

# Croydon North Streets

## Independent Commission

February 2014

### **“CLEAN UP CROYDON NORTH”**

Report on the state of the Streets in Croydon North - Issues, causes and solutions

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## **1. Foreword and Introduction**

**By Nero Ughwujabo, Chairperson**

We present this report on behalf of the many local residents of North Croydon who gave their time and effort to provide evidence to the Panel; and the title of the report is derived from a very common statement made by residents throughout the process of taking evidence. The Panel was overwhelmed by the strength of feeling and concerns amongst residents but this was also balanced by the inspiring commitment of many local residents and their personal contribution over the years to keeping the area clean.

The Panel accepted the commission on the basis that its independence was assured but more importantly, because all Panel members live or work in the North of the borough and as such, have first-hand experience of some of the challenges it faces. Over the course of the review, the panel is aware that there has been some political unsettledness and that questions were being raised as to its independence. It is in guarding this independence that the Panel chose to focus very clearly and specifically on listening to local residents and being guided by their contribution. This report holds true to the concerns they have shared with us; the solutions they have proposed for a cleaner, better Croydon; and their ongoing commitment to our borough.

It is fair to say that local residents feel very concerned about the state of Croydon North Streets and have urged the panel very strongly to put their concerns across. To set the work of the Panel in context, we have received more written contribution than the Croydon Independent Local Review Panel established to look into the rioting in Croydon in August 2011. Over 300 Local residents responded in writing in addition to the more than 80 residents and local business people who participated in our public meetings. We have received paragraphs, Videos and other documentary evidence from a large number of local residents which is a testament to the seriousness of their concerns. The Panel is extremely grateful to everyone who took the time to gather evidence, attend meetings and or write to the Commission. The Panel relied on these contributions in arriving at the conclusions in this report.

The Panel held four public meetings in parts of the North that enabled it to reach a broad range of Croydon North residents and local business people. Meetings were held in Norbury, Thornton Heath, South Norwood and London Road. These meeting where advertised as widely as possible. The Panel is grateful for the support we received from local Residents Associations in the areas who worked hard to mobilise people to the meetings and played an active role in ensuring that all the key issues were raised.

It was made very clear to the Panel that local people felt that Council Street Cleaning, Enforcement and Fly-tipping response services fell short of their expectations. They felt that a substantive review and urgent improvements are necessary. The Panel felt that it was courageous of resident to raise their concerns so directly and that they made considerable effort to ensure that they were focussed on the future and possible solutions to the situation. We believe strongly that local people and in particular, the Residents Associations will be part of a sustainable solution to the problems. However, the Panel was concerned that some residents and businesses in the area were contributing to the problem and that there need to

be greater responsibilities on the part of those who live in Croydon North to keep the area clean for everyone.

The Panel is fully aware that this report comes at a crucial period of the election season and we are, on behalf of the residents of Croydon North, appealing to all political parties to consider and reflect the recommendations in their various manifestos. The challenges are not insurmountable but we believe they do need focused attention to achieve sustainable improvement.

We would like to thank everyone who contributed to the work of the commission, all the panel members, the administrative Support, Eden Kulig and the officers of the Residents Associations in Thornton Heath, Norbury, South Norwood and West Croydon.

## **2. Terms of Reference**

The Croydon North Streets Independent Commission was established by Steve Reed MP following a significant number of complaints from many residents and businesses in Croydon North that the streets are visibly dirty and that Council services including refuse collection, recycling, green waste, commercial waste, street cleaning, fly tipping, highways and pavements maintenance and street lighting are not meeting the expectations of residents and diminish the image of Croydon as a place to live and work.

The state of the streets affects everyone who lives in, works in and visits Croydon; it affects how people feel about the place they call home and the pride they have in their community; that is why an independent commission was established to identify the scale of the problem and make proposals for how it can be put right.

The Commission is non-party political and submissions were encouraged from the full range of Croydon North's civic society.

