

Waste and Street cleansing update

Tenant & Leaseholder Panel update

7 February 2023



SOUTH LONDON WASTE PARTNERSHIP



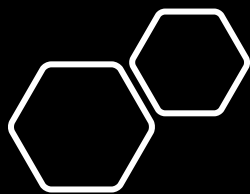
- Four boroughs
- c. 1 million residents
- c. 400,000 households
- Formed in 2003
- Voluntary partnership bound by legally-binding Inter Authority Agreements
- Enables authorities to pool their resources, finances and expertise to find better and more cost-effective solutions
- Governance: Joint Committee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



1 February 2023

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



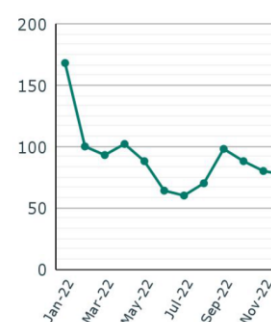
Month	Croydon London Boro
Jan-22	141
Feb-22	131
Mar-22	117
Apr-22	89
May-22	85
Jun-22	92
Jul-22	113
Aug-22	131
Sep-22	110
Oct-22	141
Nov-22	119
Dec-22	100

Recycling



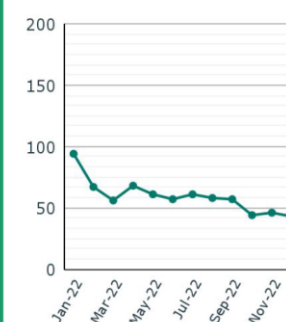
Month	Croydon London Boro
Jan-22	126
Feb-22	75
Mar-22	108
Apr-22	93
May-22	76
Jun-22	85
Jul-22	74
Aug-22	117
Sep-22	131
Oct-22	130
Nov-22	102
Dec-22	79

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



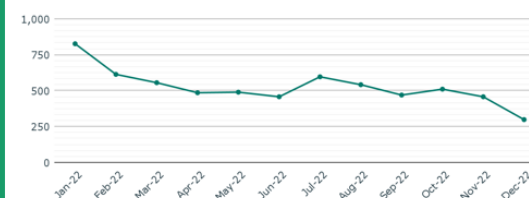
Month	Croydon London Boro
Jan-22	94
Feb-22	67
Mar-22	56
Apr-22	68
May-22	61
Jun-22	57
Jul-22	61
Aug-22	58
Sep-22	57
Oct-22	44
Nov-22	46
Dec-22	43

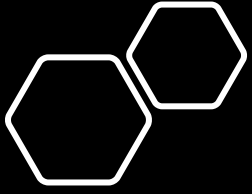
Repeat Missed Collections (SPI 6)



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	Bin Collections
Concerned about an adult?	Council Tenants	New voter ID requirements	Concerned about a child?



Reporting street cleansing and Flytip issues

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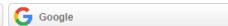
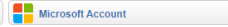
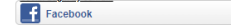
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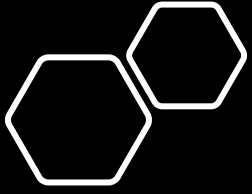
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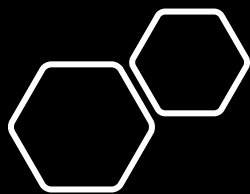
- [Apple / iOS](#)
- [Google / Android](#)
- Alternatively, you can add a report through the [Croydon Love Clean Streets website](#).
- **Systems are integrated and provide two-way communication.**

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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

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