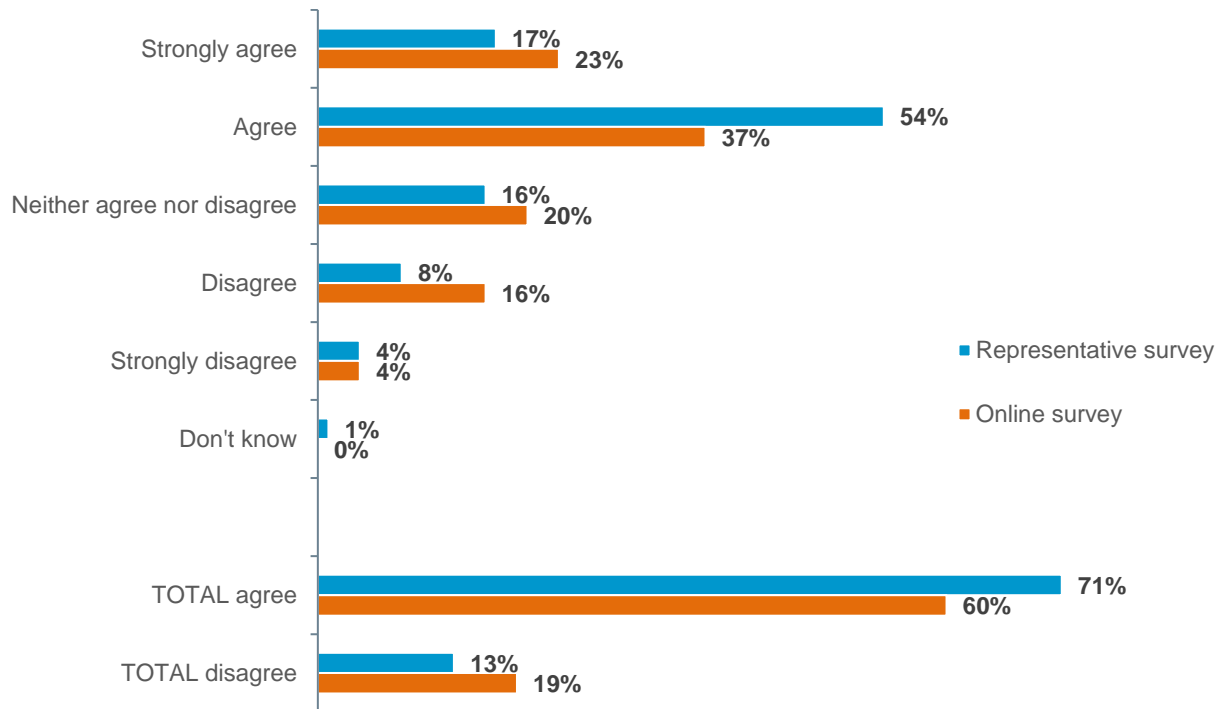
Subgroups more likely to **disagree** that the rubbish bin provided by the council is large enough for the non-recyclable waste their household produces (25% overall) include:

- Those living in purpose built flats (34%) vs those living in a house (18%)
- Those aged 18-54 (29%) vs those aged 55+ (13%)
- Those from ethnic minority backgrounds (31%) vs those of White ethnicity (20%)

Seven in ten representative respondents (71%) and six in ten online respondents (60%) agreed overall that they feel they have enough information to recycle correctly. A further 13% of representative respondents and 19% of online respondents disagreed overall.

Figure 15 – (Q14d) To what extent do you agree or disagree with the following statements? I feel I have enough information to recycle correctly

Base: All respondents – representative (406); online (2,247)



Subgroup analysis of the representative survey

Subgroups more likely to **agree** that they feel they have enough information to recycle correctly (71% overall) include:

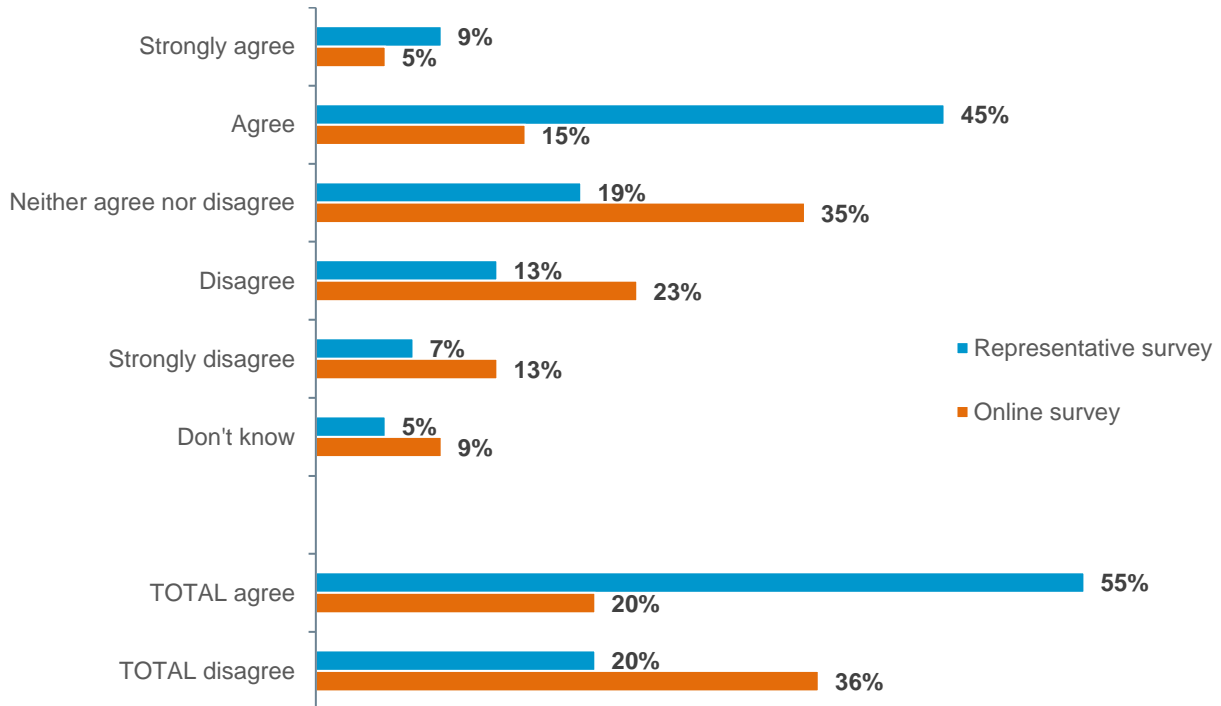
- Those living in a house (82%) vs those living in a house converted to flats (58%) and purpose built flats (58%)
- Croydon South residents (82%) vs Croydon Central residents (66%)

Those living in purpose built flats were more likely to **disagree** that they feel they have enough information to recycle correctly (21%) when compared with those living in a house (8%).

When asked to what extent they agreed or disagreed that they are confident that what they put in their recycling containers actually gets recycled, representative respondents were more likely to agree overall (55%) than disagree overall (20%). However, online respondents were more likely to disagree overall (36%) than agree overall (20%).

Figure 16 – (Q14e) To what extent do you agree or disagree with the following statements? I’m confident that what I put in my recycling containers actually gets recycled

Base: All respondents – representative (406); online (2,248)



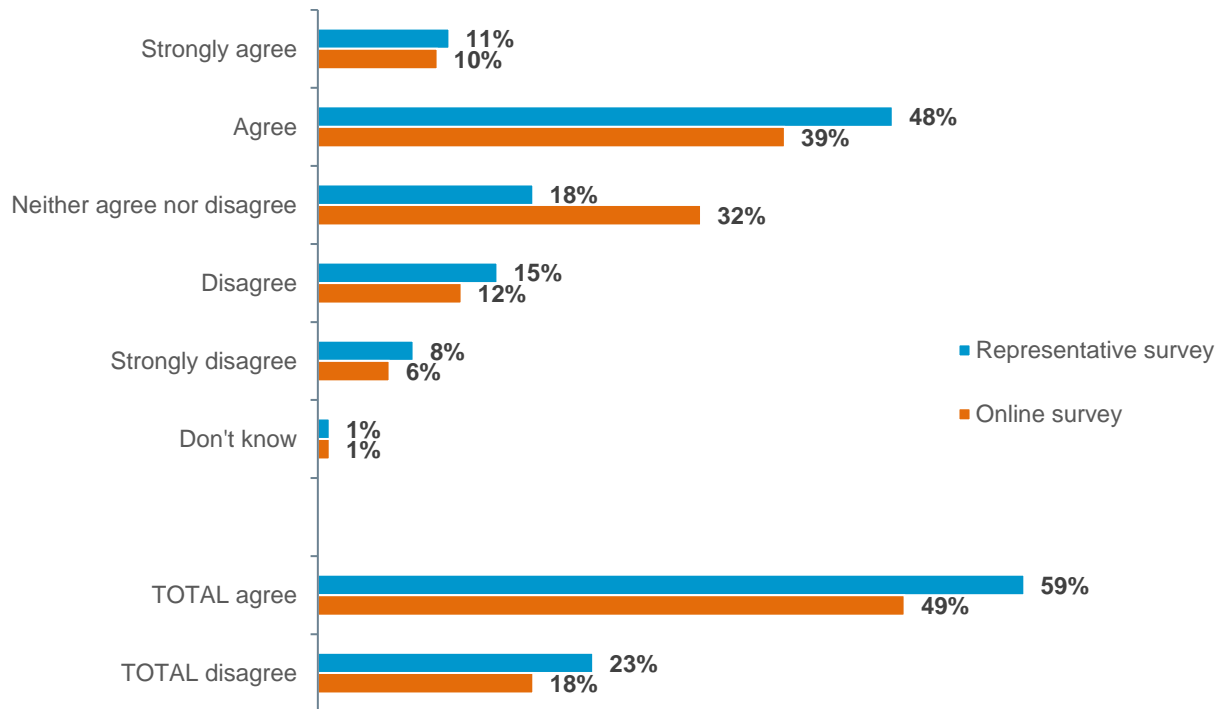
Subgroup analysis of the representative survey

There were no statistically significant differences between subgroups.

Six in ten representative respondents (59%) and half of online respondents (49%) agreed overall that the council encourages them to recycle. A further 23% of representative respondents and 18% of online respondents disagreed overall.

**Figure 17 – (Q14f) To what extent do you agree or disagree with the following statements?
The council encourages me to recycle**

Base: All respondents – representative (406); online (2,248)



Subgroup analysis of the representative survey

Subgroups more likely to **agree** that the council encourages them to recycle (59% overall) include:

- Those living in a house (74%) vs those living in a house converted to flats (43%) and purpose built flats (39%)
- Those aged 55+ (70%) vs those aged 18-54 (54%)

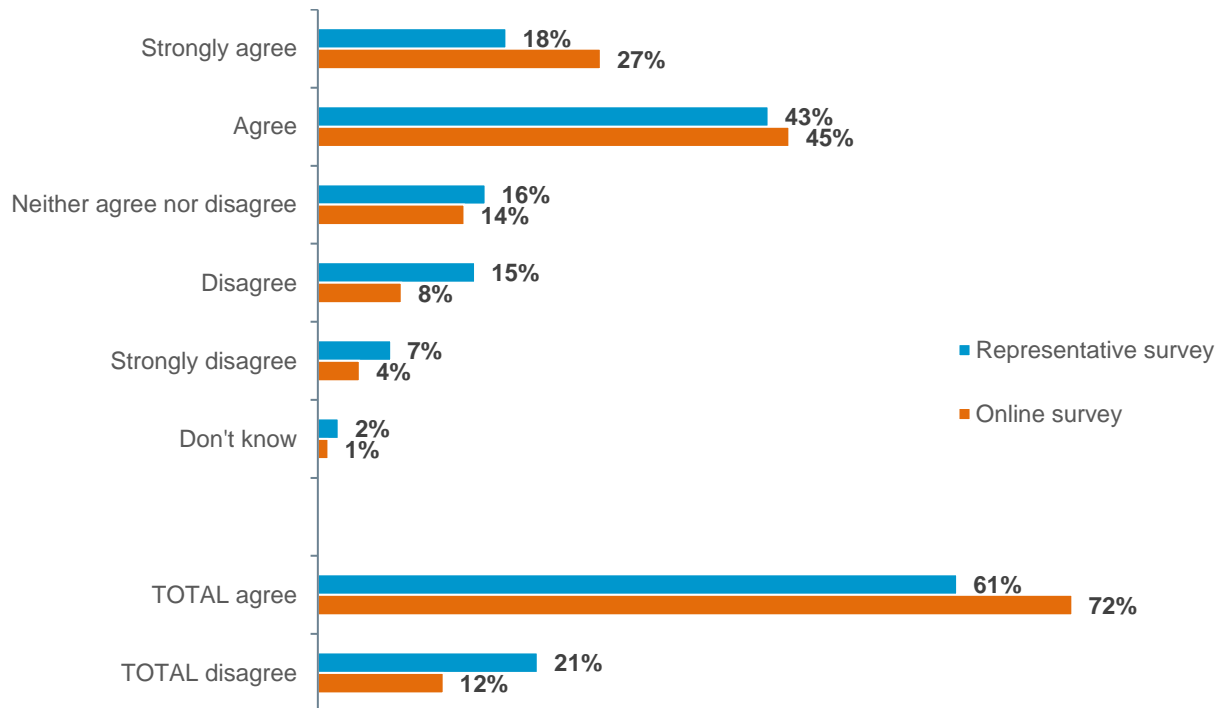
Subgroups more likely to **disagree** that the council encourages them to recycle (23% overall) include:

- Those living in purpose built flats (41%) vs those living in a house converted to flats (23%) and a house (13%)
- Those who have a disability (36%) vs those who do not (20%)

Six in ten representative respondents (61%) and seven in ten online respondents (72%) agreed overall that they regularly recycle or reuse items not collected by the council in other schemes. Representative respondents were more likely to disagree overall (21%) than online respondents (12%).

Figure 18 – (Q14g) To what extent do you agree or disagree with the following statements? I regularly recycle/reuse items not collected by the council in other schemes

Base: All respondents – representative (406); online (2,247)



Subgroup analysis of the representative survey

Subgroups more likely to **agree** that they regularly recycle/reuse items not collected by the council in other schemes (61% overall) include:

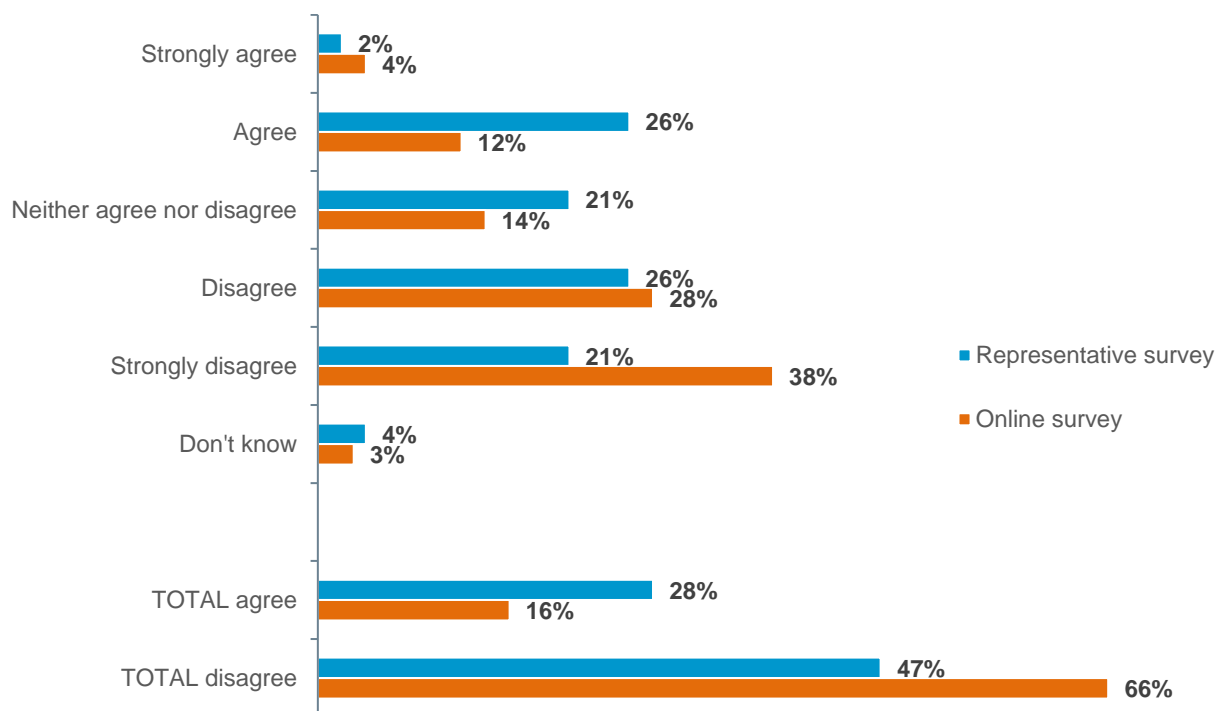
- Those living in a house (69%) vs those living in a house converted to flats (54%) and purpose built flats (50%)
- Croydon South residents (82%) vs Croydon Central (54%) and Croydon North residents (57%)
- Those aged 55+ (72%) vs those aged 18-54 (55%)

Croydon Central and Croydon North residents were more likely to **disagree** that they regularly recycle/reuse items not collected by the council in other schemes (26% and 30% respectively) when compared with Croydon South residents (13%).

Almost half of representative respondents (47%) and two-thirds of online respondents (66%) disagreed overall that it is reasonable for the council to charge a fee for replacement recycling and rubbish containers in order to encourage responsible use and reduce the cost of running the service. Three in ten representative respondents agreed overall that this is reasonable (28%), whereas only 16% of online respondents felt the same.

Figure 19 – (Q14h) To what extent do you agree or disagree with the following statements? It is reasonable for my council to charge a fee for replacement recycling and rubbish containers in order to encourage responsible use and reduce the cost of running the service

Base: All respondents – representative (406); online (2,246)



Subgroup analysis of the representative survey

Subgroups more likely to **disagree** that it is reasonable for the council to charge a fee for replacement containers (47% overall) include:

- Those living in a house (56%) vs those living in a house converted to flats (32%) and purpose built flats (41%)
- Croydon South residents (59%) vs Croydon Central residents (44%)
- Those aged 55+ (54%) vs those aged 18-34 (38%)

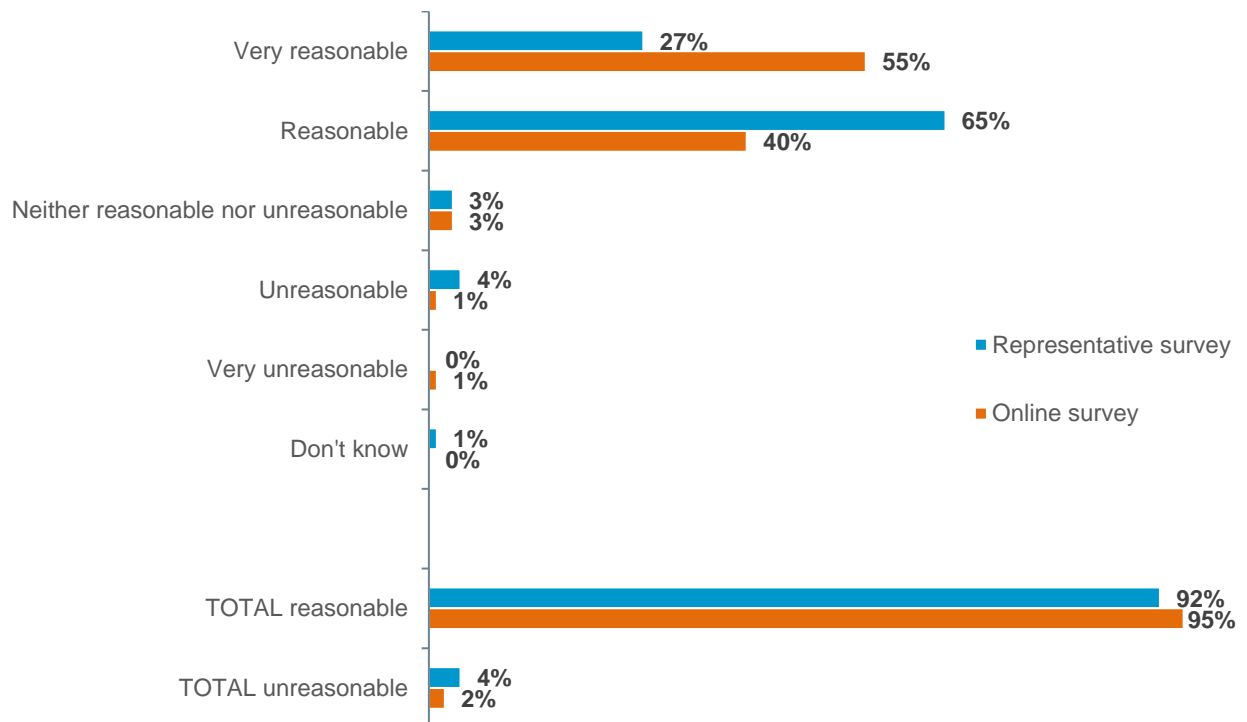
Recycling rules

Respondents were then asked whether they thought a series of rules were reasonable or unreasonable for residents to follow in the future to help the recycling and waste collection service run more efficiently. The majority of respondents across both surveys thought it was reasonable overall to enforce that containers must be presented on time (92% representative, 95% online).

Figure 20 – (Q15a) To what extent do you think it is reasonable or unreasonable for us to strictly enforce the following rules?

Containers must be presented on time

Base: All respondents – representative (406); online (2,248)



Subgroup analysis of the representative survey

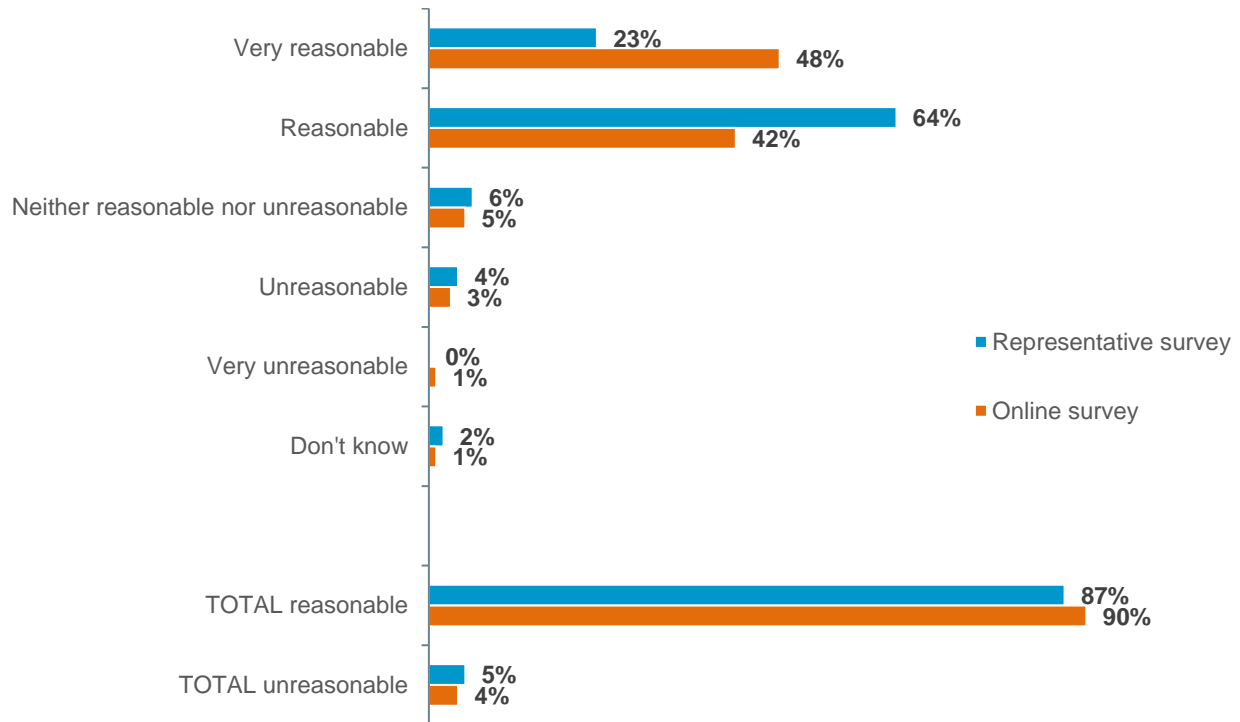
There were no statistically significant differences between subgroups.

Around nine in ten respondents across both surveys thought it was reasonable overall to enforce that containers must be presented to the front of the property or other pre-agreed collection point (87% representative, 90% online).

Figure 21 – (Q15b) To what extent do you think it is reasonable or unreasonable for us to strictly enforce the following rules?

Containers must be presented to the front of the property (or other pre-agreed collection point)

Base: All respondents – representative (406); online (2,248)



Subgroup analysis of the representative survey

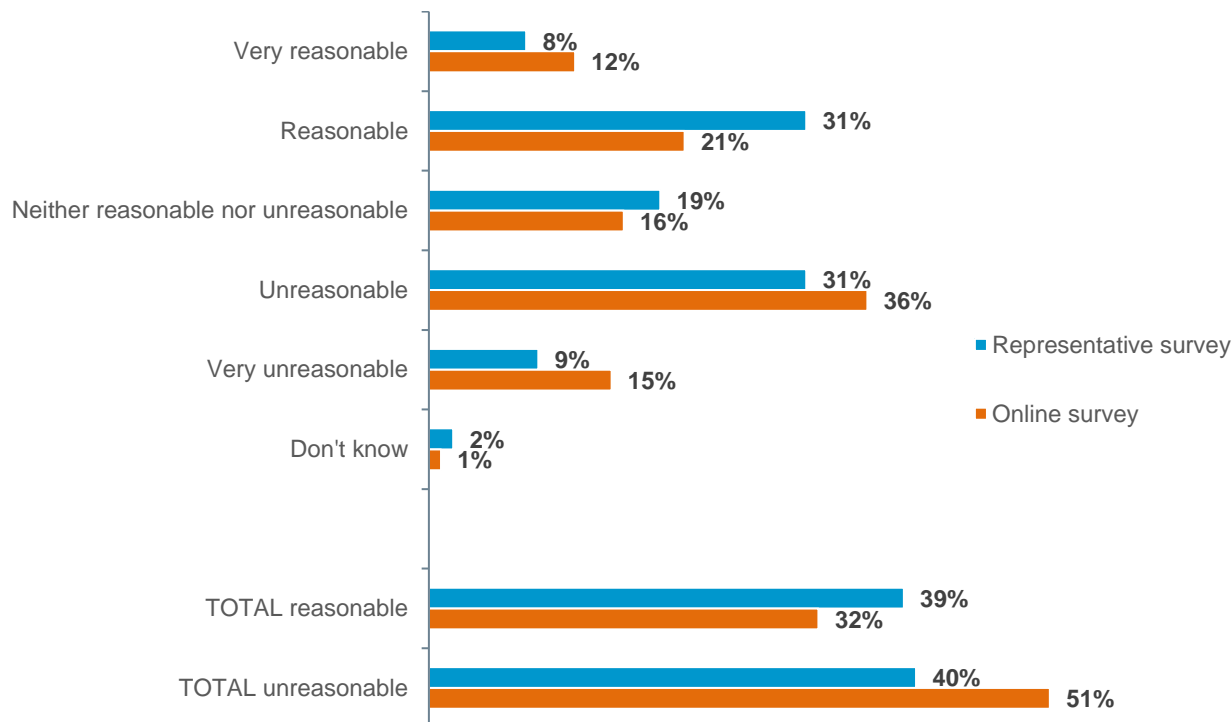
There were no statistically significant differences between subgroups.

Almost equal proportions of representative respondents thought it was reasonable overall (39%) and unreasonable overall (40%) to enforce that extra waste that is not in the bins will not be collected. Online respondents were more likely to think this was unreasonable overall (51%) than reasonable overall (32%).

Figure 22 – (Q15c) To what extent do you think it is reasonable or unreasonable for us to strictly enforce the following rules?

Extra waste (not in the bins) will not be collected

Base: All respondents – representative (406); online (2,248)



Subgroup analysis of the representative survey

Subgroups more likely to think it is **unreasonable** to strictly enforce that extra waste (not in the bins) will not be collected (40% overall) include:

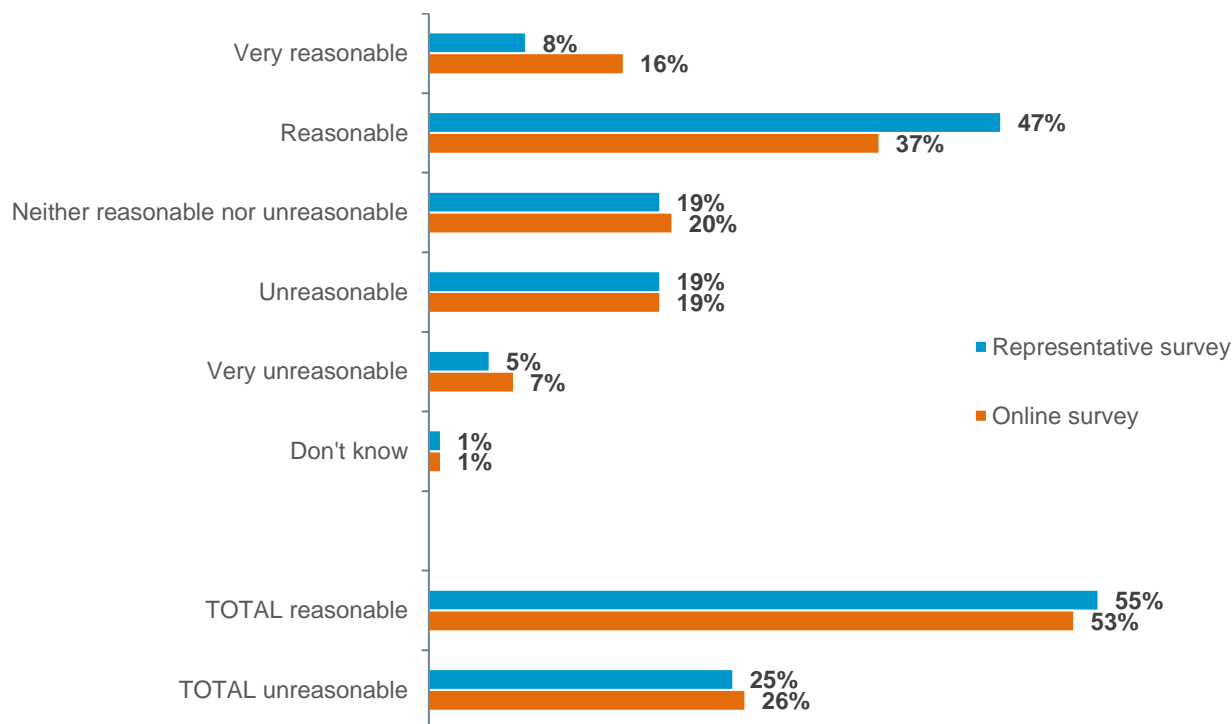
- Those living in a house (44%) and purpose built flats (43%) vs those living in a house converted to flats (26%)
- Those who have a disability (58%) vs those who do not (38%)

Over half of respondents across both surveys thought it was reasonable overall to enforce that bins will not be collected if they have been used for the wrong items (55% representative, 53% online). However, a quarter of respondents across both surveys thought this was unreasonable overall (25% representative, 26% online).

Figure 23 – (Q15d) To what extent do you think it is reasonable or unreasonable for us to strictly enforce the following rules?

Bins will not be collected if they have been used for the wrong items

Base: All respondents – representative (406); online (2,248)



Subgroup analysis of the representative survey

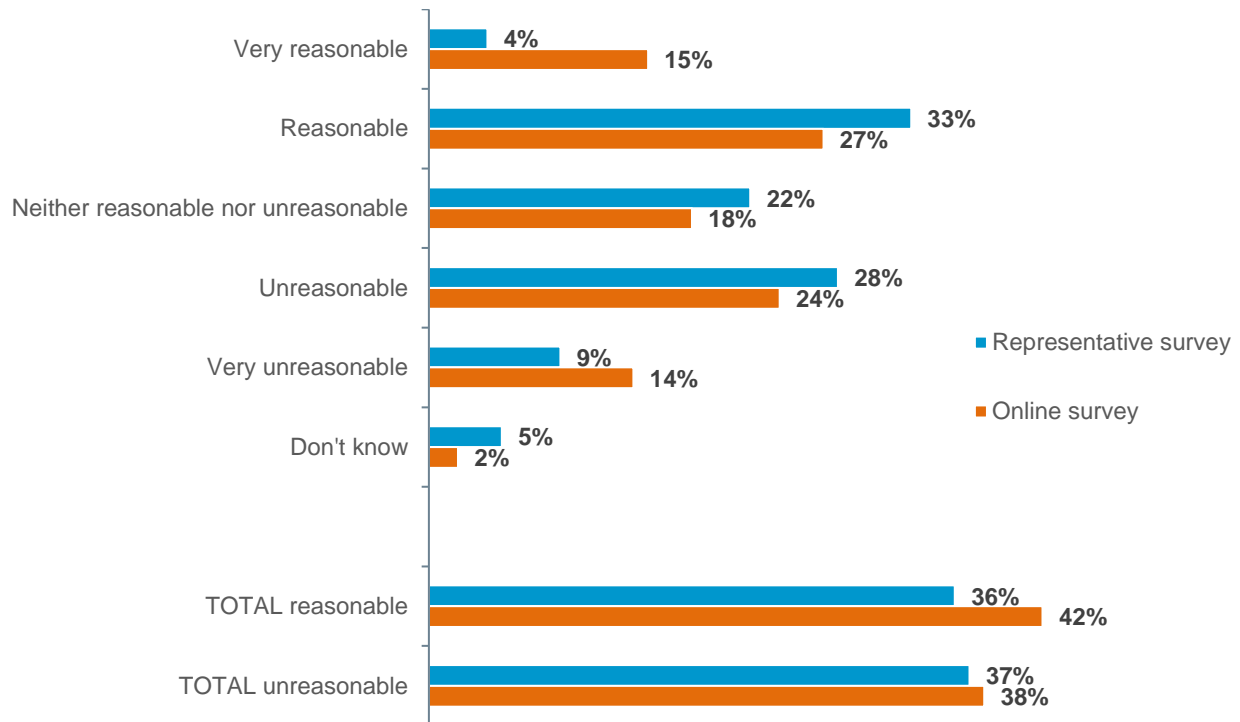
Those living in a house were more likely to think it is **reasonable** to enforce that bins will not be collected if they have been used for the wrong items (59%) when compared with those living in purpose built flats (43%). Conversely, those living in purpose built flats were more likely to think this is **unreasonable** (35%) when compared with those living in a house (24%) and a house converted to flats (17%).

When asked whether they thought it was reasonable or unreasonable for the council to strictly enforce a maximum of one rubbish bin per property, opinion was split. Around four in ten respondents across both surveys felt this was reasonable overall (36% representative, 42% online), whilst similar proportions of respondents felt this was unreasonable overall (37% representative, 38% online).

Figure 24 – (Q15e) To what extent do you think it is reasonable or unreasonable for us to strictly enforce the following rules?

Maximum of one rubbish bin per property

Base: All respondents – representative (406); online (2,248)



Subgroup analysis of the representative survey

Those aged 55+ were more likely to think that it is **reasonable** to enforce a maximum of one rubbish bin per property (47%) when compared with those aged 35-54 (30%).

Assisted collection service

Small proportions of respondents across both surveys said they used the assisted collection service (4% representative, 3% online).

Figure 25 – (Q16) Do you use the assisted collection service (for residents who are not able to move their bins on collection day)?