### **The Commission was asked to address the following issues:**

1. Establish whether, and to what extent, the streets are dirtier and less well maintained in Croydon North than in neighbouring areas both inside and outside Croydon
2. Establish why this is the case
3. Review Croydon's current provision of street services, including:
  - a. Street cleaning
  - b. Refuse collection
  - c. Bulky items disposal
  - d. Fly tipping and abandoned waste
  - e. Abandoned vehicles
  - f. Commercial waste
  - g. Highways and pavements management and maintenance
  - h. Street lighting
  - i. Graffiti
  - j. Spitting and chewing gum
  - k. Snow clearance; difference between provision in the North and South
4. Should a deprivation-based model instead of a per capita model be used for the provision of waste services in Croydon?
5. Whether the current provision of bins and blue boxes is adequate
6. Is the provision of bulky waste collection done for profit?
7. Recycling rates across the borough

### **3. Who are the Panel Members?**

Chair – Nero Ughwujabo

Vice Chair – Malti Patel

Julie McDonagh

Damian Luke

Tina Norris

#### **Administrative Support**

Administrative support was provided by Eden Kulig, who is a temporary member of parliamentary staff in Steve Reed's office. She was recruited specifically to support this Commission and is prohibited from operating in a political manner. Eden organised meetings and hearings as directed by the Chair of the Commission, and compiled evidence for the commission's consideration.

### **4. Our Approach**

The approach taken towards gathering the views, evidence and suggestions on this issue from hundreds of local residents was as follows: the commission sent letters to over three hundred faith groups, community organisations and residents associations across Croydon North. Included in these letters were invitations to a series of public hearings, as well as copies of feedback forms to be completed and sent back to the Chair of the Commission.

The feedback forms gathered quantitative and qualitative data relating to residents' satisfaction with the following five issues:

- Street cleaning services and litter removal
- Bin collection services
- Recycling services
- Levels of fly-tipping
- Graffiti

It also gave space for respondents to give feedback on what they saw as the causes of any problems with Croydon's levels of litter, graffiti and fly-tipping, as well as proposing potential solutions to these problems. Lastly, there was space for residents to highlight particular issues they had experienced regarding the state of the streets in the north of the borough.

Four public hearings took place, in Norbury, Thornton Heath, West Croydon and South Norwood. Panel members were in attendance at each meeting, with Eden Kulig providing administrative support including noting down names, recording what was said, and typing up transcripts. The funds for hiring the venues came out of Steve Reed's Parliamentary budget. In order to ensure impartiality, Steve Reed MP did not attend any of the meetings.

Over twenty people were in attendance at each meeting, including representatives from residents' associations in the North of the borough. The in-depth local knowledge and innovative solutions proposed for specific problem areas across Croydon North have greatly contributed to the recommendations contained in this report.

The commission received over 250 feedback forms, both on paper and via the website. The data collected from the feedback forms, as well as other correspondence, including photographs, sent into the Streets Commission, has been collated in the writing of this report.

Lastly, the commission called on the business community to give views on how the state of the streets could be improved in Croydon. Clive Locke from the Broad Green Business Forum came up with several innovative ideas for improvements to waste collection services across the north of the borough, which have also fed into the report. We were also contacted by Mark Pinnock, a former Croydon waste services manager who gave his views and suggestions on the current state of the streets in Norbury, particularly in relation to fly-tipping.



