

# Waste and Street cleansing update

Tenant & Leaseholder Panel update

7 February 2023



## SOUTH LONDON WASTE PARTNERSHIP

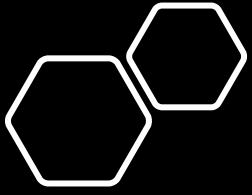


- Four boroughs
- c. 1 million residents
- c. 400,000 households
- Formed in 2003
- Voluntary partnership bound by legally-binding Inter Authority Agreements
- Enables authorities to pool their resources, finances and expertise to find better and more cost-effective solutions
- Governance: Joint Committee (Members) and Joint Waste Officer Board (Officers)



# Croydon context

- Waste collection and street cleansing are statutory, universal services – costs Croydon c.£13.5m pa.
- Croydon is the largest London borough
- In one month, Veolia carryout c.1.4m collections
- Of these c.3.7k are communal collection points
- Communal collections make up c.3% of the total service provided but impact nearly c.20% of our residents.
- Small contract monitoring team serving the borough



# Waste Collection Performance

- Contractor is measure on missed collections per 100k
- Repeat missed collections
- Rectifying missed collections
- Monthly performance report generated
- Difficult to filter HRA-specific data.

## Missed per 100k (SPI 2)



### Refuse Missed Per 100k



Month	Croydon London Boro
Jan-22	141
Feb-22	131
Mar-22	117
Apr-22	89
May-22	85
Jun-22	92
Jul-22	113
Aug-22	131
Sep-22	110
Oct-22	141
Nov-22	119
Dec-22	100

### Recycling



Month	Croydon London Boro
Jan-22	126
Feb-22	75
Mar-22	108
Apr-22	93
May-22	76
Jun-22	85
Jul-22	74
Aug-22	117
Sep-22	131
Oct-22	130
Nov-22	102
Dec-22	79

### Paper



Month	Croydon London Boro
Jan-22	168
Feb-22	100
Mar-22	93
Apr-22	102
May-22	88
Jun-22	64
Jul-22	60
Aug-22	70
Sep-22	98
Oct-22	88
Nov-22	80
Dec-22	77

### Food

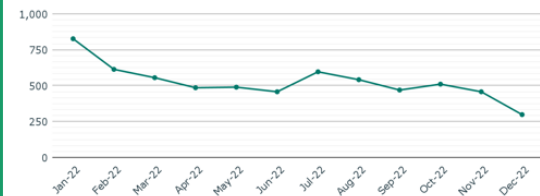


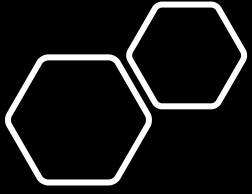
Month	Croydon London Boro
Jan-22	94
Feb-22	67
Mar-22	56
Apr-22	68
May-22	61
Jun-22	57
Jul-22	61
Aug-22	58
Sep-22	57
Oct-22	44
Nov-22	46
Dec-22	43

## Repeat Missed Collections (SPI 6)



**Total Repeat Missed Collections**  
 Note: To register a repeat missed, a single property must have recorded multiple missed scheduled collections in the SAME bin type within 6 weeks.





# Street cleansing Performance

- Output / not frequency based
- Streets to be maintained to a Grade B
- Contractors is measure on streets below grade
- Monthly performance report generated
- Difficult to filter HRA-specific data.

## This month at a Glance: Streets



# Street Cleansing – Code of Practice

Grade	Level of Cleanliness - Litter	Level of Cleanliness – (Detritus dirt and grit, which gives a place for weeds to grow)
Grade A	No litter or refuse.	No detritus
Grade B	Area predominantly free from litter and/or refuse apart from some small items such as cigarette ends, ring pulls etc.	Predominantly free of detritus except for some light scattering
Grade C	Widespread distribution of litter and/or refuse with minor accumulations of small items as Grade B and larger items including beverage containers, fast food packs, animal faeces etc.	Widespread distribution of detritus with minor accumulations.
Grade D	Area heavily littered by litter and/or refuse with small and large items with significant accumulations along boundaries.	Heavily affected by detritus with significant accumulations





# Reporting waste collection issues

- Anyone can report a missed collection up to 48 hours after a missed collection day.
- Missed bins and other collection service-related issues can be reported via the councils website
- Systems are fully integrated with the contractor.

Warm Spaces in Croydon	Help with the rising cost of living	Council Tax, get money off your bill	<b>Bin Collections</b>
Concerned about an adult?	Council Tenants	New voter ID requirements	Concerned about a child?



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# Reporting street cleansing and Flytip issues

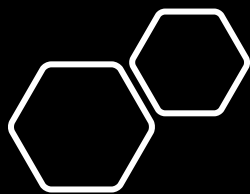
- [Apple / iOS](#)
- [Google / Android](#)
- Alternatively, you can add a report through the [Croydon Love Clean Streets website](#).
- **Systems are integrated and provide two-way communication.**





# How can we improve

- Develop a monthly HRA performance dashboard reporting
- Being clear on what to expect from the services provided on estates
- Problem solve together – piloting different approaches to waste provision
- Future waste provision for estates – “Waste Strategies”



# Developing a future service

- Engaging with residents – closes 25 Feb 2023
- Decision taken November 2022 not to extend the current contract.
- Going to the Market >Apr 2023
- Award new contract early 2024
- Future contract commencement April 2025

## CROYDON WASTE & STREET CLEANSING CONSULTATION



Have your say in our online survey before 25 February



### GET INVOLVED

Croydon's waste and street cleansing contract will end in 2025 and we want to hear from you:

- Tell us your experiences with the waste and street cleansing service - what works? What doesn't?
- What services matter to you most?



[getinvolved.croydon.gov.uk](https://getinvolved.croydon.gov.uk)

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