Base: All respondents – representative (406); online (2,246)



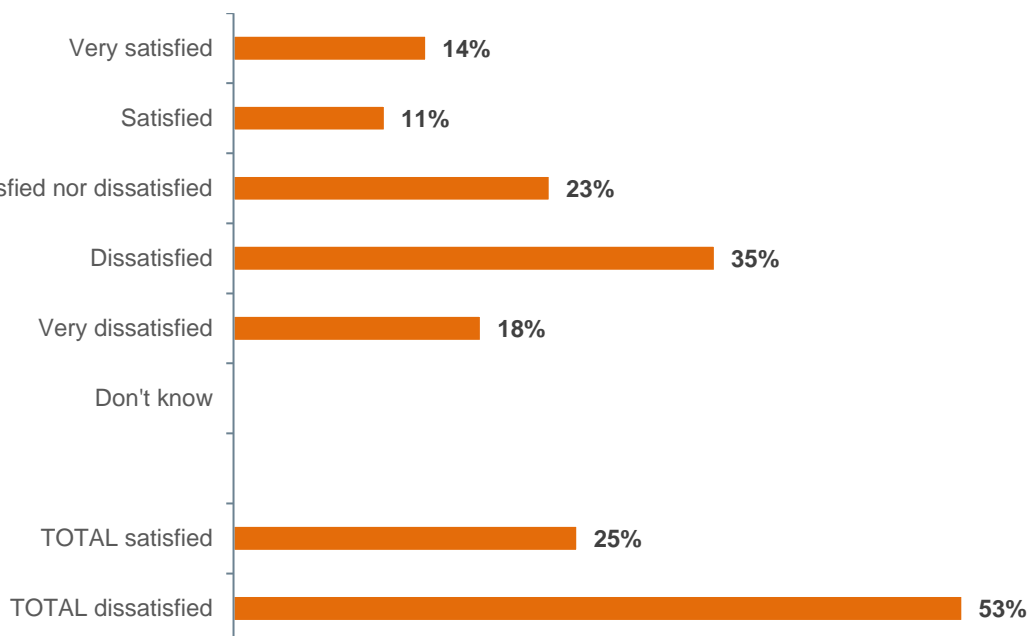
Subgroup analysis of the representative survey

There were no statistically significant differences between subgroups.

Online respondents who indicated that they used the assisted collection service were asked how satisfied or dissatisfied they were with the service, and were more likely to report dissatisfaction overall (53%, 30 respondents) than satisfaction (25%, 14 respondents).

Figure 26 – (Q17) How satisfied or dissatisfied are you with the service?

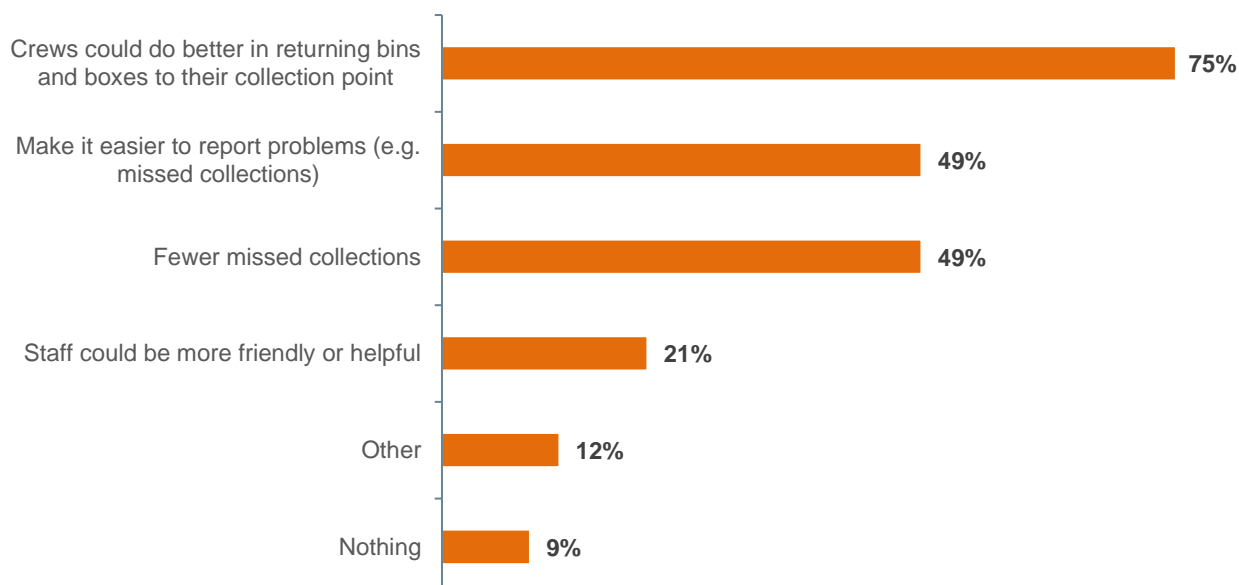
Base: Those who use the assisted collection service online (57)



When asked what would make the assisted collection service better, three quarters of online respondents said that *crews could do better in returning bins and boxes to their collection point* (75%, 43 respondents) and half suggested to *make it easier to report problems* (49%, 28 respondents) and felt there should be *fewer missed collections* (49%, 28 respondents).

Figure 27 – (Q18) What, if anything, would make the assisted collection service better?

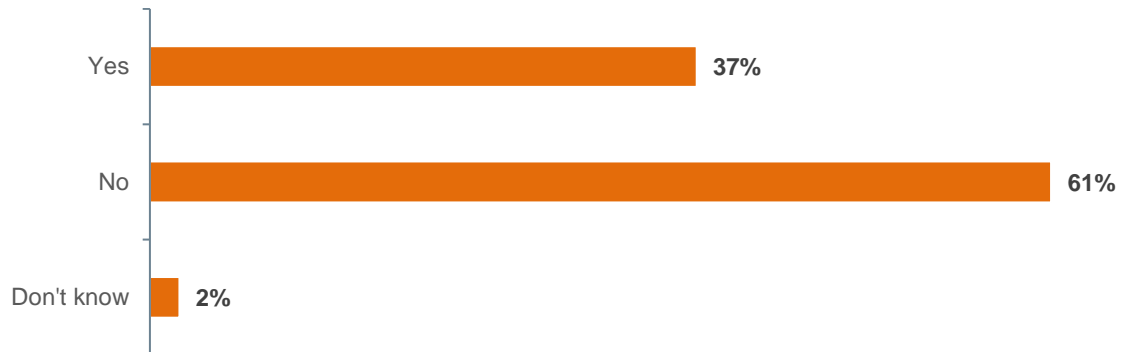
Base: Those who use the assisted collection service – online (57)



Bulky waste collection service

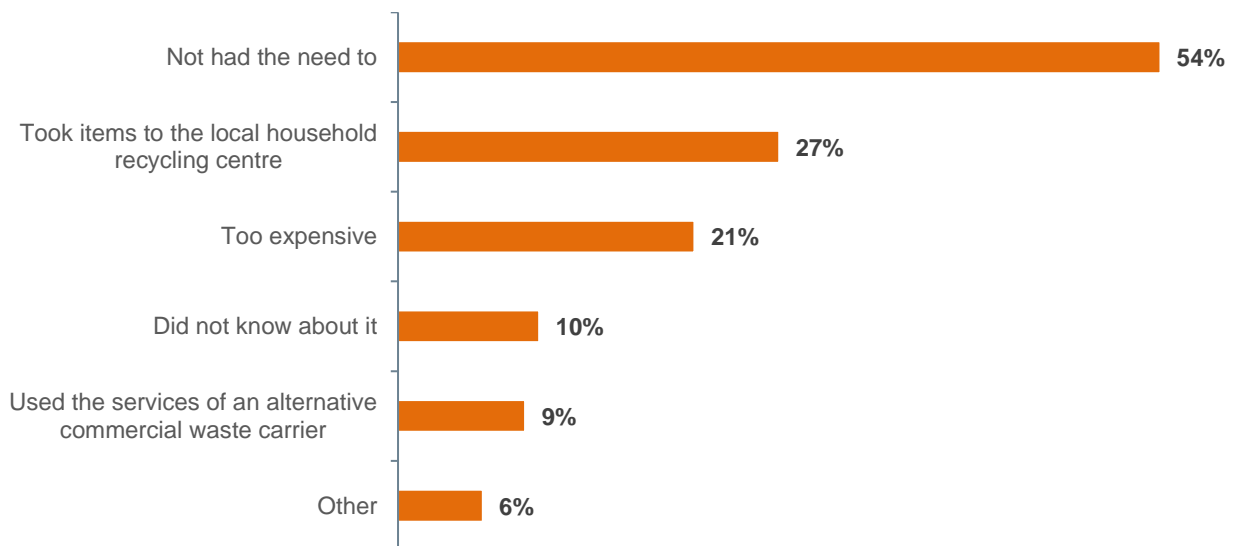
Almost four in ten online respondents said they have used the council's bulky waste collection service in the last three years (37%).

Figure 28 – (Q19) Have you used our bulky waste collection service in the last three years?
 Base: All respondents – online (2,248)



Those who said they had not used the bulky waste collection service in the last three years were asked why this was. Over half of these respondents said they had *not had the need to* (54%), followed by a quarter who said they *took items to the local household recycling centre* instead (27%).

Figure 29 – (Q20) Why have you not used the bulky waste collection service in the last three years?
 Base: Those who have not used the bulky waste collection service in the last three years – online (1,371)



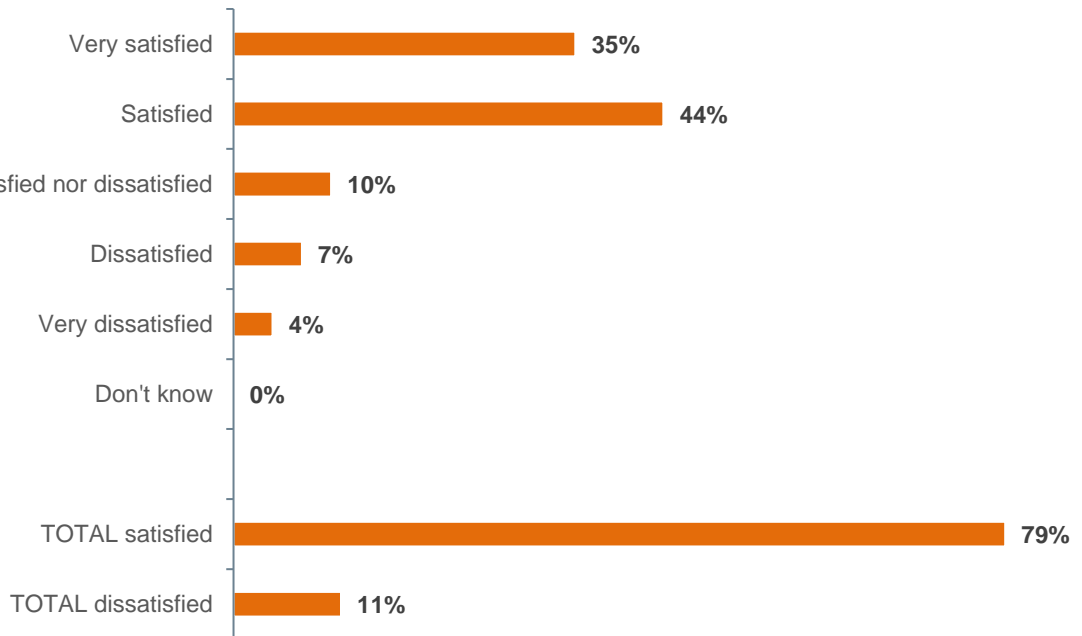
'Other' responses

The following points are the main 'other' comments:

- Retailer collected old item
- Sold/donated/gave away items

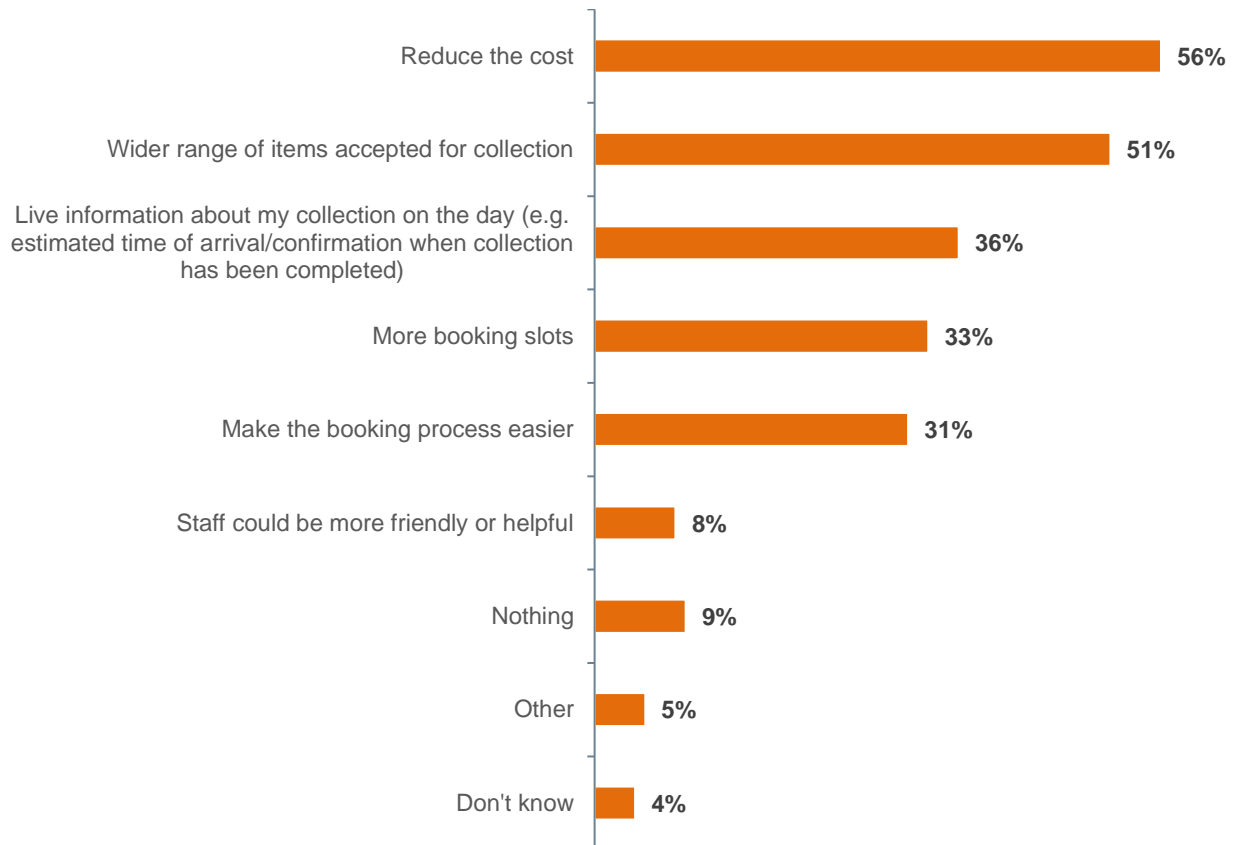
Online respondents who indicated that they had used the bulky waste collection service in the last three years were asked how satisfied or dissatisfied they were with the service they received. Eight in ten said they were satisfied overall with the service (79%) and 11% said they were dissatisfied overall.

Figure 30 – (Q21) How satisfied or dissatisfied were you with the service you received?
Base: Those have used the bulky waste collection service in the last three years – online (841)



Those who said they have used the bulky waste collection service in the last three years were asked what would make it better. The most common suggestion was to *reduce the cost* (56%), followed by 51% who felt there should be a *wider range of items accepted for collection*. Almost one in ten felt that *nothing* would make the service better (9%).

Figure 31 – (Q22) What, if anything, would make the bulky waste collection service better?
 Base: Those who have used the bulky waste collection service in the last three years – online (841)



'Other' responses

The following points are the main 'other' comments:

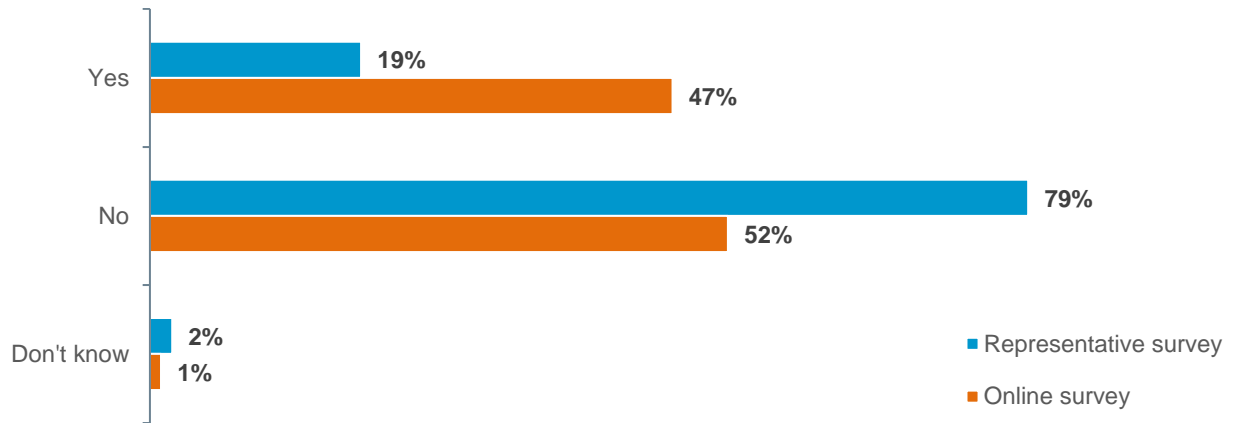
- Quicker collections/more availability
- Collect on time/date booked
- Free/cheaper service
- More clarity/information

Garden waste collection service

Online respondents were more likely to indicate that they subscribe to the garden waste collection service (47%) than representative respondents (19%).

Figure 32 – (Q23) Do you subscribe to the garden waste collection service?

Base: All respondents – representative (406); online (2,248)



Subgroup analysis of the representative survey

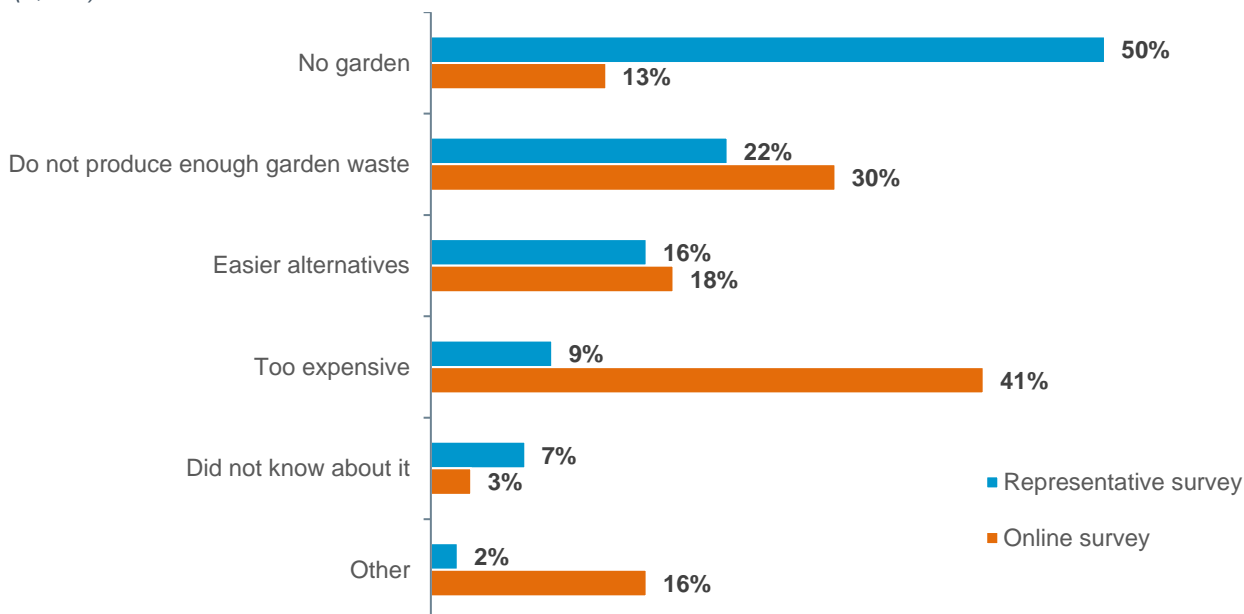
Subgroups more likely to say they **subscribe to the garden waste collection service** (19% overall) include:

- Those living in a house (34%) vs those living in a house converted to flats (2%) and purpose built flats (5%)
- Croydon South residents (35%) vs Croydon Central (13%) and Croydon North residents (15%)
- Male respondents (25%) vs female respondents (15%)
- Those aged 55+ (40%) vs those aged 18-54 (10%)
- Those of White ethnicity (23%) vs those from ethnic minority backgrounds (12%)

Those who said they do not subscribe to the garden waste collection service were asked why this was. The most common response amongst representative respondents was that they had *no garden* (50%), whilst online respondents were most likely to say the service is *too expensive* (41%). Other common reasons across both surveys include *not producing enough garden waste* (22% representative, 30% online) and having *easier alternatives* (16% representative, 18% online).

Figure 33 – (Q24) Why do you not subscribe to the garden waste collection service?

Base: Those who do not subscribe to the garden waste collection service – representative (319); online (1,175)



Subgroup analysis of the representative survey

Subgroups more likely to say they have **no garden** (50% overall) include:

- Those living in a house converted to flats (68%) and purpose built flats (79%) vs those living in a house (16%)
- Croydon Central residents (61%) vs Croydon North residents (43%)
- Those aged 18-34 (61%) vs those aged 55+ (41%)

Those **living in a house** were more likely to select the following:

- Do not produce enough garden waste (38%) vs those living in a house converted to flats (12%) and purpose built flats (9%)
- Easier alternatives (29%) vs those living in a house converted to flats (12%) and purpose built flats (3%)
- Too expensive (18%) vs those living in a house converted to flats (1%) and purpose built flats (4%)

Croydon North residents were more likely to say they **do not produce enough garden waste** (29%) when compared with Croydon Central residents (10%).

Those aged 55+ were more likely to say it is **too expensive** (18%) when compared with those aged 18-34 (2%).

Those from ethnic minority backgrounds were more likely to say they **did not know about it** (11%) when compared with those of White ethnicity (2%).

'Other' responses

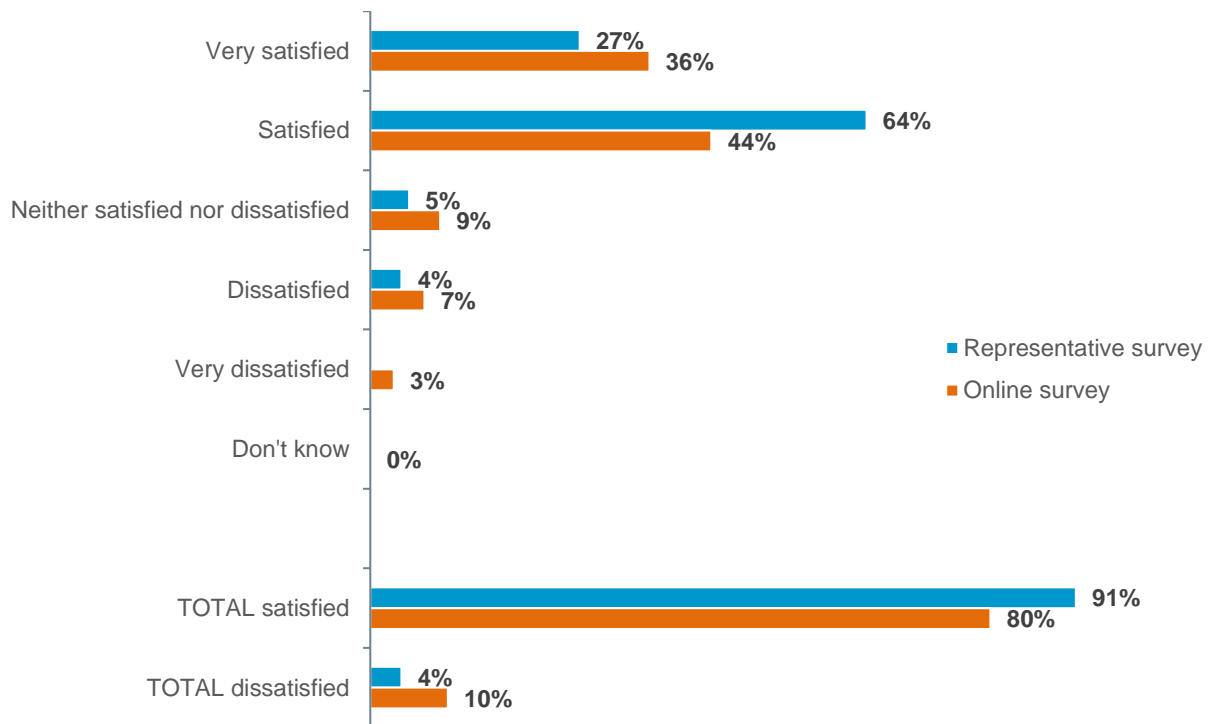
The following points are the main 'other' comments:

- Don't want another bin/no room
- Gardener removes waste
- Take waste to recycling centre
- Compost at home

Those who indicated that they do subscribe to the garden waste collection service were asked how satisfied or dissatisfied they were with it. Nine in ten representative respondents (91%) and eight in ten online respondents (80%) reported that they were satisfied overall. Online respondents were more likely to be dissatisfied overall (10%) than representative respondents (4%).

Figure 34 – (Q25) How satisfied or dissatisfied are you with the garden waste collection service?

Base: Those who subscribe to the garden waste collection service – representative (78); online (1,052)



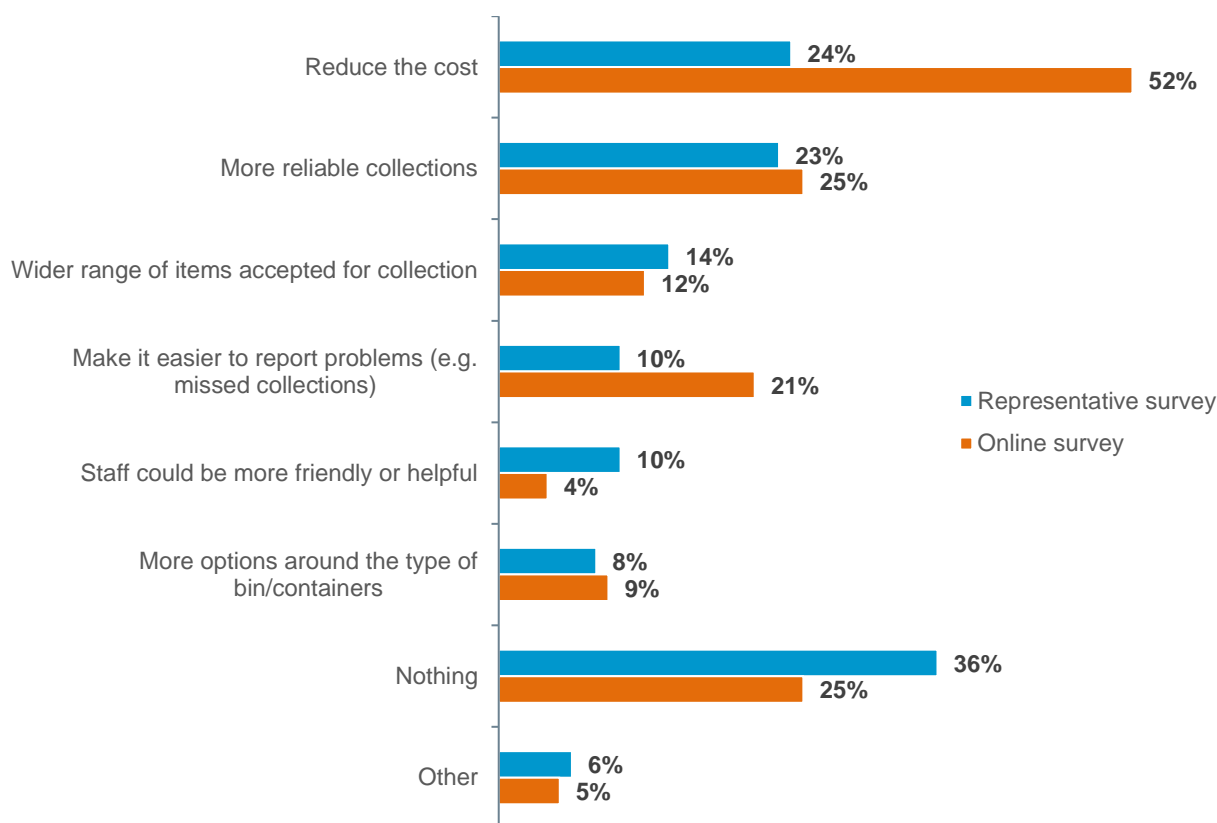
Subgroup analysis of the representative survey

There were no statistically significant differences between subgroups.

When asked what would make the garden waste collection service better, the most common response amongst representative respondents was *nothing* (36%), whilst online respondents were most likely to suggest to *reduce the cost* (52%). Around a quarter of respondents across both surveys suggested to have *more reliable collections* (23% representative, 25% online). Online respondents were twice as likely to suggest that the council should *make it easier to report problems* (21%) than representative respondents (10%).

Figure 35 – (Q26) What, if anything, would make the garden waste collection service better?

Base: Those who subscribe to the garden waste collection service – representative (78); online (1,052)



Subgroup analysis of the representative survey

There were no statistically significant differences between subgroups.

'Other' responses

The following points are the main 'other' comments:

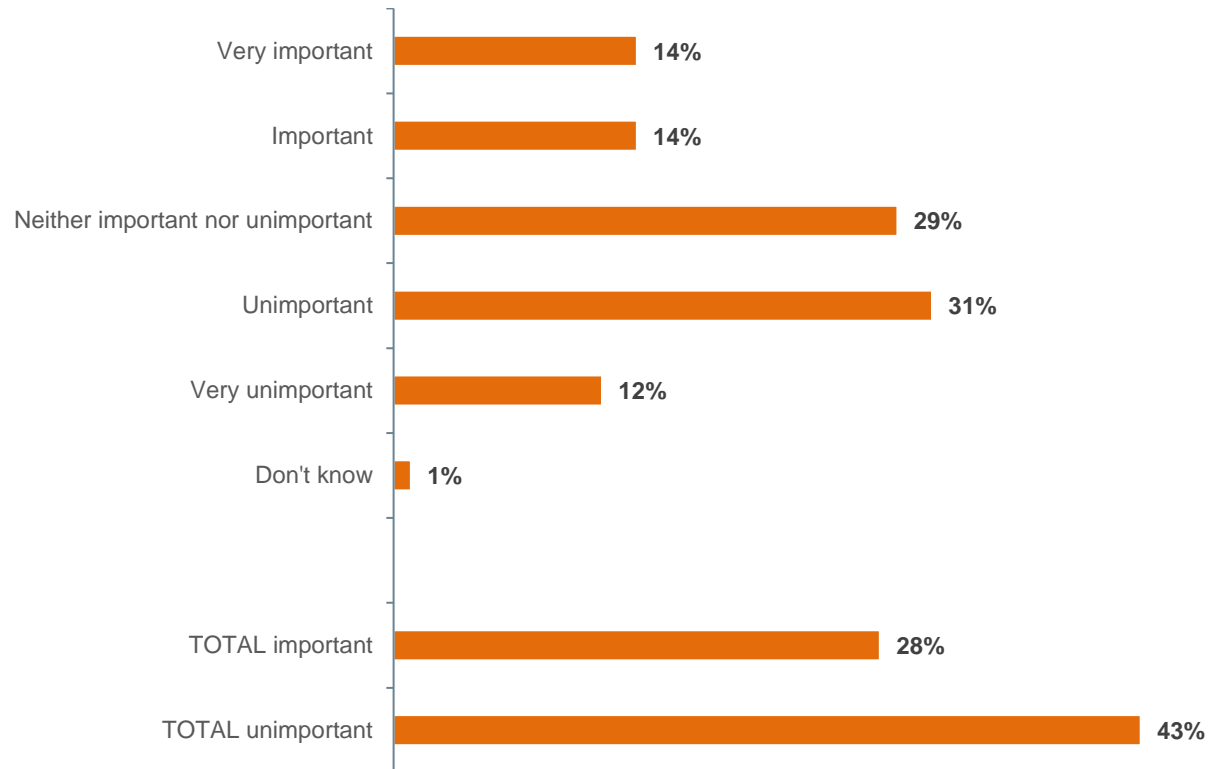
- More frequent collections
- Less frequent/ad-hoc collections
- Free service/reduced cost
- Don't miss collections

Bank Holiday collections

With the exception of Christmas and New Year, recycling and waste collections over the last few years have taken place on Bank Holidays, whilst the alternative and cheaper option would be to push collections back by a day or two and for the crews to catch up over the following weeks. Online respondents were, therefore, asked how important it is that the council continues to provide collections on Bank Holidays in the future, and were more likely to say this is unimportant overall (43%) than important overall (28%).

Figure 36 – (Q27) How important is it that the council continues to provide collections on Bank Holidays in the future?

Base: All respondents – online (2,247)

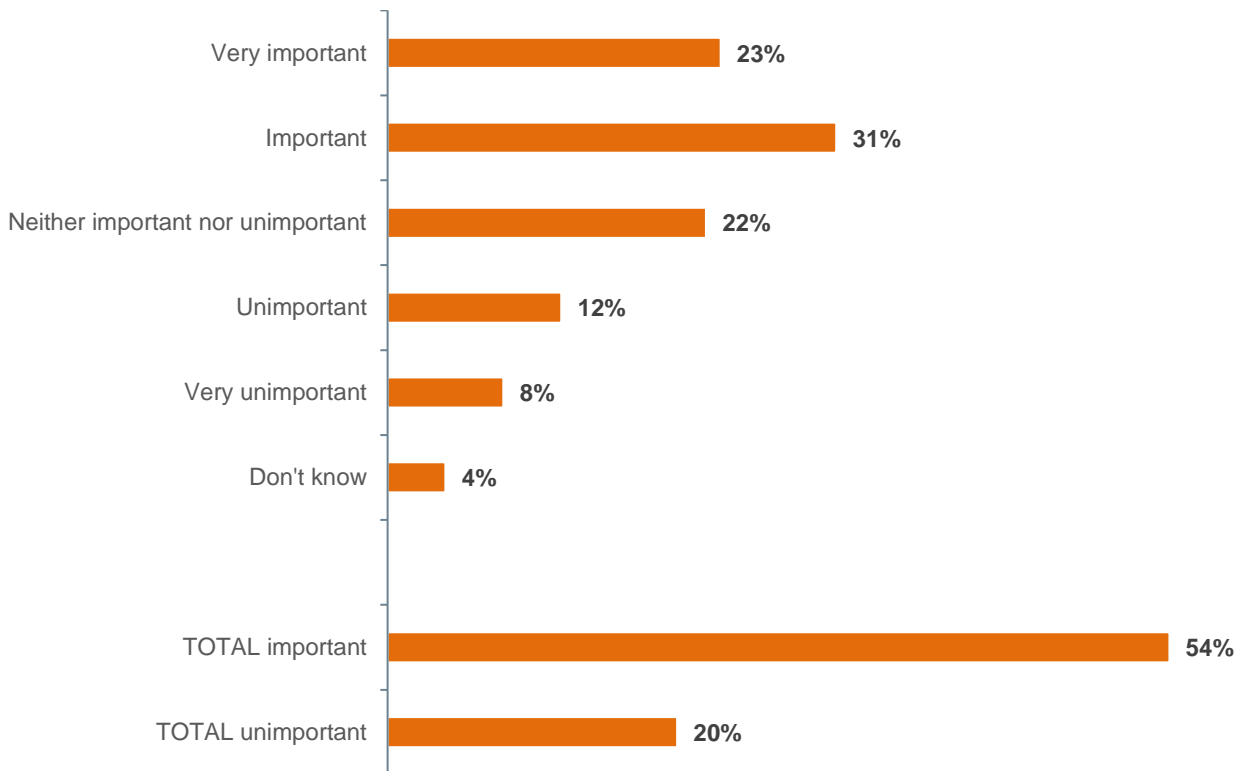


Christmas Tree collections

For the last few years, Croydon Council has offered a Christmas tree collection service, and the alternative is to ask residents to bring trees to one of the Household Reuse and Recycling Centres or to deal with them at home. Online respondents were asked how important it was for the council to continue providing this service in the future. Over half felt it was important overall (54%) and a fifth felt it was unimportant overall (20%).

