

Resident Questions for Housing Area Panel

Department	Environment
Date question raised	28-03-2022
Date of Area Panel	18-03-2022
Area in city	North
Star rating applied by residents	3
Deadline for officer response	22-04-2022, 12pm
Name of officer responding	Melissa Francis
Department / team	Head of Operations - Cityclean
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Title of question: Refuse and recycling collection	
Issue raised by residents:	
Deterioration of the refuse and recycling service provided by Cityclean.	
Background:	
<p>The refuse and recycling collections seem to have deteriorated even further since Christmas 2021.</p> <ul style="list-style-type: none"> • Collections are not done as frequently as they should be (weekly for refuse and fortnightly for recycling) • When the refuse or recycling is collected, some bins are often missed • Collections happen on the wrong day • Refuse and recycling are collected together and all put into the same lorry • It is often not possible to report missed collections on the Cityclean phone number 01273 292929 <p>The following examples were given:</p> <ul style="list-style-type: none"> • In Southmount, Hollingdean the refuse should be collected weekly on Mondays and the recycling should be collected fortnightly on Mondays. The bin sheds, where refuse is stored, were not emptied for a month. The last time that <u>all</u> the recycling was collected was Monday 5/1/22. A collection was done on Thursday 24/2/22 but only some of the recycling bins were emptied. • In Dunster Close the refuse was collected on 23/12/21, then wasn't collected again until 4/2/22. Cityclean have stated that the problem lies with the obstructions from parked cars, but the bin lorries have been seen to drive straight past even 	

when there aren't any obstructions.

On Tuesday 8th March a bin lorry came and collected all the refuse and recycling together and put it all into the same lorry.

- When residents phone the Cityclean on 01273 292929 between 9.30am to 1.30pm they are not able to get through. They select the option they need, but it just goes round in a loop and back to the original message.
- Hollingdean Residents Association have had to email Melissa Francis and Rachel Chasseaud on 32 different occasions this year to report problems with collections in their area.

Action requested by residents:

It was agreed to raise this at the Area Panel to request the following information:

- How soon will Cityclean resume a full refuse and recycling collection service?
- Is the recycling ever being sent to landfill with the rubbish?

Officer Response:

1) Cityclean is undergoing a management restructure to strengthen the management team to work with Driver Supervisors to improve missed collections.

With regards to Dunster Close – this location has been moved to the small calls round and this has led to an overall improvement in collections. There will be times when collections are missed due to vehicle breakdowns or staff shortages. Larger vehicles cannot access Dunster Close and so may drive past on their way to another location but they won't stop to collect from Dunster Close as this requires a small vehicle.

In terms of contacting Cityclean, the Environment Contact Centre telephone line is open from 9.30am to 1.30pm, Monday to Friday. No issues with the telephone line have been reported by other residents or the team. If you can advise which option the resident pressed when they experienced the problems, the team can look into this further.

2) Very little of our waste is sent to landfill.

In 2020/21, the most recent year for which a full set of data is available, 1.2% of Brighton & Hove's waste was sent to landfill.

Most of the waste we produce, and which cannot be recycled, is taken to our Energy Recovery Facility, and incinerated to create energy which powers 25,000 Sussex homes. This is about 68% of the waste.

We recycle about 30% of our waste at the Materials Recovery Facility in Hollingdean.

If we can't recycle items that have been placed in a recycling bin, they will not be sent to landfill. It will be sent to the Energy Recovery Facility and used to create energy.

Officer contact details:	
Melissa.Francis@brighton-hove.gov.uk	
Specific Action:	
Timeline:	
Start date:	
End date:	

