

QUESTIONS TO CABINET MEMBERS

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CABINET MEMBER FOR CLEAN GREEN CROYDON Councillor Stuart Collins		
PQ043-18	Tina Steele	Funding for Bins
PQ044-18	Jeff Hunt	Mobility of Bins
PQ047-18	Sue Millward	Volume of Bins in Croydon
PQ048-18	Sally Pockocke	Queries about Bin Services
PQ049-18	Reka B	Collection Timetable
PQ050-18	Christina Aitken	Old boxes
PQ051-18	John Brotherhood	Late Bin Collection
PQ053-18	Liz Fisher	Bin Storage
PQ054-18	Ray Stibbards	Missed Bin Collections
PQ055-18	Chris Stevens	Size of General Waste Bins
PQ057-18	Snehal Patel	Bin Delivery
PQ058-18	Viv Cooper	Hit and Miss Collections
PQ059-18	Karen Earl	New Recycling Bin System
PQ060-18	Alison Brown	Recycling Boxes
PQ061-18	Freddy Gates	Delivery of New Bins
PQ062-18	Tina Maul	Bigger Bins
PQ063-18	Chris Claridge	New Recycling Bins
PQ064-18	Amanda Grice	Delivery of New Bins (2)
PQ065-18	Simon Gicquel	Two Missed Collections
PQ066-18	Sheila Farley	New Recycling Bin System
PQ067-18	Fiona Farnes	Accessibility to Bins

Councillor Stuart Collins**PQ043-18 asked by Tina Steele:**

Why are you wasting more money on bins for recycling and producing more paper literature in regards new collections and recycling? Why are you not investing those funds into Policing and Crime Prevention?

Reply

The introduction of the wheeled bins for paper is part of the South London Waste Partnership contract which is saving Croydon Council in excess of £5M each year. Additionally we have made the bold decision to reduce the size of the landfill bin and introduce a wheeled bin for mixed recycling which is estimated to reduce landfill costs by over £10M over the next decade which more than makes up for the £2.3M for the new bins and the costs of publicising the scheme.

With the money saved through the SLWP contract and the new bins we will be able to safeguard vital council services, such as protecting our young and caring for our older citizens.

Councillor Stuart Collins

PQ044-18 asked by Jeff Hunt:

"As a pensioner but reasonably fit at 75 I now find it difficult to push two heavy bins out.

Are any arrangements being made for older people less able than me to have assistance to move their bins or do they have to leave them outside on the pavement all the time?"

Reply

In the main, the bins should be easier to manoeuvre than the boxes as they do not require bending and lifting. However, if people are struggling with the bins and have no-one else in the house who can help them, we offer an assisted collection service whereby our contractor will collect and return the bin to outside the front door.

Councillor Stuart Collins

PQ047-18 asked by Sue Millward: CR51RA

"Why has Croydon Council turned our borough into a huge recycling plant? Bins are outside thousands of houses permanently and they are unsightly, especially with ""Croydon Council"" plastered over them.

When my bottle bin is half full, I am unable to move it and who possibly has enough paper in two weeks to fill the paper one (which, incidentally, wouldn't fit through my door to garden, so I have taken it to the recycling centre and now have to recycle my own paper.

The whole thing makes me far less likely to recycle properly.
It's a complete nightmare.

Whoever had the idea in the first place should be sacked! If you will excuse the pun..."

Reply

The new bins are preferable to boxes in many ways particularly because waste is fully contained and is not blown about the streets prior to collection. This is already having a positive effect on our street cleansing operation. If residents are genuinely unable to manoeuvre the bins then assisted collections are available. In most cases, residents of Croydon already had 240L bins for landfill collections anyway, so if they were able to manoeuvre those with no issues, the same size recycling bin should not pose any additional problems. I appreciate that the bins will take a bit of getting used to, just as the initial rollout of wheeled bins for landfill waste did, but they are necessary if we are going to end our dependence on landfill and achieve our target of recycling over 50% of our waste.