Figure 37 – (Q28) How important is it that the council continues to provide the Christmas tree collection service in the future?

Base: All respondents – online (2,248)



Focus group feedback about recycling and waste collection services

Satisfaction with the waste and recycling services

Satisfaction with the waste and recycling services was mixed, with some reports of missed collections, careless handling of bins and mess left behind after collections

When asked about their thoughts on the current waste and recycling services, focus group participants provided mixed feedback. Those who were satisfied indicated that collections were regular and reliable, that there were generally few problems, and that the collection crew was friendly and efficient.

It is regular – it's very rarely missed. If it is missed, it's mainly due to obstructions like people parking randomly. So to that end, it is a very reasonable service.

Croydon focus group participant (flats group)

I meet the waste collection guys when I'm out walking and in general they've been really nice and cheery, said hello. And with [the stated] exceptions, they seem to have done a really good job.

Croydon focus group participant (houses group)

For those less satisfied with the waste and recycling services, missed, late or irregular collections were commonly cited. Some participants said they had reported missed collections to the council but received an inadequate response, or did not have their issue addressed and had to wait until the next collection date for their waste to be collected. This appeared to be a more frequent issue for participants residing in flats.

The normal rubbish is supposed to be emptied on a Wednesday, but sometimes it's emptied on a Thursday, or they decide they're not emptying it for a week.

Croydon focus group participant (flats group)

You have to go to your account [if the bins aren't collected], and they'll give an excuse like a car was in the way but the street was empty.

Croydon focus group participant (flats group)

I would say they collect the rubbish 70% of the time, but 30% of the time they miss it. There have been occasions where they will miss the collection and not come back for two or three weeks regardless of making reports. It's normally around Christmas, Easter, Bank Holidays.

Croydon focus group participant (flats group)

Some participants living in houses reported careless collections, with instances of bins being broken by collection crews due to rough handling. In cases where bins are broken or missing, there can then be a very long wait for a replacement to be delivered by the council, meaning that residents are restricted in their ability to recycle.

They do it as a sort of a culture of bravado amongst them, that you're somehow 'one of the lads' if you're slinging the bins around. We've had our general waste bin lid broken, our food waste bin has been battered to living hell. All they have to do is just put it down, they don't have to throw it.

Croydon focus group participant (houses group)

When they are collected by the waste operatives and they kind of just get thrown back in the general direction of where they came from...they break. And then there was a very long wait time until Croydon will provide people with a new food waste bin.

Croydon focus group participant (houses group)

Stuff does break, and then that does delay people from recycling.

Croydon focus group participant (houses group)

The council really wants more people to recycle. But when I moved in here...the paper bin was broken, and it took about three months for us to get a new bin.

Croydon focus group participant (houses group)

One participant described personally purchasing a wheelie bin to use until the council-provided bin arrived, and then passing it on to another resident who was also waiting for a bin to be delivered. Another said they had travelled by taxi to a supermarket to dispose of cardboard waste that had built up during the wait for a replacement bin. Despite there being apparent issues with slow delivery of replacement bins, one participant highlighted that the need for many bins could be prevented by more careful handling by the collection crews.

We genuinely got so desperate because it was taking so long for it to come that I bought a council-sized wheelie bin which we used until the proper council one finally arrived. And when it arrived, I sold it on Facebook Marketplace to someone else who was also waiting for their council-provided bin to arrive.

Croydon focus group participant (houses group)

At one point...we just took an Uber to Sainsburys to get rid of all the cardboard, because what else were we going to do with it?

Croydon focus group participant (houses group)

The replacement service is slow, but there shouldn't really be much of a need for it if they're treating those items properly.

Croydon focus group participant (houses group)

A number of participants described litter being left strewn on streets and around communal bin areas following collections. Whilst acknowledging that it would take additional resources to pick up dropped waste at the time of collection, some felt that there should be more care taken by crews to leave streets clean and tidy. Some participants had personally gone out to collect fallen waste, or mentioned voluntary community groups who undertake regular litter picks.

Especially when it's windy, there does tend to end up being a lot more litter after the waste collectors have been round. So what would be amazing would be if there could be a litter pick up afterwards. But I appreciate that takes resources.

Croydon focus group participant (houses group)

15 years ago if rubbish was dropped they would be there with a shovel or brush sweeping up the bits they missed. But now, there seems to be a trend of dropping it and thinking, 'Ah well, it's someone else's problem now – we're only here to collect the bin'.

Croydon focus group participant (flats group)

We have a major problem that rubbish is all over the street after collections – rubbish, nappies, everything. And then someone, normally me, will have to go and clean up after them.

Croydon focus group participant (flats group)

There is a local community group called Litter Free Norbury who do monthly litter picks and all sorts of stuff...I would say it is especially bad after bin collection days, there is always stuff flying around.

Croydon focus group participant (houses group)

Another complaint, mentioned by a small number of participants residing in houses, was that they had witnessed different types of waste being mixed at the point of collection by crews (most commonly citing food waste). It was suggested that seeing or hearing reports of crews mixing materials can make residents feel that there is little point in separating waste since they do not perceive that it will be recycled at all.

[We've seen] people taking food waste and tipping it deliberately into the other waste, like tins and cardboard. We've seen that done a number of times.

Croydon focus group participant (houses group)

I have also seen them tip food waste into other recycling...The issue for me is that then makes people far less likely to sort their recycling and so that's an uphill battle to begin with. We need to try and keep them on board as much as we possibly can.

Croydon focus group participant (houses group)

When they collect the general waste and recycling waste, they put it in the same one. So it doesn't make sense to recycle, because they're just dumping it in the same place.

Croydon focus group participant (houses group)

Few participants used the garden waste recycling service, but those who did reported increasing problems with missed collections

Only a handful of participants said that they used the garden waste recycling service, however the majority of these were unhappy with the service provided, citing examples of missed collections and difficulties in reporting problems to the council. On occasions where missed collections were reported, participants had received inaccurate responses, such as the bins not being presented correctly for collection even where evidence was provided to the contrary. Considering that garden waste recycling is an additional paid-for service, participants who subscribed to the service felt that it should be significantly improved.

This year, I haven't had one successful collection as yet, because they keep saying that it's not presented, even when it's in front of my house. And honestly, I think if you haven't put it out for a while, then they just stop going by and they just say that it hasn't been presented...It's like they've just forgotten that we exist.

Croydon focus group participant (houses group)

I would echo what was said about the missed collections, the difficulties in reporting, what are just flat out lies when it comes to the response, which is usually, 'You didn't present correctly', which we turned back on them because we had video evidence of it being in the right position.

Croydon focus group participant (houses group)

We pay for our garden waste, but for the last two sessions where they were supposed to collect it, no-one's collected it. I report the missed collection, they say it wasn't a missed collection because the bin wasn't presented, but the bin has been outside the front of my house for a month now, it's there.

Croydon focus group participant (houses group)

Reasons provided for not using the garden waste recycling service included home composting and garden waste being removed by a gardener instead.

We use our garden waste as compost.

Croydon focus group participant (houses group)

I have a gardener, and he goes up to a local farm in Woodcote to recycle it all.

Croydon focus group participant (houses group)

What matters the most to residents

For most participants, convenience or ease of use was most important with regard to waste and recycling services, but environmental benefits are also ranked highly

Whilst the majority of participants believed they were committed recyclers and felt that the environmental benefit of recycling was unmistakable, it was felt that convenience or ease of use should be the most important priority when planning the waste and recycling services for the area. Although some explained that for them personally the environmental benefits were of great significance, they felt that residents in general would be less likely to recycle correctly if it was inconvenient or difficult to do so.

For me, environmental benefits are the most important thing, but I don't think you can have them without the convenience. It is the convenience that will motivate people and make them more able to do the things they can do.

Croydon focus group participant (flats group)

I would say convenience and ease of use first. If the bin's nearby, there's no excuse not to put your waste and recycling in there.

Croydon focus group participant (flats group)

I've worked with people all my life and people just do things when it's easy. So my feeling is that habits come from ease and, therefore, if we set something up that's unlikely to be picked up because people think it's a bit too hard, then there's not much point to it. I agree with the moral principle that the environment comes first, but I'm, I guess, a bit more pragmatic. It's got to be easy for people.

Croydon focus group participant (houses group)

Although affordability is important, for some this was of lesser interest owing to the fact that waste and recycling are funded through council tax and residents have little influence over spending decisions

Although a small number of participants said that they would have rated affordability as a higher priority than was seen in the survey results, others explained that they agreed with the results considering that waste and recycling services are funded through council tax and residents do not pay for this as a standalone service. It was, therefore, felt that whilst affordability is important, spending decisions rest with the council and would be unlikely to be a major consideration for residents.

I think affordability should be my top priority. That's important.

Croydon focus group participant (houses group)

Affordability – that's hard for us to comment on because we're not involved in those decisions. We pay our council tax, so we expect it to be paid for.

Croydon focus group participant (flats group)

Right now, with the exception of garden waste, we just pay for our waste collection through council tax, which we don't really have much say on. So generally, if someone said, 'Is the affordability of your waste collection a priority?', I don't know where I'd put that. Because it isn't something that you would specifically generally make a payment for, outside of your council tax. So I don't know if people just don't think of it that way.

Croydon focus group participant (houses group)

Some pessimism was expressed about the future quality of the service, considering that council tax is due to be increased by a significant amount in order to help the council meet its financial obligations.

We're going to be paying 15% [rise in council tax] locally and then a 9% on top of that for London. So we're taking a huge hit for services that are going to be hitting the baseline...We will be paying for a low-level service for a number of years because of the state of the finances.

Croydon focus group participant (flats group)

The three priorities are interlinked, and all should be taken into consideration when making decisions about the future of the waste and recycling services

One participant explained that the three priorities are difficult to separate and should therefore all be considered as important. They argued that whilst recycling is primarily undertaken for environmental reasons, the service needs to be both easy to use and affordable to be sustainable.

It's quite hard to disentangle the three really, isn't it? Because you're doing it because of the environment, but if it's not easy to use or it's unaffordable, then it's not going to work.

Croydon focus group participant (houses group)

Producing less waste and recycling more

Residents could reduce the amount of waste they generate by reusing and repurposing items, repairing broken items, and donating useful items to charity or sharing them within the local community

When asked what actions residents could take to reduce the amount of waste they produce, participants came up with several useful ideas and suggestions. Some participants suggested that instead of simply throwing things away, people could think of creative new ways to repurpose items and increase their lifespan. Others said that there should be more emphasis on repairing broken items.

Find a use for some things. I've got plastic that meat comes in and I wash the containers out and use them to feed the cats until the plastic becomes no good. It's simple things like that.

Croydon focus group participant (flats group)

People need to find a new use for some things.

Croydon focus group participant (flats group)

Being able to repair things would be great.

Croydon focus group participant (houses group)

A frequent suggestion was that useful items could be donated to charity, sold or passed on to others in the community who are able to make use out of them. Some participants said they had done this personally, or that they would be interested in purchasing second hand items to save money.

If things are in good condition, they could donate.

Croydon focus group participant (houses group)

I've given stuff away on Facebook Marketplace, and stuff like that.

Croydon focus group participant (houses group)

Being a student myself, I want second hand things...If they had a site where you can just list things and students can go there and just pick whatever they want...Because that would be affordable. And if somebody wants to give something for free, it's just in one place.

Croydon focus group participant (houses group)

Although residents might have good intentions and be willing to do more, it is not always easy or practical to reduce waste

Whilst many would be interested and willing to take actions to reduce the amount of waste that they produce, participants explained that it is not always easy or practical to follow good intentions through. For example, one participant said there was a lack of charity shops or community spaces in which to donate useful items, whilst another said that charities were increasingly reluctant to accept working electrical items for safety reasons.

In Norbury, there's only one charity shop, and it also doesn't have community banks where you can put things. In Wandsworth, where I used to live, there was somewhere where you could go and put your small electrical goods in a bin. So there aren't any community places near me where I can go and put things, or donate them.

Croydon focus group participant (houses group)

Electrical goods I would have once given to charity, but now they're saying that they don't take electrical goods for safety and insurance.

Croydon focus group participant (houses group)

Others felt that there should be more support from retailers and manufacturers to help consumers reduce the amount of waste they produce. One participant highlighted the unnecessarily large amount of packaging used by supermarkets which then must be disposed of by the customer at home. Another said that products should be better designed so that they are easier to repair and need to be replaced less frequently.

You go to the supermarket to buy your food and it's all in plastic packaging. I think that creates a lot of the waste that I see.

Croydon focus group participant (flats group)

Being able to repair things would be great. I've struggled with that a little bit...Particularly for appliances, I don't think the manufacturers are making them easy to repair.

Croydon focus group participant (houses group)

Most participants were unaware of the textile repair café at the Whitgift Centre but generally thought this was a good idea and something which should be promoted

The majority of participants were unaware of the textile repair café at the Whitgift Centre which offers workshops to teach residents how to repair and upcycle textiles and clothes. Despite the lack of awareness, this was generally seen as a good idea and some would be interested in finding out more. However, one participant who was aware about the café perceived it to be rarely open and questioned how accessible it was to residents.

I'd definitely take it up. I just haven't heard of it.

Croydon focus group participant (houses group)

I would like to find out about this stuff. It sounds interesting.

Croydon focus group participant (houses group)

I've seen it, but it's hardly ever open to tell you the truth and I'm usually there on weekends. So I'm not sure how their objectives are achieved.

Croydon focus group participant (flats group)

It was highlighted that initiatives such as repair cafés, whilst a good idea in principle, need to be accessible within local communities as not everyone will be willing or able to travel a long distance. Others were concerned that it could be difficult to change people's ingrained attitudes so that they consider repairing rather than replacing a broken item in the first instance.

I think it's interesting, but people tend to be quite localised. I do get on a bus and go to Croydon, but a lot of stuff that Croydon [Council] does is in Croydon itself, and Croydon the borough is a much bigger area. So I think that it's a nice idea, but some of these things have to be taking place in places other than central Croydon.

Croydon focus group participant (houses group)

Trying to re-instigate 'make do and mend' post-war mentality in a fast modern society is a wider fix. Plus the Whitgift Centre was a vibrant shopping centre that is now a ghost town. So it's a wider issue.

Croydon focus group participant (flats group)

I think as a modern society we do tend to throw things away.

Croydon focus group participant (flats group)

The council can help encourage residents to recycle as much as possible by ensuring facilities are accessible and easy to use, that services are reliable, and through increased promotion about the waste and recycling services

When considering what actions the council could take to help residents recycle as much as they can, discussions centred around making recycling and reuse facilities easy to use and accessible, as well as increased encouragement and promotion. Particularly in relation to flats above shops and businesses, participants highlighted that recycling bins and containers are not always available, meaning that waste is left on pavements and roadsides which can then be added to by passers by or disturbed by animals.

Some of the flats above the shops don't seem to have been catered for in terms of having the big bins. They don't have wheelie bins like we do in the houses, but they also don't have the big communal bins, they just have bags. And obviously, this is like a fox's paradise. That just really increases the rubbish and general gross-ness.

Croydon focus group participant (houses group)

When people put their rubbish from the flats above the shops on the pavements, it isn't just foxes, it's also passers by that add to that rubbish. So they'll think, 'Oh, it's just been fly-tipped, let's add to it'.

Croydon focus group participant (houses group)

I speak to a lot of business owners and they're waiting for red bins to be produced.

Croydon focus group participant (houses group)

Participants also raised the issue of broken bins and the long wait for replacements to be delivered, something which further prevents residents from recycling as much as possible. Experiencing other issues with the service, such as missed collections and messy streets following collections, may further discourage residents, and it was emphasised that the council should strive to provide a good service to increase their likelihood of participating fully.

Just make it easy for people. Everyone talks about how long you have to wait to get a bin, how the bins break, and the missed collections. On bin day, you've got people coming any time between like 6 or 7am, and 10pm at night, and then the streets are awash with rubbish in between. It doesn't leave people feeling like they've got a lot of positive associations with this.

Croydon focus group participant (houses group)

For me, it's taking my rubbish and making sure it goes away in a regular and timely manner so that it doesn't fester.

Croydon focus group participant (flats group)

Some indicated that the council could make it easier for residents to dispose of additional items at the kerbside or locally, as some had seen other local authorities in London offering this. Suggestions included collecting additional bags of waste left next to bins on an ad-hoc basis, and providing opportunities for those who find it difficult to dispose of their waste, either due to being unable to travel to a Household Reuse and Recycling Centre or having larger items. It was further suggested that doing so might help reduce instances of fly-tipping.

We're not asking them to clear up 50 extra bags of rubbish. If someone leaves a couple of bags next to the bins, it seems logical for them to collect them too. It's not going to break the bank.

Croydon focus group participant (flats group)

I work in Wandsworth, and once a month they do three sites where you can come with large items for people who can't get to the dump. I think two or three large shipping containers turn up and you just chuck in whatever you can't get rid of and it seems to be quite successful...It happens elsewhere, so it would be quite useful if it happened in Croydon.

Croydon focus group participant (flats group)

They do it in Tooting...They have a massive skip every month, so if you want to get rid of something, you can dump it in that skip. It definitely helps with fly-tipping.

Croydon focus group participant (houses group)

Providing information and increasing promotion about the waste and recycling services were viewed as key actions for the council to take, should it wish to encourage as many residents as possible to participate. For some, sending occasional reminders would help prompt them to present their waste and recycling correctly. Another suggestion was that the council could hold events where residents could drop-in to find out more about recycling

I think it's a consciousness thing...there's a lot of things in people's minds and recycling isn't always a priority.

Croydon focus group participant (flats group)

It's about education and reminders.

Croydon focus group participant (flats group)

I think you're right about life getting in the way...They might be interested in doing it, but only if it was made easier. I wonder whether there might be something about opting in to reminders or something, so if you want to get a text or something on the day before bin day to say, 'We'll be collecting this, this and this tomorrow...', just to give people a little nudge if they've forgotten.

Croydon focus group participant (houses group)

Maybe the council could rent out a hall every single month to do a recycling event... Every single month, at your local church or local hall, the council shows you how to recycle, as a sort of showcase on how it works.

Croydon focus group participant (houses group)

Other participants said they would like more communication about which materials can and cannot be recycled. Specific types of materials mentioned included batteries and different types of plastics. One participant said that they occasionally worried about 'wish-cycling', and placing materials which were potentially not recyclable out for collection in the hope that they could be recycled.

I'm not sure it's all that well advertised how you can recycle batteries, which is really important now that we've got this problem with vapes and batteries in vapes, and them causing fires in waste transfer stations. So I think just a bit more communication on that would be really useful.

Croydon focus group participant (houses group)

I think I'm fairly well versed on waste and recycling, but I struggle to know if I'm wish-cycling, and whether something that I'm doing is going to contaminate a load. Because there's not a huge amount of information out there about what the council does and doesn't want to collect.

Croydon focus group participant (houses group)

Some participants in the houses group mentioned the belief held by some residents that items placed out for recycling do not get recycled by the council and are instead sent to landfill or incinerated. To tackle this misinformation, the council could provide residents with detailed information about what happens to waste and recycling after it is collected and ensure that materials are not mixed by collection crews.

I've never lived anywhere like this, where people genuinely don't believe that the recycling is being recycled... There is clearly a narrative or a belief in this area that some of the waste that people are putting out for recycling isn't actually being recycled. And if that is the case, then people will not want to go through the faff of separating out their waste. So the council needs to be really clear about what they're actually doing with people's recycling, and then people may feel more confident to do so.

Croydon focus group participant (houses group)

More information... I think if you tell people where your recycling is going, the bits that are actually recycled, rather than landfilled or incinerated, or whatever, if people know where it's going to end up, as something new, then it's a real incentive to try and get on with your recycling.

Croydon focus group participant (houses group)

At the residents' association meeting, some people were saying, 'What is the point of doing all this if they're all just putting it in the same place?'... There will definitely be people out there who just say, 'Oh, I can't be bothered'. And that's kind of understandable, unless Croydon, A) doesn't mix this stuff, and B) makes it clear to people, 'This is what happens to this waste, this is why it's important to do it'.

Croydon focus group participant (houses group)

A small number of residents felt that the council would struggle to change the attitudes of those who did not already choose to participate in recycling, suggesting that this was a wider social issue.

I think it's a much bigger societal issue, I'm not sure if it's just for the council.

Croydon focus group participant (flats group)

You are either a person who is dedicated to doing the right thing, or you're not.

Croydon focus group participant (houses group)

Average bin composition

Croydon Council recently undertook a waste composition analysis to identify what types of materials were being presented by residents for general waste collection. Focus group participants were shown an image displaying the contents of an average bin in Croydon, which showed that over half of what was presented in the average bin could have been recycled using the recycling collection service, and/or at local stores and the recycling centre.

Participants unsurprised that many residents do not participate in food waste recycling

Participants were generally unsurprised that food waste was not recycled by all residents, considering that food waste recycling is not available to residents in all types of properties, and that some people are unwilling or unable to keep a food waste container within their household. Others mentioned their general awareness that there is a wider problem with the over-purchase of food which ends up going to waste.

I guess the food waste thing doesn't surprise me.

Croydon focus group participant (houses group)

I think the problem is with food, many people don't want that small size bin in their household. People don't want to have a separate bin for food, it's just not what a lot of people want.

Croydon focus group participant (houses group)

I see TV shows about people buying loads of food and then it all goes in the bin, so that food waste figure looks about right to me.

Croydon focus group participant (flats group)

It can be inconvenient to have to take some items elsewhere to be recycled, particularly when residents do not have access to a car

With regard to soft plastics, participants discussed the inconvenience of having to take these to be recycled at a separate location, rather than being able to recycle them at kerbside. Not all residents are aware that they can take soft plastics to be recycled at supermarkets, or are unaware of the closest retailer that accepts soft plastics. For those without a car, it becomes even more difficult to transport such materials.

I go to the Tesco at Elmers End [to dispose of soft plastics] but the bin is really awkwardly placed, so you have to ask where it is and then go and find it. It's not as if it's easily found and you look a bit weird turning up with loads of rubbish so you don't want to go hunting through the shop...It's probably quite a threshold to step over if you haven't been to or seen one before – to have to gather your rubbish and take it somewhere.

Croydon focus group participant (flats group)

I didn't know you could take plastics bags to local stores, but the ones I do have, I reuse them to store things.

Croydon focus group participant (flats group)

I always find the plastic bags thing an issue, because I don't live near somewhere where I can take my plastic bags...Some of the things where they say, 'This should be taken here, and this should be taken there...', I don't have a car. Basically, everything comes back to how easy it is to do something. You work full time, people have got busy lives. So I'm not surprised, that most people throw out their plastic film and their plastic bags, to be

honest. It's never really been clear why that can't be included in your doorstep plastic collection.

Croydon focus group participant (houses group)

On a similar note, it was pointed out that some people would be unable to transport items such as wood, rubble and scrap metal to be disposed of correctly at a Household Reuse and Recycling Centre. For some, this may be due to lack of access to a vehicle. Others might only have access to a van and, therefore, be denied access to the centre.

Not everyone can get down to a dump so I can see why stuff like wood, rubble and scrap metal could get chucked in and then you cross your fingers and hope it gets taken away.

Croydon focus group participant (flats group)

There are loads of people who their only vehicle is their work van. So anything that they've got at home that they need to take to the recycling site, they can't take in their own vehicle.

Croydon focus group participant (houses group)

Recycling containers and shared bins

Participants were generally satisfied with the recycling containers provided, but reported that containers were frequently broken during collections

Few issues with the recycling containers provided by the council were reported by participants living in houses, other than the problems described previously where bins had been damaged during collections. Although there can be a long wait to receive a replacement, it was felt that the demand for replacements could be reduced if there was more careful handling by collection crews. This would also help to reduce the amount of plastic needed.

The food waste bins are just falling apart.

Croydon focus group participant (houses group)

We're supposed to be in a cultural environment where you're trying to reduce plastic. And every time we have to replace a bin, you're just churning more of the stuff through the system...The people need to be told, just put the stuff down, don't throw it. There's no need for it.

Croydon focus group participant (houses group)

Some would be willing to collect replacement bins or containers to reduce waiting times, however this would depend on ability to travel and the specific location

When asked if they would be willing to collect a new bin or container from a designated location rather than waiting for one to be delivered to them, some agreed that they would be happy to do so. However, it was pointed out that this would be more difficult for those without access to a car, and that it would depend on the travel distance. One participant suggested that local community spaces such as libraries would be suitable collection points.

Yeah, I'd be happy to do that.

Croydon focus group participant (houses group)

I don't have a car. I imagine they would say, 'You can come to central Croydon'...I probably would, because that's one of the things that annoys me, so I would make sure I did it. But I don't know how motivated other people would be to trudge through to Croydon town centre on the bus, pick it up, and then come back on the bus.

Croydon focus group participant (houses group)

[In Wandsworth] they used to have [recycling bags] at the library, so if you'd run out you could just nip to the local library and pick up some more, which was really helpful...If you were just going to have to pop to your local library to collect your new recycling box or something, I'm sure that would be better for people.

Croydon focus group participant (houses group)

It was pointed out that, even though not all residents would have the ability to collect replacement bins, having this option available could potentially reduce delivery times for others.

Even if the people who had the time and the transport to go and pick up their own bin did that, then the council would have more time to drop it off to the people who didn't.

Croydon focus group participant (houses group)

Residents in flats highlighted a number of issues with communal bins, including missed collections, contamination and accessibility

Participants living in flats were asked about their experience of using communal bins and reported a number of issues. Some said that the communal bins were emptied infrequently, leading to issues with overflowing. Others mentioned that other residents contaminated the bins by putting in general waste which they found frustrating.

Extra bags of rubbish just get left, but there's a reason that there's extra bags of rubbish there, and that's the volume of bins available and missed collections.

Croydon focus group participant (flats group)

The recycling bins aren't emptied. They're just left because people are putting normal rubbish in them. They're not actually being recycled. They just get emptied when they feel like doing it.

Croydon focus group participant (flats group)

Other participants pointed out that it is difficult to access communal bins, particularly for those who are elderly or disabled who may be less able to lift waste into the bins.

Because I've got a disability, it's not easy to lift my arms up to throw everything in the bin.

Croydon focus group participant (flats group)

There will be disabled people who can't access the bins because of their disability, but do live in flats. I put in elderly people's waste in the bin for them because they can't lift the lid.

Croydon focus group participant (flats group)

Recycling facilities are not provided to all residents in flats

One participant reported that they are unable to recycle since the facilities to do so are not provided to them in their block of flats. When asked how they typically dispose of their recycling, they explained that they would have to walk to the nearest bank of recycling bins to do so, although there are fewer available locally to them since the pandemic. They said that they had contacted the council on a number of occasions regarding this but had not managed to progress the issue.

There used to be some recycle bins by East Croydon station that I would use for everything I would collect throughout the week, but it's been years since that disappeared. So I don't actually have a way of recycling as an individual person which is rather strange.

Croydon focus group participant (flats group)

Although my block of flats has been here for over a decade, for some reason we don't have a recycling service...Every time I have tried to contact the council about how we can set this up, because it's really important, I haven't been able to get anywhere about how we do that.

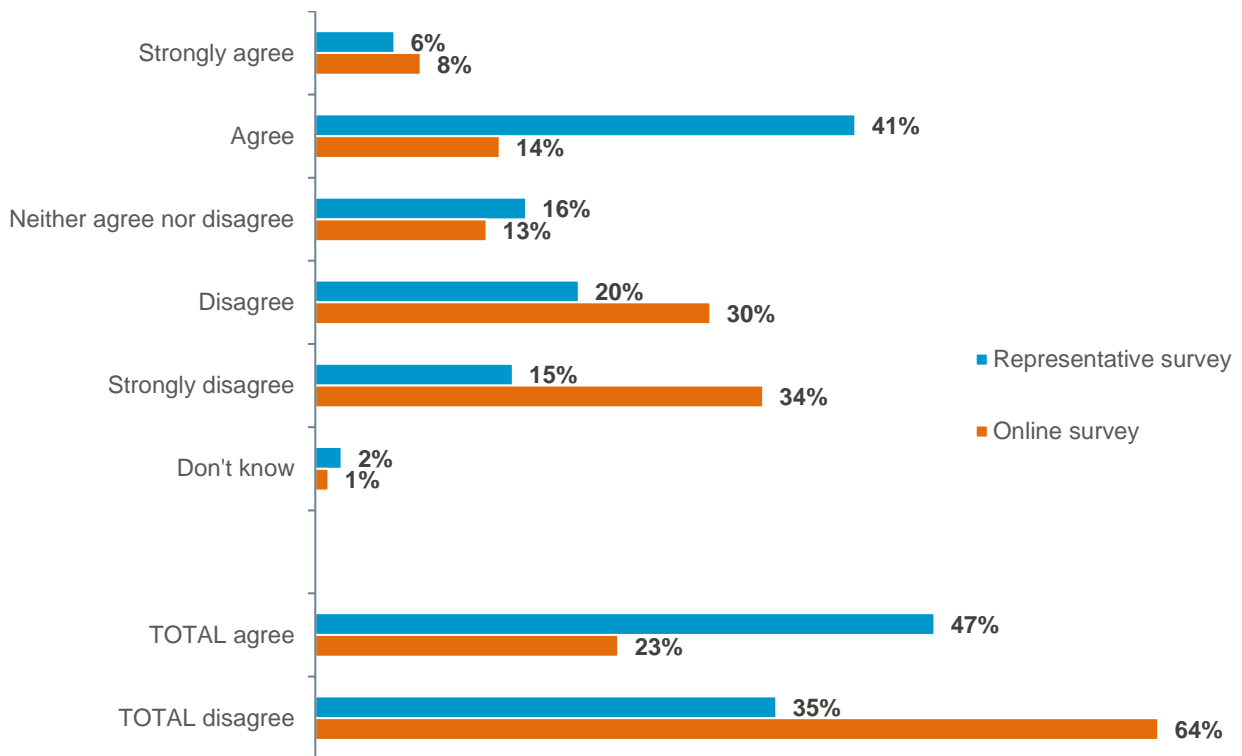
Croydon focus group participant (flats group)

2.2 Street cleaning

Survey respondents were asked to what extent they agreed or disagreed that residential streets in their local area are cleaned frequently enough. Almost half of representative respondents agreed overall (47%), whilst a third disagreed overall (35%). Online respondents, on the other hand, were more likely to disagree overall (64%) than agree overall (23%).

Figure 38 – (Q29) To what extent do you agree or disagree that residential streets in your local area are cleaned frequently enough?

Base: All respondents – representative (406); online (2,248)



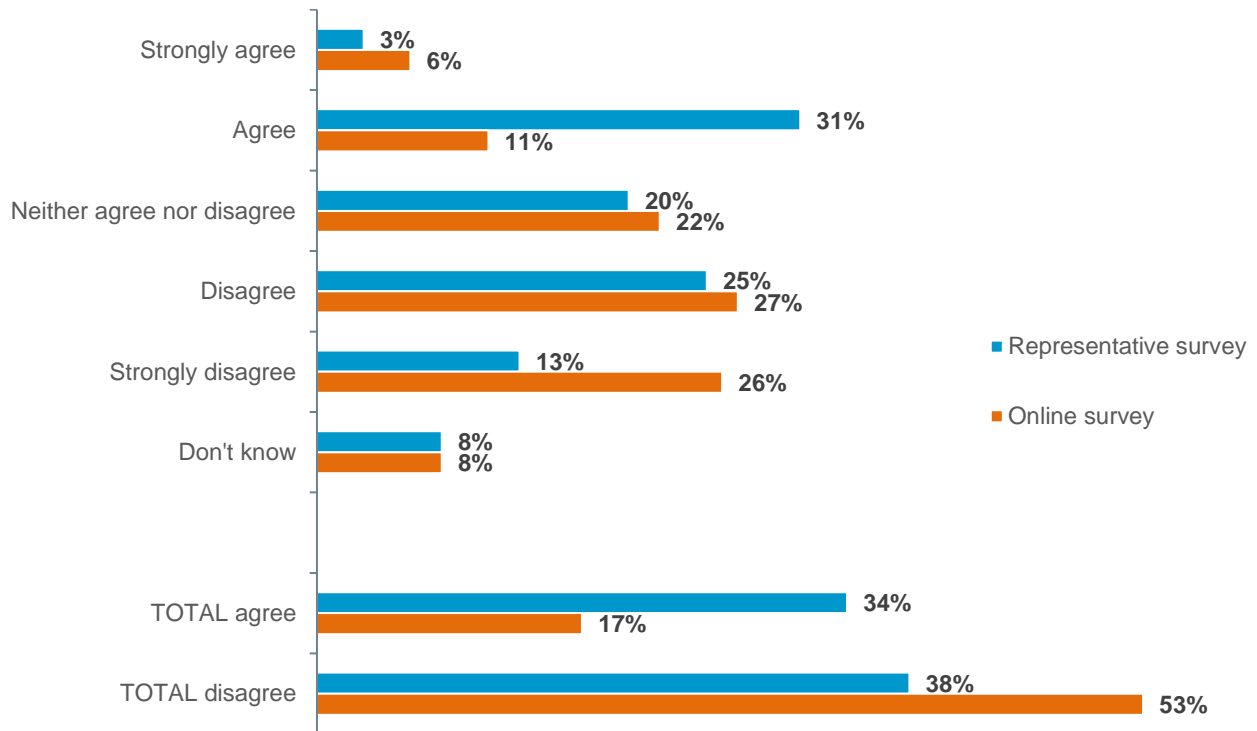
Subgroup analysis of the representative survey

Those living in a house were more likely to **agree** that residential streets in their local area are cleaned frequently enough (55%) when compared with those living in purpose built flats (35%).

When asked to what extent they agreed or disagreed that streets in their local town centre are cleaned frequently enough, respondents across both surveys were more likely to disagree overall (38% representative, 53% online) than agree overall (34% representative, 17% online).

Figure 39 – (Q30) To what extent do you agree or disagree that streets in your local town centre are cleaned frequently enough?

Base: All respondents – representative (406); online (2,248)



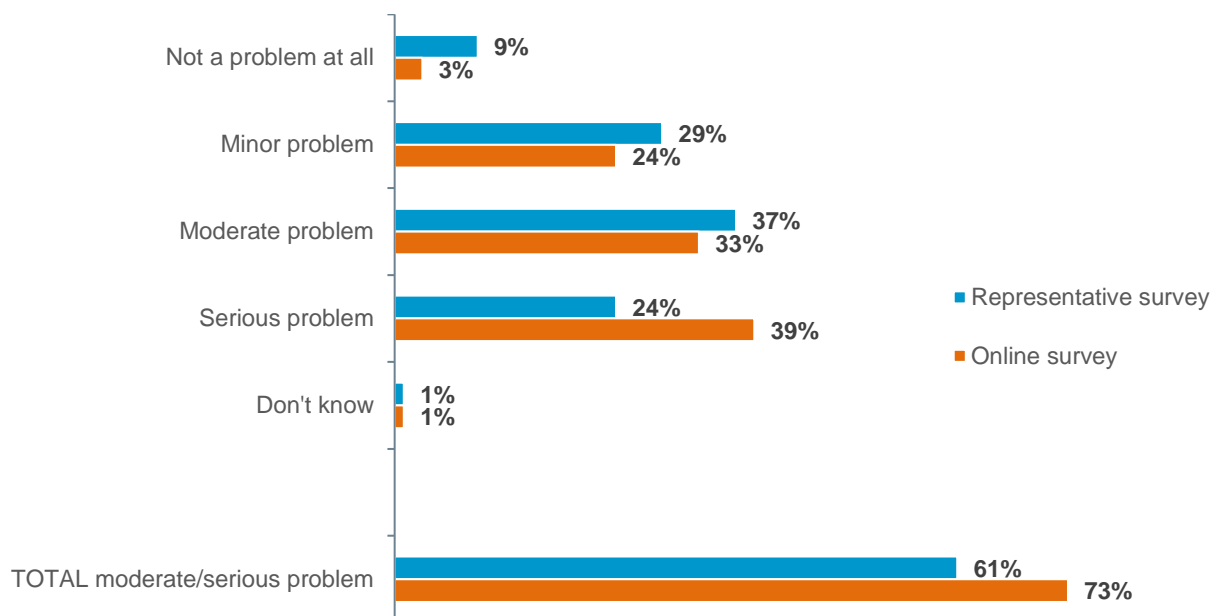
Subgroup analysis of the representative survey

There were no statistically significant differences between subgroups.

