

COUNCIL MEETING – WEDNESDAY 13 SEPTEMBER 2017

## MOTION - STRATEGIC OBJECTIVE – SUSTAINABLE COMMUNITIES

This Council recognises that street cleanliness and reliable weekly bin collections are important universal services greatly valued by residents. Indeed residents frequently tell their local councillors that they expect high standards for our street scene here in Merton and that, as a council, we should aim to make our borough a clean and tidy place to live.

This Council understands that Merton's residents expect streets to be swept regularly; waste and recycling bins to be reliably emptied on a weekly basis; fly-tipping cleared promptly and the perpetrators fined or prosecuted; seasonal leaf-fall cleared; weeds removed; and drains to be cleared pro-actively in order to reduce surface flooding.

Since Veolia took over delivery of these services on 1<sup>st</sup> April 2017, this Council notes with concern that residents have witnessed a degradation in service quality and reliability across all aspects of the services provided. This is evident from the increased volume of complaints received by councillors.

Furthermore, figures from the last Council meeting indicate that payment has been received on just 43% of the 28 Fixed Penalty Notices (FPNs) issued in Merton since the Government introduced new powers in May 2016 enabling councils to issue on the spot fines of up to £400 for fly tipping.

To address the situation and meet residents' expectations for these important services, this Council demands that Cabinet act promptly to:

- Proactively ensure Veolia do not miss bin collections, particularly where residents have notified them of a long running problem, and that they maintain the weekly collection schedule to which they are currently contractually committed;
- Emphasise to Veolia the need to clean residential roads further away from town centres which appear to have particularly suffered since 1<sup>st</sup> April 2017;
- Improve the usability and ease of reporting street scene matters on the Council's website, including a map feature (e.g. Love Clean Streets App);
- Aim for 100% recovery of fines resulting from Fixed Penalty Notices issued for fly-tipping across the borough each year; and
- Ensure that Veolia clears the weeds on the roads and pavements in a timely fashion and that the public litter bins are replaced and emptied regularly, especially in areas of high-footfall.

This Council also calls for the publication of a comprehensive 6 month review of Veolia's performance over the first half year of the new contract, including any penalties that can legally be applied by Merton, for consideration in public by Scrutiny.

**Cllr Suzanne Grocott**

**Cllr Daniel Holden**

**Cllr Abdul Latif**

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