Councillor Stuart Collins**PQ048-18 asked by Sally Pockocke:**

- "1) What is the policy re-collecting textiles. The leaflet said to leave out with recycling bin in tied plastic bags. Have done this twice but the bags were just left dumped on the floor.
- 2) What is the phone number for reporting issues if I do not use the Council's website? This is not easy to find and by definition makes the situation quite stressful for people who cannot access the website
- 3) What evidence was collected to verify the assumption that the new bins will improve recycling? What trial areas were used?
- 4) My local area, Kenley ,looks like a bin park on and around collection days particularly AFTER collections when the bins are just left all over the place. At one time I couldn't drive past without either moving bins or driving over them to get through to my home!
- 5) You can't put broken glass in the recycling.....has anyone tried to drop glass bottles in the old bins successfully without breaking them?"

Reply

- 1) For textiles, residents are asked to present items in tied/closed carrier bags, or clear sacks, on top of (not inside) wheeled containers, at their normal agreed collection point.
- 2) 020 8726 6000 is the contact centre number this should be only used to report missed collections by people who are unable to report online via MyAccount.
- 3) After moving to a similar system Sutton increased their recycling rate from around 35% to over 50%
- 4) That is clearly not the standard you should expect and our contractors are under strict instructions to return wheeled bins to the point of collection. If this is not happening you can report it via MyAccount and we will return and rectify.
- 5) If glass breaks during the process of you putting it into the bin, we will still collect it as recycling.

Councillor Stuart Collins

PQ049-18 asked by Reka B:

"I'm sorry for bothering but we still haven't received our new wheelie bins nor a response to my previous email and Council is due to collect the recycle boxes as per your own email generated to residents.

Can someone please confirm /respond?"

Reply

Without knowing your address I am unable to comment further, but if you could let me know where it is, I will chase it up with the team responsible and ensure you get a response.

Councillor Stuart Collins**PQ050-18 asked by Christina Aitken:**

"We were told that if we put out the old boxes they would be collected, they have not been and wonder how long this will be.? We are going on holiday on 30th September and they should have been collected this last Monday but wasn't, so we now have to leave out hoping they will get collected.

I also have had no feedback in relation to the cat litter collections. Although they are collecting this now as we put the bags out and put on top of one of wheelie bins each Monday night as requested, but I have yet to hear from the council in relation to payments as they were told to pay me refunds by the MP Chris Philps as I had been paying for collections and money was being taken but no collections done. Chris got involved with this and told them they had to repay me. The direct debit was cancelled, but I have heard nothing further in relation to this. I had never said I would not pay, and feel probably now the money has been paid back to me, but I have heard nothing from Veolia or Croydon Council and I obviously do not want to be left with cat litter to be collected."

Reply

We spent approximately 3 weeks collecting unwanted recycling boxes in September and October. If your boxes still remain uncollected, please leave them in beside your landfill waste bins on collection day placed upside down and we will collect them.

We will only collect what is presented within the landfill bins, so any excess will not be taken, however over 70% of waste in Croydon is recyclable so if you're recycling properly there should be plenty of room in the landfill bin for those things that aren't.

Councillor Stuart Collins

PQ051-18 asked by John Brotherhood:

"Late collection again. Two days have passed.
Now they say collecting 2nd October when other bins due to be collected.
If they cannot collect one bin what chance is it that three will be-collected on above date."

Reply

Achieving 50% recycling is incredibly ambitious and as with any service change of this magnitude we expected there to be a considerable amount of disruption - this was reflected in the literature we gave to residents. I'm pleased to say that the level of disruption has been far less than other similar rollouts, so without knowing the details of your case I am unable to comment further, but since the start of the new service our contractor has completed over 97% of work on its scheduled day and missed collections represent less than 1% of the total collections made.

Councillor Stuart Collins**PQ053-18 asked by Liz Fisher:**

"I emailed , asking why a household with 5 residents has now been given the same size bin for rubbish as a household with 1 or 2 residents .- no-one bothered to answer my email.

I have asked what do you expect me to do with my pet rabbit waste - it is not compostable and also my dog waste -

I recycle large amounts - as much as possible previously generally 4 green and 2/3 blue per fortnight - so why has my bin shrunk - what should I do with the general waste that won't fit in the bin?"

