

Cabinet – 21 June 2018

Written response to questioner not present at the meeting

13.

Questioner: Mrs E M Kinnear

Asked of: Councillor Varsha Parmar, Portfolio Holder for Environment

Question: "I understand from various residents that collection of Brown Bin waste (for which they pay) is extremely erratic, and when they telephone to report a missed collection it (still) takes ages to get through to - presumably Access Harrow. And often - still nothing happens.

So - they lose out on their time and money.

Further, if they then call again afterwards - to report the bin has still not been collected - this call then seems to be registered as a separate complaint and not tied into the initial call. They are given another reference number. Can this really be the case: if so - what are you doing to improve the service for Residents?"

Written Response: Harrow has one of the highest participating chargeable garden waste services in London with over 25000 residents subscribing.

We recognise there has been a slight increase in the number of queries regarding the service and as a result we are investigating the systems, processes and delivery to ensure that we continue to provide a high level of service. In addition to this review we are also investing in new hire vehicles and hardware dedicated to improving our already high performing garden waste service.

Residents are encouraged to report any missed bins via the website as it prevents delays in reporting and automatically links through to the systems to be collected.

As an update the additional hardware is being ordered and it is expected to be installed in the vehicles over the next three weeks.