**South Norwood meeting**



**Preparing for the Thornton Heath meeting**



**Representatives from residents associations in Norbury**

## 2. Summary Recommendations

1. The Council should consider removing the £10 charge for bulky items disposal; this charge may be cost-neutral when cost of fly-tipping and the associated clean-up costs are considered. The administrative process for bulky items booking and collection should also be simplified.
2. The Council should **provide larger communal bins in areas of very high-density population** (including blocks of flats) and make it more widely known that **larger bins are available for larger households**.
3. The number of **public litter bins** should be increased perhaps by encouraging businesses to **"Sponsor-a-bin"** and they need to be **emptied more often** as available ones are frequently overflowing.
4. The Council should also consider whether **weekly bin collections** are appropriate in parts of the north of the borough with a **high number of multiple-occupancy dwellings**.
5. Across the north of the borough, it is widespread that streets are swept the day before rubbish is collected. Bin collections often leave litter and debris on the streets. The Council should reverse the order so that **the street cleaning happens AFTER the weekly bin collection**.
6. The Council should ensure that **small businesses** across the north of the borough all have appropriate waste management licenses.
7. **Waste management should become a key factor** when decisions are made regarding licenses for new business premises.
8. The provision **of blue boxes and green boxes** should be reassessed considering that items inside the boxes blow away to create litter and debris in the streets.
9. The Council should be proactive in **contacting and supporting Residents Associations** who make local efforts to clean up their areas. They can be supported to grow and do more; collaborate with each other and new ones established in areas where they don't currently have one.
10. Working in partnership with Residents Associations, the Council should **reinstate 'Rolling Rubbish'; providing litter-pickers, gloves and bags for local clean-up efforts** and offering **financial support for printing costs** for Residents Associations who wish to raise awareness of litter issues in their area.
11. The level of **enforcement against fly-tipping needs to be dramatically scaled up** to combat the 'Broken Windows' effect of rubbish dumping in the area. The Council could install working CCTV cameras in known hot-spots.



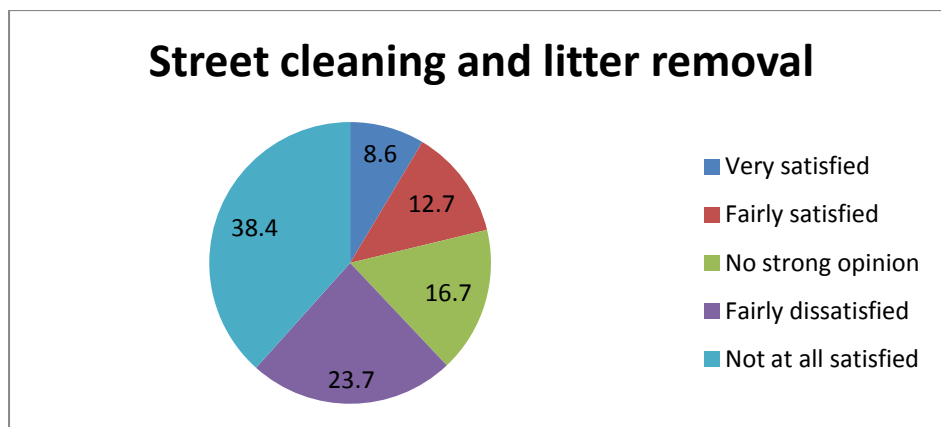
12. The Council should review its overall approach to enforcement with a particular focus on how the laws on waste disposal are publicised and the impact of non-enforcement on the scale of the problem in Croydon North
13. The Council **should reassess the street cleaning provision following large events at Crystal Palace stadium (Selhurst Park)**, as streets across Thornton Heath, South Norwood and the surrounding areas are affected by the litter dropped by event attendees.
14. The Council needs to **work with Landlords** to ensure that properties with a high turnover of tenants are not dumping furniture when their tenancies end. Enforcement action should be direct towards areas known for short-term residency.
15. Some residents felt that the new street lighting across parts of the borough has impacted on the appearance of the area to the extent that **brighter lighting would work to discourage fly-tipping** in problem areas. The view is that the new lighting being fitted across the North is less bright. The Council should review whether the installation of new lighting is taking too long and whether the removal of existing lighting poles can be done quicker to avoid obstruction.
16. The Council should take every opportunity to inform residents of its waste management policies and processes, encouraging them to recycle and encouraging greater responsibility and care for the areas in which they live; along the lines of a **“Keep Croydon Clean”** campaign.
17. Croydon North Streets should be jet-washed regularly to remove slime and chewing gum
18. The Council and Local Strategic Partners should consider Croydon North as a topic for discussion at a future Croydon Congress with a particular focus on Regeneration, Street Cleaning and Fly-tipping.
19. The two main Political Parties in Croydon should consider reflecting the findings and recommendations in this report in their Manifestos.

