

Oral Questions from the Public

1) Question from Tim Webb:

Can you provide the number of Potholes in the Borough with repairs outstanding by age profile. Over 10 days, 35 days, 50 days, 100 days and 150 days old?"

Response to Question 1:

'Potholes' are not recorded as such but the figures for minor carriageway repairs are.

Over 10 days - 148

10 to 35 days – 215

36 to 50 days – 174

51 to 100 days – 374

101 to 150 days – 97

Over 150 days – 13

For fuller detail please see my update.

Supplementary Question:

How many O'Rourke crews are there?

Response to Supplementary Question:

It varies between one and three. I have asked if this number could be increased to 5.

2) Question from Ian Smith:

Veolia is underperforming in waste collections & street cleanliness. From resident's/taxpayer's perspective when collections fail & streets are left littered. We question if Veolia contract fit for purpose? Why, and what is Bromley Council doing to ensure compliance & delivery on contractual requirements & recompense residents for poor contract performance.

Response to Question 2:

Thank you for your question.

All missed collections should be picked up within two working days of reporting.

On occasion, there may be incidents that cause delays to household waste collections -like extreme weather or staffing issues. If household waste hasn't been

collected, residents can check the Council's website to see which roads are affected by any delays that we are aware of.

Officers monitor and scrutinise Veolia's performance daily and as Portfolio Holder I have always been impressed by the speed at which issues are fixed.

98% of missed collections across the borough are picked up on time.

We collect on average 74,000 materials every day, or 1.7 million collections a month, with missed bins currently recorded at 64 a day, or 0.08%

If there is a specific issue, please contact me directly.

Supplementary Question

I would like to make a comment in terms of a response. I have just been speaking with Jim Cowan. We have just had a pick up from outside my house which was left over from the previous week. In my area we have a problem with feral foxes and possibly rats knocking over boxes and creating a street cleanliness issue. These issues are made worse when pickups are not completed on time. You can wait half an hour or more on the phone to report these issues. This puts people off from reporting. I am just trying to give you feedback on what the reality is out there.

Response to Supplementary Question/Feedback:

As a Ward Councillor this has not been my experience. Most missed waste collections will be picked up within two days. We can only scrutinise and monitor performance if we know what the experiences of residents are so please do report missed collections to Councillors and officers.

Supplementary Comment from Cllr Simon Fawthrop:

I want to pick up on this issue of foxes getting into waste bins that have the lids on. I have not seen any evidence of this personally. If it is happening, then we need to find out if this is a design fault or otherwise find out how the foxes are getting into the bins so that the matter can be dealt with.

Response to Supplementary Comment from Cllr Fawthrop:

There will be issues if bins are not secured correctly or if lids are missing. Please purchase lids or nets to prevent foxes and rodents getting in.

Supplementary Comment from Cllr Alisa Igoe:

Are we now able to purchase lids as we were not able to last year? Collections recently in Plaistow have been dire and complicated by Veolia adjusting collection times on the website. I am aware of a lady in this ward who has now completely given up recycling as the collections are not done on time. Would the Portfolio Holder like to comment on this please?

Response to the Supplementary Comment from Cllr Alisa Igoe:

There was an issue with staff, resources and the hotter weather. I am sure that collections are now back to where they should be. If people have missed collections

then please do report it. I would say to your resident, please do not give up recycling, we have fantastic recycling records. A week of service delays should not put people off. Please encourage the resident to go back to recycling, and if she needs to speak to myself or officers for re-assurance then please do put her in touch.

Comment from Jim Cowan—Neighbourhood Manager:

We have not provided lids for about 10 years. You can purchase nets from the libraries. We have recently had some service issues but are now back to full service. I can look into where residents can get lids.

Question from Cllr Kathy Bance:

Is it not mandatory to recycle if you live in a house? Can you not be fined if you failed to do so?

Response to Cllr Bance from the Neighbourhood Manager.

Yes you can be fined if you live in a house and fail to recycle. The Council introduced a mandatory 'Recycling for All' policy in 2006. This can be enforced under Section 46.

Comment from Cllr Adam Grant:

Rinsing out cans will make them less attractive to foxes and rodents