Respondents were provided with a list of street cleaning issues and were asked to indicate how much of a problem they were in their local area, on a scale of 'not at all a problem' to 'serious problem'. Six in ten representative respondents (61%) and three quarters of online respondents (73%) said they thought street litter was a *moderate* or *serious problem*.

**Figure 40 – (Q31a) To what extent are the following a problem in your local area?
Street litter**

Base: All respondents – representative (406); online (2,245)



Subgroup analysis of the representative survey

Croydon South residents were more likely to think that street litter is **not a problem at all** (18%) when compared with Croydon North residents (4%).

Those living in a house and a house converted to flats were more likely to think that street litter is a **minor problem** (36% and 30% respectively) when compared with those living in purpose built flats (17%).

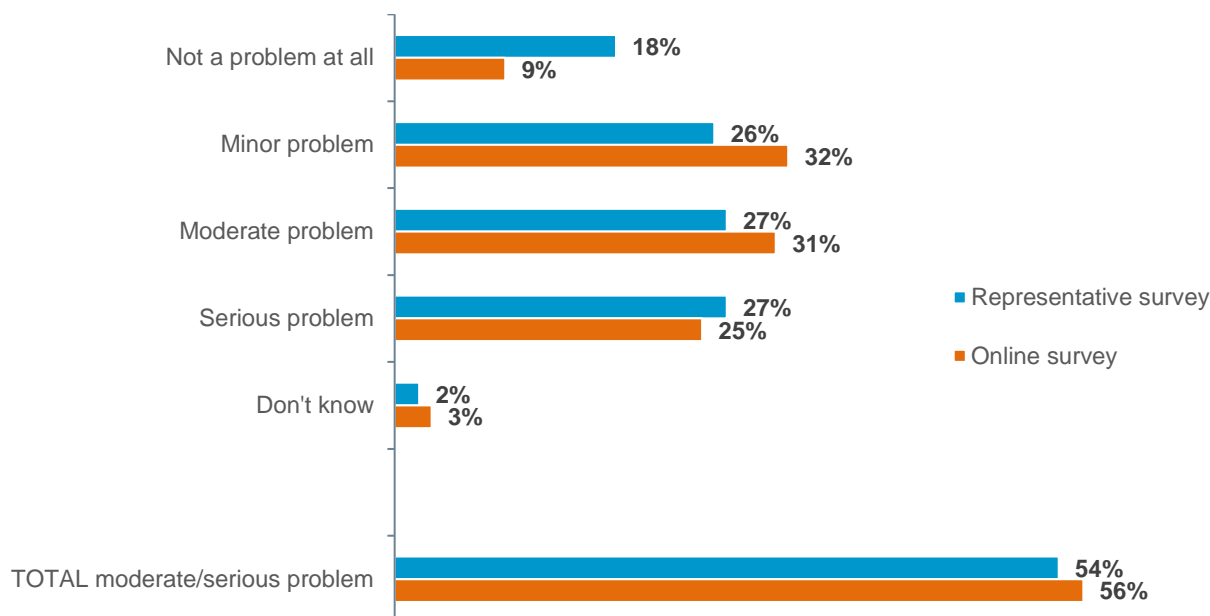
Subgroups more likely to think that street litter is a **moderate or serious problem** (61% overall) include:

- Those living in purpose built flats (72%) vs those living in a house (54%)
- Croydon North residents (70%) vs Croydon South residents (52%)
- Those aged 35-54 (66%) vs those aged 55+ (50%)

Over half of respondents across both surveys indicated that they thought dog fouling was a *moderate* or *serious problem* in their local area (54% representative, 56% online). Representative respondents were twice as likely to consider this as *not a problem at all* (18%) than online respondents (9%).

**Figure 41 – (Q31b) To what extent are the following a problem in your local area?
Dog fouling**

Base: All respondents – representative (406); online (2,244)



Subgroup analysis of the representative survey

Croydon South residents were more likely to think that dog fouling is **not a problem at all** (34%) when compared with Croydon Central (14%) and Croydon North residents (13%).

Subgroups more likely to think that dog fouling is a **minor problem** (26% overall) include:

- Those living in a house (34%) vs those living in a house converted to flats (17%) and purpose built flats (19%)
- Those aged 55+ (34%) vs those aged 35-54 (22%)

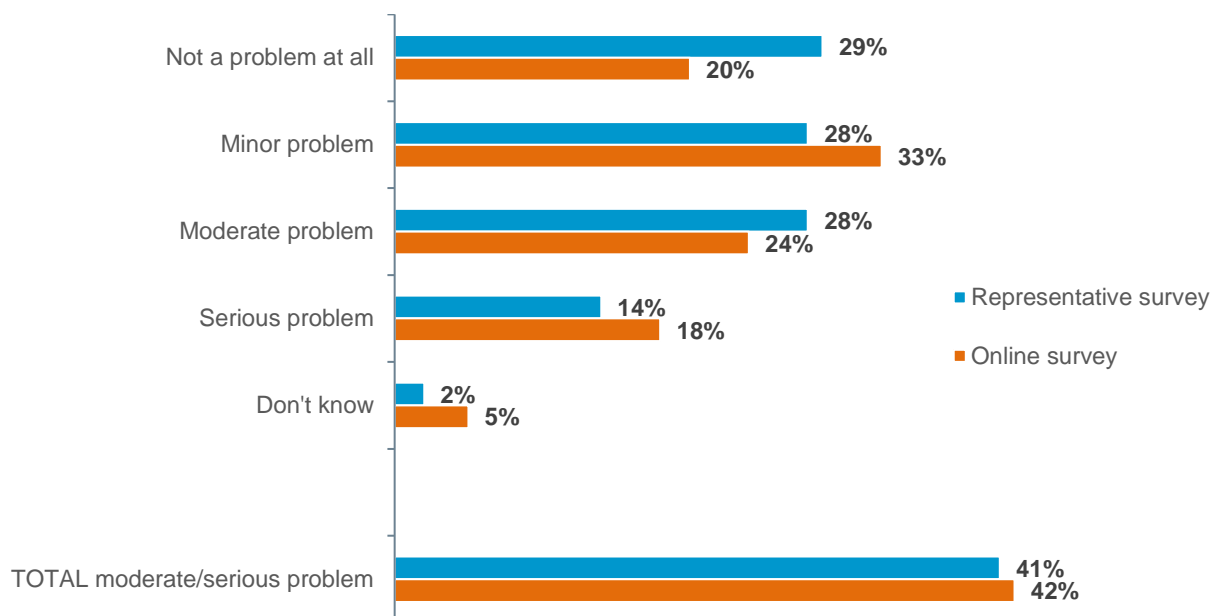
Subgroups more likely to think that dog fouling is a **moderate or serious problem** (54% overall) include:

- Those living in a house converted to flats (68%) and purpose built flats (61%) vs those living in a house (44%)
- Croydon Central (57%) and Croydon North residents (57%) vs Croydon South residents (38%)
- Those aged 18-54 (60%) vs those aged 55+ (40%)

Around four in ten respondents across both surveys felt that graffiti and fly-posting were a *moderate* or *serious problem* in their local area (41% representative, 42% online). Representative respondents were more likely to think this was *not a problem at all* (29%) than online respondents (20%).

Figure 42 – (Q31c) To what extent are the following a problem in your local area? Graffiti/fly-posting

Base: All respondents – representative (406); online (2,244)



Subgroup analysis of the representative survey

Croydon South residents were more likely to think that graffiti/fly-posting is **not a problem at all** (45%) when compared with Croydon Central (27%) and Croydon North residents (23%).

Those living in a house were more likely to think that graffiti/fly-posting is a **minor problem** (33%) when compared with those living in purpose built flats (19%).

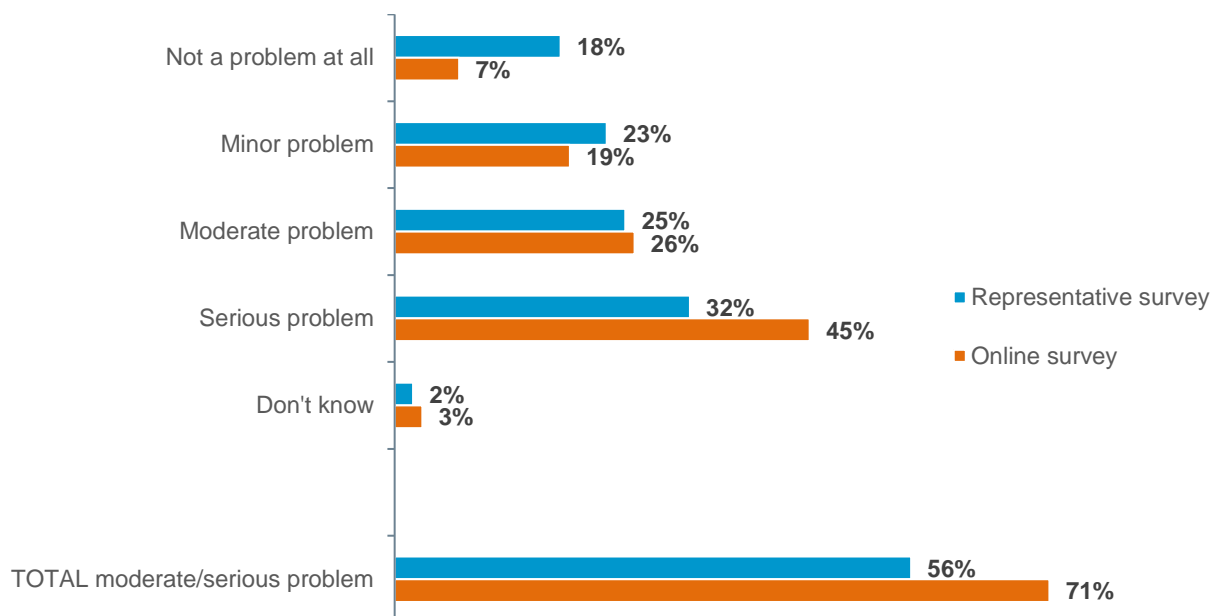
Subgroups more likely to think that graffiti/fly-posting is a **moderate or serious problem** (41% overall) include:

- Those living in a house converted to flats (51%) and purpose built flats (49%) vs those living in a house (33%)
- Croydon Central residents (44%) vs Croydon South residents (28%)

Over half of representative respondents (56%) and seven in ten online respondents (71%) thought that fly-tipping was a *moderate* or *serious problem* in their local area. Representative respondents were more than twice as likely to believe this was *not a problem at all* (18%) than online respondents (7%).

**Figure 43 – (Q31d) To what extent are the following a problem in your local area?
Fly-tipping**

Base: All respondents – representative (406); online (2,247)



Subgroup analysis of the representative survey

Croydon South residents were more likely to think that fly-tipping is **not a problem at all** (29%) when compared with Croydon Central (16%) and Croydon North residents (10%).

Subgroups more likely to think that fly-tipping is a **minor problem** (23% overall) include:

- Those living in a house (28%) vs those living in purpose built flats (14%)
- Those aged 55+ (31%) vs those aged 18-34 (17%)

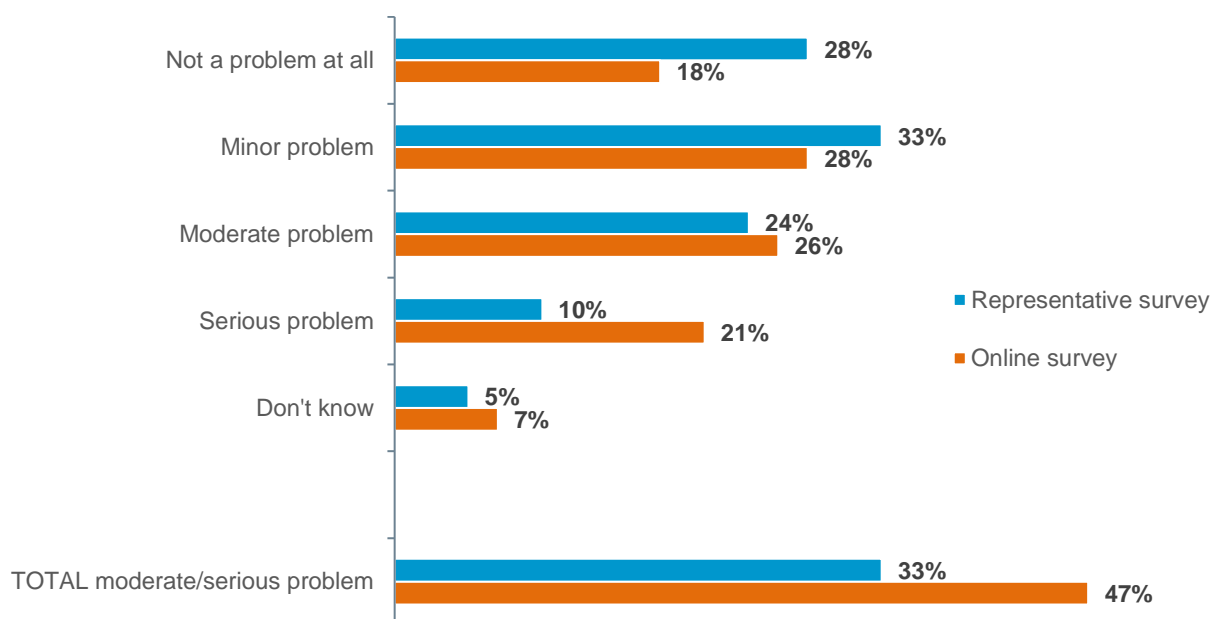
Subgroups more likely to think that fly-tipping is a **moderate or serious problem** (56% overall) include:

- Those living in purpose built flats (67%) vs those living in a house (50%)
- Croydon North residents (65%) vs Croydon South residents (46%)
- Those aged 18-54 (63%) vs those aged 55+ (41%)

When asked to what extent they thought that weeds on the public highway were a problem in their local area, representative respondents' opinion was relatively split. Almost three in ten representative respondents thought this was *not a problem at all* (28%), a third felt it was a *minor problem* (33%) and another third felt it was a *moderate or serious problem* (33%). Almost half of online respondents thought that weeds on the public highway were a *moderate or serious problem* (47%).

Figure 44 – (Q31e) To what extent are the following a problem in your local area? Weeds on the public highway

Base: All respondents – representative (406); online (2,246)



Subgroup analysis of the representative survey

Croydon South residents were more likely to think that weeds on the public highway are **not a problem at all** (45%) when compared with Croydon Central (22%) and Croydon North residents (21%).

Croydon North residents were more likely to think that weeds on the public highway are a **minor problem** (43%) when compared with Croydon South residents (24%).

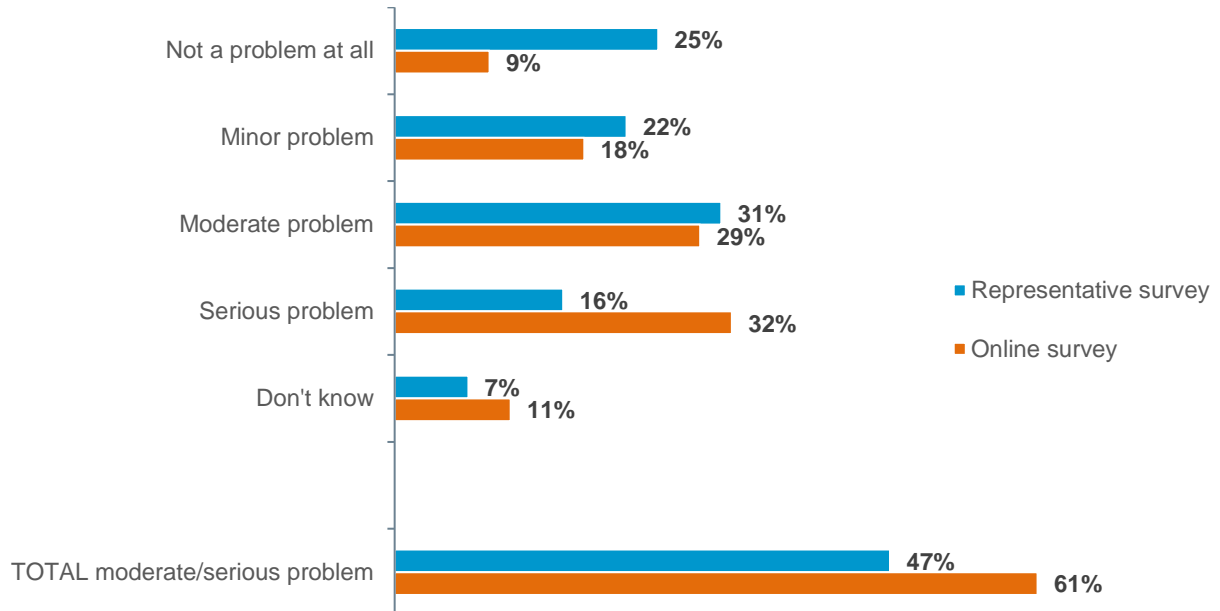
Subgroups more likely to think that weeds on the public highway are a **moderate or serious problem** (33% overall) include:

- Those living in a house converted to flats (52%) vs those living in a house (25%) and purpose built flats (36%)
- Croydon Central residents (41%) vs Croydon North residents (25%)
- Those aged 35-54 (39%) vs those aged 55+ (26%)

Almost half of representative respondents (47%) and six in ten online respondents (61%) thought that full public litter bins were a *moderate* or *serious problem* in their local area. Representative respondents were significantly more likely to think this was *not a problem at all* (25%) than online respondents (9%).

**Figure 45 – (Q31f) To what extent are the following a problem in your local area?
Full public litter bins**

Base: All respondents – representative (406); online (2,246)



Subgroup analysis of the representative survey

Subgroups more likely to think that full public litter bins are **not a problem at all** (25% overall) include:

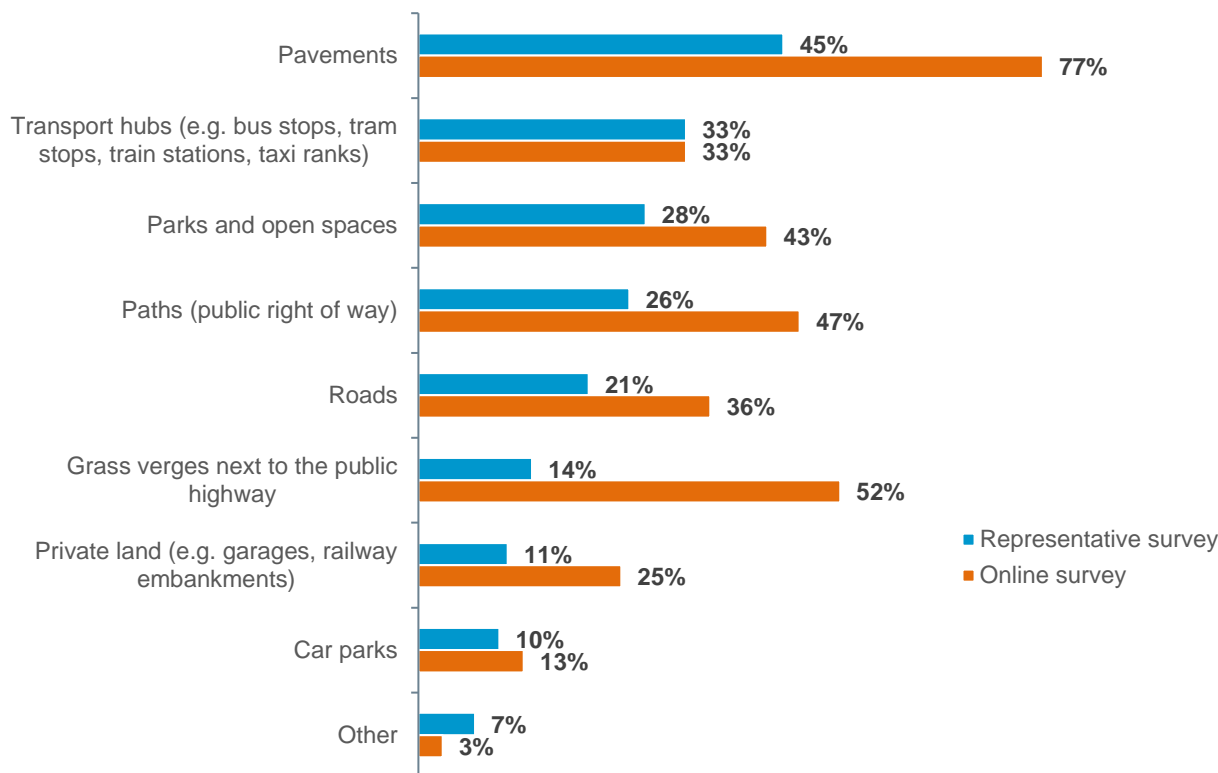
- Those living in a house (30%) vs those living in a house converted to flats (16%)
- Croydon South residents (40%) vs Croydon Central (19%) and Croydon North residents (18%)
- Those aged 55+ (33%) vs those aged 35-54 (20%)

Those living in purpose built flats were more likely to think that full public litter bins are a **moderate or serious problem** (57%) when compared with those living in a house (40%).

Respondents were asked which areas in their neighbourhood tend to get dirtiest and would benefit from more attention in the future and were able to select all that applied. The most common response across both surveys was *pavements* (45% representative, 77% online). Other common responses provided by respondents across both surveys include *transport hubs* (both at 33%), *parks and open spaces* (28% representative, 43% online) and *paths (public right of way)* (26% representative, 47% online). Online respondents were significantly more likely to select *grass verges next to the public highway* (52%) than representative respondents (14%).

Figure 46 – (Q32) Which areas in your neighbourhood tend to get dirtiest and would benefit from more attention in the future?

Base: All respondents – representative (406); online (2,248)



Subgroup analysis of the representative survey

Croydon North residents were more likely to select **pavements** (53%) when compared with Croydon South residents (38%).

Croydon Central and Croydon North residents were more likely to select **transport hubs** (31% and 43% respectively) when compared with Croydon South residents (10%).

Those living in purpose built flats were more likely to select **car parks** (19%) when compared with those living in a house (8%) and a house converted to flats (2%).

'Other' responses

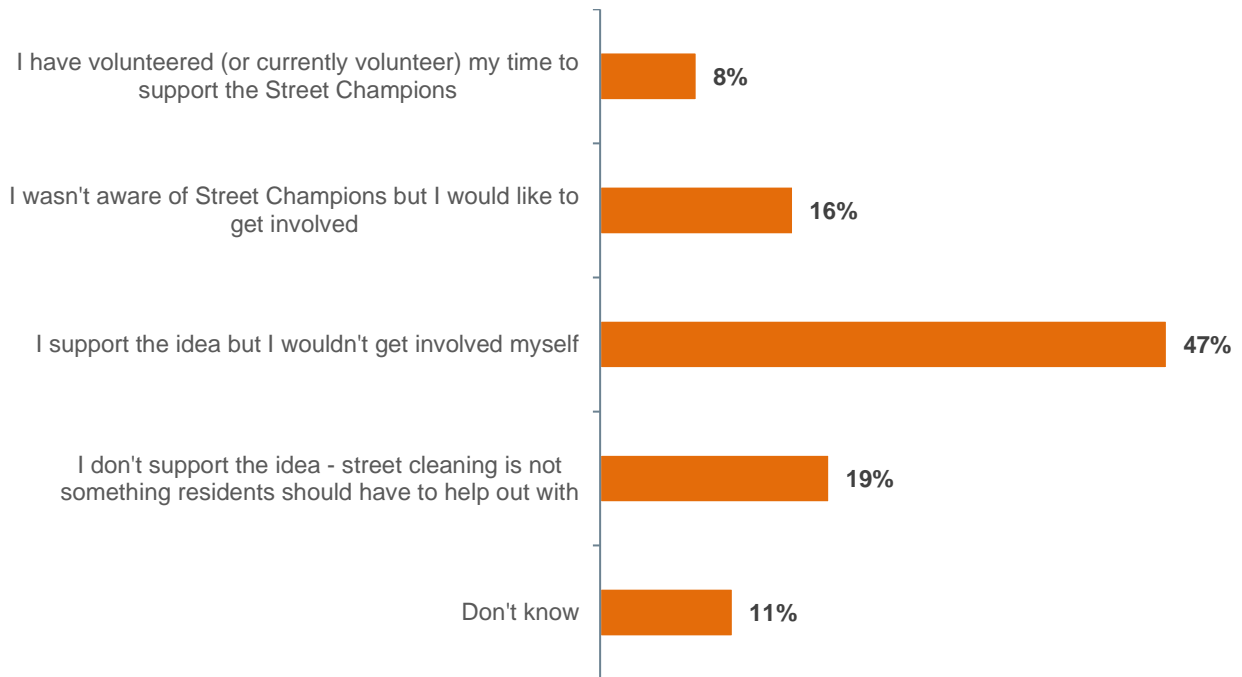
The following points are the main 'other' comments:

- On roadsides
- Alleyways/footpaths
- Weeds are not an issue/biodiversity needed
- Areas where fly-tipping occurs

Croydon Council coordinates Street Champions, which is a network of residents who volunteer to improve the environment and street scene across the borough. Online respondents were asked to provide their opinion on this by selecting which statement best reflects their view from a list. Almost half of online respondents said they *support the idea but wouldn't get involved themselves* (47%). In total, a quarter of online respondents (24%) said they have *already volunteered or currently volunteer their time to support the Street Champions* (8%) or that they *weren't aware of Street Champions but would like to get involved* (16%). A fifth of online respondents said they *don't support the idea* (19%).

Figure 47 – (Q33) Which of these statements best reflects your view about the Street Champion Programme?

Base: All respondents – online (2,248)

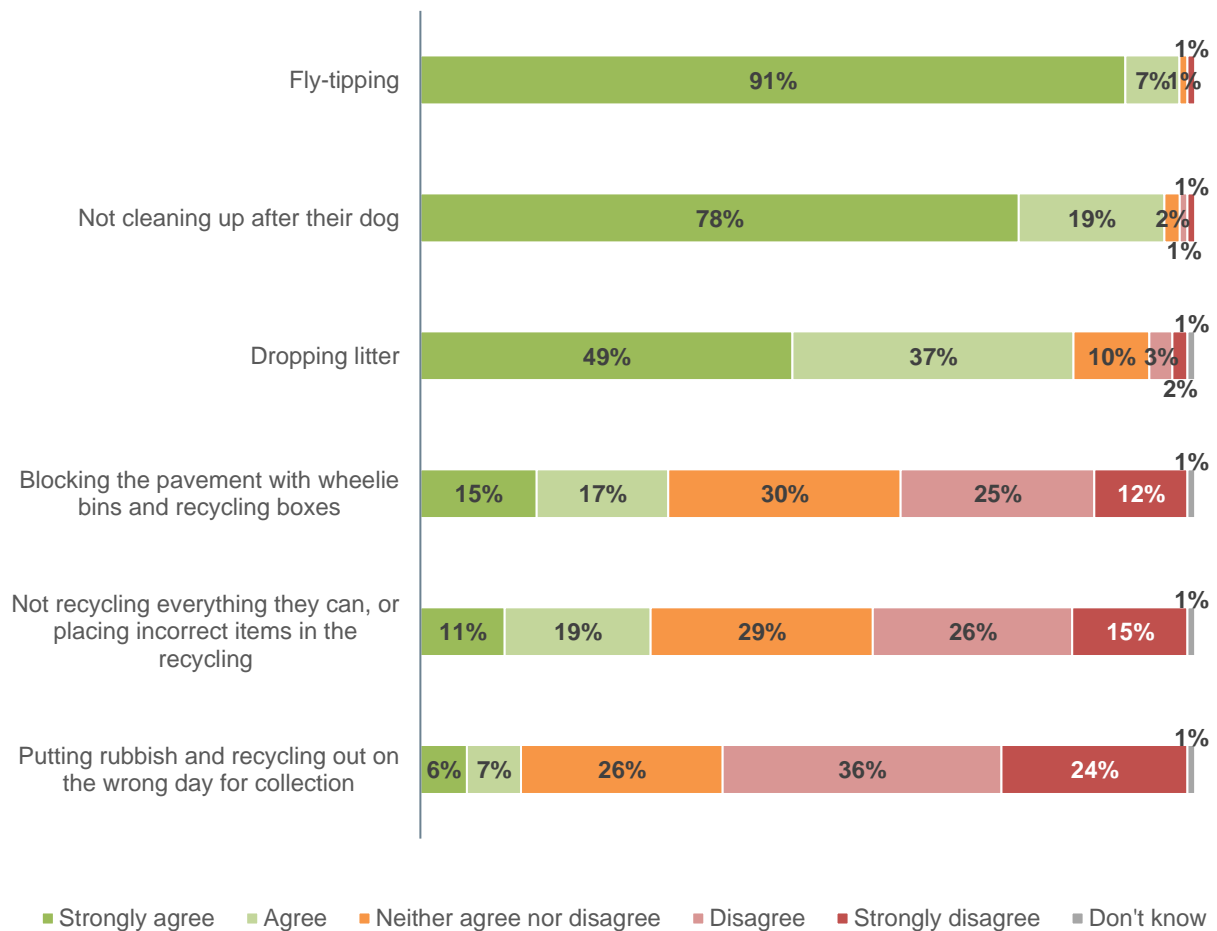


Online respondents were asked to what extent they agreed that people should receive fixed penalty notices for a series of behaviours related to street cleaning and waste and recycling collections. Overall agreement was highest for the behaviours related to street cleaning, such as *fly-tipping* (98%), *not cleaning up after their dog* (97%) and *dropping litter* (85%).

However, online respondents were more likely to disagree than agree that people should receive fixed penalty notices for behaviours related to waste and recycling collections, such as *blocking pavements with wheelie bins and boxes* (37% disagree overall, 32% agree overall), *not recycling everything they can, or placing incorrect items in the recycling* (41% disagree overall, 29% agree overall) and *putting rubbish and recycling out on the wrong day for collection* (61% disagree overall, 13% agree overall).

Figure 48 – (Q34) To what extent do you agree that people should receive fixed penalty notices for the following?

Base: All respondents – online (2,247)

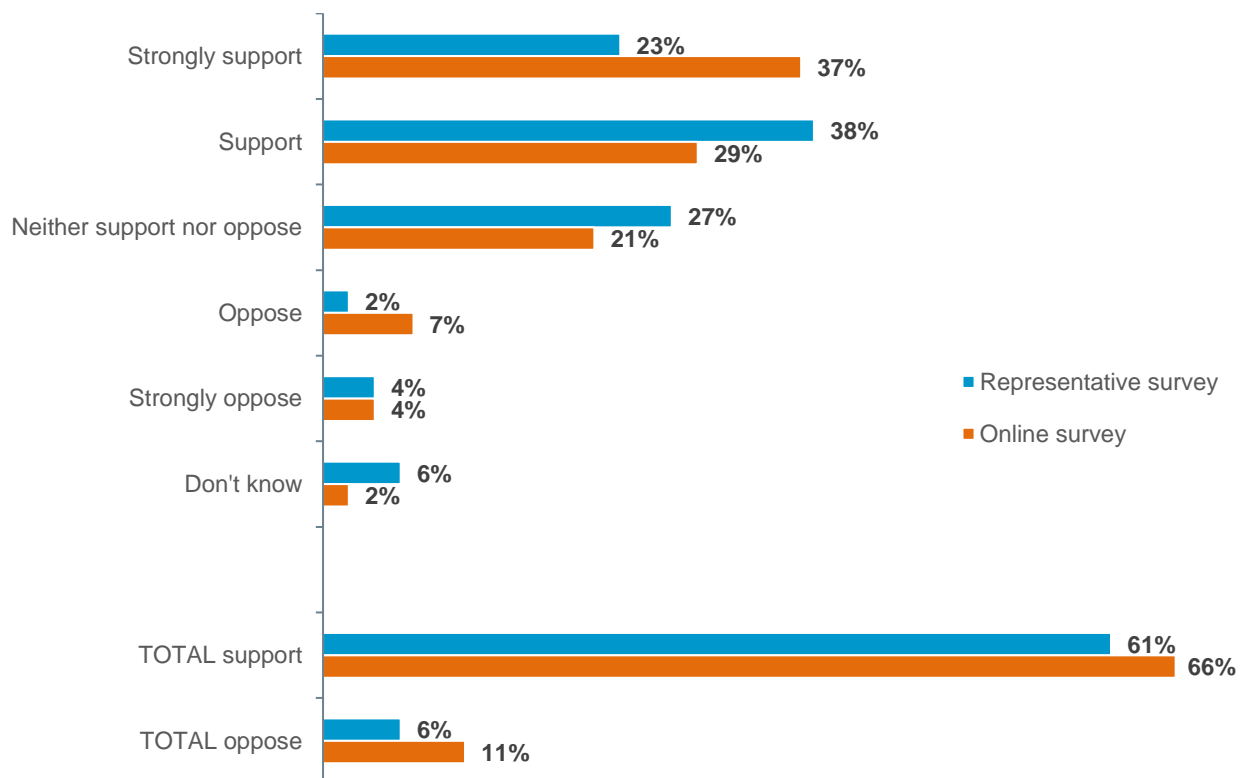


Respondents were asked to what extent they support or oppose the council adopting a pesticide-free approach to weed control, which can be slightly less effective and means some public spaces can look 'less neat'. Six in ten representative respondents (61%) and two thirds of online respondents (66%) supported this overall. Online respondents were more likely to oppose this overall (11%) than representative respondents (6%).

Figure 49 – (Q35) Some councils have stopped using chemicals like glyphosate to control weeds on the public highway. There are environmental benefits using pesticide-free approaches to weed control, but they are slightly less effective and means some public spaces can look a bit 'less neat'.

To what extent do you support or oppose the council adopting a pesticide-free approach to weed control?