### 3. Issues, Causes and Solutions

#### a. Deprivation

- There is a widespread sense that the north of the borough has gone into decline. The overall appearance of the area contributes to a "vicious cycle" which encourages people to fly-tip and drop rubbish.
- The infrastructure of the area, particularly relating to waste management, has not kept up with the growing population.
- There is a growing problem with vermin in the area, which has been exacerbated by inadequate waste disposal provision.
- Wider issues of deprivation and a lack of regeneration, particularly following the riots, are factors in the environmental issues outlined in this report. Although remedying these wider issues are outside the scope of the recommendations of this report, it the commission's hope that the publication of this report adds to the chorus of voices calling for greater regeneration and investment in Croydon North.

#### b. Street Cleaning

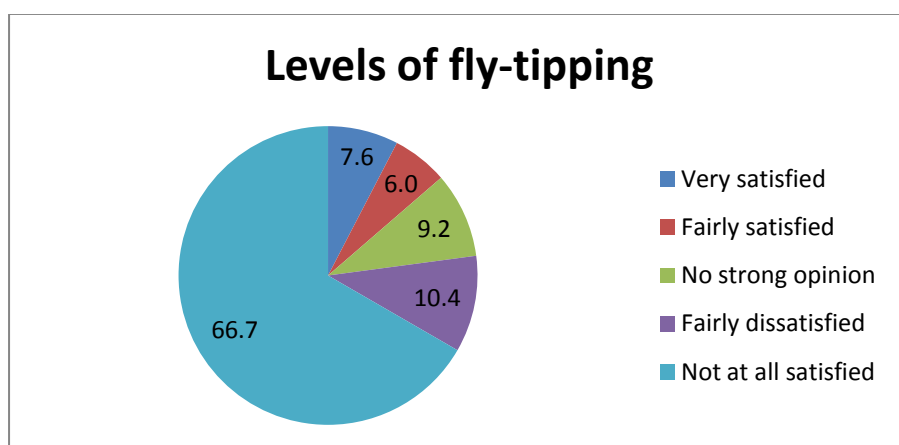


- Street cleaning and litter removal services were the second-biggest issue for residents who responded via feedback forms. 62% of respondents (152 out of 245) were 'fairly dissatisfied' or 'not at all satisfied' with the provision of these services and the issue was also widely discussed during the public hearings.
- Across the north of the borough, it is widespread that streets are swept the day before rubbish is collected (e.g. in Norbury, streets are swept on a Wednesday and rubbish is collected on a Thursday). There is evidence that rubbish collectors leave litter and debris behind them when they collect domestic waste, and so it is highly recommended that streets are swept as soon as possible after the weekly bin collection, and not before it.

- There needs to be more jet washing to rid streets of greasy residue left behind by shops that trade on the streets, particularly on London Road and the streets around West Croydon station.
- While the streets in the immediate vicinity of Selhurst Park stadium are swept immediately following football matches, litter is dropped by spectators across South Norwood and up to Thornton Heath station. The Council should review its street cleaning provision to ensure that all the streets affected by litter dropped by spectators are adequately cleaned after football matches. The Council should liaise with Selhurst Park stadium to ensure that there is adequate public information and bin provision for match attendees.

### c. Fly-tipping

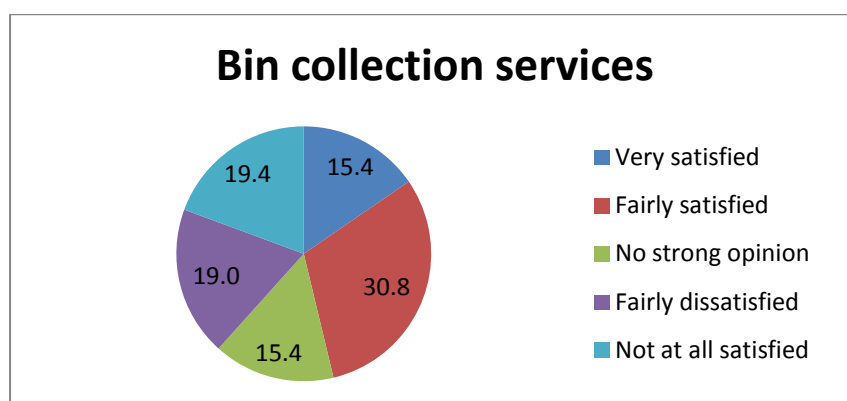
- Fly-tipping is the single biggest issue for residents across Croydon North. Of the 250 residents who responded to the commission via feedback forms, 66.7% described themselves as 'not at all satisfied' with the level of fly-tipping across the borough. Only 13.6% of respondents described themselves as 'very' or 'fairly satisfied' with the level of fly-tipping.



