



Waste collection and recycling service councillor update – 28 June 2018

Where are we now?

On 11 June we set out plans to make changes to the household waste and recycling collections across the borough from September, in our bid to help Croydon boost its recycling rate from 38% to over 50%. Leaflets about these changes and letters giving the reasons for implementing them will have been delivered to all affected households by the end of this week. This briefing is an update to the member briefing sent out on 11 June.

The next steps

Bin delivery: From the beginning of July, Veolia will begin delivering new 240L wheelie bins for paper and card recycling and 180L wheelie bins for general waste. With more than 200,000 new bins to distribute across the borough, this is going to take some time and some residents may have to store their bins for up to eight weeks before they can start to use them. We are trying to deliver bins first to areas of the borough where houses generally have more outdoor space and there is more detail about what this means for your ward on the next page. We apologise for any inconvenience.

Roadshows: Roadshows are being held across the during July and residents are invited to come and meet the contractor and council officers, find out more about the new service and how it will affect them, as well as learn about the numerous benefits of recycling. The posters at the back of this briefing give the times and locations of the eight roadshows planned in Croydon and we are continuing to explore options and requirements for further roadshows. If you would like any printed copies of the poster please contact communications@croydon.gov.uk. Details of the roadshows were provided in the letters that were sent to all affected households, in an advertorial in the Croydon Advertiser and in the July issue of Your Croydon magazine.

What does this mean for residents in my ward?

Sanderstead

- Residents living in **houses** are scheduled to receive their new bins during the **week commencing 9 July**.
- Residents living in **converted flats and houses without front gardens** are scheduled to receive their new bins/bags between **Monday 20 August – Friday 31 August**.
- Residents living in **flats above shops** are scheduled to receive their new bags during **August** and can begin using them straight away.

The nearest roadshow venue for Sanderstead residents is:

Sanderstead Thursday 26 July 12pm - 5pm
Waitrose Sanderstead, 87 Limpsfield Road, CR2 9LE

Where can residents go for more information?

- The website contains information about the service change, leaflets to download and a comprehensive list of FAQs – www.croydon.gov.uk/recycling

Residents wishing to discuss their individual circumstances further can contact a council officer using:

- a dedicated email - wasteservices@croydon.gov.uk
- a dedicated phone number – 020 8604 7282 (lines open between 9am and 5pm)

Frequently asked questions

Please find below some of the most frequently asked questions you may be encountering from residents about the new service. Responses to more questions are available on the website at www.croydon.gov.uk/recycling.

Why is the service changing?

The new waste collection and street cleansing contract saw Croydon join Merton, Sutton and Kingston boroughs harmonise waste services through the South London Waste Partnership. This has enabled Croydon to achieve savings of £5 million per year.

The changes to the waste collection service aim to:

- **Increase recycling** - Extra space for recycling will encourage us all to recycle more and do 'our bit' for the planet. We want to boost our recycling rate from 38% to 50%
- **reduce littering** - The new wheelie bins will prevent spillages and stop recycling from blowing down the road on windy days, helping to keep our streets clean.
- **save money** - The changes will improve efficiency and save £5 million per year, helping us protect other vital services. In addition, increasing our recycling to 50% is expected to save more than £2million over the next 10 years. This is because recycling waste costs far less than disposing of non-recyclables.

How can the service be saving money when it's paying for new bins?

Increasing recycling to 50% and reducing the amount of non-recyclable waste by 160,000 tonnes over 10 years will save £2 million over 10 years. This takes into account the initial costs of buying and delivering new wheelie bins and is in addition to the £5 million per year saving that Croydon Council will make through contracting waste collection and street cleansing services through the South London Waste Partnership.

Non-recyclable waste is far more expensive and damaging to the environment than recyclable waste. And the cost of waste disposal, as well as the number of households we need to collect from, is increasing. Doing nothing would result in considerable additional cost to the council.

What evidence is there that these changes will improve recycling?

Councils with the highest recycling rates in England typically run a service with restricted capacity for non-recyclable general waste. A prime example is neighbouring Sutton Council. They had a new collection introduced in April 2017 and now have one of the highest recycling rates in London.

Why is my collection day changing?

In order to make the service more efficient it has been necessary to reorganise the rounds into 'zones' which will result in resources being concentrated in each area. This will provide better cover in the event of breakdowns and will minimise the amount of unnecessary travelling by Veolia's crews. Minimising the amount of time our collection trucks are out on the roads is good for the environment. Whilst the collection days have changed for many properties, the frequency of collection will remain the same.

