

Appendix 2 – Item: Waste Contract Performance Paper

Considered by Streets & Environment Sub-Committee on 8 November 2022

REC No.	SCRUTINY RECOMMENDATION	DEPARTMENT AND CABINET MEMBER RESPONDING	ACCEPTED / PARTIALLY ACCEPTED / REJECTED (inc. reasons for rejection)	IDENTIFIED OFFICER	ANY FINANCIAL IMPLICATIONS	TIMETABLE FOR IMPLEMENTATION OF RECOMMENDATIONS IF ACCEPTED (ie Action Plan)	DATE OF SCRUTINY MEETING TO REPORT BACK
1.	The Sub-Committee were of the view that improvements to communications with residents needed to be a priority and should include updating the website and an explanation of street grading.	Councilor Scott Roche SCRER	Accepted	Steve Iles, Director of Sustainable Communities	None	April 2024	TBC
2.	The Sub-Committee recommended that communication with residents who had submitted reports on the 'Love Clean Streets' app needed to be improved to notify them on the resolution of the report.	Councilor Scott Roche SCRER	Rejected as already in progress The LCS App already provides two-way communication for environmental reports such as street cleansing, street bins Flytip and graffiti reports. As a principle when other areas are added to the APP the two-way communication is developed.	Steve Iles, Director of Sustainable Communities	None	N/A	TBC
3.	The Sub-Committee recommended that Veolia and the Council work with Friends and Residents groups to analyse and help to resolve issues with repeat missed collections. Members recommended that this is achieved through mapping areas of repeated missed bin collections, especially in relation to access issues, particularly with communal recycling bins.	Councilor Scott Roche SCRER	Rejected as already in progress The Mayor and Cabinet Member for Streets and Environment have, and will continue, regular communication with the contractor and resident groups to discuss and understand the issues.	Steve Iles, Director of Sustainable Communities	None	N/A	TBC
4.	The Sub-Committee were of the view that the option to 'raise an enquiry' needed to be more prominent on the Council website when residents were trying to submit a missed collection report	Councilor Scott Roche SCRER	Rejected as already in progress The Council has already been reviewing the online reporting processes for missed bins which includes the ability to raise enquiries.	Steve Iles, Director of Sustainable Communities	None	N/A	TBC

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	following 48 hours of the intended collection date, or when making a report was otherwise unavailable.						
5.	The Sub-Committee requested that the Cabinet Member for Streets and Environment provided a full update on his data gathering and plans for reducing fly tipping in Croydon.	Councilor Scott Roche SCRER	Accepted	Steve Iles, Director of Sustainable Communities	Yes – to be contained within existing budgets but at this stage costs are not yet quantified.	September 2023	TBC