

# ACTION PLAN - Waste Management Task & Finish Group (WMT&FG)

## ACTION PLAN

Action	Mins ref no.	Issue / problem & Action agreed	By whom	By when	Update
1	4.2  18/9	Update the noticeboards in the blocks. The notices will specify the day of collection, how to get rid of waste, recycling, reporting missed collections, etc - a simple guide/education piece - and ideally, a photo of the caretaker and contact number.  Education piece to include what constitutes fly-tipping (ie even leaving a toaster by the bins).	Sharon Murphy	TLP 15 October 2019	On track for completion
2	4.2	Duty officer to be available in Access Croydon where residents can come in and have face to face meetings.	Sharon Murphy		Has been implemented WEF 30 September 2019
3	4.2	Each tenancy patch will also have local surgeries - fortnightly or monthly. To be advertised on notice boards and letters to houses	Sharon Murphy	Immediately	Ongoing
4	4.3	Regular articles in Open House to inform & educate residents regarding waste management	Katherine Monk	Winter edition & ongoing	
5	4.7	Caretaking service standards/expectations	Sharon Murphy	At staff	Completed

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		communicated/clarified to all tenancy staff.		away day on 27Sep2019	
<b>6</b>	<b>4.8</b>	Where (smelly) bins are reported the deep clean team will be asked to attend.	<b>Sharon Murphy</b>	Immediately	Completed and on-going – not aware of any outstanding cases as of 3 October 2019
<b>7</b>	<b>4.17</b>	To explore solutions to IT issues and the reasons for the council's decision to go down this route for the reporting of waste collection issues.	<b>IT Team</b>		
<b>8</b>	<b>4.20</b>	Need an option to report food waste bins on estates online.	<b>Tom Lawrence</b>	Already exists (My Account)	
<b>9</b>	<b>4.20</b>	Communal composting – to look into on a case by case basis, if requested by residents/managers.	<b>Tom Lawrence</b>	As requested	
<b>10</b>	<b>4.21</b>	Communicate to all residents how to correctly dispose of waste.	<b>Tom Lawrence</b>	This happened July 19 and work will be ongoing to reinforce.	
<b>11</b>		All caretakers to have smartphone and relevant training, especially on using the 'Don't Mess With Croydon' App	<b>Sharon Murphy</b>		Roll-out of smart phones completed. Training programme to be completed for all

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					caretakers by the end of this calendar year.
<b>12</b>		When notified, signage on bin stores to be replaced where this has been removed/defaced.	<b>Tom Lawrence</b>	Within 2 weeks of notification	
<b>14</b>		Check with lettings team what information is provided in new sign up packs. New tenancy visits to include information on refuse disposal	<b>Sharon Murphy</b>		Outstanding
<b>15</b>		Ensure new builds receive information on refuse disposal and responsibilities	<b>Tom Lawrence</b>	Nov 19	
<b>16</b>		When tenancy conditions are reviewed to include refuse disposal information and how this can be seen as anti-social behaviour when not carried out correctly	<b>Sharon Murphy</b>		This is actually included and so complete.
<b>17</b>		To add to Neighbourhood Voice - information on residents not disposing of refuse correctly. To follow up with leaflets to blocks where this is identified.	<b>Chris Stock/Sharon Murphy</b>	October 19	
<b>18</b>		Provide contract monitoring data for Performance Monitoring Panel & Complaints Panel.	<b>Tom Lawrence/Chris Stock</b>	As requested	
<b>19</b>		Collection frequencies to be looked at on a case by case basis ie where space for bins is too small.	<b>Tom Lawrence</b>	As requested	
<b>20</b>		Residents representatives to attend tenancy officer estate visits	<b>Sharon Murphy</b>		All TOs have been advised to invite resident reps to their estate

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					walkabouts
<b>21</b>		Provide information for the website on the lifecycle of recyclables.	<b>Tom Lawrence</b>	Currently available	