What if I don't have space for the new wheelie bins?

We know that there is no 'one size fits all' solution for bins so our contractor, Veolia, has surveyed the borough and will be delivering the best combination of bins for different property types depending on the space available. Please try using the service for a few weeks. If you're genuinely struggling to find space to store the bins, get in touch with us and we'll visit your property to assess and, if necessary, make alternative arrangements.

If I don't want the new wheelie bins – do I have to have them?

Yes. There are a number of advantages to wheelie bins over boxes. Not only can they store more recycling, but they also keep the waste secure – reducing issues with windblown litter and spillages, and improving the appearance of our streets. They also keep paper and card dry, making it easier to recycle and increasing its value.

What if my general waste won't fit in the new bin?

If you recycle as much as you can, not only will you be helping the planet but you should also find you have enough space in the wheelie bin for your general waste. If you live in a household of five or more, or have a medical condition that means you generate additional general waste, you may be eligible for a larger bin. Residents can get in touch with the council if they are genuinely concerned using the number or email provided, however we recommend they wait until the new service is running and they have tried using it for a few weeks before making contact.

What measures are in place to ensure services don't suffer?

As with any major service change, we expect there to be a period of adjustment while Veolia's crews and residents get used to using the new service. This is expected to last for a maximum of 12 weeks. Please help us by reporting any issues or problems via our website. Beyond this, measures are in place to ensure that our residents continue to receive a high quality service. Both Croydon Council and the South London Waste Partnership will be monitoring the ongoing performance of service closely to ensure that they continue to deliver for residents.

How are you communicating the changes to residents?

- Every affected household will receive two direct communications – the first leaflet and letter explains that changes are coming; and the second, delivered with the new bins, tells residents how and when to start using their new bins. If residents are concerned about whether they have received the correct leaflet they should contact the number or email provided.
- Advertorials are being taken out in the Croydon Advertiser.
- The next edition of *Your Croydon* magazine, delivered to all households, will include a two-page feature on the new changes.
- Posters promoting the roadshows are being put in libraries, leisure centres and other community areas – if you would like a copy to display please contact communications@croydon.gov.uk
- When the last collection is made under the current system a bin hanger will be placed to remind people that they should now start using their new containers and put their waste and recycling out for collection on their new collection day (if applicable). The general waste wheelie bins will also be stickered to show they

should now be used for recycling glass, plastic and metal.

- Our website and social media channels are the best places for up-to-the-minute information.

For a full and comprehensive list of FAQs about the new service, please advise residents to visit our website – www.croydon.gov.uk/recycling

Draft response to resident

Dear..., thank you for getting in touch with me regarding the new waste collection service. Please find below some more information about why the service is being introduced as part of the South London Waste Partnerships new waste collection and street cleansing contract.

Hopefully this will answer the points you have raised but if you want to discuss your individual circumstances further please use the council's dedicated number or email given below.

Increasing our recycling

We want Croydon to be one of the cleanest and greenest boroughs in Croydon so we've committed to recycling more of the waste we currently send to landfill. Over 70% of all Croydon's household waste is recyclable through the current collection systems but we currently have a recycling rate of just 38%. One reason for this is that the recycling boxes are too small and the general waste bins are too big. This results in a lot of waste that could be recycled going into the landfill bin.

By increasing the amount of space for recycling and limiting the amount of space for general waste we can encourage people to recycle more of their waste and stop them from putting recyclable waste into the general waste bins. We want to boost recycling to over 50% within two years.

Saving money

Non-recyclable waste is far more expensive and damaging to the environment than recyclable waste. The cost of waste disposal is increasing, as is the number of properties in the borough and the amount of waste we are producing. Doing nothing would result in considerable additional cost to the council.

So Croydon, Kingston, Sutton and Merton councils joined together, through The South London Waste Partnership, to jointly procure their waste and street cleansing services. Through this process, Croydon Council will be saving £5 million each year. Increasing recycling to 50% and reducing the amount of non-recyclable waste by 160,000 tonnes over 10 years will save a further £2 million over 10 years. These savings will help the council protect vital services for residents.

Please visit www.croydon.gov.uk/recycling for more information and the responses to frequently asked questions. You can also contact us by:

- email - wasteservices@croydon.gov.uk
- telephone – 020 8604 7282 (the lines are open between 9am and 5pm)