- In particular, Thornton Heath had 1,103 reported incidents of fly-tipping last year, which was the highest of any ward in the borough.
- There is anecdotal evidence that fly-tipping has become so endemic that people from outside the area are coming into it in order to dump rubbish. This contributes to the impression that the area is uncared for.
- The commission received dozens of examples of fly-tipping hotspots across the north of the borough (see Appendices). It is the commission's hope that the Council will take note of this list of fly-tipping hotspots and increase monitoring, enforcement and clean-up operations around these areas.

- Some residents expressed that the process of organising a bulky items collection from the Council worked to encourage fly-tipping. Some felt that the £10 charge was a deterrent, and that it would be beneficial for the Council to at least trial whether removing this nominal charge could reduce levels of fly-tipping across the borough.
- Other residents expressed that the online booking system for bulky items disposal put off residents with limited IT skills.
- Some residents suggested that the Council should have a 'one stop shop' for the reporting of all environmental issues, contactable by telephone, email and SMS.
- It is well-known that the CCTV cameras put in place to deter fly-tipping in locations across Croydon North are dummies, and are therefore no deterrent to fly-tipping. Either these should be replaced with real CCTV cameras, or new measures put in place to deter fly-tippers.

#### **d. Bin Collection and Recycling**



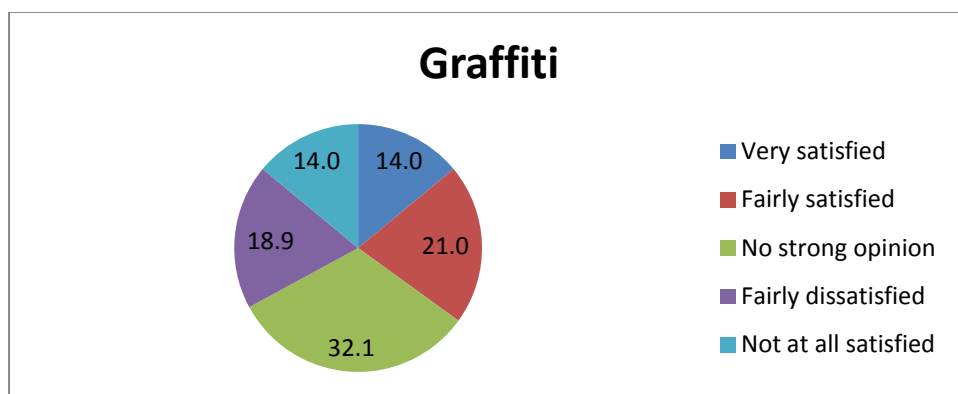
- While there was some support for the return of weekly bin collections for household waste, overall 60% of respondents described themselves as either satisfied with the bin collection services in Croydon, or with no strong opinion.
- Although this commission does not recommend the full-scale return of weekly bin collections across the north of the borough, it does recommended that the Council target areas of particularly high population density which suffer from inadequate waste collection. A combination of weekly bin collections, larger bins for individual households, and/or large public bins should be proposed as solutions to ensure these areas have adequate waste disposal provision.
- The lids on the blue and green boxes recycling boxes supplied by the Council do not fit the boxes properly and consequently often blow away. This means that items within the boxes often spill out and litter the streets. The Council should ensure that boxes with correctly-fitting lids are distributed across the borough.

