

Waste & Street Cleansing Scrutiny Review

Summary of feedback received at the September round of Area Committee meetings

Eastern Area Committee – 3 September 2024

- Replies from officers to emails from Members were normally prompt, but there had been occasions when no response had been received from officers;
- thanks were noted for the excellent clean up by Suez following the Hop Festival in Faversham;
- thanks were also noted for Suez removing graffiti at the West Faversham Community Centre;
- a blue recycling bin that had been missed in Watling Ward was set on fire;
- the public would only be interested in their bin collections taking place, they would not be interested in the detail relating to the start of the contract;
- problems with collections in rural areas were raised; and
- roles and responsibility should be made clear in the report that was submitted to the Environment & Climate Change Committee.

Western Area Committee – 5 September 2024

- Why did the contract with Biffa end?;
- what guarantees were SBC given that Suez could do the job?;
- were there financial penalties for Suez not delivering the service?;
- were there going to be round changes for rural areas?;
- suggest that Suez do the same as Biffa and start collected at the outside of an area and work in, it would be easier to pick up missed bins on the way back;
- some areas had not experienced any problems, were they the rounds that were the same as the old Biffa rounds?;
- the problems with non-collection of communal bins were a health-hazard;
- would SBC not be making improvements until after the report was presented at the Environment & Climate Change Committee on 20 November 2024?;
- there was too much reliance on technology;
- could parish council clerks be advised about the round changes coming up to alert residents to look out for letters?;
- SBC should consider a back-up plan such as bringing in an alternative company; and
- Members complimented Suez on the clear up after Sittingbourne Carnival and the Hop Festival.

Sheppey Area Committee – 19 September 2024

- Why was there not a contingency plan in place?;
- how can the operatives empty some bins and leave others on the same road;

- food waste bins have been missed;
- regarding street cleansing, used sanitary towels were stuck to a lamp post, it was months before these were cleared away;
- roads that had been on a schedule for a deep clean before the contract change have still not been cleaned. Why was the schedule made if the contract was changing?;
- parking close to junctions was an issue, the Suez vehicles could not get past.

Sittingbourne Area Committee – 26 September 2024

- Were the re-rounds working?;
- one of the issues had been communal bins being missed, what had been put in place to resolve this?;
- there had been confusion about collection days for residents living in properties on the High Street, Sittingbourne;
- some litter bins had not been emptied and were overflowing;
- Councillors emailing Cleansing Services with problems were not always receiving replies;
- the Council Leader, Councillor Tim Gibson thanked Councillor Lehmann for all the work he had done over the period of disruption. He said it was a mammoth task and he had done a sterling job; and
- why were Fridays the worst day for missed collections.