



Clean Green Croydon

Cabinet Member Bulletin

Councillor Stuart Collins

January 2018

Investing in a Cleaner, Greener Croydon

The beginning of March will herald the start of the new street cleansing services for Croydon under the South London Waste Partnership contract with Veolia. This is something I am very much looking forward to as it will usher in a more rigorous set of performance standards which will enhance the standard of street cleansing in the borough and ensure fly tips are cleared from our streets more quickly. Further improvements to the waste and recycling service are scheduled for October.

Much hard work has been put in already by the council's contract monitoring officers in partnership with Veolia which has resulted in a vast improvement in the standard of sweep and the speed at which fly tips are removed. Officers are now preparing a robust inspection regime to ensure the standards of the new contract are adhered to.

Around 200 inspections of our streets are currently undertaken with Croydon staff and Veolia each month. This is set to continue into the new contract, as well as new systems to ensure that streets are maintained to the B standard at all times.

Additionally, Veolia staff will be trained to assist the borough's enforcement officers with their investigations and will report fly-tips proactively which will be a big help in the continuing crackdown against fly-tipping.

A brief summary of some of the improvements residents can expect to see as part of the new contract:

- Streets swept to a grade A standard
- Streets maintained to at least a B standard at all times
- Flytips removed within 24 hours of being reported.
- Orange street cleansing bags removed on the same day they are produced.

The following pages show some images of what the grade A and grade B standards will look like in practice, as well as some information on how to report environmental issues to the council, which will ensure that if you are experiencing any issues with flytips or your waste and recycling collections, that these are resolved as quickly as possible.



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Streets Swept to Grade A Standard



Streets Maintained to a Grade B Standard at all times



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WWW.CROYDON.GOV.UK/DONTMESS

HELP US HELP YOU



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

ONLINE 24/7

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

USING MY ACCOUNT

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

Please see My Account for a complete list of services available.

PHONE

Our customer contact centre is open Monday to Friday between 9 and 4, and our advisers are on hand to help you. Call **020 8726 6200** for all environmental issues including waste collections, recycling and potholes.

Call the fly-tip hotline on: **020 8604 7000** (option 2 for fly-tipping)

EMAIL us on: flytip@croydon.gov.uk

HOW LONG WE TAKE TO RESOLVE THE ISSUE DEPENDS ON WHAT YOU'RE REPORTING, BUT WE'LL TRY TO GET EVERYTHING RESOLVED AS SOON AS POSSIBLE. FOR FURTHER INFORMATION PLEASE VISIT WWW.CROYDON.GOV.UK

USING A SMARTPHONE 24/7

Download the free My Croydon smartphone app and you can report issues to us on the go in 3 easy steps.

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

Complete list of services available on the app.



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