- Residents are unhappy that once bins have been emptied, they are left on the pavement and not in front gardens. Not only does this increase street clutter, it also poses a security risk as it is evident which houses are empty.

#### **e. Enforcement**

- CCTV cameras should be installed to monitor fly-tipping hotspots and action should be taken against those found guilty of fly-tipping.
- Fly-tipping has become so endemic across the north of the borough that strict enforcement is needed immediately to combat the 'Broken Windows' effect.
- The Council has no powers of enforcement over rubbish dumped on private land, including shared alleyways, and residents have to pay the Council £20 to remove it. The onus should not be on residents to report and pay for rubbish to be removed from private properties, and the Council should be working to identify rogue landlords and landowners who allow their land to be used for rubbish dumping. A similar scheme to this has been piloted in Newham.

#### **f. Graffiti**



- Whilst around a third of residents expressed dissatisfaction with the level of graffiti in the area, overall this was not an issue that was raised very much in comparison with the other four categories looked into by the commission. It was not discussed much at public meetings and we did not receive a list of areas with graffiti problems that need to be tackled in the local area. Therefore, while we would support continued efforts by the Council to tackle the blight of graffiti across the constituency, the commission does not have any specific recommendations related to the issue of graffiti in Croydon North.

#### **g. The role of businesses**

- It is believed that some of the small businesses across the north of the borough do not have appropriate waste management licenses. An audit should be made to ensure that all businesses in Croydon have appropriate waste management licenses.
- Small businesses, particularly those on the London Road and Thornton Heath High Street, should be made responsible for the state of the pavements in front of their shops.
- Businesses could be encouraged to “sponsor a bin” in their local area. This would increase the provision of public litter bins, and provide advertising for local businesses.

#### **h. Residents’ Responsibility – The role of Residents Associations**

- The commission spoke to representatives from Norbury Green Residents Association, Norbury Village Residents Association, Broad Green Residents Association, Scots Estate Residents Association, St. Helen's Road Residents Association, Pollards Hill Residents Association, Elm Park Estate Residents Association, People of Portland Road, Holmesdale Residents Association, Pembroke Road Residents Association, Friends of Thornton Heath Recreation Ground and Grangewood & Whitehorse Residents' Association.
- The residents associations in the area are a key resource in tackling the issue of litter and fly-tipping across the north of the borough. Not only were representatives from the organisations keen to offer views and evidence to the commission, they have a wealth of local knowledge which should be utilised by Croydon Council to tackle fly-tipping hotspots.
- The residents associations have organised their own local events, including “litter pick-ups”, and participated in initiatives like Rolling Rubbish.
- The Council should be proactive in contacting and providing support to Residents Associations who make local efforts to clean up their areas. They should be liaising with representatives from Residents Associations to provide support including printing costs and bags and pickers for “clean up days”.
- They should also speak with representatives to look into the possibility of reinstating “Rolling Rubbish”.
- There have been instances of streets coming together to pay for a back alley to be

cordoned off to prevent rubbish dumping. In some cases, the Council has paid for half the cost, and again, the projected money saved through preventing fly-tipping could work to make these kinds of initiatives cost-neutral. Particularly, residents living in the vicinity of Clifton Road are eager for the alleyway between Clifton Road and the Crystal Palace Sainsbury's to be cordoned off to prevent the endemic fly-tipping in it.

- The Residents' Associations need more contact with each other in order to present a unified voice to the Council representing the interests of hundreds of local residents.

- Following this commission, a list of contact details for Residents' Associations has been distributed amongst the different organisations which exist in Croydon North, in order to facilitate better communication amongst them. This list will also be given to Croydon Council.



## 4. Appendices

### a. Photo Gallery- The commission received 70 photos. Below are examples:







## **b. Submissions from Scots Estate Residents Association and Holmesdale Road Residents Association**

Two residents associations were kind enough to produce a list of issues, causes and solutions for the commission, and they are included here for information as a targeted list of issues to be looked at in the relevant areas in the north of the borough.