Reply

Croydon has a high churn of population, with people moving in and out of properties frequently. With this in mind, we wanted to future proof the service so that if a family of two sell up and a family of 5 move in, we are not having to change the bins every time. For those people who find they do not fill the bins, they are not obliged to present a bin on every single collection, although we will collect if they do. Over 70% of waste in Croydon is recyclable, so as long as you are recycling all you can, there should be plenty of room in your landfill bin for those things that are not.

Councillor Stuart Collins**PQ054-18 asked by Ray Stibbards:**

"1. How many reports of missed bin collections have been received? Since the new arrangements came into effect I have had to report two missed bin collections and the one which was due last Tuesday is still uncollected.

2. How many residents are still awaiting their new bins? I have reported on numerous occasions that I have never had a general waste bin which I am now required to use for plastic and glass. Despite promises that a bin will be delivered, it has not arrived.

3. What is the Council's reaction to the sight of numerous bins lining the pavements in certain parts of the Borough. A perfect example is Sussex Road, South Croydon where dozens of bins block the footpath because the residents don't have room in their front gardens"

Reply

- 1) Over the past 4 weeks, we have had 4,678 missed collections on the kerbside service, out of a total of 720,202, meaning missed collections are only 0.65% of the total collections made. Once food waste is factored in, this figure will be even lower.
- 2) All bins that were scheduled to be delivered have now been delivered, although as the service progresses we are finding individual cases of non-delivery which we are rectifying as we go.
- 3) Bins should not have been delivered to properties which do not have front gardens, however, in certain cases we have been made aware of bins which were wrongly delivered and have arranged for these to be removed. Sussex Road is one we will look into and if necessary, arrange for the bins to be removed and for residents to remain on the previous system.

Councillor Stuart Collins**PQ055-18 asked by Chris Stevens:**

"Very rarely could I fill 1 recycling box with paper and card, this has now been replaced with a large 240 L wheelie bin which barely has anything in it, so much so that when I saw the bins collected last week instead of putting the bin on the lorry the operative upended my bin and my surrounding neighbours into his own larger bin causing pieces to fall on the ground and blow down the street. (Hardly meeting the comment in the leaflet regarding "For cleaner streets" wheelie bins will prevent spillages and stop recycling blowing down the road!!)

The large 240 L bin (originally for general waste) now for the glass and plastic is fine as I regularly used to put out 3 or 4 boxes before.

The main problem is the size of the general waste bin. Originally it was a large 240 L bin which has now been replaced by a smaller 180 L one.

It isn't big enough, we have a 6 month old baby in the house and over a 2 week period it could be nearly half full with nappies leaving hardly any room for general waste.

I'm all for recycling and make sure everything that can be is but can the paper and card 240 L bin become the general waste bin and the 180 L general waste bin changes to paper and card?"

Reply

The whole premise of the new scheme has been to reduce the amount of landfill capacity and increase the ability to recycle. With over 70% of waste in Croydon being recyclable at the kerbside, if the recycling bins are being used properly there should be ample room in the landfill bin for any non-recyclable items. Clearly the wheeled bins are not supposed to be lifted by hand and our contractor has made all operatives aware that this is not a practice that will be tolerated.

Councillor Stuart Collins

PQ057-18 asked by Snehal Patel:

"I still haven't received my new bins despite several promises this will happen. When am I going to receive the new bins? This is the worst implementation of a new process, and I work in the outsourcing sector!"

Reply

I'm sorry that your bins have not yet arrived, and if you can provide me with your details, I'll arrange for them to be delivered, but I must take issue with you regarding your comments about the implementation of the scheme. For a wholesale change to a waste and recycling system such as this, which has involved the delivery of around 250,000 wheeled bins to 125,000 properties as well as a 78% day change for residents, to be achieving a 97% daily completion rate and a missed collection rate of under 1% is far better than we anticipated at this stage and is testament to the hard work of our contractor and officers who have worked tirelessly to make this happen as smoothly as possible.