Base: All respondents – representative (406); online (2,248)



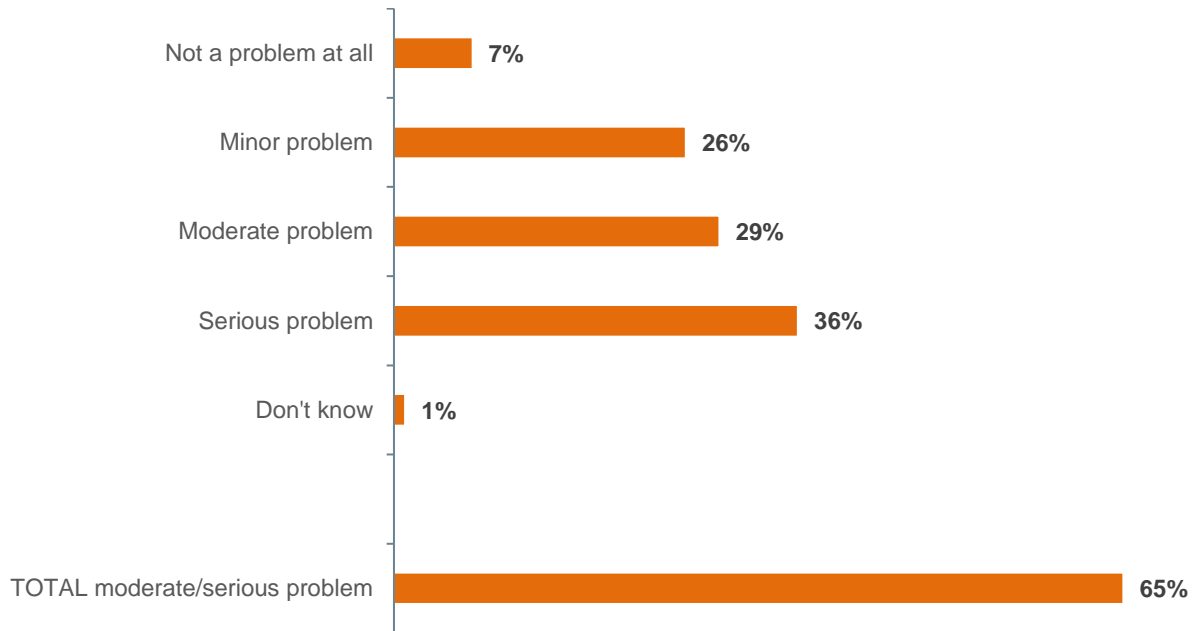
Subgroup analysis of the representative survey

Those aged 18-34 were more likely to say they **support** the council adopting a pesticide-free approach to weed control (73%) when compared with those aged 35-54 (54%).

Two thirds of online respondents indicated that leaves on the road and pavement in autumn and winter are a *moderate* or *serious problem* in their local area (65%). A further quarter said this was a *minor problem* (26%) and 7% said it was *not a problem at all*.

Figure 50 – (Q36) To what extent are leaves on the road and pavement in autumn/winter a problem in your local area?

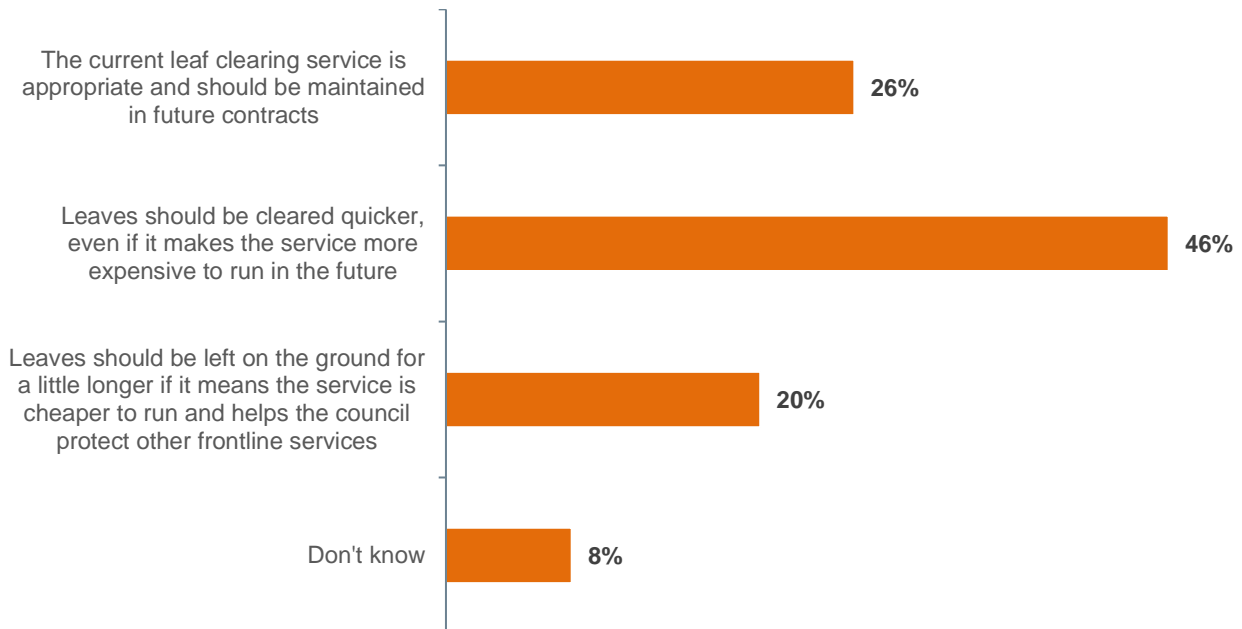
Base: All respondents – online (2,248)



Almost half of online respondents felt that *leaves should be cleared quicker, even if it makes the service more expensive to run in the future* (46%). A quarter felt that *the current leaf clearing service is appropriate* (26%) and a fifth said that *leaves should be left on the ground for a little longer if it means the service is cheaper to run and helps the council protect other frontline services* (20%).

Figure 51 – (Q37) Which of these statements do you most agree with?

Base: All respondents – online (2,248)



Focus group feedback about street cleaning

Participants were asked to provide their thoughts on street cleaning in Croydon, encompassing a range of services including sweeping roads, pavements and public land, clearing weeds, pavement gritting, fly-tipping, dog fouling, drain and sewer problems, fly posting, graffiti, and dealing with dead animals.

Street cleaning

Participants felt that street cleaning should be improved, noting that some areas were rarely cleaned and issues with litter in public areas

When asked about street cleaning in town and district centres, as well as in the local area, the majority of participants were dissatisfied and felt that there was room for improvement. Some said there was little evidence of street cleaning occurring in their local area, citing examples of litter on roads and paths. For some, this was an increasing problem in recent years.

My general comment would be that it's pretty abhorrent at the moment if I'm honest. The amount of anti-social activity and fly-tipping is through the roof at the moment.

Croydon focus group participant (flats group)

Occasionally I see the road sweepers, but very, very rarely...There are things like the grass next to the bus stop that hasn't been litter picked in the five years that I've lived here, and is just getting worse. At some point, I'm just going to bite the bullet and do it myself. And the public paths, the rights of way, I don't think are ever inspected.

Croydon focus group participant (houses group)

It is especially bad when the bins are being emptied, but I would say that street litter is generally a significant problem where I live. I've lived in London for 15 years, and I notice it, so there is generally more litter.

Croydon focus group participant (houses group)

Participants suggested that some areas were cleaned more frequently than others, with a greater focus on town centres, areas being developed and areas that they consider to be more affluent. However, this is to the detriment of other areas in the borough.

Street cleaning is non-existent. They only want to do the posh end of town...Coulson, Purley, Sanderstead.

Croydon focus group participant (flats group)

In the very local area that I live, probably a square mile or so, I have seen an improvement in street cleaning in the last five or six years. But I'm thinking it might be where the council is placing its priorities. There's a lot of construction and activity in East Croydon.

Croydon focus group participant (flats group)

They want town centres clean and tidy so if visitors come, it looks clean. They're leaving everyone else with rubbish everywhere. Even if it was done once a week, it would be an 80% improvement.

Croydon focus group participant (flats group)

I guess they must clean Norbury high street more than other places, because otherwise it would just be ridiculous, there would be way more stuff there. But because there is actually so much rubbish on the residential streets, all areas seem to have a lot of rubbish.

Croydon focus group participant (houses group)

Fly-tipping

Fly-tipping was highlighted as a significant issue, with a perceived lack of consequences for offenders

Participants generally agreed that fly-tipping was a problem in Croydon, with most able to provide examples of this occurring in their local area. Reported fly-tipping hotspots included footpaths, parks and communal bin areas.

Where I live, there's lots of paths and ginnels that connect the streets and they always just have stuff in them because they're kind of hidden.

Croydon focus group participant (flats group)

I went down to the park the other day and there were two sofas which has been fly-tipped into the children's play area...Those sofas were there, I think, a month before they got taken away.

Croydon focus group participant (houses group)

We have quite a lot of problems with fly-tipping...and by it being put next to our bins, it prevents our bins from being taken. It's just household things like lampshades or a small chest of drawers – things that are too small to get too upset about, but big enough to stop our bins being collected...It's a big frustration.

Croydon focus group participant (flats group)

Participants perceived that there were few consequences to fly-tipping, pointing out that enforcement action was rarely taken. Although there was some awareness of the Love Clean Streets app, one participant pointed out that this simply results in the waste being removed rather than any action being taken against the perpetrator.

You can get away with dropping a chocolate wrapper on a town centre street and nobody will notice. You can get away with dropping off a mattress in a residential street and nobody will notice.

Croydon focus group participant (flats group)

I walk my dog all over the borough...and fly-tipping is prevalent. I use the Love Clean Streets app to report it. It varies from rubble, to mattresses, to household goods.

Croydon focus group participant (flats group)

I've reported something like seven different fly-tips just in front of my house, and I actually thought, 'I'm just providing someone a service here. They dump their rubbish and I report it, and it gets taken away for them for free!' I figured out which of my neighbours on the street was doing it, and I went and politely knocked on her door, and she was like, 'Oh, I didn't know! I just thought that you put it out there and someone took it away'...There's no consequence to fly-tipping.

Croydon focus group participant (houses group)

Some felt that the prevalence of fly-tipping could be related to the difficulty some residents experience in accessing Household Reuse and Recycling Centres. It was proposed that making it easier for people to access these sites could potentially help to reduce instances of fly-tipping in the borough. One suggestion was to reduce the cost for those wishing to dispose of commercial waste.

It is hard – what are you going to do if you don't have a car and you need to get rid of something?

Croydon focus group participant (houses group)

It costs, on average, £5,000 to prosecute someone for fly-tipping. It costs a person who needs a waste carrier license probably about £1,000 and then they would need to subsequently pay a fee to dispose of rubbish...So if they reduce the cost of allowing commercial vehicles to dispose of their rubbish, I can guarantee you will cut the fly-tipping by half.

Croydon focus group participant (flats group)

Cost of waste disposal for individual residents was also mentioned as a potential barrier to correct disposal of waste. One participant said that, whilst they were able to pay a fee for old appliances to be removed by retailers delivering new ones, this might not be affordable for everyone which could then lead to these items being fly-tipped.

If I'm ordering a new fridge, I will pay the extra £50 or £60 for the delivery guys to take the old one away at the same time. But I know not everybody can afford that...and maybe we'll see more of that with the cost of living crisis – people leaving things out.

Croydon focus group participant (flats group)

Dog fouling, graffiti and leaf fall

Dog fouling, graffiti and leaf fall were identified as being less problematic than fly-tipping and general street cleaning

There were mixed opinions about dog fouling in the borough, with some suggesting that this was a major issue and others that it was less so, or that it was only a problem in certain areas. Some participants had noticed graffiti around the borough, but this was not discussed as widely as fly-tipping and general street cleaning. One participant mentioned that they worked as part of a community group which worked to clean up streets and remove graffiti.

Pet fouling is a major problem.

Croydon focus group participant (flats group)

I'm sure they do clean Norbury high street much more. There's not dog poo on the high street...but there is a lot of dog poo on the residential streets.

Croydon focus group participant (houses group)

I saw some graffiti the other day, but it was more noticeable because it was on the side of someone's garage. We get a bit of graffiti around Norbury, but it's not that bad, relative to London.

Croydon focus group participant (houses group)

My group go round privately with graffiti removal spray...But when we get the council on it, again, it's just a long wait.

Croydon focus group participant (houses group)

Leaf fall was again not identified as a major problem by most participants, with some saying that there were few trees in their local area, or that leaves were regularly cleared by the council. However, a small number of participants identified leaf fall as an issue. It was suggested that the council could better organise street cleaning in certain 'hot spots' where frequent problems with leaf fall arise.

It's not that leafy round here.

Croydon focus group participant (houses group)

I live near the school, so they keep it quite clean.

Croydon focus group participant (houses group)

It doesn't bother me a huge amount...but it does present some hazards. It attracts litter, you can't see the dog mess. So it does tend to cause a few problems.

Croydon focus group participant (houses group)

There's a side road up the back of me where we had residents falling down it, and they just had to clear it themselves...The council needs to have workers where the hot spots are happening first, where the worst leaf clearance is.

Croydon focus group participant (houses group)

Ideas for improving the street cleaning service

The council should aim to increase residents' respect for the local area, and ensure they support this by regular, visible street cleaning and dealing with problems quickly

During the focus groups, a number of participants commented that frequent littering and fly-tipping can result in residents having a decreased respect for the local area, which can snowball into additional problems. For example, if there are few perceived consequences to fly-tipping, then others may be tempted to dispose of their waste in this way. A lack of respect for the area can further progress into incidences of anti-social behaviour.

Litter attracts litter. If you don't clear it, people think it's acceptable, and it just spirals.

Croydon focus group participant (houses group)

It's the broken windows theory...If there's broken glass, there's graffiti. If there's graffiti, there's anti-social behaviour...It's that knock-on effect.

Croydon focus group participant (flats group)

Conversely, participants explained that if the area is well maintained then people are more likely to take pride in their local area. It was therefore suggested that the council should ensure that streets are cleaned on a regular basis, that problems are dealt with quickly, and that residents should be encouraged to develop a sense of personal responsibility, for example by providing more information about initiatives they can become involved with, such as Street Champions.

If your environment is clean, people feel better and they're more likely to take pride in where they live.

Croydon focus group participant (flats group)

It's about having a collective respect for the area and about community interest. I feel that when it gets bad, all that does is encourage poor behaviours around refuse and waste. If it's looked after by those who are being paid to look after it, then those who aren't paid will look after it as well.

Croydon focus group participant (flats group)

I think it also comes down to the individual and how the local authority nurtures that sense of personal responsibility. Threats and fines might work, but it's also about educating and encouraging people to recycle properly.

Croydon focus group participant (flats group)

The Street Champions is something I would definitely get involved in. The Mayor sends out his weekly email and there was something on there last week about it. But we were informed on the 17th March that the initiative was taking place on the 17th March. So I'm all for it, but just give people more warning.

Croydon focus group participant (flats group)

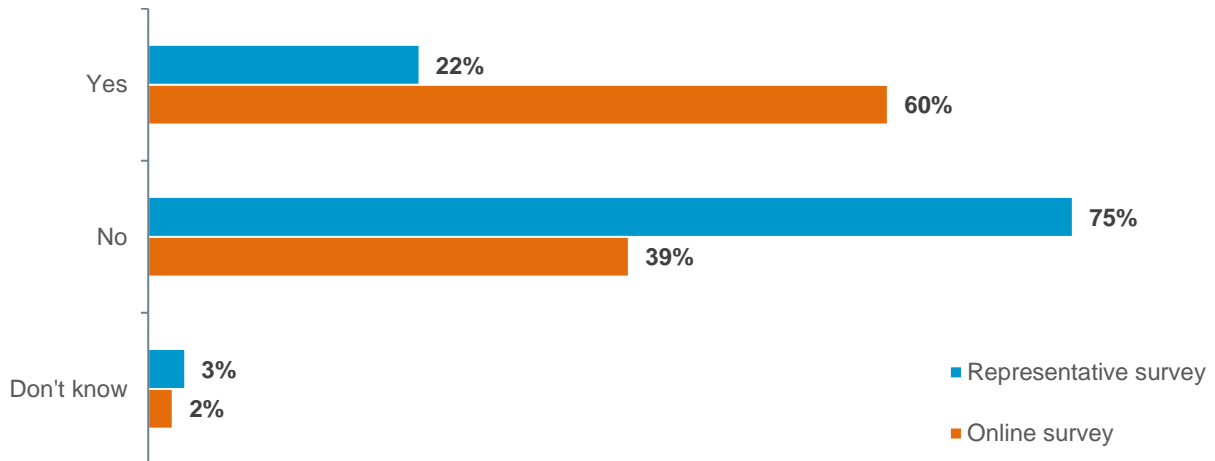
2.3 Resolving problems and keeping residents up to date

Experience of reporting an issue

Six in ten online respondents indicated that they had contacted the council in the last 12 months to report an issue or make a request relating to street cleaning or their recycling and waste collections (60%), whilst only 22% of representative respondents said they had done this.

Figure 52 – (Q38) Have you contacted the council in the last 12 months to report an issue or make a request relating to street cleaning or your recycling and waste collections?

Base: All respondents – representative (406); online (2,248)



Subgroup analysis of the representative survey

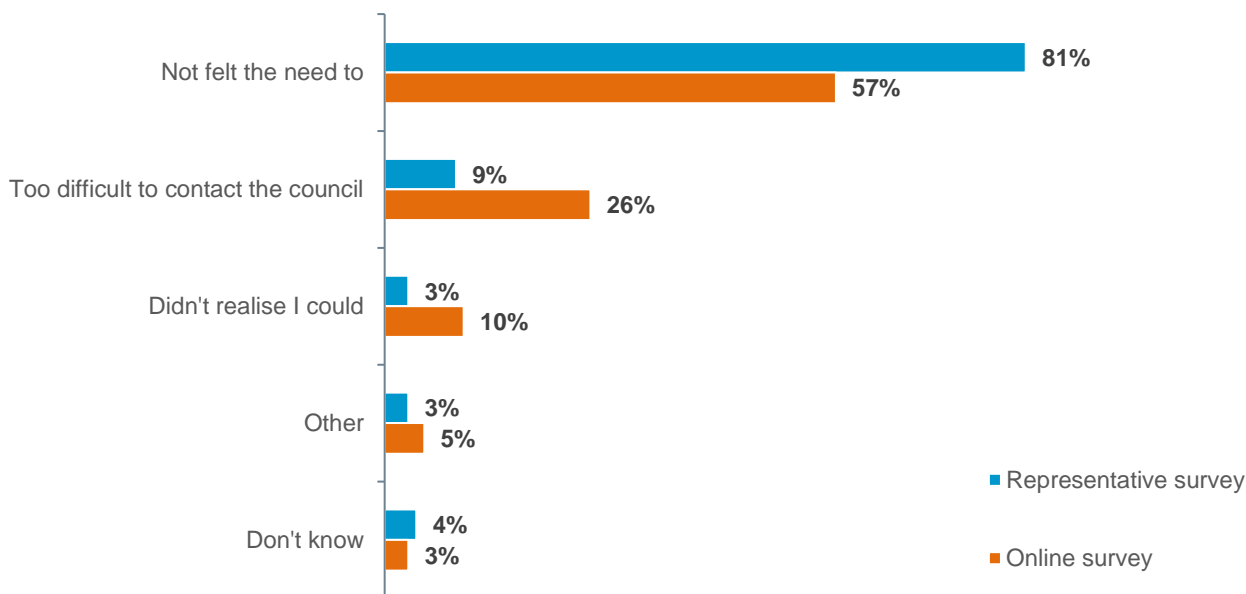
Subgroups more likely to say they **have reported an issue or made a request to the council in the last 12 months** (22% overall) include:

- Croydon South residents (33%) vs Croydon Central (20%) and Croydon North residents (17%)
- Those aged 55+ (31%) vs those aged 18-34 (13%)
- Those who have a disability (38%) vs those who do not (20%)

Those who said they had not reported any issues to the council in the last 12 months were asked why this was. The most common response across both surveys was that they had *not felt the need to* (81% representative, 57% online), followed by the perception that it is *too difficult to contact the council* (9% representative, 26% online). A further 3% of representative respondents and 10% of online respondents said they *didn't realise they could*.

Figure 53 – (Q39) Why have you not reported any issues to the council recently?

Base: All respondents – representative (305); online (867)



Subgroup analysis of the representative survey

Those living in a house converted to flats were more likely to say they had **not felt the need to** contact the council (89%) when compared with those living in purpose built flats (73%).

Croydon Central residents were more likely to say it is **too difficult to contact the council** (14%) when compared with Croydon North residents (4%).

'Other' responses

The following points are the main 'other' comments:

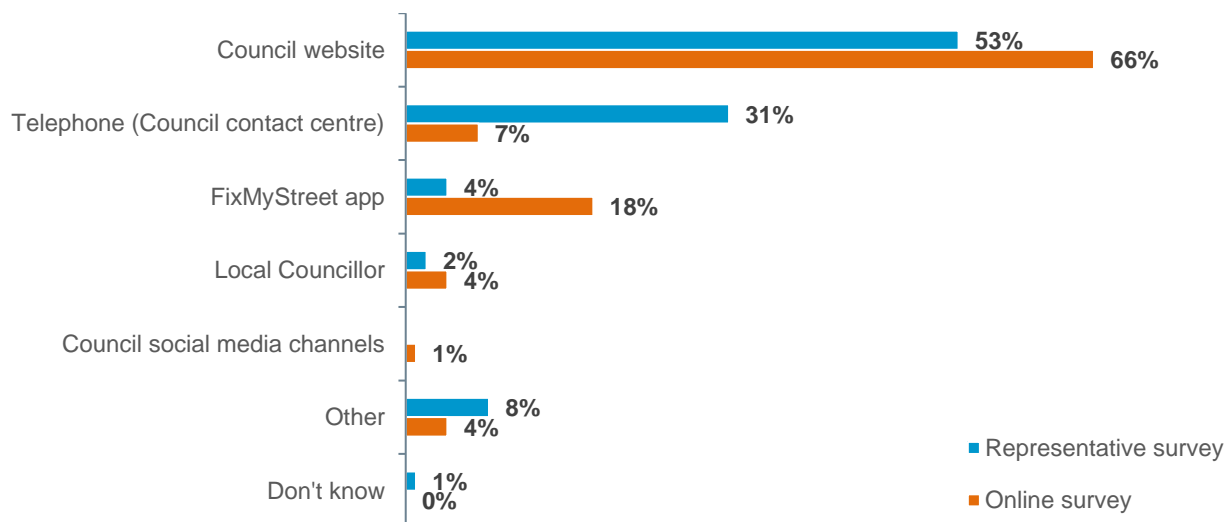
- Low confidence that action will be taken
- Someone else reported

Those who indicated that they had reported an issue to the council in the last 12 months were asked a series of follow up questions. Subgroup analysis of the representative survey has not been carried out for these questions due to the small base size.

When asked how they reported the most recent issue to the council, the most common response across both surveys was via the *council website* (53% representative, 66% online). Representative respondents were more likely to have reported their issue via *telephone* (31%) than online respondents (7%). Conversely, online respondents were more likely to have reported their issue via the *FixMyStreet app* (18%) than representative respondents (4%).

Figure 54 – (Q40) How did you report the most recent issue to the council?

Base: Those who had reported an issue in the last 12 months – representative (89); online (1,339)



'Other' responses

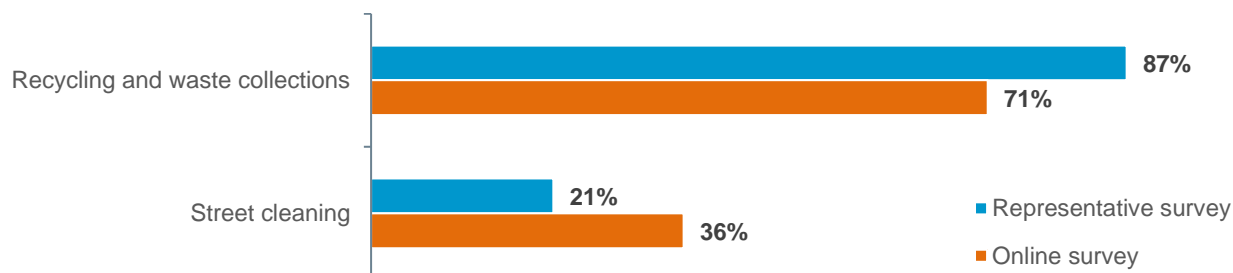
The following points are the main 'other' comments:

- Love Clean Streets app
- Email
- Difficult to contact/no answer/not resolved

The majority of issues reported to the council related to *recycling and waste collections* (87% representative, 71% online). Issues related to *street cleaning* were reported to the council by 21% of representative respondents and 36% of online respondents.

Figure 55 – (Q41) Did the request/issue relate to your recycling and waste collection service or a street cleaning issue?

Base: Those who had reported an issue in the last 12 months – representative (89); online (1,339)

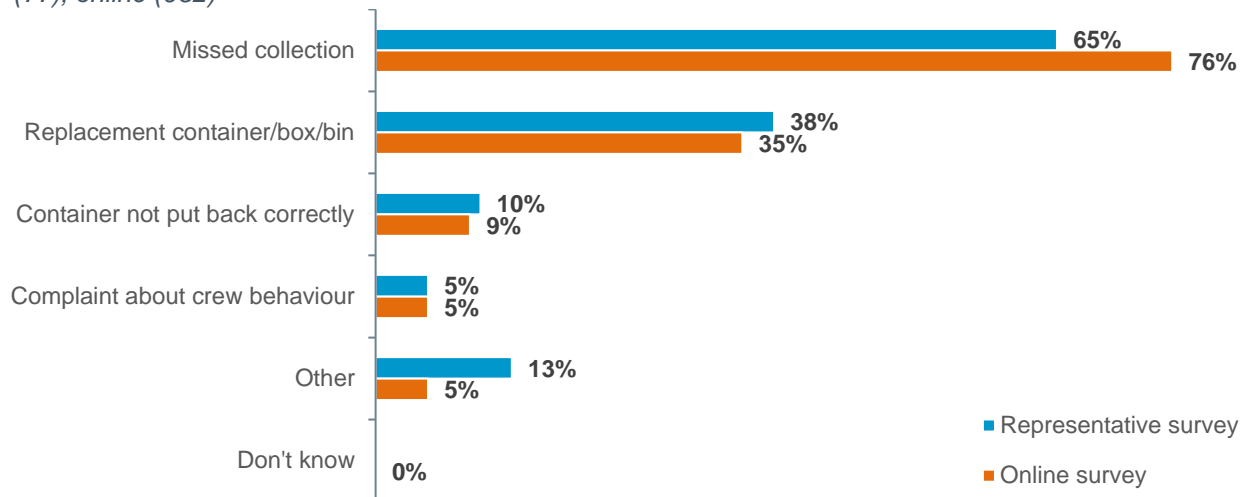


Reporting a recycling and waste collection issue

Those who had reported a recycling and waste collection issue were asked what the report related to specifically. The most common response across both surveys was a *missed collection* (65% representative, 76% online), followed by ordering a *replacement container/box/bin* (38% representative, 35% online).

Figure 56 – (Q42) What did the request or issue you were reporting relate to for waste and recycling collections?

Base: Those who had reported a waste and recycling collection issue in the last 12 months – representative (77); online (952)



'Other' responses

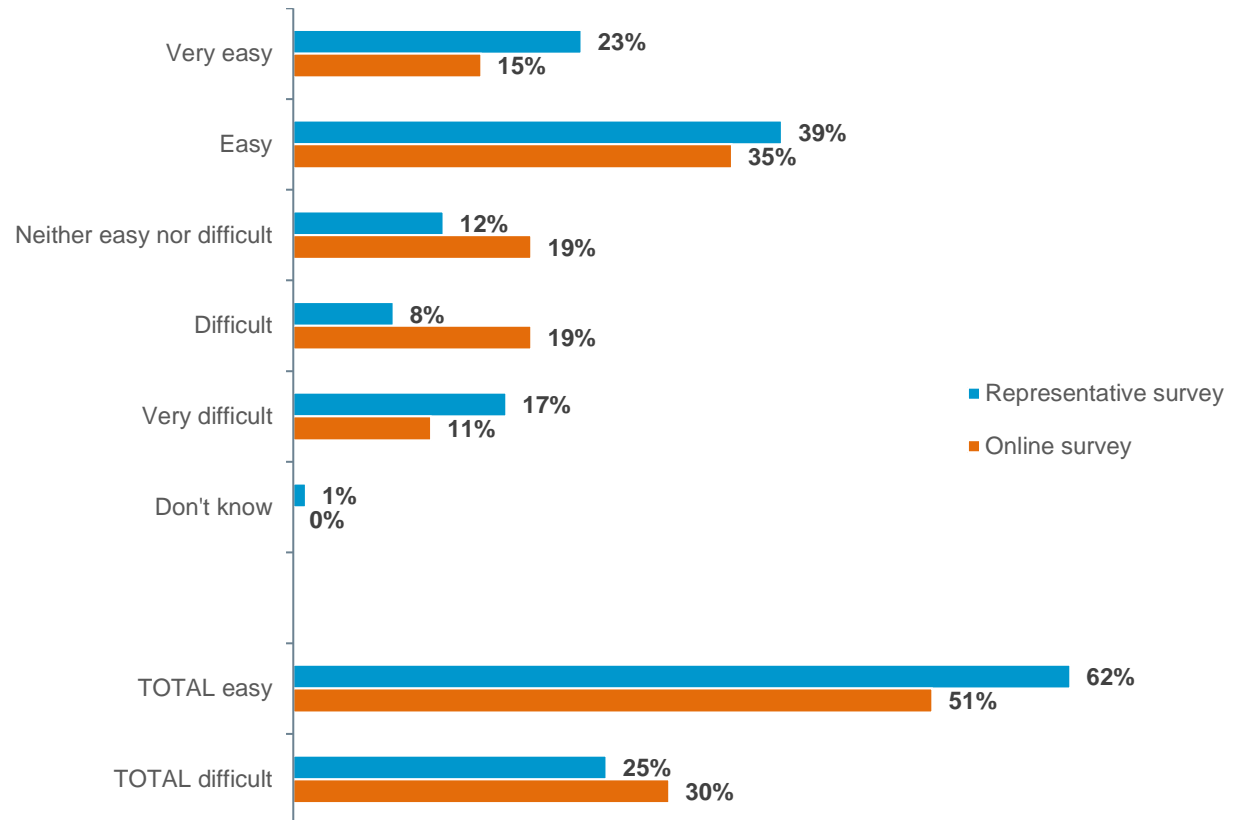
The following points are the main 'other' comments:

- Careless crews/broken bins
- Fly-tipping
- Lost bin/request new bin

When asked how easy or difficult it was to make the report to the council for a waste and recycling issue, six in ten representative respondents (62%) and half of online respondents (51%) said it was easy overall. However, a quarter of representative respondents (25%) and three in ten online respondents (30%) felt it was difficult overall.

Figure 57 – (Q43) How easy or difficult was it to make the report to the council for waste and recycling?

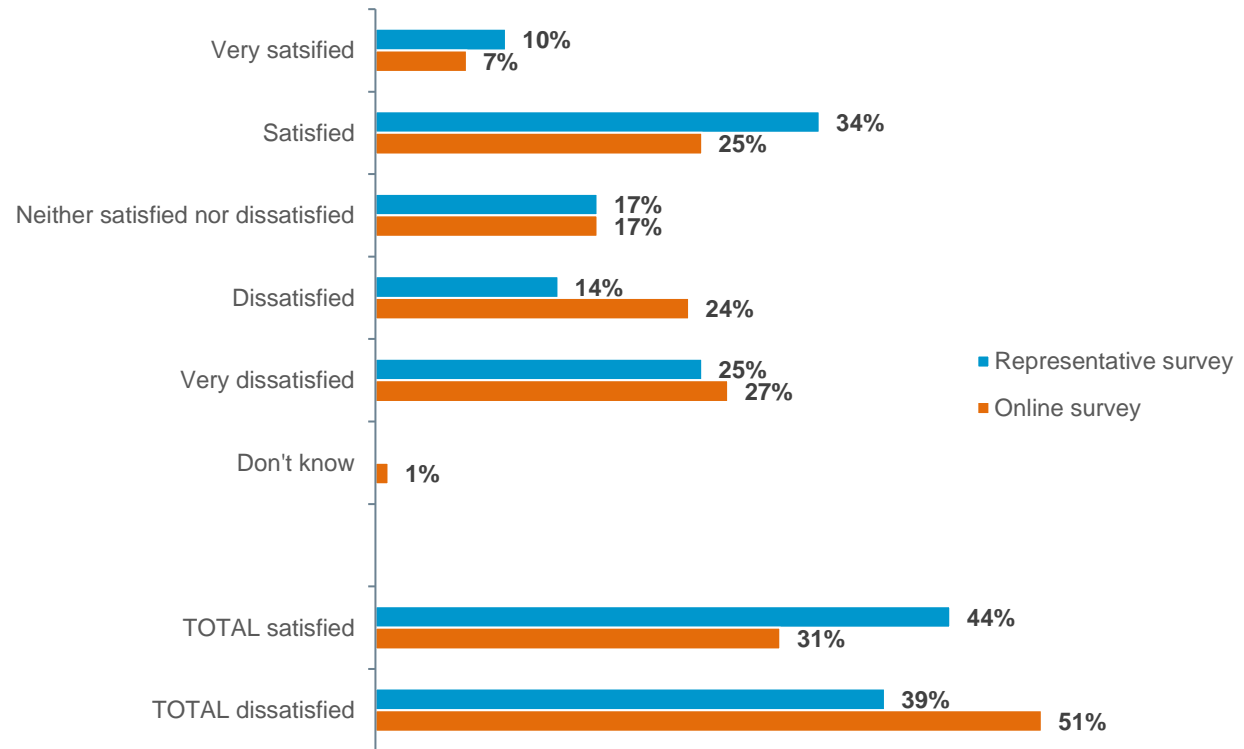
Base: Those who had reported a waste and recycling issue in the last 12 months – representative (77); online (952)



Representative respondents were slightly more likely to indicate that they were satisfied overall with the response they received to their waste and recycling report (44%) than dissatisfied overall (39%). However, online respondents were more likely to be dissatisfied with this overall (51%) than satisfied overall (31%).

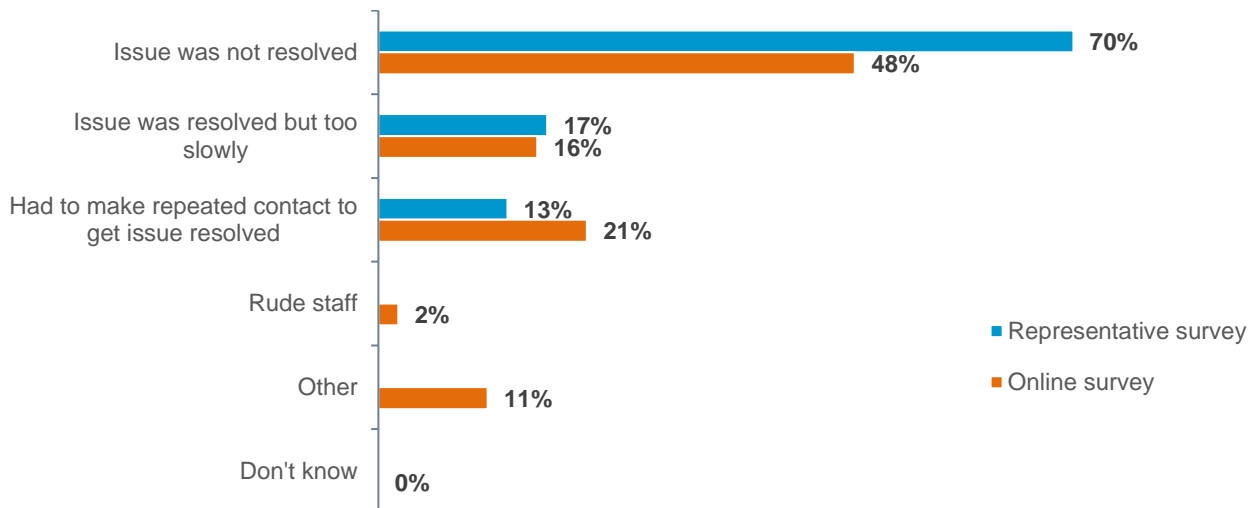
Figure 58 – (Q44) How satisfied or dissatisfied were you with the response you received to your report for waste and recycling?

Base: Those who had reported a waste and recycling issue in the last 12 months – representative (77); online (952)



Those who indicated that they were dissatisfied with the response they received were then asked to identify the main reason for their dissatisfaction. The most common reason across both surveys was that the *issue was not resolved*, selected by 70% of representative respondents (21 respondents) and 48% of online respondents.