### **Scots Estate Residents Association – submitted by Ian Clarke**

#### **Examples:**

- Fly tipping of builders waste and large items such as mattresses and white goods. See FixmyStreet.com for numerous examples.
- Wheelie Bins left on pavement by occupants on emptying day and by Veolia after emptying.
- Rubbish strewn across pavement after Veolia have emptied bins.
- Household bins overflowing, encouraging vermin
- Bin bags left out on street by residents and shop keepers (not in a bin and therefore unsightly and at the mercy of foxes, vermin etc)
- Street bins overflowing, having additional rubbish dumped beside them
- Oil and fat deposits seeping from bin bags or being poured down drains by local shops causing smells and blockages
- Pavements, particularly around street bins are covered in black slime (from rubbish deposited by the bins).
- Uneven pavements dangerous and unsightly
- Dog mess

- Rough sleeping and ASB in parks and green spaces (in our area Norbury Hall Park) particularly at night. Residents finding alcohol bottles and cans – even excrement left over from these ‘sessions’. At the annual SERA-organised community clean up of NHP we fill many bags with empty bottles and other rubbish.
- Spitting on pavement
- Urinating (even defecating) regularly witnessed in public.
- Orange street cleaner bags not being removed promptly, leading to other rubbish being dumped alongside.
- Rubbish on ‘private land’ such as by Norbury Trading Estate. The strip of land that runs by the trading estate is overgrown and full of rubbish and the wall is breaking up. (Details provided separately).
- Council taking too long to respond to requests for removal of flytipping and rubbish dumping. In the case of a recent massive dumping it took from 5<sup>th</sup> to 16<sup>th</sup> September and numerous resident complaints for the Council to remove this massive flytip in the St.Helen’s triangle.  
<http://www.fixmystreet.com/report/386138>

## Causes

- Flats above shops and shopkeepers having insufficient space for storing rubbish inside their premises and having no bins in which to leave rubbish
- Some Shopkeepers haven’t bought into Norbury as a place to respect
- Bins on high street and by bus stops not being emptied frequently enough
- Croydon Council not enforcing need for trade waste agreements
- Croydon not enforcing against rubbish dumping
- Lack of understanding of the rules around handling waste by residents and shop keepers
- Residents from Eastern Europe with a different cultural attitude to spitting, street drinking and urinating in public.
- Grocers/Off licences opening hours too long opening too late into the night
- Rough sleeping and ASB – insufficient action taken by Council to reports. No longer locking parks at night.
- Council failing to ensure Veolia removes bags after street cleaners have been.
- Too many of the same sort of business e.g. betting shops. Fried chicken shops
- Preponderance of takeaways leads to more food waste
- Council failure to enforce on private land.

