



Torpoint Town Mayor
Councillor Edward Andrews

Rubbish & Recycling Services

Update 12th April 2012

As we are all aware, Cornwall Council has contracted rubbish and recycling to Cory and that this contract came into force on 1st April. Many of you have expressed considerable discontent at the poor quality of service that has been provided during the first two weeks of this new contractual arrangement. Your discontent is shared by me and all my fellow Town Councillors – after all, we are all residents of the same town!

Having consulted with our Cornwall Councillors, Mike Pearn MBE and Brian Hobbs – who have been busily representing the Town's concerns on this matter – I feel it is appropriate that I bring you up-to-date with the facts as I know them. I also feel that publishing a communiqué in this manner is the appropriate method for disseminating information to as wide an audience as possible, rather than doing so to a somewhat narrower group on "social" network sites.

The nature of residents' discontent can easily be categorised: the recycling infrastructure (new bag system, recycling

banks etc); rubbish and recycling not being collected; dog bins not being emptied. I'm sure you can add to that list. Several allied factors have also been identified, for example the lack of local area knowledge of collection teams, the inflexibility in what items will be taken for recycling, the Cornwall Council response that there have been "teething problems". No kidding! The inescapable fact is that the situation is unacceptable.

I emailed the Environmental Services department of Cornwall Council last week, copied to the Chief Executive, regarding the specific problem with overflowing dog bins. I wasn't granted the courtesy of a reply. However, information has been fed back to me from other sources, not least of all Cllrs Pearn and Hobbs, who have passed on responses that they have received from Cornwall Council. For example, the following is an extract from Cllr Julian German, the Cornwall Council portfolio holder responsible for this area of operation:

"With the introduction of the new rubbish and recycling collection system, one of the largest in the country and affecting more than 250,000 homes across Cornwall, we

anticipated some problems while bedding in the new Contract arrangements due to the scale of the change and, with Cory Environmental, are continuing to monitor and address any issues.

Since the beginning of April our telephone system has received around 8,000 calls a day about rubbish, recycling, garden and clinical waste collections. The nature of the calls varies: some are to ask a question, request additional recycling containers, request an assisted collection, report missed rubbish or recycling collections, or to register for the new garden waste service.

We are working through the enquiries as quickly as possible, but ask that the public please bear with us and check our frequently asked questions on the website www.cornwall.gov.uk/rubbish before ringing in. There is also an option to report missed collections using the online form on our website www.cornwall.gov.uk/missedcollection.

We would also ask residents to make sure they put their rubbish and recycling out by 7am on the morning of the collection day – even if the day hasn't changed, the time of collection may have.

Cory has carried out around 470,000 collections of rubbish, recycling, garden and clinical waste since 2 April. 3,600 collections have been reported as missed to date. This includes those incidences where people had placed their collection out too late – based on the time the collection used to be – and have consequently missed the collection round. This amounts to less than 1% of the total collections provided during that period.

We recognise the concerns of people who have not had their waste collected and are doing everything we can to address this with Cory. We are working hard to ensure that we provide a high quality service and are confident that the measures we are putting in place will achieve this. Cory have used the early deployment of seasonal staff to assist with back log of missed collections.”

As you can see, this message asks us to be patient and also provides useful links through which to register specific complaints; the One-Stop shop at Torpoint Library will also provide assistance.

Whilst the situation is far from satisfactory, I fear that all we can do is accede to Cllr German's request for patience, whilst at the same time closely monitoring what happens and how long it takes to resolve the “bedding-in problems”. The issue will undoubtedly be discussed at the Torpoint Town Council meeting on 19th April, when Cllrs Hobbs and Pearn can update us. I will endeavour to keep you posted.

Kind regards to all.

Eddie Andrews