Figure 59 – (Q45) What is the main reason for your dissatisfaction for waste and recycling?
 Base: Those who were dissatisfied with the response they received – representative (30); online (481)



'Other' responses

The following points are the main 'other' comments:

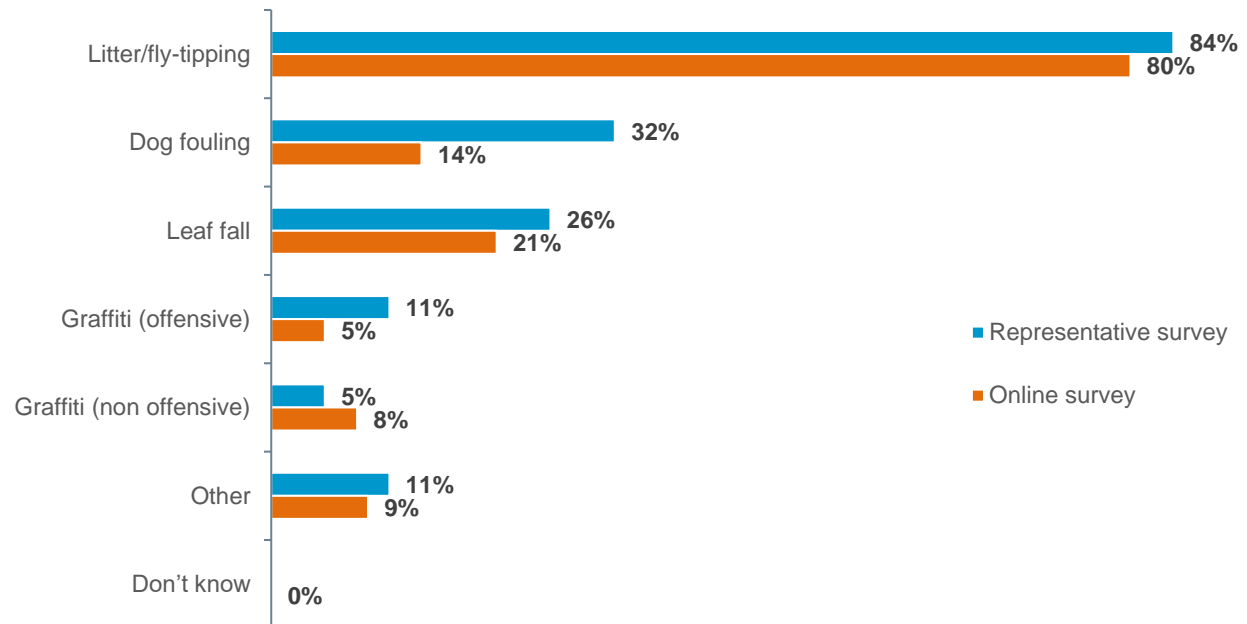
- No response received
- Issue ongoing
- Council provided incorrect information

Reporting a street cleaning issue

Those who indicated that they had reported a street cleaning issue to the council in the last 12 months were asked the same follow up questions as those who had reported a waste and recycling collection issue. When asked what the street cleaning issue related to, the most common response was *litter/fly-tipping*, selected by 84% of representative respondents (16 respondents) and 80% of online respondents.

Figure 60 – (Q46) What did the request or issue you were reporting relate to for street cleaning?

Base: Those who had reported a street cleaning issue in the last 12 months– representative (19); online (488)



'Other' responses

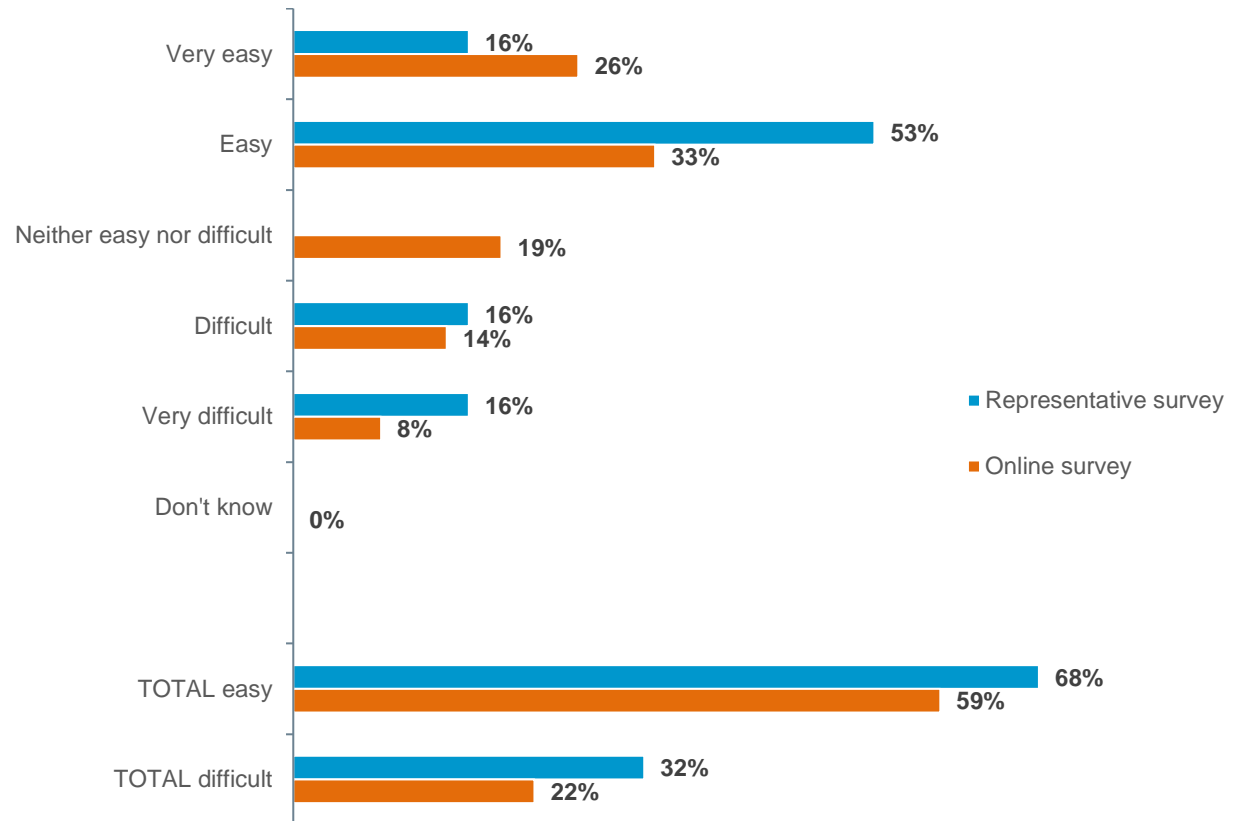
The following points are the main 'other' comments:

- Overgrown trees/foliage
- Blocked drains/flooding
- Lack of/poor street cleaning

Respondents were more likely to think that making the street cleaning report to the council was easy overall (68% representative – 13 respondents, 59% online) than difficult overall (32% representative – 6 respondents, 22% online).

Figure 61 – (Q47) How easy or difficult was it to make the report to the council for street cleaning?

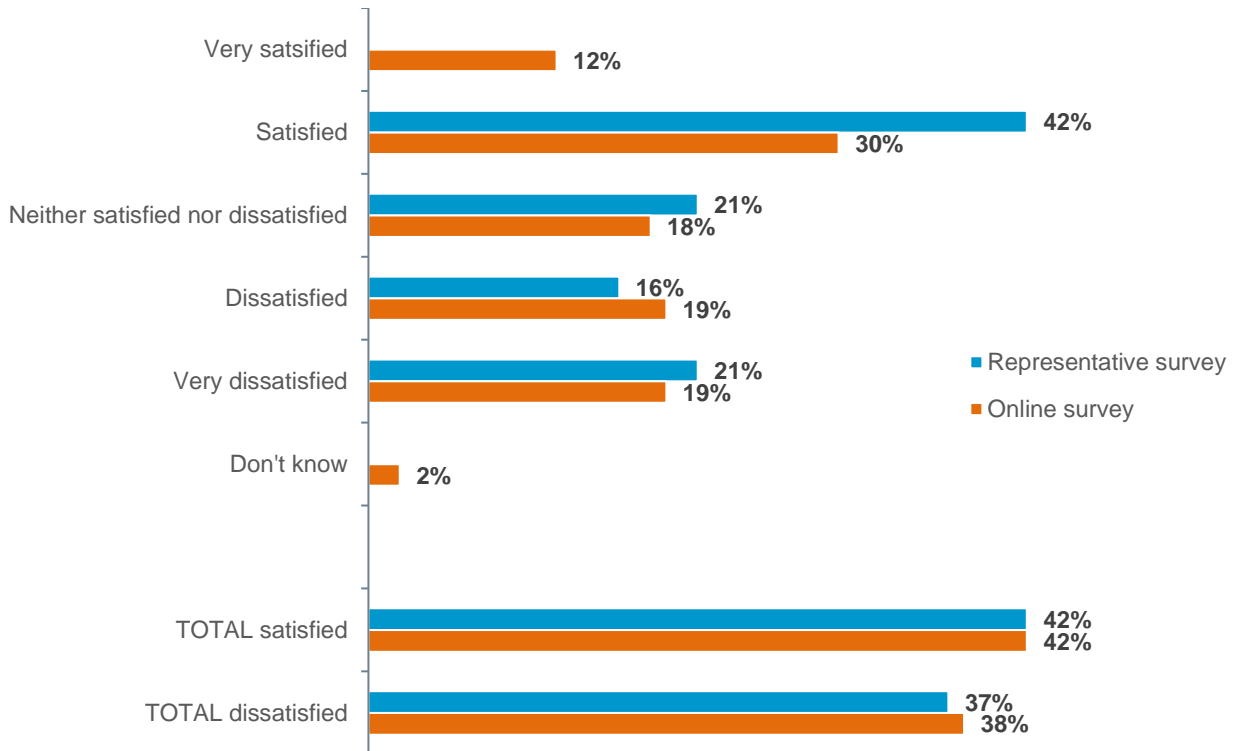
Base: Those who had reported a street cleaning issue in the last 12 months – representative (19); online (488)



When asked how satisfied they were with the response they received for their report for street cleaning, responses across both surveys were almost identical and relatively split. Around four in ten respondents said they were satisfied overall (42% representative – 8 respondents, 42% online). A further 37% of representative respondents (7 respondents) and 38% of online respondents said they were dissatisfied overall.

Figure 62 – (Q48) How satisfied or dissatisfied were you with the response you received to your report for street cleaning?

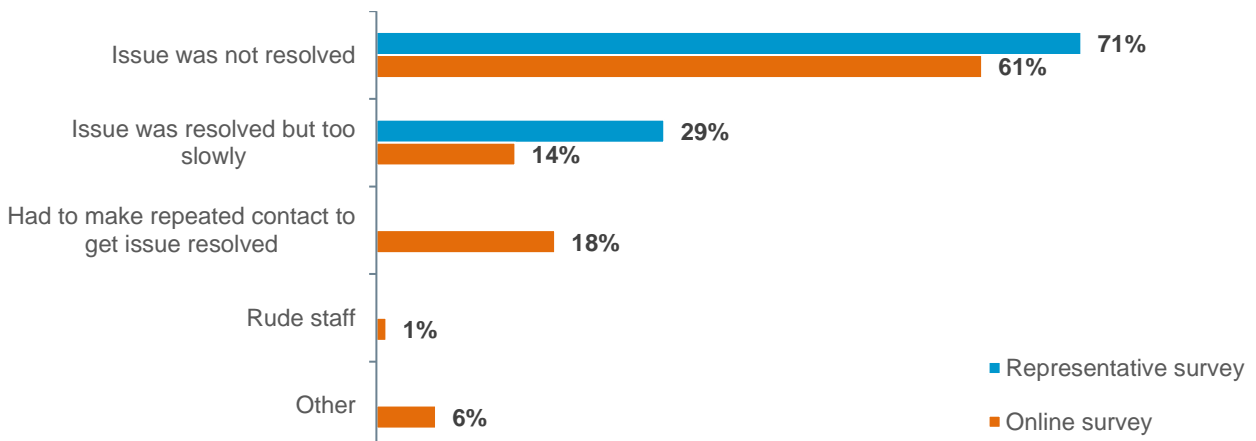
Base: Those who had reported a street cleaning issue in the last 12 months – representative (19); online (488)



Across both surveys, the most common reason for being dissatisfied with the response they received to their street cleaning report was that the *issue was not resolved*, selected by 71% of representative respondents (5 respondents) and 61% of online respondents.

Figure 63 – (Q49) What is the main reason for your dissatisfaction for street cleaning?

Base: Those who were dissatisfied with the response they received – representative (7); online (187)



Response times

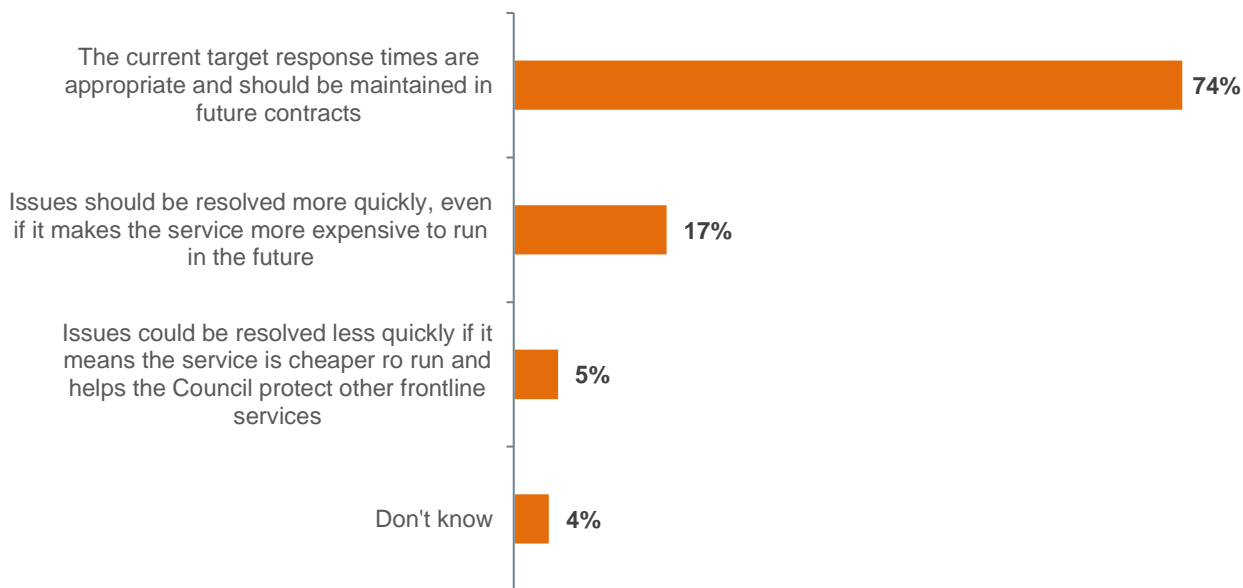
Croydon Council aims to respond promptly to reported issues and has a set of target response times for a range of issues relating to waste and recycling collections and street cleaning. Online respondents were asked whether they thought the response times were appropriate or whether they thought they should change. Three quarters of online respondents said *the current target response times are appropriate* (74%) and a further 17% felt that *issues should be resolved more quickly*. Just 5% said that *issues could be resolved less quickly*.

Figure 64 – (Q50) When a request or problem is reported to the council, we aim to respond promptly. Below are the target response times for a range of issues:

- **Return to rectify a missed collection – 2 working days (1 working day for assisted collections)**
- **Deliver new/replacement bins and containers – 10 working days**
- **Fly tip removal – 1 working day**
- **Empty full litter bins – 2 working days (town centres) or 6 working hours (residential areas)**
- **Clean dirty streets – 2 working hours (town centres) or 4 working hours (residential – dangerous/offensive waste) or 24 hours (residential – other waste)**
- **Graffiti removal from public buildings/spaces – 24 hours (offensive) or 48 hours (non-offensive)**

Which of the following statements do you most agree with?

Base: All respondents – online (2,248)

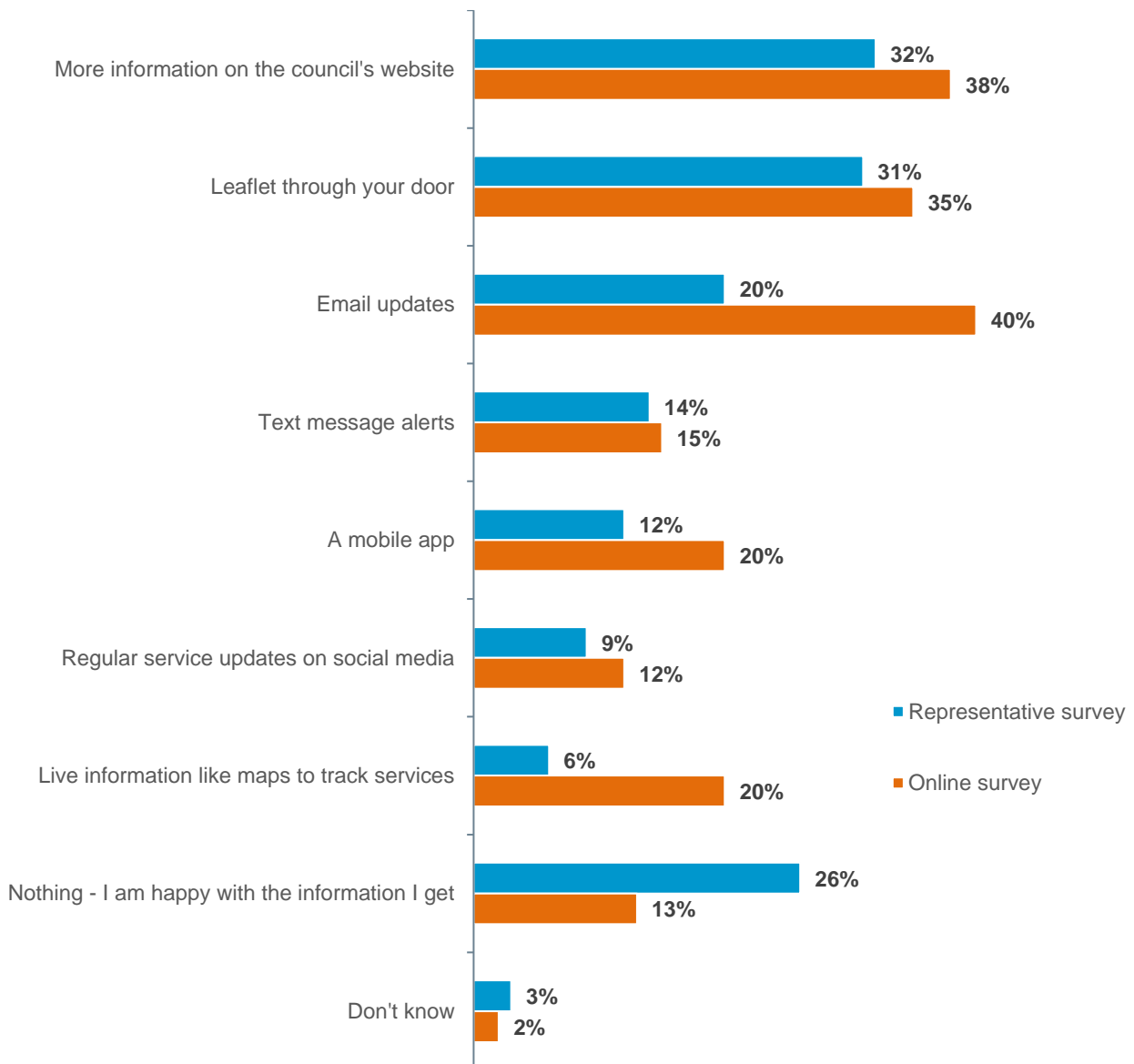


Communicating with residents

Respondents were asked how they would like to be kept informed about recycling, waste collection and street cleaning services in the future. Amongst representative respondents, the most common responses were *more information on the council's website* (32%) and a *leaflet through their door* (31%). Compared with representative respondents, online respondents were more likely to select *email updates* (40% compared with 20%), *a mobile app* (20% compared with 12%) and *live information like maps to track services* (20% compared with 6%). Representative respondents, on the other hand, were twice as likely to say they are *happy with the information they get* (26%) than online respondents (13%).

Figure 65 – (Q51) How would you like to be kept informed about recycling, waste collection and street cleaning services in the future?

Base: All respondents – representative (406); online (2,248)



Subgroup analysis of the representative survey

Croydon Central and Croydon North residents were more likely to select **more information on the council's website** (43% and 30% respectively) when compared with Croydon South residents (17%).

Subgroups more likely to select **leaflet through their door** (31% overall) include:

- Those living in a house (35%) and purpose built flats (33%) vs those living in a house converted to flats (16%)
- Those aged 55+ (40%) vs those aged 18-34 (26%)

Croydon South residents were more likely to select **email updates** (31%) when compared with Croydon North residents (17%).

Subgroups more likely to select **text message alerts** (14% overall) include:

- Those living in purpose built flats (20%) vs those living in a house converted to flats (5%)
- Those from ethnic minority backgrounds (19%) vs those of White ethnicity (10%)

Subgroups more likely to select **regular service updates on social media** (9% overall) include:

- Those living in purpose built flats (14%) vs those living in a house (6%)
- Croydon North residents (13%) vs Croydon South residents (2%)
- Those aged 35-54 (13%) vs those aged 55+ (3%)

Subgroups more likely to select **live information like maps to track services** (6% overall) include:

- Croydon Central residents (7%) vs Croydon North residents (1%)
- Those aged 35-54 (11%) vs those aged 55+ (1%)

Subgroups more likely to say they are **happy with the information they get** (26% overall) include:

- Those living in a house converted to flats (37%) vs those living in a house (23%)
- Male respondents (33%) vs female respondents (21%)

Focus group feedback about resolving problems and keeping residents up to date

The council website

Most would look online to find out information about waste, recycling and street cleaning, but some participants also received council newsletters

When considering how they would find out information about the waste, recycling and street cleaning services, participants generally said that their first port of call would be the council website. Some said they received council newsletters providing information about services and things happening in the local area but explained that they would look online if they had a specific query or issue to report.

Just the council website, but it's only if I need a specific issue sorting. I wouldn't just routinely go on the council website to keep up to date with things.

Croydon focus group participant (flats group)

We have got Open House which has got tips for where to recycle etc...It's a council magazine and they tell you what they're doing. It's delivered with rent statements.

Croydon focus group participant (flats group)

I get an email every week that has the news and what's happening in Croydon, but if I want to know about waste specifically then it would be the council website.

Croydon focus group participant (flats group)

Mixed experiences about finding out information on the council website were reported. Some participants were able to easily find out the information they were looking for online. One participant however, said they struggled to find out what materials can and cannot be recycled on the council website.

I went on the website...and you can put your postcode in and download a PDF [about the recycling services] for your area. So I got that, and that's saved on my phone.

Croydon focus group participant (houses group)

I did try and find out about some of the things I didn't know if I could recycle or not. I didn't find anything on Croydon Council's website. There are websites that look at what's recyclable and what isn't. But then, you never know, because every council has a different contract, so you're not 100% certain whether it relates to you or not.

Croydon focus group participant (houses group)

Communication with residents about waste and recycling

In terms of communicating with residents, the council should focus on providing regular information and updates, and target those who do not engage with the service

When discussing the council's communication with residents, participants said they would like to have more regular updates and information about possible initiatives if they were to be developed. It was also suggested that the council could do more to target those who are less engaged and less likely to participate in recycling, but could not think how the council could do so.

I'd just like to hear about more initiatives, but by the sounds of it, the council can't afford them anyway.

Croydon focus group participant (flats group)

Maybe some information about things we can do that are out of the ordinary...new things.
Croydon focus group participant (flats group)

The people that do engage with the council, like signing up to the newsletter, are probably the ones that are wanting to do things anyway. I think it's more about trying to reach the people who aren't engaged, which is probably why PR companies are paid a lot of money.
Croydon focus group participant (flats group)

Not all participants recalled receiving the council's annual recycling newsletter, but were generally positive regarding its contents

Some participants said they had received the council's annual recycling newsletter and that they had found this useful. One participant actually had the newsletter to hand, since they had saved it to refer back to the content. Although not all could recall receiving the newsletter, when shown it on screen almost all felt that it would be practical and beneficial.

Yeah, I remember that...The dates were helpful.
Croydon focus group participant (flats group)

I've actually got it on my fridge here, I'll just quickly look at it. It's okay. It's got like, 'Here's what you put in your food waste, here's what you don't put in'. I like the fact that people need to be told not to put nappies in the food waste!
Croydon focus group participant (houses group)

We haven't got this.
Croydon focus group participant (houses group)

We didn't receive it but I think it would've been good. I'd definitely like to see more of that.
Croydon focus group participant (flats group)

Information provided to residents should be available in a variety of formats so that it is accessible to all

Whilst some participants said they would be happy to receive information from the council such as the annual recycling newsletter via email, it was emphasised that not all residents will be able to access information that is solely provided online. Physical copies of newsletters and other recycling related information will remain important for those who are digitally excluded, such as elderly residents and those who are unable to access the internet. It was highlighted by one participant that sending out physical newsletters containing useful information is worthwhile if it will potentially increase recycling levels.

I think online, to save the environment.
Croydon focus group participant (houses group)

I think there's a lot of value in newsletters, particularly for people who don't access the internet or the council website.
Croydon focus group participant (flats group)

The thing is, not everyone is online. My next door neighbour is 94. He's not much of a surfer on the internet. But I know what you're saying about the environmental cost.
Croydon focus group participant (houses group)

They send them out once a year, usually. So on the scale of things, one piece of paper that then usually lives on people's fridges for a year and actually gives them information that then results in more recycling, is probably a decent use of paper, at that point.
Croydon focus group participant (houses group)

It was suggested that offering the option to opt in to receiving information online would provide choice and environmental benefit by reducing the amount of paper copies the council would need to produce. The council could also provide information about waste and recycling to residents via its existing social media channels.

Maybe people could opt into having it by email or something.

Croydon focus group participant (houses group)

If you want to opt in to have it digitally, then that could be an option, definitely.

Croydon focus group participant (houses group)

For our residents' association we have an Instagram and a Facebook account, and we follow local accounts like Your Croydon, which is like the Croydon Council one. But there isn't that crossover to recycling. I can't even find a single post about it on their social media.

Croydon focus group participant (houses group)

Reporting problems

It can be difficult to report issues to the council, and issues are slow to be resolved

Participants who had needed to contact the council about its services expressed frustration about the reporting process. Some had experienced difficulties when trying to find out how to contact the council in the first instance. One participant suggested that the council should proactively provide contact details to residents, perhaps in the form of a letter, so that they have the information to hand and not have to search for it when they need it.

I think there could be a clearer section for contact. It's nice to know the information, but the council can feel inaccessible if you need to reach out and communicate with the service...There should be a document specifically about contacting the council rather than just including it on documents like this and then trying to find it when you need it.

Croydon focus group participant (flats group)

Residents can struggle to get through to an appropriate person when contacting the council via telephone, and some participants felt there was a lack of accountability with problems being passed from person to person without anyone taking responsibility to resolve them. In some cases, call centre staff can be perceived as rude and unwilling to help.

In the early stages [of an issue] I did actually ring up and speak to the council. That wasn't an easy process, I had to sort of battle through call steering and all the rest of it.

Croydon focus group participant (houses group)

I once raised an issue which has never been resolved, because it went from Councillor, to officer, to management agent, back to officer, back to management agent and back to Councillor. It's a resolvable problem but everyone thinks 'it's not mine'.

Croydon focus group participant (flats group)

I have experienced customer service staff as condescending, offensive, very rude...How many reports do I need to make before I see something happen? I think it's a tick-box exercise where I can say I've reported something but then they will say I have to be patient.

Croydon focus group participant (flats group)

The service is so bad when you're trying to report an issue – it is functionally designed to deter you from reporting issues...I went down the route of threatening the Veolia

compliance department and went to local Councillors, all sorts. That for me is the biggest issue – that when there is a problem, they do not want to resolve the issue.

Croydon focus group participant (flats group)

It was suggested that, when reporting an issue online, residents are provided with a limited range of options which may not allow them to describe the problem appropriately. Furthermore, participants said they had been unable to report some issues online, such as missed collections, as when doing so they are presented with information that they believe to be incorrect. For example, stating that collections have been successfully completed or that bins were obstructed.

When you want to report an issue, you have a list of about four things. If your issue is not one of those four things, then to them, your issue doesn't exist. For example, issues relating to recycling collections, when I look at my account it always says the issue is the gate. I don't know how many times I can tell people that we don't have a gate. It took me five months to resolve that.

Croydon focus group participant (flats group)

Sometimes when I go online to report or chase a missed collection, it says that it has already been collected when it has not.

Croydon focus group participant (flats group)

The issue for me is always missed collections...and it will say that the collection has been successfully completed when it hasn't, or that there has been an obstruction when I know there hasn't.

Croydon focus group participant (flats group)

Further difficulties arise with the automated response system. Those reporting an issue will receive a standard automated response which may not provide information which is useful or relevant to their query, which can be frustrating and extend problems rather than helping to resolve them quickly.

I'm finding it really maddening with the garden waste thing, because you just get this automated email, and then you get another email saying, 'We are now following this up and we will require proof from Veolia as to whether you haven't presented your bin or not'. But then it basically says if they don't provide proof they will ask them to come back, or they will just come on the next time they would be coming anyway. It just feels circular.

Croydon focus group participant (houses group)

Participants felt that it should be easier to contact someone at the council who will understand and respond to their issue, rather than simply receiving what they perceive to be an unhelpful automated response. They emphasised the importance of dealing with a human, whether this is via email, live chat or telephone.

Just writing an email and getting a response. Not an automated response, but a response from some person would be better.

Croydon focus group participant (houses group)

It's not even like you could call up a human, because it's a whole automated thing on their website.

Croydon focus group participant (houses group)

There's an aspect here where it's about the human. I don't really mind if we're doing it by email or live chat or phone. But it's so automated...I don't really care how it happens, but it's more like, is there a brain behind it joining the dots?

Croydon focus group participant (houses group)

Those who had reported waste and recycling or street cleaning issues said that it took a long time for their issue to be resolved, and in some cases, were still waiting for action to be taken. Examples provided included reports of fly-tipping and uncollected Christmas trees.

It is nigh on impossible to resolve an issue when you need something done. To get a padlock off a waste or recycling bin this time round, it took me five months. With a previous issue of fly-tipping in the area, it was nearly nine months. I dread to think how much of my life I've spent trying to report the issues.

Croydon focus group participant (flats group)

I'm still reporting Christmas trees that haven't been collected when I go on my walks around the borough. It says they'll be collected, but I'm not sure which Christmas that will be!

Croydon focus group participant (flats group)

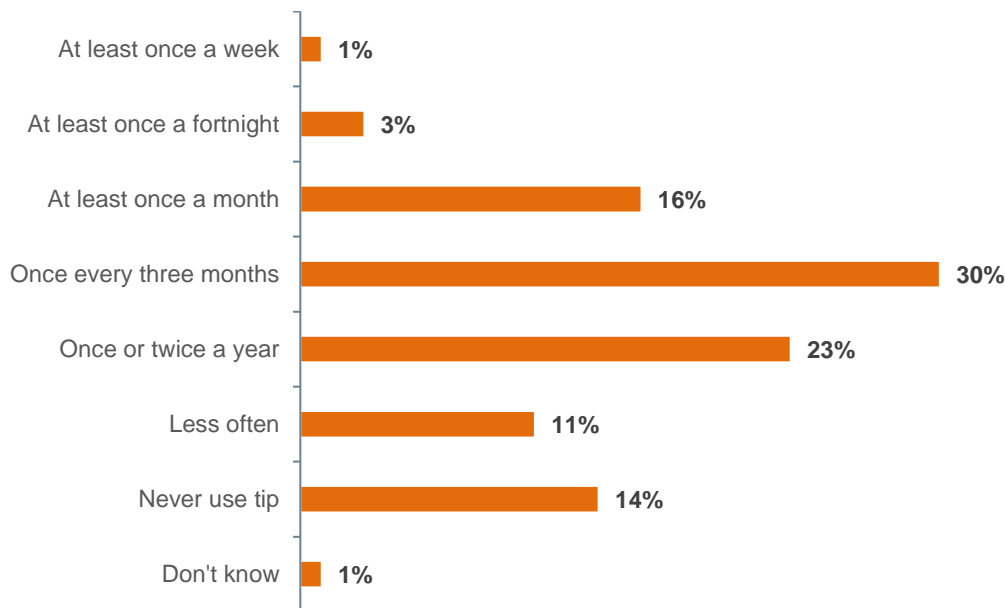
2.4 Household Reuse and Recycling Centres

This section presents the results to the questions relating to the Household Reuse and Recycling Centres in the borough, which were only asked in the online survey.

Online respondents were most likely to say they visit their Household Reuse and Recycling Centre *once every three months* (30%), followed by 23% who said they visit *once or twice a year*. One in seven online respondents said they *never* visit their Household Reuse and Recycling Centre (14%).

Figure 66 – (Q52) How often, if at all, do you make use of your Household Reuse and Recycling Centre (also known as the 'tip')?

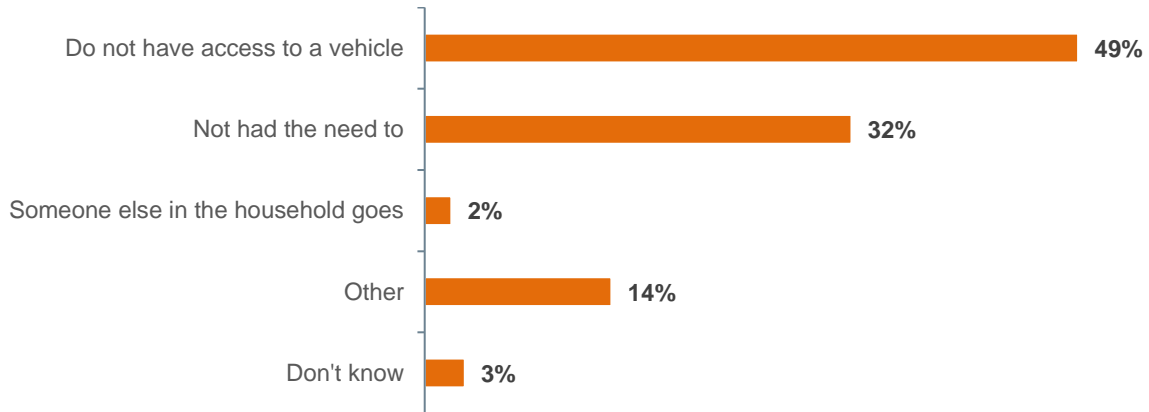
Base: All respondents – online (2,248)



Those who said they visit their Household Reuse and Recycling Centre less often or had never visited were asked why they haven't made use of it recently. The most common response was that they *do not have access to a vehicle* (49%), followed by a third who said they have *not had the need to* (32%).

Figure 67 – (Q53) Why haven't you used a Household Reuse and Recycling Centre recently?