Councillor Stuart Collins**PQ058-18 asked by Viv Cooper:**

"Unfortunately the rubbish collection has been hit and miss for many months. I live in an area where there are houses as well as flats. Can you please explain why there are not recycling bins issued to the flats in my area ? I personally spend many trips each month, to recycle correctly. Sadly that is not the case for everyone, often thrown into bin cupboards, willy nilly."

Reply

I'm sorry that your bins have not yet arrived, and if you can provide me with your details, I'll arrange for them to be delivered, but I must take issue with you regarding your comments about the implementation of the scheme. For a wholesale change to a waste and recycling system such as this, which has involved the delivery of around 250,000 wheeled bins to 125,000 properties as well as a 78% day change for residents, to be achieving a 97% daily completion rate and a missed collection rate of under 1% is far better than we anticipated at this stage and is testament to the hard work of our contractor and officers who have worked tirelessly to make this happen as smoothly as possible.

Councillor Stuart Collins

PQ059-18 asked by Karen Earl:

"Why did the councillor responsible for the new recycling bins system not bother to reply to a letter I sent to him personally outlining why the new scheme creates difficulties for me? Why does he think he can just ignore the comments and requests of those whom he is supposed to work on behalf of?"

Reply

My apologies Karen, if I have not responded to your letter - I make a point of providing timely responses to all correspondence, but if this one has slipped through the net, please let me know and I'll be happy to provide a full response.

Councillor Stuart Collins

PQ060-18 asked by Alison Brown:

I do not have space in front of my house for the huge, unnecessary bins. I am not prepared and unable to drag them through the house every time. Will you to authorise my continuing use of the boxes? I have always recycled everything and will continue to do so, if I can use the boxes.

Reply

Again, this isn't the correct forum for this type of question. Anyone who genuinely feels their property does not have room to accommodate the bins needs to get in touch with the Waste Services Team at wasteservices@croydon.gov.uk and we will arrange for an inspection to determine whether or not the property is suitable.

Councillor Stuart Collins

PQ061-18 asked by Freddy Gates:

"The new bins were to be delivered before September with a leaflet telling us the new collection day etc.

It is the 27th September and we still do not have the new bins delivered in Harrisons Rise, not even a leaflet letting us know when we may expect them or tell us the collection day..

Did someone not order enough?

Have our bins been delivered wrongly?

Were they taken by Aliens on their spaceships?

Who knows?

Answers on a postcard or at least a leaflet"

Reply

In delivering bins to a borough the size of Croydon there were always going to be some errors in the delivery process, which we have worked to rectify as quickly as possible. I will look into this one and ensure bins are delivered asap.

Councillor Stuart Collins**PQ062-18 asked by Tina Maul:**

"I'm a disabled single parent who has tried constantly to get a straight answer to my simple problem!!!

I don't actually have a problem with the new system I'm very happy to have bigger bins to recycle in. My question is why cant I get a bigger bin for general waste? I've have a cat and rabbits which I use the general waste to dispose of their waste. Also I have been left with a very large old green bin I cannot get rid of."

Reply

There are specific circumstances such as size of family or specific medical needs whereby people can apply for a bigger bin. Ownership of pets is not one of these, and as I have stated previously, Over 70% of waste is recyclable so as long as people are using the bins correctly, there should be plenty of room for those items that aren't.

Councillor Stuart Collins

PQ063-18 asked by Chris Claridge:

"I would like to know why the council didn't consult the local residents before bringing in these new recycling bins.

I would also like to know why emails to the council about the above are not answered. I would like you to come & view the local streets and the poor front gardens that now look like giant wheelie bin parks!!!

I would think that any people living alone, as I do, do not need the large bins for paper or plastic. I recycle all that I am allowed to and the small green & blue box was sufficient.

Some of the properties in my area are converted houses so they now have 6 bins in the small front garden!!!

Do you really think that the people who NEVER recycle any thing will suddenly start because you have given them these awful bins???"

