



Torpoint Town Mayor
Councillor Edward Andrews

Rubbish & Recycling – Further Update

25th April 2012

Further to my bulletin posted on 12th April, I promised to keep you updated as information comes to light. In keeping that promise, I now publish the following communiqué, which has been received by email from Councillor Alec Robertson, Leader of Cornwall Council, although I'm not convinced that we are being told anything new.

The communiqué reads:

With the issue of waste collections in the spotlight recently, I want to thank people in Cornwall for their patience as the new contract beds in and apologise to those of you who are still experiencing problems with your collections.

Although some initial teething problems were inevitable in such a massive change, affecting every household in Cornwall, the implementation of the new contract in some areas has clearly not been satisfactory and we have taken this up with the contractor so that problems are resolved quickly.

In some cases, though, refuse and recycling is being put out too late or on the wrong day so I would urge everyone to double check their new collection days.

Every household has been sent a leaflet explaining the new arrangements and you can also check them on our website through our postcode look up.

Some people have expressed concerns at the speed at which the contract has been implemented. If we had delayed its introduction or phased it in over a number of months this would have meant greater disruption over a longer period.

Our contractors, Cory, have brought in additional vehicles and staff to help deal with missed collections and deliver the outstanding recycling containers. We have also drafted extra staff into our contact centres to answer the phones. The latest figures show a reduction in the number of calls – but again I apologise if you have had trouble getting through.

Despite the undoubted problems, I am also aware that the new system is working well in most of Cornwall. The latest figures show Cory have successfully completed over 1.3 million collections of refuse, recycling, garden waste and clinical waste over the last three weeks – this equates to 98.5% of the scheduled number of collections.

The new contract, which includes street and beach cleaning, dog and litter bin emptying and fly tipping and graffiti removal as well as

rubbish, recycling, clinical and garden waste collections, will save £3m a year. It is by achieving such savings that we have managed to protect vital council services in Cornwall.

While some of us have been experiencing problems with our collection over the past three weeks - I am confident that things are improving. We are committed to delivering the high quality service residents in Cornwall want and deserve and, as someone once said “not all change is good, but nothing gets better without change”.

Regards

Alec Robertson CC

Leader of the Council