Base: Those who said they visit less often or never – online (563)



'Other' responses

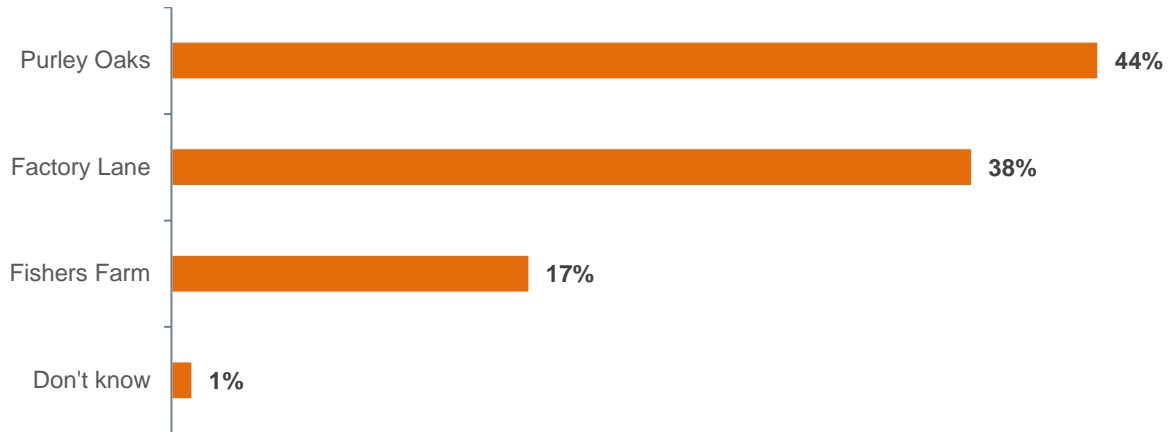
The following points are the main 'other' comments:

- Too busy/long queues
- Too far away/inconvenient location
- Difficult to access site
- Poor mobility/disabled/elderly
- Need help to carry/lift items

When asked to identify which Household Reuse and Recycling Centre they use in the borough, the most common response was *Purley Oaks* (44%), followed by 38% who said *Factory Lane*. A much smaller proportion said they visit the *Fishers Farm* Household Reuse and Recycling Centre (17%).

Figure 68 – (Q54) There are three Household Reuse and Recycling Centres in the borough. Which one do you usually use?

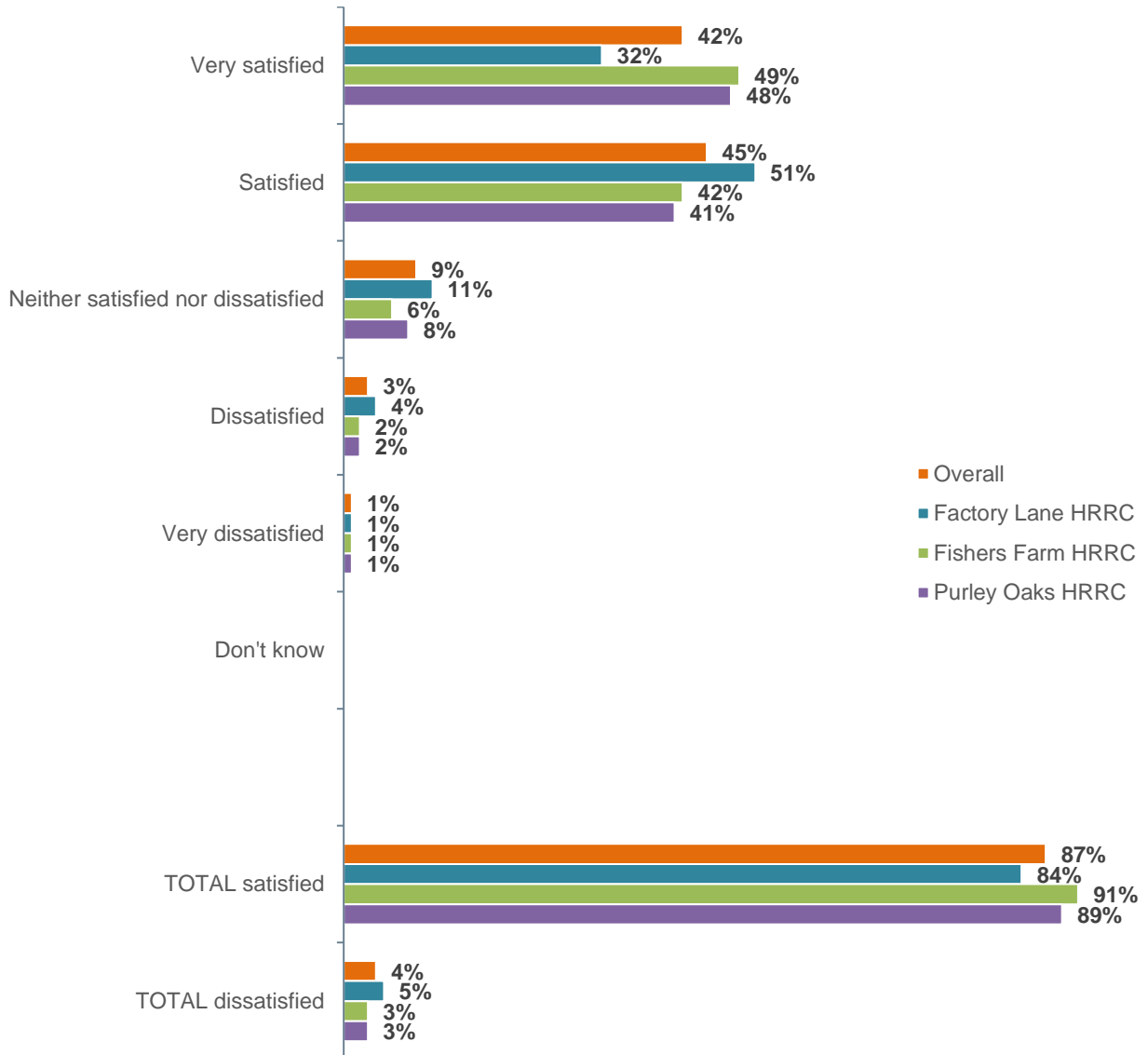
Base: Those who said they do visit their HRRC – online (1,242)



Those who indicated that they do visit a Household Reuse and Recycling Centre were asked how satisfied or dissatisfied they were with the overall service provided there. The chart below shows the results to this question at an overall level and broken down by each Household Reuse and Recycling Centre. Overall satisfaction was high at 87%, and users of Fishers Farm and Purley Oaks Household Reuse and Recycling Centres were more likely to be satisfied overall (91% and 89% respectively) than users of the Factory Lane Household Reuse and Recycling Centre (84%).

Figure 69 – (Q55) How satisfied or dissatisfied are you with the overall service provided at the Household Reuse and Recycling Centre?

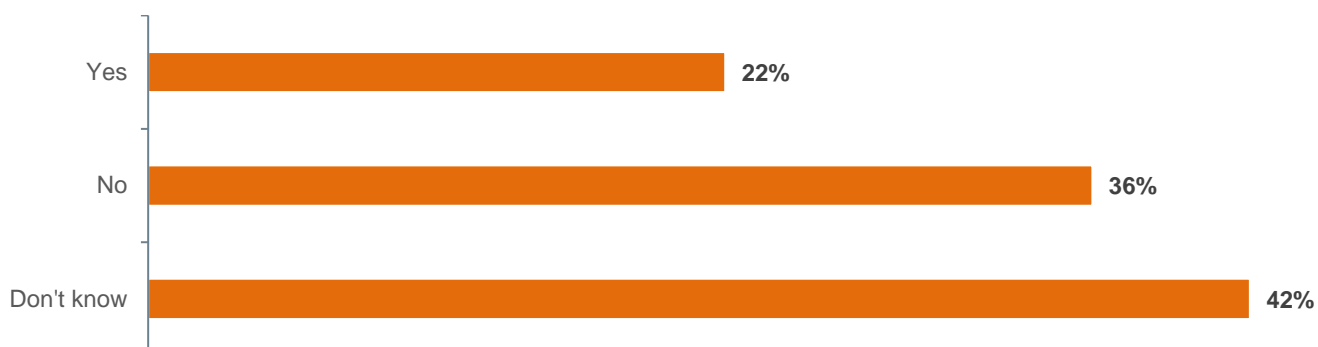
Base: Those who said they do visit their HRRC – overall (1,230); Factory Lane HRRC (472); Fishers Farm HRRC (216); Purley Oaks HRRC (542)



Over a fifth of online respondents said there were specific items that are not currently accepted at the Household Reuse and Recycling Centre that they would like to be able to take there in the future (22%).

Figure 70 – (Q56) Are there any specific items that are not currently accepted at the Household Reuse and Recycling Centre that you would like to be able to take there in the future?

Base: Those who said they visit at least once or twice a year – online (1,667)



Online respondents were then given the opportunity to suggest any specific items they would like to bring to the Household Reuse and Recycling Centre in the future. These open ended responses have been thematically coded and are presented in the table below.

By far the most common response was *paint/decorating waste* (75%). Significantly smaller proportions of online respondents suggested other materials, such as *soft plastics* (5%), *chemicals/cleaning products* (5%) and a *wider range of textiles* (5%).

Figure 71 – (Q56a) Please write your suggestions here

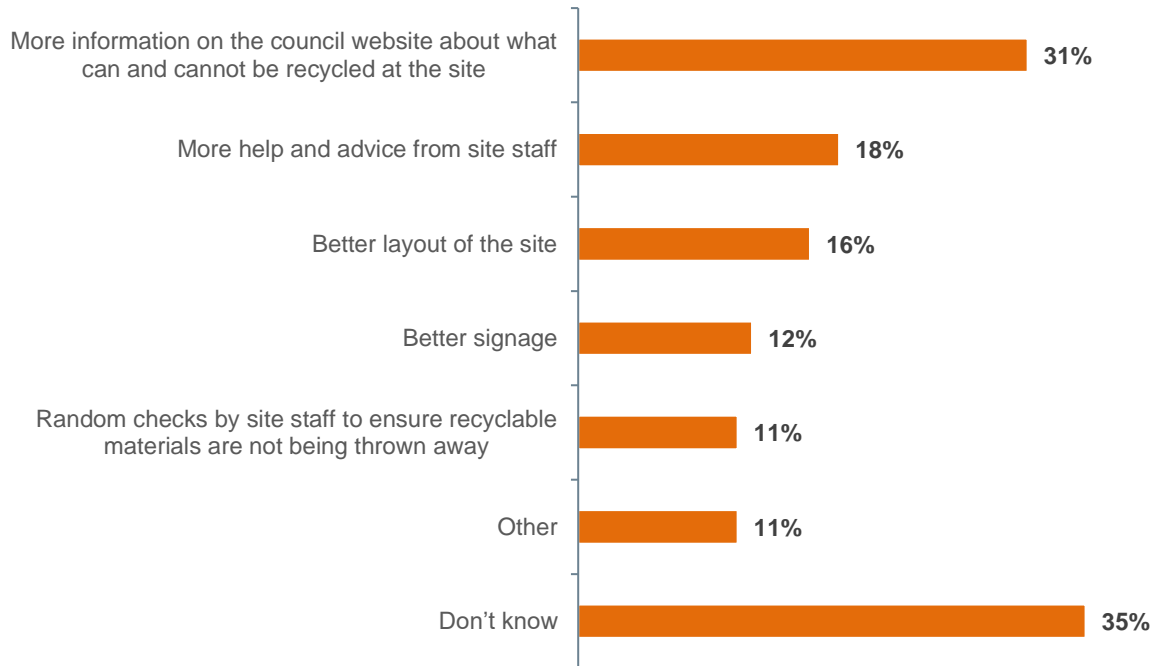
Base: Those who provided a comment – online (369)

Comment	%
Paint/decorating waste	75%
Soft plastics	5%
Chemicals/cleaning products	5%
Wider range of textiles	5%
Tyres	4%
Gas canisters	2%
Other household items/waste	2%
Mattresses	1%
Polystyrene	1%
Sheet glass	1%
Rubble/bricks	1%
Asbestos	1%
Used oil	1%
White goods	1%
Electrical items	1%
Items which can be reused	1%
Carpet	1%
Water filters	1%
Furniture	1%
Video tapes	1%
Other comment	1%

When asked what would encourage them to recycle more of the waste they take to the Household Recycling Centre, three in ten online respondents suggested *more information on the council website about what can and cannot be recycled at the site* (31%). A further 18% said *more help and advice from site staff* and 16% said *better layout of the site*. However, *don't know* was the most common response (35%).

Figure 72 – (Q57) What, if anything, would encourage you to recycle more of the waste you take to the Household Reuse and Recycling Centre?

Base: Those who said they visit at least once or twice a year – online (1,665)



'Other' responses

The following points are the main 'other' comments:

- Less queuing/less busy/faster service
- Better/longer opening hours
- Pedestrian access/access without a car
- Nothing/do as much as possible/good already

A fifth of online respondents indicated that they had further suggestions related to improvements that could be made to any of the Household Reuse and Recycling Centres.

Figure 73 – (Q58) Do you have any other suggestions about improvements that could be made to the Household Reuse and Recycling Centre?

Base: Those who said they do visit their HRRC – online (1,238)



Online respondents were then given the opportunity to suggest improvements that could be made to the Household Reuse and Recycling Centre. These open ended responses have been thematically coded and are presented in the table below, split by the overall results and by each Household Reuse and Recycling Centre.

Overall, the most common suggestion was *less queuing/less busy/faster service* (14%), which was also the most common response for those who visit the Purley Oaks Household Reuse and Recycling Centre (18%). The most common response for those who visit the Factory Lane and Fishers Farm Household Reuse and Recycling Centres was the suggestion to introduce *ground level skips/no steps* (16% and 30% respectively).

Figure 74 – (Q59) Please write your suggestions here

Base: Those who provided a comment – overall (222); Factory Lane HRRC (77); Fishers Farm (33); Purley Oaks (112)

Comment	Overall %	Factory Lane %	Fishers Farm %	Purley Oaks %
Less queuing/less busy/faster service	14%	10%	6%	18%
Ground level skips/no steps	12%	16%	30%	4%
More helpful staff/assistance with lifting	11%	13%	18%	8%
Better/longer opening hours	9%	5%	12%	12%
Better kerbside collection service	9%	13%	6%	8%
Better road access	8%	9%	-	9%
Shop/area for reusable items	7%	9%	3%	7%
Improved layout/better parking	7%	9%	-	7%
Reintroduction of Croypost	6%	1%	12%	9%
Don't close sites	5%	-	6%	10%
Being able to use vans/trailers	5%	6%	12%	2%
Information about how to use/what can be recycled	4%	5%	3%	5%
Fewer skip changes/don't close during skip changes	4%	-	3%	9%
Live feed showing if site is busy	4%	3%	3%	5%
Pedestrian access/access without a car	4%	4%	-	4%
Friendlier/more polite staff	4%	5%	-	4%
Collection service	4%	6%	6%	1%

Comment	Overall %	Factory Lane %	Fishers Farm %	Purley Oaks %
Local recycling points/access to closest site	3%	6%	-	2%
Cleaner/tidier site	3%	6%	-	2%
Bigger site/more capacity	3%	1%	-	4%
Better street cleaning	3%	4%	-	3%
Enforcement action/deal with problems	3%	5%	-	2%
Other comment	4%	3%	9%	2%

The topic of Household Reuse and Recycling Centres was not covered in the focus groups.

2.5 Respondent profile

Figures 75 to 80 present the profile of those who took part in the representative and online surveys.

Figure 75 – Housing type

Base: All respondents – representative (406); online (2,248)

Housing type	Representative survey	Online survey
House	51% (207)	87% (1,948)
House (converted to flats)	20% (81)	5% (112)
Purpose built flats	27% (109)	7% (152)
Flats above shops	1% (6)	0% (7)
Other	1% (3)	1% (29)

Figure 76 – Gender

Base: All respondents – representative (406); online (2,248)

Gender	Representative survey	Online survey
Male	41% (166)	39% (875)
Female	57% (231)	55% (1,235)
I prefer to describe by gender in another way	1% (4)	1% (14)
Prefer not to say	1% (5)	6% (124)

Figure 77 – Age

Base: All respondents – representative (406); online (2,248)

Age	Representative survey	Online survey
18-24	4% (15)	0% (6)
25-34	19% (79)	5% (108)
35-44	27% (110)	16% (358)
45-54	19% (79)	18% (400)
55-64	14% (55)	26% (585)
65-74	8% (33)	21% (472)
75+	6% (25)	11% (240)
Prefer not to say	2% (10)	4% (79)

Figure 78 – Do you have a physical or mental health condition or illness lasting or expected to last 12 months or more?

Base: All respondents – representative (406); online (2,248)

Physical or mental health condition	Representative survey	Online survey
Yes	12% (50)	17% (388)
No	85% (345)	74% (1,665)
Prefer not to say	3% (11)	9% (195)

Figure 79 – Area of Croydon (based on full postcode)

Base: All respondents – representative (406); online (2,248)

Area of Croydon	Representative survey	Online survey
Croydon Central	33% (134)	22% (500)
Croydon North	28% (115)	10% (228)
Croydon South	24% (99)	29% (651)
Did not provide postcode/unable to match	14% (58)	39% (869)

Figure 80 – Ethnicity

Base: All respondents – representative (406); online (2,248)

Ethnic group	Representative survey	Online survey
White – English/Welsh/Scottish/Northern Irish/British	47% (191)	66% (1,485)
White – Irish	1% (5)	2% (43)
White – Gypsy or Traveller	0% (1)	-
White – Other	6% (23)	8% (172)
Mixed/multiple ethnic group – Black Caribbean & White	3% (14)	1% (21)
Mixed/multiple ethnic group – Black African & White	2% (7)	1% (15)
Mixed/multiple ethnic group – Asian & White	1% (4)	1% (20)
Mixed/multiple ethnic group – Other	1% (6)	0% (6)
Asian/Asian British – Indian	5% (19)	3% (76)
Asian/Asian British – Pakistani	3% (13)	0% (8)
Asian/Asian British – Bangladeshi	1% (5)	-
Asian/Asian British – Chinese	2% (7)	1% (19)
Asian/Asian British – Tamil	0% (2)	0% (3)
Asian/Asian British – Korean	0% (2)	0% (1)
Asian/Asian British – Other	1% (6)	1% (16)
Black/Black British – Caribbean	10% (42)	3% (72)
Black/Black British – African	8% (32)	1% (24)
Black/Black British – Other	0% (1)	1% (13)
Other ethnic group – Arab	1% (3)	0% (1)
Any other ethnic group	1% (6)	1% (19)
Prefer not to say	4% (17)	10% (234)

3. Key Findings

Recycling and waste collection services

Opinion was mixed regarding satisfaction with the recycling and waste collection services, with common complaints being reported in the surveys and focus groups

Over half of respondents across both surveys reported that they were satisfied with the recycling and waste collection service provided by the council. Further to this, satisfaction was high amongst those who said they subscribe to the garden waste collection service and those who have used the bulky waste collection service in the last three years.

However, significant proportions of respondents across both surveys reported dissatisfaction with the recycling and waste collection services, and those who use the assisted collection service were significantly more likely to be dissatisfied than satisfied with this. For those who said they were dissatisfied with the overall service, the most common reason provided across both surveys was missed collections. This was corroborated by focus group participants, who also reported issues with bins being broken and litter being left in the street after collections, which they said happened frequently. Another key issue reported by focus group participants was the perception that replacement bins are not delivered quickly enough.

Further to this, feedback was varied when asked to agree or disagree with a series of statements about their recycling and waste collection services. The majority of respondents agreed that they have enough space to recycle everything they want, that their rubbish bin is large enough and that they have enough information to recycle correctly. However, responses were mixed in relation to being confident that what they place in their recycling containers actually gets recycled.

The convenience of the recycling and waste collection service is just as important as the environmental benefits

For representative respondents, the environmental benefits of the recycling and waste collection service is their highest priority, whereas equal proportions of online respondents felt that the environmental benefits and convenience and ease of use were most important to them.

When explored during the focus groups, participants typically agreed that the service must be convenient to reap the environmental benefits, as more residents are likely to participate and recycle more if the service is easy to use.

More should be done to encourage residents to recycle more and waste less, such as enabling more items to be recycled and introducing initiatives

Most online respondents agreed that more needs to be done in the future to recycle more and waste less in Croydon. When asked what potential changes would encourage them and their household to recycle more in the future, the most common response across both surveys was the addition of more items to be collected for recycling. Soft plastics and small electrical items were identified as the items that respondents would most like to be able to recycle from home in the future, and nearly two thirds of online respondents said they would use a free bookable collection service for textiles.

The topic of wasting less and recycling more was also explored in the focus groups. Participants felt that whilst it is not always easy or possible for residents to reduce their waste, more could be done to encourage them to repurpose and reuse items. Despite most being unaware of the textile repair café in the Whitgift Centre, this was seen as positive. It was also felt by some participants that Croydon Council could adopt similar approaches to other local authorities in London and offer alternative methods of disposing of items, such as having skips in local locations that are periodically available to residents, which would be of particular use to those who do not have a car to travel to a Household Reuse and Recycling Centre.

Mixed feedback was received on the suggested rules for recycling and waste collections

The majority of respondents felt it was reasonable for the council to enforce that containers must be presented on time, that containers must be presented to the front of the property (or other pre-agreed collection point) and that bins will not be collected if they have been used for the wrong items. However, opinion was split regarding whether respondents felt it was reasonable for the council to enforce that extra waste (not in the bins) will not be collected and that there will be a maximum of one rubbish bin per property.

Collections on Bank Holidays are not as important as the continuation of the Christmas tree collection service

Online respondents were asked how important it is to them that the council continues to provide collections on Bank Holidays in the future, and that the council continues to provide the Christmas tree collection service in the future. Online respondents were more likely to say that Bank Holiday collections are unimportant than important but were more likely to say that providing the Christmas tree collection service was important than unimportant.

Street cleaning

Street cleaning has been identified as an area for improvement in Croydon, and the main issues are litter and fly-tipping

Although representative respondents were more likely to agree that residential streets in their local area are cleaned frequently than disagree, it was less than half who agreed. Online respondents, on the other hand, were more likely to disagree than agree. Respondents across both surveys were more likely to disagree that streets in their local town centre are cleaned frequently enough than agree. Focus group participants felt that street cleaning had got worse in recent years, with some describing it as non-existent in particular areas.

Survey results show that the key street cleaning issues in Croydon are street litter and fly-tipping, which was supported by feedback from the focus groups. Participants said that fly-tipping was particularly bad across the borough, and was generally found on roadsides, in parks and communal bin areas, which was a frustration for those living in flats. Focus group participants perceived there to be a lack of consequences for fly-tipping and argued that an improvement in general street cleaning could deter fly-tipping from taking place as residents could be more inclined to keep the borough tidy if it already is.

Support is high for the Street Champion Programme

Almost half of online respondents said they supported the idea of the Street Champion Programme but wouldn't get involved themselves, and a quarter said they had already volunteered their time or would volunteer their time to help.

One participant commented that they would like to get involved with the programme, but they received the information about the next meeting too late and so would welcome more timely information about this in the future.

Fines would only be appropriate for issues relating to street cleaning, but no fines or fees should be incurred for issues relating to recycling and waste collections

Nearly all online respondents agreed that people should be fined for fly-tipping and for not cleaning up after their dog, and over eight in ten agreed that people should be fined for dropping litter.

However, online respondents were more likely to disagree that people should be fined for behaviours relating to waste and recycling collections, such as blocking pavements with wheelie bins and boxes, not recycling everything they can or placing incorrect items in the recycling and putting rubbish and recycling out on the wrong day for collection. Further to this, respondents across both surveys were more likely to disagree that it is reasonable for the council to charge a fee for replacement recycling and rubbish containers.

Leaf fall is an issue in Croydon and should be cleared quicker

Two thirds of online respondents said that leaves on the road and pavement in autumn and winter are a problem in their local area. When asked for their opinion on the leaf clearing service, almost half of online respondents said that leaves should be cleared quicker, even if it makes the service more expensive to run in the future.

During the focus groups, participants felt that leaf fall was less problematic than other street cleaning issues, but still believed that the council could do more to target areas known for this to prevent possible hazards such as residents slipping on wet leaves.

Resolving problems and keeping residents up to date

Reporting an issue to the council is easy for most, but the issue being unresolved or dealt with too slowly can cause dissatisfaction

According to those who had made a report to the council for a recycling and waste collection or street cleaning issue in the last 12 months, making the report itself is more likely to be easy than difficult. However, there were mixed opinions regarding satisfaction with the response. For those who said they were dissatisfied with the response they received to their report, the most common reason given was that their issue was not resolved, which was echoed by focus group participants.

Focus group participants also expressed some dissatisfaction when contacting the council via telephone as it can be difficult to speak with the relevant or appropriate person to deal with their issue. It was also felt that reporting issues online can be too restrictive and automated, and it was therefore suggested that residents should be able to communicate with a human when reporting issues, whether this is via email, live chat or telephone.

The council website is commonly used for seeking information and reporting issues, but communications via traditional methods should still be used

Across both surveys, the most common method of reporting an issue was via the council website, and the representative respondents would most like to be kept informed about recycling, waste collection and street services in the future through more information on the council's website.

However, large proportions of respondents said they reported their issue via telephone, and around three in ten respondents across both surveys said they would like to see more leaflets through their door. This shows that there is still appetite for traditional methods of communication from the council.

Further to this, focus group participants believed that it was important for the council to communicate with residents in a variety of ways to suit all residents' needs and to ensure that nobody was excluded or missed information.

The current response times are appropriate

When shown a list of the council's current target response times for dealing with reported issues, three quarters of online respondents said they felt the current target response times are appropriate and should be maintained in future contracts.

Household Reuse and Recycling Centres

Satisfaction with the Household Reuse and Recycling Centres in the borough is high amongst visitors

Those who visit their Household Reuse and Recycling Centre are most likely to use it once every three months and are most likely to visit the Purley Oaks or Factory Lane HRRCs over the Fishers Farm HRRC. Overall satisfaction with the HRRCs was very high, with almost nine in ten online

respondents saying they were satisfied with the service provided at the centre they visit. Satisfaction was slightly higher for those who visit the Fishers Farm and Purley Oaks HRRCs.

Experience of visiting the centres could be improved by providing more information about what can and cannot be taken there, keeping the centres less busy and providing ground level skips

When asked what would encourage them to recycle more of the waste they take to the Household Reuse and Recycling Centre, the most common response was to provide more information on the council website about what can and cannot be recycled at the site.

Online respondents also provided suggestions about improvements that could be made to the Household Reuse and Recycling Centres. For those who visit the Purley Oaks HRRC, the most common response related to improving the queuing time, ensuring the centres are less busy and providing a faster service. The most common response amongst those who visit the Factory Lane and Fishers Farm HRRCs was the suggestion to include ground level skips or to have no steps.

4. Appendices

Appendix A

Representative questionnaire

London Borough of Croydon

Waste Collection Services and Street Cleaning Services

Good morning/afternoon/evening. My name is and I am calling from Enventure Research on behalf of Croydon Council.

The council is planning new waste collection and street cleaning services which are due to start in 2025. There is an opportunity for resident feedback to influence the design of these vital services and we would like to hear your views.

The survey will take around 15 minutes to complete. Your individual responses will be treated in the strictest confidence and will not be passed on to Croydon Council or any third parties and Enventure Research will abide by the Market Research Society Code of Conduct at all times.

Are you happy to take part?

How we will use your information and confidentiality

This survey is being conducted by Enventure Research, an independent research agency, on behalf of Croydon Council. Enventure Research is registered with the Data Controller and is a Market Research Society Company Partner. For more information about Enventure Research, please refer to the company website. All information provided by you will be analysed by Enventure Research, and treated in accordance with General Data Protection Regulations and the Market Research Society's Code of Conduct. Enventure Research will only use information you provide to inform the research.

Q1 Please confirm you live in the London Borough of Croydon

- Yes, I confirm I live in the London Borough of Croydon
- No, I don't live in the London Borough of Croydon (thank and close)

Q2 Please enter your postcode (e.g. CR0 1EA) - If you do not want to enter your full postcode, please enter the first four digits (e.g. CR0 1). The postcode will not be used to identify individual households.

Recycling and waste collection services

Last year we collected 141,980 tonnes of recycling and rubbish from households across the borough - that is a 3% reduction over the last six years; a significant achievement at a time when our population is growing. We currently recycle 41.3% of that waste making us the 6th best borough for recycling in London.

Q3 We offer four key collection services to suit different property types across the borough. Please select the type of recycling and waste collection service you currently use:

- Wheelie bins and boxes that only my household uses
- Wheelie bins and boxes that I share with my neighbours
- Large communal bins that I share with my neighbours
- Bags that I place out at a specific collection point
- Other

Q3 Other (please specify)

Q4 How satisfied or dissatisfied are you with the recycling and waste collection service provided by the council?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know

Q5 Why have you said you are 'dissatisfied' or 'very dissatisfied' with the recycling and waste collection service? (Tick all that apply)

- Missed collections
- Non delivery of new/replacement bins
- Lack of space for bins
- Bins too small
- Bins too large
- Collections not frequent enough
- Bins not returned to collection point
- Crew behaviour
- Difficulty reporting issues to the council
- Uncertainty what to put out and when
- Other

Q5 Other (please specify)

Q6 When you think about your recycling and waste collection service in the future, what matters most? *(Please rank from 1 to 3, where 1 is the highest priority and 3 is the lowest priority, by dragging the options from the list on the left into the box on the right)*

	1	2	3
Environmental benefits (carbon reduction, waste minimisation, recycling)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q6 Convenience or ease of use (simplicity of service)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q6 Affordability (to help make sure money is available to fund other council services)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Recycling and waste collection services

Croydon Council recently carried out a detailed study looking at what is inside the average rubbish bin in the borough. It showed that more than half (52.8%) could have been recycled using the council's kerbside recycling collection service. The majority of this (32.4%) was food waste.

Q8 Which of the following changes would encourage you and those in your household to recycle more in the future? *(Please pick your top three)*

- Addition of more items that are collected for recycling
- More/better information about what can/cannot be recycled
- Larger or more recycling containers
- Rubbish collected less frequently (i.e. every three weeks)
- Smaller rubbish bin
- Compulsory recycling
- If the council responded and fixed problems more efficiently
- Not collecting waste if it's not been sorted correctly
- Rewards / incentives for recycling more
- None of the above
- Other

Q8 Other (please specify)

Q9 Do you currently recycle your food waste?

- Yes, all of it
- Yes, some of it
- No, none of it
- Don't know

Q10 **What stops you from recycling your food waste? (Tick all that apply)**

- It's smelly
- It's dirty
- Cost of liners
- Don't have containers
- Don't want container in the house
- Animals breaking into containers and creating mess
- Compost food waste at home
- Use a sink disposal machine
- Don't have any food waste
- Don't know
- Other

Q10 **Other (please specify)**

Q11 **Which of these items would you like to be able to recycle from home in the future? (Tick all that apply)**

- Soft plastics
- Small electrical items
- Textiles
- Household batteries
- Gas canisters
- None of the above

Assisted collection service

Q16 **Do you use the assisted collection service (for residents who are not able to move their bins on collection day)?**

- Yes
- No
- Don't know

Garden waste collection service

Q23 **Do you subscribe to the garden waste collection service?**

- Yes
- No
- Don't know

Q24 **Why do you not subscribe to the garden waste collection service? (Tick all that apply)**

- No garden
- Do not produce enough garden waste
- Did not know about it
- Too expensive
- Easier alternatives
- Other

Q24 **Other (please specify)**

Q25 **How satisfied or dissatisfied are you with the garden waste collection service?**

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know

Q26 **What, if anything, would make the garden waste collection service better? (Tick all that apply)**

- Nothing
- More reliable collections
- Reduce the cost
- Make it easier to report problems (e.g missed collections)
- Staff could be more friendly or helpful
- Wider range of items accepted for collection
- More options around the type of bin / containers
- Other

Q26 **Other (please specify)**

Street cleaning

Q29 **To what extent do you agree or disagree that residential streets in your local area are cleaned frequently enough?**

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree
- Don't know

Q30 **To what extent do you agree or disagree that streets in your local town centre are cleaned frequently enough?**

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree
- Don't know

Q31 To what extent are the following a problem in your local area?

	Not a problem at all	Minor problem	Moderate problem	Serious problem	Don't know
Street litter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q31 Dog fouling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q31 Graffiti / fly-posting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q31 Fly-tipping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q31 Weeds on the public highway	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q31 Full public litter bins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q32 Which areas in your neighbourhood tend to get dirtiest and would benefit from more attention in the future? (DO NOT PROMPT - Tick all that apply)

- Roads
- Pavements
- Car parks
- Paths (public rights of way)
- Grass verges next to the public highway
- Parks and open spaces
- Transport hubs (e.g. bus stops, tram stops, train stations, taxi ranks)
- Private land (e.g. garages, railway embankments)
- Other

Q32 Other (please specify)

Q35 Some councils have stopped using chemicals like glyphosate to control weeds on the public highway. There are environmental benefits using pesticide-free approaches to weed control, but they are slightly less effective and means some public spaces can look a bit 'less neat'. To what extent would you support or oppose the council adopting a pesticide-free approach to weed control?

- Strongly support
- Support
- Neither support nor oppose
- Oppose
- Strongly oppose
- Don't know

Q38 Have you contacted the council in the last 12 months to report an issue or make a request relating to street cleaning or your recycling and waste collections?

- Yes
- No
- Don't know

Q39 Why have you not reported any issues to the council recently?

- Not felt the need to
- Didn't realise I could
- Too difficult to contact the council
- Don't know
- Other

Q39 Other (please specify)

Q40 How did you report the most recent issue to the council?

- Council website
- Fix My Street app
- Telephone (council contact centre)
- Council social media channels
- Local Councillor
- Don't know
- Other

Q40 Other (please specify)

Q41 Did the request or issue relate to your recycling and waste collections or street cleaning? (*Tick one or both*)

- Recycling and waste collections
- Street cleaning

Reporting in relation to recycling and waste collections

Q42 **What did the request or issue you were reporting relate to for recycling and waste collections? (Tick all that apply)**

- Missed collection
- Replacement container / box / bin
- Container not put back correctly
- Complaint about crew behaviour
- Don't know
- Other

Q42 **Other (please specify)**

Q43 **How easy or difficult was it to make the report to the council (for waste and recycling)?**

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult
- Don't know

Q44 **How satisfied or dissatisfied were you with the response you received to your report (for waste and recycling)?**

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know

Q45 **You answered 'dissatisfied' or 'very dissatisfied'. What is the main reason for this (for waste and recycling)?**

- Issue was not resolved
- Issue was resolved but too slowly
- Had to make repeated contact to get issue resolved
- Rude staff
- Don't know
- Other

Q45 **Other (please specify)**

Reporting in relation to street cleaning

Q46 **What did the request or issue you were reporting relate to for street cleaning? (Tick all that apply)**

- Litter / fly-tipping
- Dog fouling
- Leaf fall
- Graffiti (offensive)
- Graffiti (non offensive)
- Don't know
- Other

Q46 **Other (please specify)**

Q47 **How easy or difficult was it to make the report to the council (for street cleaning)?**

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult
- Don't know

Q48 **How satisfied or dissatisfied were you with the response you received to your report (for street cleaning)?**

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know

Q49 **You answered 'dissatisfied' or 'very dissatisfied'. What is the main reason for this (for street cleaning)?**

- Issue was not resolved
- Issue was resolved but too slowly
- Had to make repeated contact to get issue resolved
- Rude staff
- Don't know
- Other

Q49 **Other (please specify)**

Q51 **We are keen to improve the way we communicate and keep residents up to date. How would you most like to be kept informed about recycling, waste collection and street cleaning services in the future? (Please choose your top three)**

- Nothing - I am happy with the information I get
- More information on the council's website
- Live information like maps to track services
- Text message alerts
- Email updates
- A mobile app
- Regular service updates on social media
- Leaflet through your door
- Don't know

About you

This last set of questions relate to your own circumstances and help us monitor that we are speaking to a wide range of residents. Your answers will be strictly anonymous and confidential.