Reply

By providing smaller wheeled bins for landfill, and having a 'no side waste' policy this will mean many people cannot comfortably fit all their waste in the landfill bin and are subsequently forced to divert it into the larger recycling bins. A full consultation was not an option due to the procurement route taken by the South London Waste Partnership. In any event, a consensus would have been unlikely which would still have left a decision to be made re rolling out a borough wide system.

Many other boroughs similar to Croydon also have wheeled bins, and I'm sure that in time they will become part of day to day life, just as the landfill bins did all those years ago.

Clearly I don't have the details of your emails to the Council, but if you provide me with them I will ensure you get an answer.

We are still in the initial bedding in period, and there is no one size fits all policy for converted flats. If, in time it proves that they can share

Councillor Stuart Collins

PQ064-18 asked by Amanda Grice:

"Can you please tell me why we have still not been furnished with the new bins? I live in a house I own with a driveway, front gate and garden, plenty of room to store the bin I really need, yet still no delivery for us! Why have you penalised huge areas of Selsdon Vale by not letting us have new bins?"

Reply

Thank you for your question, I don't know your individual circumstances, but if you feel your property is suitable for the new service and you haven't been delivered the bins, please get in touch with us at wasteservices@croydon.gov.uk and we will look into it.

Councillor Stuart Collins**PQ065-18 asked by Simon Gicquel:**

"Can't understand that I have had 2 bin collections since February but you could find my house to deliver the new bins.

I have maggots now & it stinks, right by the main entrance to the school & children's centre.

Various calls & emails unanswered.

So question; Why can your drivers not find my house which has been here for 50 years, Uber, Domino's, London Ambulance service, London Fire Brigade, MET police can all find it"

Reply

Thank you for your question, unfortunately I do not know your individual circumstances, but if you can let me know the details I will ensure officers provide you with a full response.

Councillor Stuart Collins

PQ066-18 asked by Sheila Farley:

"Why is the focus on the percentage of waste being recycled and not the total waste now compared to say 10 years ago. The focus is so unbelievably wrong.

2) How much of OUR MONEY has been spent (wasted) on this change – publications, bins, arrangements, disposal, etc.

3) What is the cost to the environment of all the wasted old plastic boxes and production of the new bins. Has this even been quantified.

4) Why is every household assumed to be the same – when the wheelie bins were first introduced residents could choose the size of their land fill bin based on the size of their household. Consider:

A household of 5 including a baby with

A household of 1 who does not drink alcohol or bottled water, composts kitchen green waste and does not eat takeaways/ready meals.

The requirements are entirely different.

5) Why were we, the customers not consulted. It could have been tailored to the various different needs both in wastage needs and in accommodation / ability to manhandle the new bins."

Reply

- 1) We also record the waste in terms of Kg per household which allows us to compare how much waste is produced compared to, say, 10 years ago. However, consumer patterns change over time, and are affected by such things as the state of the economy, so the recycling rate is the measure we are using to ensure that as much of the waste that is produced is recycled.
- 2) It is anticipated that the rollout of the bins and publicity will cost around £3M, however this will be offset by savings of at least £10M in landfill costs over the next decade, as well as a £5M saving year on year as a result of the introduction of the new SLWP contract.
- 3) Many of the old boxes were shabby looking, broken and without lids and were regularly having to be replaced. The new bins will have a much longer life cycle and will need replacing far less frequently, lessening their environmental impact.
- 4) Houses not producing enough waste to fill the bins are under no obligation to present them at every collection. It would have been extremely difficult to provide a bespoke service based on individual circumstances, so we opted not to do that.
- 5) The procurement route taken did not allow a full consultation. Anyone requiring an assisted collection and meeting the criteria can have one.

Councillor Stuart Collins

PQ067-18 asked by Fiona Farnes:

I am over 80. have hands that are disabled and difficulty walking. I have no front garden so bins sit over a drain on the road, what do I do? Croydon streets look filthy now with these bond. Do the councillors feel proud of the look of Croydon!

Reply

If bins cannot be accommodated within the property they should not have been delivered. If you could let me have your details I will ensure officers look into this and provide you with a full response.