

Environment & Safe Communities Committee

22 March 2022

Question Time

Written question 1 from Mr P. Pavey, resident of the Borough:

“What is the policy strategy of the Committee to the dissatisfaction of me and my neighbours with the frequency of bins left unemptied?”

Response from the Chair of the Environment & Safe Communities Committee:

Dear Mr Pavey,

The policy of the Council with regard to recycling and refuse collections is clearly laid out on the Council's website at www.epsom-ewell.gov.uk/recycling . This details what the Council collects, and when, and it details what to do and expect if a collection is missed.

Recycling, glass, food waste and refuse collections are all made weekly. Garden waste is collected fortnightly.

The Council collects around 500,000 recycling and refuse bins and boxes every month. Our target is to ensure that 99% of those collections take place on time. In fact, we consistently exceed that, and collect around 99.9% of all bins and boxes on time.

We recognise that, from time to time, we may miss a collection. Recent national issues – the pandemic; the national driver shortage; fuel supply issues – have all challenged our collection team and the service functions that support them. We accept that during this time we have had to engage agency staff to cover people isolating and they do not know the finer details of each refuse route. But we are proud to maintain our collection rate and keeping services going where many councils have been unable to do so for significant periods.

We urge residents to report any individual missed collections, so that our collection teams can work to understand and resolve any issues. Our Refuse fleet, except for vehicles we need to hire in to cover breakdowns, are all equipped with live CCTV cameras so we can check each complaint received by reviewing the footage.

If we have any wider collection issues, such as we faced at the start of the pandemic, we will notify residents on the 'Waste collections today' page of our website, and through our social media channels. The Council has a clear complaints process for any resident concerned about regular service issues.