



Clean Green Croydon

Cabinet Member Bulletin

Councillor Stuart Collins

January 2020

I'd like to start my bulletin by wishing you all a very Happy New Year! I hope you were able to spend some time relaxing with friends and loved ones over the festive period. Following on from last year, where we made a massive improvement to our recycling rate, brought the Grounds Maintenance Service back 'in-house' and installed 150 Big Belly bins, 2020 promises to be just as busy for my portfolio. Here is a summary of the activities we have planned in the immediate future as well as information about reporting environmental issues to the Council.

Flats about Shops Recycling

I'm delighted to announce that from February 2020 we will begin introducing a recycling collection service for residents of flats above shops. Residents will be given sacks in which to recycle the same materials as those in the kerbside and communal recycling service, with the exception of food waste. It is important that everyone has the opportunity to do their bit for the planet and by giving every household the means to recycle, we will help lessen our impact and ensure that valuable resources are kept in circulation for as long as possible instead of being disposed of.

We will also be introducing coloured sacks for residents to present their refuse, meaning bags for residential waste will be easily distinguishable from commercial waste, in order that traders cannot illegally try to pass their waste off as residential waste and get a free collection, and that Croydon residents are not paying for them to have a free ride.

I look forward to these changes taking effect and to the positive impact this will have for our residents living above shops as well as increasing the recycling rate and helping make Croydon London's Cleanest, Greenest Borough.

Review of Neighbourhood Recycling Centres

Given that Croydon now has an extremely comprehensive recycling system of kerbside and communal recycling facilities (and soon, flats above shops), there seems very little need to keep and maintain the Neighbourhood Recycling Centres throughout the borough, many of which have seen better days.



Clean Green Croydon Cabinet Member Bulletin Councillor Stuart Collins January 2020

These sites, which are often now seen as eye-sores and sites for illegal dumping, are expensive to maintain and derive the borough very little benefit in terms of increased recycling due to the heavily contaminated materials deposited there.

Over the next month we will be reviewing these sites with a view to removing them in early February and where required, providing remedial work on the land. We are aware that many of these sites have become hotspots for flytipping and are keen to get this process underway and make these areas more pleasant for everyone. We are aware that there may be some sites that are still providing a useful function or that have recently been refurbished, so exceptions may be made in these circumstances.

Report it Right

Ever since councils first started picking up waste from households, unfortunately there have always been missed collections, as anyone who has listened to the lyrics to 'My Old Man's a Dustman' will appreciate. Missed collections can happen for several reasons, including human error, and in some cases incorrect presentation by residents.

Whilst annoying, this is an issue which is by no means unique to Croydon and, in fact, the number of missed collections here is less than a quarter of one percent of all scheduled collections.

Every fortnight we make over 600,000 collections of waste and recycling (and that's before taking into account communal properties!) which gives you some idea of the scale of the waste and recycling operation in Croydon, so unfortunately the idea that we will ever reach zero missed collections is not realistic.

Whilst just a tiny fraction of all collections are missed (and officers are working hard with our contractor to do all we can get this even lower) I do appreciate how frustrating it is to have your waste or recycling missed, so if this happens, it is important that you report to us in the right way in order the fastest response possible. Here are some pointers:

- Missed collections need to be reported within two working days of the scheduled collection via the Council's My Account system. Unfortunately we are unable to go back to any missed collections reported outside of this timeframe.
- Reporting via MyAccount automatically generates an instruction for our contractor to return and rectify the missed collection within two working days.



Clean Green Croydon Cabinet Member Bulletin Councillor Stuart Collins January 2020

- My Account has the functionality for you to report a missed collection on somebody else's behalf, so as long as you are within the two working day reporting period, you can report for someone else.
- Please do not email individual officers about missed collections as they are unable to respond.
- If you have logged a missed collection which hasn't been rectified after two working days, or are experiencing technical issues with reporting on MyAccount please email the Council at Contact-The-Council@croydon.gov.uk or call our contact centre on 0208 726 6200.
- If you have had a missed collection and do not have access to a computer and there is no-one who can report no one else that is able to log into My Account on your behalf, please call our contact centre on 0208 726 6200 within two working days of the scheduled collection.
- You can also report street cleansing and flytipping issues via My Account, or alternatively download the LoveCleanStreets App to your smartphone for free.

Do you know of any other songs featuring waste collection or street cleansing?

I'd love to hear them – tweet me your suggestions to me at @cleanstreetstu and I'll compile a top 5 in my next bulletin!