Age **Which age band do you fall into?**

- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65-74 years
- 75-84 years
- 85+
- Prefer not to say

Gender **What is your gender?**

- Male
- Female
- I prefer to describe my gender in another way
- Prefer not to say
- Other

Q59 **Other (please specify)**

Disability **Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?**

- Yes
- No
- Prefer not to say

Q60 **Do you have any health conditions which affect you in the following areas? (Tick all that apply)**

- Vision
- Hearing
- Mobility/Physical
- Learning Disability
- Mental Health
- Health Diagnosis
- Prefer not to say
- Other

Q60 **Other (please specify)**

Ethnicity **What is your ethnic origin?**

ty

- | | |
|---|--|
| <input type="radio"/> White - English/Welsh/Scottish/Northern Irish/British | <input type="radio"/> Asian or Asian British - Chinese |
| <input type="radio"/> White - Irish | <input type="radio"/> Asian or Asian British - Tamil |
| <input type="radio"/> White - Gypsy or Traveller | <input type="radio"/> Asian or Asian British - Korean |
| <input type="radio"/> White - Any other White background | <input type="radio"/> Asian or Asian British - Any other Asian background |
| <input type="radio"/> Mixed / Multiple ethnic group - Black Caribbean & White | <input type="radio"/> Black / African / Caribbean / Black British - Caribbean |
| <input type="radio"/> Mixed / Multiple ethnic group - Black African & White | <input type="radio"/> Black / African / Caribbean / Black British - African |
| <input type="radio"/> Mixed / Multiple ethnic group - Asian & White | <input type="radio"/> Black / African / Caribbean / Black British - Any other background |
| <input type="radio"/> Mixed / Multiple ethnic group - Any other | <input type="radio"/> Other ethnic group - Arab |
| <input type="radio"/> Asian or Asian British - Indian | <input type="radio"/> Any other ethnic group |
| <input type="radio"/> Asian or Asian British - Pakistani | <input type="radio"/> Prefer not to say |
| <input type="radio"/> Asian or Asian British - Bangladeshi | |

Q60 **Other (please specify)**

Further research

Q62 Would you be interested in taking part in a focus group to discuss some of the issues around waste collection and street cleaning? The focus group will be held with six to eight other residents, will last approximately 75 minutes and will be held online (via Zoom). Focus groups will take place in March.

If you are invited to participate and attend a focus group, you will receive a **payment of £40** in the form of an online voucher.

By answering yes, you are agreeing to be contacted by Enventure Research concerning this research. Your contact details will only be used for this purpose and will be deleted after six months.

Yes

No

RN	Name	<input type="text"/>
TEL	Telephone number	<input type="text"/>
EMAIL	Email address	<input type="text"/>

Appendix B

Online questionnaire

Waste Collection Services and Street Cleaning Services

The council's waste collection and street cleansing contract will come to an end in 2025, and this is your chance to tell us about your experiences with the service and what matters most for a new contract.

This consultation will last for six weeks, closing on 25 February at midnight, and feedback will be used to help design a proposal for what services the council will be looking for from potential bidders.

The current service includes recycling, general rubbish collection, garden waste, food waste, bulky waste collections, street cleansing and fly-tip removal. This survey will ask about your experience with these services up to now, any areas for improvement, and what priorities we should focus on while seeking the best contract we can get for our residents.

Thank you for taking part.

Completing the survey

Your answers will be anonymous and confidential unless you wish to provide your contact details to take part in further research. Further details will be provided later in the questionnaire.

Instructions are used throughout the questionnaire and are shown in *italics*. It is very important that you follow the question instructions to ensure you complete the questionnaire correctly. For example, some questions are single choice while others are multiple choice. Please make sure you answer each question unless otherwise stated in the instructions. If you need to skip any questions, it will be clearly marked that you go to a different question instead.

Please make sure you take part before **25 February**. You can return your completed questionnaire by using the pre-paid envelope which has been supplied with this questionnaire.

If you have any questions about taking part, please email helpline@enventure.co.uk

How we will use your information and confidentiality

This survey is being conducted by Enventure Research, an independent research agency, on behalf of Croydon Council. Enventure Research is registered with the Data Controller and is a Market Research Society Company Partner. For more information about Enventure Research, please refer to the company website www.enventure.co.uk.

All information provided by you will be analysed by Enventure Research, and treated in accordance with General Data Protection Regulations and the Market Research Society's Code of Conduct. Enventure Research will only use information you provide to inform the research.

Please complete this survey by **25 February 2023**.

Please turn over the page to begin the questionnaire.

London Borough of Croydon

Q1 We are only looking to hear from Croydon residents. Please confirm you live in the London Borough of Croydon
Please tick one option

- Yes, I confirm I live in the London Borough of Croydon
- No, I don't live in the London Borough of Croydon

Q2 Please provide your postcode (e.g. CR0 1EA). If you do not want to enter your full postcode, please enter the first four digits (e.g. CR0 1). The postcode will not be used to identify individual households.
Please write your postcode in the box below

Recycling and waste collection services

Last year we collected 141,980 tonnes of recycling and rubbish from households across the borough - that is a 3% reduction over the last six years; a significant achievement at a time when our population is growing. We currently recycle 41.3% of that waste making us the 6th best borough for recycling in London.

Q3 We offer four key collection services to suit different property types across the borough. Please select the type of recycling and waste collection service you currently use
Please tick one option

- Wheelie bins and boxes that only my household uses (used by the majority of detached, semi-detached and terraced homes in the borough)
- Wheelie bins and boxes that I share with my neighbours (used by the majority of properties that have been converted into flats and some low-rise blocks of purpose-built flats)
- Large communal bins that I share with my neighbours (used by the majority of larger blocks of purpose-built flats)
- Bags that I place out at a specific collection point (used by the majority of flats above shops and some houses with no front gardens)
- Other (please specify in the box below)

Other (please only write something in the box below if you have ticked 'other')

Q4 How satisfied or dissatisfied are you with the recycling and waste collection service provided by the council?
Please tick one option

- Very satisfied *[go to Q6]*
- Satisfied *[go to Q6]*
- Neither satisfied nor dissatisfied *[go to Q6]*
- Dissatisfied *[go to Q5]*
- Very dissatisfied *[go to Q5]*
- Don't know *[go to Q6]*

Recycling and waste collection services

Q5 Why have you said you are 'dissatisfied' or 'very dissatisfied' with the recycling and waste collection service?

Please tick all that apply

- | | |
|---|---|
| <input type="checkbox"/> Missed collections | <input type="checkbox"/> Bins not returned to collection point |
| <input type="checkbox"/> Non delivery of new/replacement bins | <input type="checkbox"/> Crew behaviour |
| <input type="checkbox"/> Lack of space for bins | <input type="checkbox"/> Difficulty reporting issues to the council |
| <input type="checkbox"/> Bins too small | <input type="checkbox"/> Uncertainty what to put out and when |
| <input type="checkbox"/> Bins too large | <input type="checkbox"/> Other (please specify in the box below) |
| <input type="checkbox"/> Collections not frequent enough | |

Other (please only write something in the box below if you have ticked 'other')

Q6 When you think about your recycling and waste collection service in the future, what matters most?

Please tick 1, 2 or 3 for each row based on what matters most to you, where 1 is the highest priority and 3 is the lowest priority. Please ensure each number (1, 2 or 3) is only ticked once

	1	2	3
Environmental benefits (carbon reduction, waste minimisation, recycling)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenience or ease of use (simplicity of service)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordability (to help make sure money is available to fund other council services)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Croydon Council recently carried out a detailed study looking at what is inside the average rubbish bin in the borough. It showed that more than half (52.8%) could have been recycled using the council's kerbside recycling collection service. The majority of this (32.4%) was food waste.

Q7 To what extent do you agree or disagree that more needs to be done in the future to recycle more and waste less in the London Borough of Croydon?

Please tick one option

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Recycling and waste collection services

Q8 Which of the following changes would encourage you and those in your household to recycle more in the future?

Please tick up to three options

- Addition of more items that are collected for recycling (e.g. soft plastics, plastics bags and film)
- More/better information provided about what can and cannot be recycled
- Larger or more recycling containers
- Rubbish collected less frequently (i.e. every three weeks)
- Smaller rubbish bin
- Compulsory recycling (e.g. fines / penalties for not recycling things that could be recycled)
- If the council responded and fixed problems more efficiently
- Not collecting waste if it's not been sorted correctly
- Rewards / incentives for recycling more
- None of the above
- Other (please specify in the box below)

Other (please only write something in the box below if you have ticked 'other')

Q9 Do you currently recycle your food waste?

Please tick one option

- Yes, all of it *[go to Q11]*
- Yes, some of it *[go to Q11]*
- No, none of it *[go to Q10]*
- Don't know *[go to Q11]*

Q10 What stops you from recycling your food waste?

Please tick all that apply

- It's smelly
- It's dirty
- Cost of liners
- Don't have containers
- Don't want container in the house
- Animals breaking into containers and creating mess
- Compost food waste at home
- Use a sink disposal machine
- Don't have any food waste
- Don't know
- Other (please specify in the box below)

Other (please only write something in the box below if you have ticked 'other')

Recycling and waste collection services

Q11 Which of these items would you like to be able to recycle from home in the future?

Please tick all that apply

- Soft plastics (plastic films, plastic bags, plastic wrapping - e.g. carrier bags, bread bags, crisp bags, flexible plastic lids)
- Small electrical items (e.g. toys, phones and chargers, irons, toasters, Wi-Fi routers)
- Textiles
- Household batteries
- Gas canisters (e.g. nitrous oxide canisters, BBQ/camping gas canisters etc.)
- None of the above

Q12 If it is not possible to include these items in your standard recycling collection service, would you use a free bookable collection service (via an online form) for these items?

Please tick one option for each row

	Yes	No	Don't know
Soft plastics (plastic film, plastic bags, plastic wrapping - e.g. carrier bags, bread bags, crisp bags, flexible plastic lids)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Small electrical items	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Textiles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household batteries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas canisters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q13 What do you currently do with the following items?

Please tick one option for each row

	Put them in my rubbish bin	Put them in or next to my recycling bin	Take them to my house hold recycling centre	Take them to a local store	Donate to charity shop	Sell or donate via internet (e.g. freecycle or Gumtree)	Don't have them / N/A
Soft plastics (e.g. plastic film, bags & wrapping)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			<input type="radio"/>
Small electrical items	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Textiles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household batteries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			<input type="radio"/>
Gas canisters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			<input type="radio"/>

Assisted collection service

Q16 Do you use the assisted collection service (for residents who are not able to move their bins on collection day)?

Please tick one option

- Yes [go to Q17]
- No [go to Q19]
- Don't know [go to Q19]

Q17 How satisfied or dissatisfied are you with the service?

Please tick one option

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know

Q18 What, if anything, would make the assisted collection service better?

Please tick all that apply

- Nothing
- Staff could be more friendly or helpful
- Crews could do better in returning bins and boxes to their collection point
- Fewer missed collections
- Make it easier to report problems (e.g. missed collections)
- Other

Other (please specify)

Bulky waste collection service

Q19 Have you used our bulky waste collection service (which allows larger items like fridges, furniture and mattresses to be collected for a fee) in the last three years?

Please tick one option

- Yes [go to Q21]
- No [go to Q20]
- Don't know [go to Q23]

Bulky waste collection service

Q20 Why have you not used the bulky waste collection service in the last three years?

Please tick all that apply

- Did not know about it *[go to Q23]*
- Too expensive *[go to Q23]*
- Not had the need to *[go to Q23]*
- Took items to the local household recycling centre *[go to Q23]*
- Used the services of an alternative commercial waste carrier *[go to Q23]*
- Other (please specify in the box below) *[go to Q23]*

Other (please only write something in the box below if you have ticked 'other')

Q21 How satisfied or dissatisfied were you with the service you received?

Please tick one option

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know

Q22 What, if anything, would make the bulky waste collection service better?

Please tick all that apply

- Nothing
- Make the booking process easier
- Reduce the cost
- More booking slots
- Staff could be more friendly or helpful
- 'Live' information about my collection on the day (e.g. estimated time of arrival / confirmation when collection has been completed)
- Wider range of items accepted for collection
- Don't know
- Other (please specify in the box below)

Other (please only write something in the box below if you have ticked 'other')

Garden waste collection service

Q23 Do you subscribe to the garden waste collection service?

Please tick one option

- Yes [go to Q25]
- No [go to Q24]
- Don't know [go to Q27]

Q24 Why do you not subscribe to the garden waste collection service?

Please tick all that apply

- No garden [go to Q27]
- Do not produce enough garden waste [go to Q27]
- Did not know about it [go to Q27]
- Too expensive [go to Q27]
- Easier alternatives [go to Q27]
- Other (please specify in the box below) [go to Q27]

Other (please only write something in the box below if you have ticked 'other')

Q25 How satisfied or dissatisfied are you with the garden waste collection service?

Please tick one option

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know

Q26 What, if anything, would make the garden waste collection service better?

Please tick all that apply

- Nothing
- More reliable collections
- Reduce the cost
- Make it easier to report problems (e.g missed collections)
- Staff could be more friendly or helpful
- Wider range of items accepted for collection
- More options around the type of bin / containers
- Other (please specify in the box below)

Other (please only write something in the box below if you have ticked 'other')

Garden waste collection service

- Q27 **For the last few years, recycling and waste collections have taken place on Bank Holidays (with the exception of Christmas and New Year). The alternative (cheaper) option is to push collections back by a day or two and for the crews to catch up over the next couple of weeks.**

How important is it that the council continues to provide collections on Bank Holidays in the future?

Please tick one option

- Very important
- Important
- Neither important nor unimportant
- Unimportant
- Very unimportant
- Don't know

- Q28 **For the last few years, the council has offered a Christmas tree collection service. The alternative is to ask residents to bring trees to one of the council's Household Reuse and Recycling Centres or to deal with them at home.**

How important is it that the council continues to provide the Christmas tree collection service in the future?

Please tick one option

- Very important
- Important
- Neither important nor unimportant
- Unimportant
- Very unimportant
- Don't know

Street cleaning

- Q29 **To what extent do you agree or disagree that residential streets in your local area are cleaned frequently enough?**

Please tick one option

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree
- Don't know

Street cleaning

Q30 **To what extent do you agree or disagree that streets in your local town centre are cleaned frequently enough?**

Please tick one option

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree
- Don't know

Q31 **To what extent are the following a problem in your local area?**

Please tick one option for each row

	Not a problem at all	Minor problem	Moderate problem	Serious problem	Don't know
Street litter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dog fouling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Graffiti / fly-posting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fly-tipping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weeds on the public highway	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Full public litter bins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q32 **Which areas in your neighbourhood tend to get dirtiest and would benefit from more attention in the future?**

Please tick all that apply

- Roads
- Pavements
- Car parks
- Paths (public rights of way)
- Grass verges next to the public highway
- Parks and open spaces
- Transport hubs (e.g. bus stops, tram stops, train stations, taxi ranks)
- Private land (e.g. garages, railway embankments)
- Other (please specify in the box below)

Other (please only write something in the box below if you have ticked 'other')

Street cleaning

Q33 Street Champions is a network of residents, coordinated by Croydon Council, who volunteer to improve the environment and street scene across the borough. Which of these statements best reflects your view about the Street Champion Programme?

Please tick one option

- I have volunteered (or currently volunteer) my time to support the Street Champions
- I wasn't aware of Street Champions but I would like to get involved
- I support the idea but I wouldn't get involved myself
- I don't support the idea - street cleaning is not something residents should have to help out with
- Don't know

Q34 To what extent do you agree or disagree that people should receive fixed penalty notices for the following?

Please tick one option for each row

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
Dropping litter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fly-tipping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not cleaning up after their dog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blocking the pavement with wheelie bins and recycling boxes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Putting rubbish and recycling out on the wrong day for collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not recycling everything they can, or placing incorrect items in the recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q35 Some councils have stopped using chemicals like glyphosate to control weeds on the public highway. There are environmental benefits using pesticide-free approaches to weed control, but they are slightly less effective and means some public spaces can look a bit 'less neat'.

To what extent would you support or oppose the council adopting a pesticide-free approach to weed control?

Please tick one option

- Strongly support
- Support
- Neither support nor oppose
- Oppose
- Strongly oppose
- Don't know

Street cleaning

Q36 To what extent are leaves on the road and pavement in autumn / winter a problem in your local area?

Please tick one option

- Not at all a problem
- Minor problem
- Moderate problem
- Serious problem
- Don't know

Q37 Which of these statements do you most agree with?

Please tick one option

- The current leaf clearing service is appropriate and should be maintained in future contracts
- Leaves should be cleared quicker, even if it makes the service more expensive to run in the future
- Leaves could be left on the ground for a little longer if it means the service is cheaper to run and helps the council protect other frontline services
- Don't know

Resolving problems and keeping you up to date

Q38 Have you contacted the council in the last 12 months to report an issue or make a request relating to street cleaning or your recycling and waste collections?

Please tick one option

- Yes [go to Q40]
- No [go to Q39]
- Don't know [go to Q50]

Q39 Why have you not reported any issues to the council recently?

Please tick one option

- Not felt the need to [go to Q50]
- Didn't realise I could [go to Q50]
- Too difficult to contact the council [go to Q50]
- Don't know [go to Q50]
- Other (please specify in the box below) [go to Q50]

Other (please only write something in the box below if you have ticked 'other')

Resolving problems and keeping you up to date

Q40 **How did you report the most recent issue to the council?**

Please tick one option

- Council website
- Fix My Street app
- Telephone (council contact centre)
- Council social media channels
- Local Councillor
- Don't know
- Other (please specify in the box below)

Other (please only write something in the box below if you have ticked 'other')

Q41 **Did the request or issue relate to your recycling and waste collections or street cleaning?**

Please tick one or both

- Recycling and waste collections *[go to Q42]*
- Street cleaning *[go to Q46]*

Reporting in relation to recycling and waste collections

Q42 **What did the request or issue you were reporting relate to for recycling and waste collections?**

Please tick all that apply

- Missed collection
- Replacement container / box / bin
- Container not put back correctly
- Complaint about crew behaviour
- Don't know
- Other (please specify in the box below)

Other (please only write something in the box below if you have ticked 'other')

Reporting in relation to recycling and waste collections

Q43 How easy or difficult was it to make the report to the council (for waste and recycling)?

Please tick one option

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult
- Don't know

Q44 How satisfied or dissatisfied were you with the response you received to your report (for waste and recycling)?

Please tick one option

- Very satisfied *[go to Q46 if you have reported a street cleaning issue or Q50 if you have not]*
- Satisfied *[go to Q46 if you have reported a street cleaning issue or Q50 if you have not]*
- Neither satisfied nor dissatisfied *[go to Q46 if you have reported a street cleaning issue or Q50 if you have not]*
- Dissatisfied *[go to Q45]*
- Very dissatisfied *[go to Q45]*
- Don't know *[go to Q46 if you have reported a street cleaning issue or Q50 if you have not]*

Q45 You answered 'dissatisfied' or 'very dissatisfied'. What is the main reason for this (for waste and recycling)?

Please tick one option

- Issue was not resolved
- Issue was resolved but too slowly
- Had to make repeated contact to get issue resolved
- Rude staff
- Don't know
- Other (please specify in the box below)

Other (please only write something in the box below if you have ticked 'other')

[go to Q46 if you have reported a street cleaning issue or go to Q50 if you have not]

Resolving problems and keeping you up to date

Reporting in relation to street cleaning

Q46 What did the request or issue you were reporting relate to for street cleaning?
Please tick all that apply

- | | |
|---|--|
| <input type="checkbox"/> Litter / fly-tipping | <input type="checkbox"/> Graffiti (non offensive) |
| <input type="checkbox"/> Dog fouling | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Leaf fall | <input type="checkbox"/> Other (please specify in the box below) |
| <input type="checkbox"/> Graffiti (offensive) | |

Other (please only write something in the box below if you have ticked 'other')

Q47 How easy or difficult was it to make the report to the council (for street cleaning)?
Please tick one option

- Very easy
 Easy
 Neither easy nor difficult
 Difficult
 Very difficult
 Don't know

Q48 How satisfied or dissatisfied were you with the response you received to your report (for street cleaning)?
Please tick one option

- Very satisfied [go to Q50]
 Satisfied [go to Q50]
 Neither satisfied nor dissatisfied [go to Q50]
 Dissatisfied [go to Q49]
 Very dissatisfied [go to Q49]
 Don't know [go to Q50]

Q49 You answered 'dissatisfied' or 'very dissatisfied'. What is the main reason for this (for street cleaning)?
Please tick one option

- | | |
|--|---|
| <input type="radio"/> Issue was not resolved | <input type="radio"/> Rude staff |
| <input type="radio"/> Issue was resolved but too slowly | <input type="radio"/> Don't know |
| <input type="radio"/> Had to make repeated contact to get issue resolved | <input type="radio"/> Other (please specify in the box below) |

Other (please only write something in the box below if you have ticked 'other')

Resolving problems and keeping you up to date

Q50 **The current contract sets the following target response times once a report of a service issue has been received:**

- Return to rectify a missed collection - 2 working days (1 working day for assisted collections)
- Deliver new/replacement containers - 10 working days
- Fly-tip removal - 1 working day
- Empty full litter bins - 2 working hours (town centres) / 6 working hours (residential - dangerous and offensive waste) / 24 hours (residential - other waste)
- Clean dirty streets - 2 working hours (town centres) / 4 working hours (residential - dangerous and offensive waste) / 24 hours (residents - other waste)

Which of the following statements do you most agree with?

Please tick one option

- The current target response times are appropriate and should be maintained in future contracts
- Issues should be resolved more quickly, even if it makes the service more expensive to run in the future
- Issues could be resolved less quickly if it means the service is cheaper to run and helps the council protect other frontline services
- Don't know

Q51 **We are keen to improve the way we communicate and keep residents up to date. How would you most like to be kept informed about recycling, waste collection and street cleaning services in the future?**

Please tick up to three options

- Nothing - I am happy with the information I get
- More information on the council's website
- Live information like maps to track services
- Text message alerts
- Email updates
- A mobile app
- Regular service updates on social media
- Leaflet through your door
- Don't know

Household Reuse and Recycling Centres

Q52 How often, if at all, do you make use of your Household Reuse and Recycling Centre (also known as 'the tip')?

Please tick one option

- At least once a week *[go to Q54]*
- At least once a fortnight *[go to Q54]*
- At least once a month *[go to Q54]*
- Once every three months *[go to Q54]*
- Once or twice a year *[go to Q54]*
- Less often *[go to Q53]*
- Never use the Household Reuse and Recycling Centre *[go to Q53]*
- Don't know *[go to Q60]*

Q53 Why haven't you used a Household Reuse and Recycling Centre recently?

Please tick one option

- Do not have access to a vehicle *[go to Q60]*
- Not had the need to *[go to Q60]*
- Someone else in the household goes *[go to Q60]*
- Don't know *[go to Q60]*
- Other (please specify in the box below) *[go to Q60]*

Other (please only write something in the box below if you have ticked 'other')

Q54 There are three Household Reuse and Recycling Centres in the borough. Which one do you usually use?

Please tick one option

- Factory Lane
- Purley Oaks
- Fishers Farm
- Don't know

Q55 How satisfied or dissatisfied are you with the overall service provided at the Household Reuse and Recycling Centre?

Please tick one option

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know

Household Reuse and Recycling Centres

Q56 Are there any specific items that are not currently accepted at the Household Reuse and Recycling Centre that you would like to be able to take there in the future?
Please tick one option

- Yes (please specify)
 No
 Don't know

Please briefly tell us what you would like to be accepted at your Household Reuse and Recycling Centre in the future (please only write something in the box below if you have ticked 'yes')

Q57 What, if anything, would encourage you to recycle more of the waste you take to the Household Reuse and Recycling Centre?
Please tick all that apply

- Better layout of the site
 Better signage
 More help and advice from site staff
 More information on the council website about what can and cannot be recycle at the site
 Random checks by site staff to ensure recyclable materials are not being thrown away
 Don't know
 Other (please specify)

Other (please only write something in the box below if you have ticked 'other')

Q58 Do you have any other suggestions about improvements that could be made to the Household Reuse and Recycling Centre?
Please tick one option

- Yes [go to Q59]
 No [go to Q60]
 Don't know [go to Q60]

Q59 Please briefly summarise your suggestions in the box below

About you

This last set of questions relate to your own circumstances and help us monitor that we are speaking to a wide range of residents. Your answers will be strictly anonymous and confidential. If you do not wish to disclose any information, please make sure you tick 'prefer not to say' for each question.

Q60 Which age band do you fall into?

Please tick one option

- | | |
|-----------------------------------|---|
| <input type="radio"/> 18-24 years | <input type="radio"/> 65-74 years |
| <input type="radio"/> 25-34 years | <input type="radio"/> 75-84 years |
| <input type="radio"/> 35-44 years | <input type="radio"/> 85+ |
| <input type="radio"/> 45-54 years | <input type="radio"/> Prefer not to say |
| <input type="radio"/> 55-64 years | |

Q61 What is your gender?

Please tick one option

- Male
- Female
- I prefer to describe my gender in another way
- Prefer not to say
- Other (please specify)

Other (please only write something in the box below if you have ticked 'other')

Q62 Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

Please tick one option

- Yes [go to Q63]
- No [go to Q64]
- Prefer not to say [go to Q64]

Q63 Do you have any health conditions which affect you in the following areas?

Please tick all that apply

- | | |
|--|---|
| <input type="checkbox"/> Vision | <input type="checkbox"/> Mental Health |
| <input type="checkbox"/> Hearing | <input type="checkbox"/> Health Diagnosis |
| <input type="checkbox"/> Mobility/Physical | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Learning Disability | <input type="checkbox"/> Other (please specify) |

Other (please only write something in the box below if you have ticked 'other')

About you

Q64 What is your ethnic origin?

Please tick one option

- | | |
|---|--|
| <input type="radio"/> White - English/Welsh/Scottish/Northern Irish/British | <input type="radio"/> Asian or Asian British - Chinese |
| <input type="radio"/> White - Irish | <input type="radio"/> Asian or Asian British - Tamil |
| <input type="radio"/> White - Gypsy or Traveller | <input type="radio"/> Asian or Asian British - Korean |
| <input type="radio"/> White - Any other White background | <input type="radio"/> Asian or Asian British - Any other Asian background |
| <input type="radio"/> Mixed / Multiple ethnic group - Black Caribbean & White | <input type="radio"/> Black / African / Caribbean / Black British - Caribbean |
| <input type="radio"/> Mixed / Multiple ethnic group - Black African & White | <input type="radio"/> Black / African / Caribbean / Black British - African |
| <input type="radio"/> Mixed / Multiple ethnic group - Asian & White | <input type="radio"/> Black / African / Caribbean / Black British - Any other background |
| <input type="radio"/> Mixed / Multiple ethnic group - Any other | <input type="radio"/> Other ethnic group - Arab |
| <input type="radio"/> Asian or Asian British - Indian | <input type="radio"/> Any other ethnic group (please specify) |
| <input type="radio"/> Asian or Asian British - Pakistani | <input type="radio"/> Prefer not to say |
| <input type="radio"/> Asian or Asian British - Bangladeshi | |

Other (please only write something in the box below if you have ticked 'other')

Further research

Q65 Would you be interested in taking part in a focus group to discuss some of the issues around waste collection and street cleaning? The focus group will be held with six to eight other residents, will last approximately 75 minutes and will be held online (via Zoom). Focus groups will take place in March. If you are invited to participate and attend a focus group, you will receive a **payment of £40** in the form of an online voucher.

By answering yes, you are agreeing to be contacted by Enventure Research concerning this research. Your contact details will only be used for this purpose and will be deleted after six months.

- Yes *[please provide your contact details below]*
- No

Name

Telephone number

Email address

Thank you for taking part in this important survey. Your feedback will help Croydon Council design the best possible services for the borough and ensure that they meet the needs of local people.

Please return your completed questionnaire by using the pre-paid return envelope you received with this questionnaire. Please ensure we receive your response by 25 February.

Appendix C

Focus group discussion guide

SLWP Waste Services and Street Cleaning Focus Group Discussion Guide

Croydon Council

Please note this discussion guide is intended as a guide to the moderator only. Sections may be subject to change during the course of the focus groups if, for example, certain questions do not elicit useful responses. Wording and explanations may change to suit the audience.

BEFORE GROUP START TIME

- Participants asked to join five minutes early and wait in waiting room to allow the group to start on time
- All participants asked to review the joining instructions
- All participants will have completed the online or telephone survey

Introduction (10 mins)

- Moderator introduction
- Background to the research:
 - The Council is planning a new waste collection and street cleaning service, due to start in 2025, so it has asked Enventure Research to undertake research to help them understand residents' thoughts on waste services and street cleaning
 - They want to find out what improvements you think could be made in the future and learn what priorities matter most to you in order to help shape a new contract
 - We recently conducted an online survey which was open to all Croydon residents and promoted through a number of channels. To support this, we are also conducting a representative telephone survey
- This group is your opportunity to give us your thoughts and opinions about the waste and recycling collection service and the street cleaning service.
- Confidentiality:
 - Everything said during this discussion is confidential. There are no right or wrong answers
 - Enventure Research is an independent research agency, not part of Croydon Council – we have been commissioned to deliver this research independently
 - We may use quotes from this discussion within the report, but these will remain anonymous and any identifying information will be removed.
 - Market Research Society Code of Conduct and GDPR – ensure confidentiality.
 - All views and opinions of all present are important and valid.
- The group will be recorded – thank you for completing the online consent form. The recording will only be used to listen back to and write up notes. It is not passed to anyone else, including Croydon Council, and will be securely deleted once the research project has finished. Please don't talk over each other.
- **Moderator to start recording and ask everyone to confirm again that this is OK.**

START RECORDING

- The session will last approximately 1 hour 15 minutes. Do you have any questions before we begin?

Just so we can get to know each other a bit, I'd like you to introduce yourself with your:

- First name
- Where you live

I'll call people's names out in the order I see you on my screen.

Waste and Recycling Services (25 mins)

Satisfaction with waste and recycling collection

As I mentioned at the start of the group, the council is currently undertaking a review and redesign of the waste and recycling services.

- What are your thoughts about the current services? Why do you say that?
- What aspects of the services are most important to you? *Moderator to probe if participants unsure: frequency of collections, size of containers, materials collected, that everything gets recycled etc*
- What do you like about it? What do you dislike about it?

Garden waste recycling (HOUSES GROUP ONLY)

- Do you use the garden waste recycling service? What has your experience of using the service been like?
- If you have a garden but do not use the garden waste recycling service, why is this? What would encourage you to use it?

Ranking of what matters the most

- In the survey, we asked respondents to rank three things in order of importance:
 - Environmental benefits (carbon reduction, waste minimisation, recycling)
 - Convenience or ease of use (simplicity of service)
 - Affordability (to help make sure money is available to fund other Council services)
- What is the most important thing to you? Why do you say that?

Show survey results

- In the representative survey, the most important thing was environmental benefit – 55% said it was the most important, with convenience or ease of use being the second most important (33%) and then affordability the least important (12%) – What do you think to these results?
Moderator to note that results are based on survey that is yet to finish but are unlikely to change due to almost being completed

Producing less waste and recycling more

- The saying goes 'Reduce, reuse, recycle' and reduce comes first because reducing waste is the most important thing. What do you think people could do to reduce the waste they make?
- There is a textile repair café at the Whitgift centre which offers workshops to teach residents how to repair and upcycle textiles and clothes. Has anyone been? What did you think of it? If you haven't been, would you? Why / why not?
- Do you think the council does everything it can to help residents recycle as much as they can?
- What can the council do to help residents recycle more?
 - *Moderator to probe if necessary using most common responses from representative survey results so far:*
 - Adding more items to be collected for recycling such as soft plastics (40%)
 - Larger/more recycling containers (37%)
 - More/better information provided about what can/cannot be recycled (34%)

Average bin composition

- Croydon Council recently undertook a waste composition analysis (basically looking through residents' bins to see what materials were in them). I'm going to show you an image of an average bin and what materials are in it.

Show Croydon average bin graphic

- Over half (52.8%) of what is in the average Croydon bin could have been recycled using the recycling collection service and other material – plastic film/plastic bags and wood/scrap metal could also be recycled using local stores and the Recycling Centre (another 15.7%).
- What are your thoughts about the different percentages and amount that could be recycled but isn't being recycled? Is it what you thought? Do any of it surprise you? How do you think your bin compares to this?
- What do you think residents themselves need to do to increase recycling, given what we've just talked about?
- What do you think the barriers to increase recycling could be? How can these barriers be overcome? Lack of information / knowledge? Apathy? Physical barriers?

Containers – HOUSES ONLY

Currently, the containers that houses have are:

- Black wheelie bin (blue lid) / blue box – paper and card
- Black wheelie bin (green lid) / green box – dry mixed recycling such as plastic bottles, glass bottles, metal tins, cartons
- Black wheelie bin (black lid) – general rubbish
- Caddy (brown outdoor and smaller brown caddy for indoor) – food waste

- How has this been working for you? Any issues? Any improvements?
- The council has a lot of requests for replacement containers. Do you think there is a specific reason for this? Poor quality containers that get broken, containers mishandled by crew, lost/stolen?
- How long is a reasonable time to wait for delivery?
- Would you be willing to collect a new bin or caddy? Why? Why not?
- If yes: where would you be willing to collect this from?

Shared bins – FLATS ONLY

- What is your experience of using the communal bins?
- Are there any issues regarding location of bins, misuse (residents putting the general waste into recycling bins for example), condition of bins etc? *Moderator to probe on council specific issues only*
- Do these issues put you off from using the bins correctly and recycling as much as possible?
- How do you think residents could be encouraged to use the bins responsibly?

Street cleaning (20 mins)

Street cleaning includes a range of services – sweeping roads, pavements and public land, clearing weeds, pavement gritting, dealing with fly-tipping, dog fouling, drain and sewer problems, fly-posting, graffiti, dead animals and to help with the service, co-ordinating the Street Champion volunteers.

- What do you think about street cleaning in town and district centres, as well as in your local area?
 - Where do you think the problems are particularly? In your own street/local area, the local shopping parade, main town centre, or elsewhere?
 - What are the main issues?
- Survey results showed that 47% of respondents thought their local residential streets were cleaned frequently enough, and 35% thought the streets in the local town centre were cleaned frequently enough. What do you think of these results?
- Do you see any fly tipping? Is there a particular area that is worse than others?
 - 32% of survey respondents said fly tipping was a serious problem and 24% said it was a moderate problem – that is over half (56%). What do you think to these results?
- What about dog fouling, graffiti and leaf fall in the autumn? How are these dealt with, are they an issue? If so, are they dealt with quickly?

- How would you improve the street cleaning service (all the things we've spoken about)? What would you concentrate on if you were responsible for street cleaning?

Communication with Croydon Council (15 mins)

- Have you had to find information about the waste, recycling and street cleaning services? Where did you go for it? Did you get the answers you needed?
- Is there anything else Croydon Council needs to do in terms of communicating with residents about waste, recycling and street cleaning services? Different / additional information, different ways of communicating?
- Is there any specific information that you need, or you think residents need, to help understand the services better? Is there anything missing?

Show newsletter (in separate PDF to other stimulus)

- Do you recall seeing the council's annual recycling newsletter, which was sent in December? What did you think of it? *Moderator to probe helpfulness*
- Have you had to contact the council about the services, for example, to report an issue with bins or street cleaning, missed collection, request replacement container, complaint about the service/crew etc.?
- How was it resolved? Timely? Satisfactorily? How did you make contact?
- How do you prefer to engage with the council? Do you prefer to seek out information, or do you prefer to be updated? Which communication channel do you prefer? *Moderator to probe email, social media, newsletter/leaflet, website etc*

If you would like to find out more information about council services and stay connected with the council, you can sign up to their e-newsletter online or follow them on social media.

Summary and close (5 mins)

Based on everything we have discussed today:

- What are the most important points we have discussed today?
- Is there anything else that Croydon Council needs to consider in terms of improving the services and/or encouraging residents to recycle more?

Moderator to:

- **Thank everyone for their time and input**
- **Any other questions/points to raise?**
- **Explain how incentives will be administered - £40**
- **Thank & close**



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