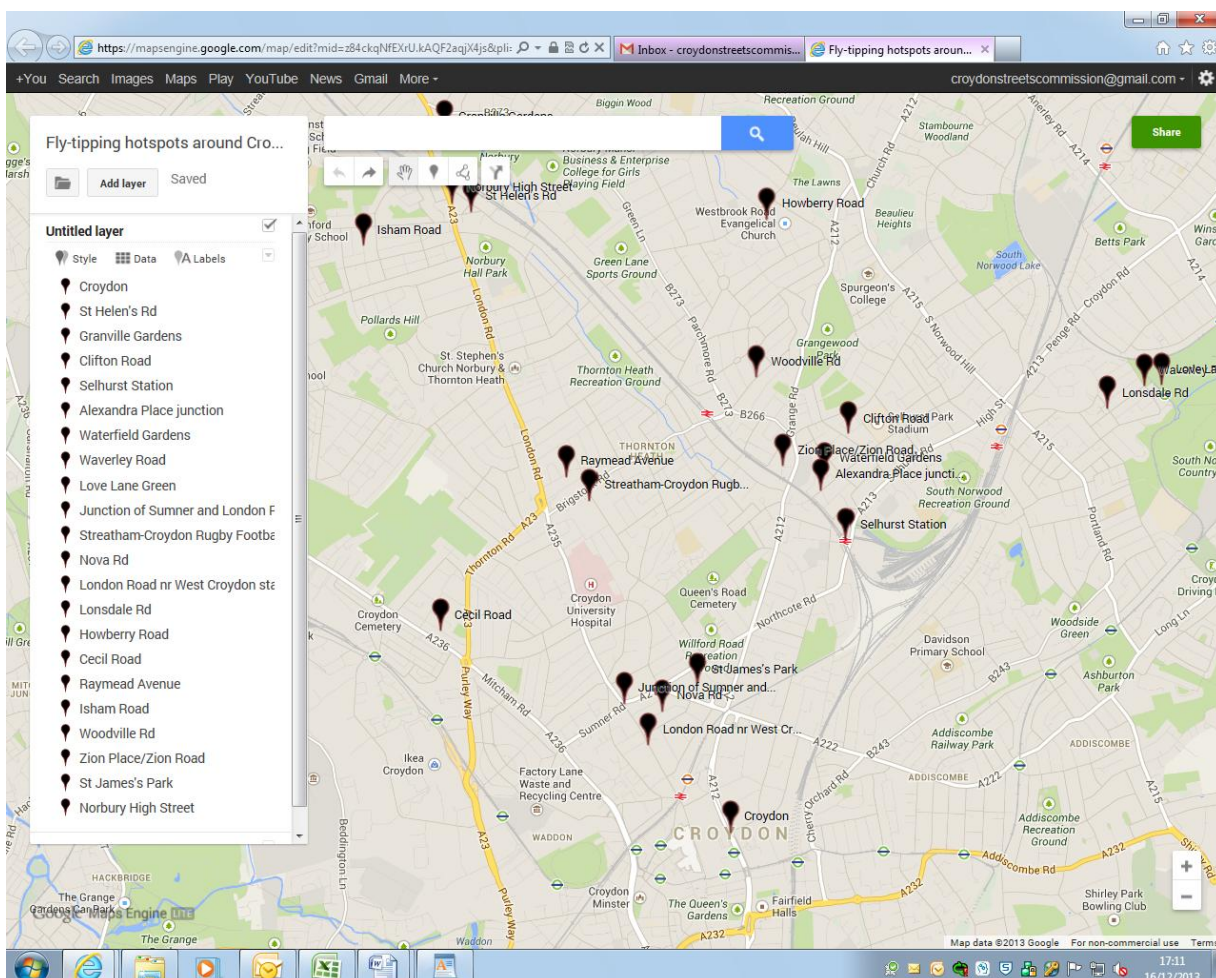
## Solutions (by Council)

- Sufficient refuse provision for flats/businesses. Needs to be a prerequisite of planning/licensing approval
- Information to businesses on requirements re waste agreements
- Need to keep records of all shops’ waste trade agreements. Where fall short, need for enforcement.
- Enforce against regular perpetrators – residents have kept a log of black spots for dog fouling and passed this on the Council but nothing has been done.
- Apparently, a local business who has a trade agreement with BIFFA direct is charged £1 per bag disposed of. Croydon (who also use BIFFA) charge £5-99 per bag. If this is correct, either BIFFA is overcharging the Council or the Council is making a profit. Either way this does not encourage shops to take out a waste agreement with the Council.
- Need to enforce contracts with Veolia. They can’t have someone following Veolia’s every step but at least they need to respond to residents complaints promptly and follow up with Veolia and where possible take action under the contract performance.
- Veolia contract should be reviewed to make it more fit for purpose – tighter deadlines for removing rubbish etc. 72 hours to remove fly-tip and 48 hours for removal of street cleaner bags are too long.
- Provide information to residents on do’s/don’ts of refuse collection and recycling

- Provide information on where nearest large bins are
- Provide information on bulky goods collection – who to contact, how much it costs etc
- Increase frequency of street bin collections
- More street bins
- Insist that shops display a notice showing that they have a trade waste agreement.
- Regular walkabouts with staff, residents, Councillors (already commenced at instigation of the RAs)
- Make it easier to get a bigger bin or where frequently overflowing bins, insist on larger bin
- More CCTV, particularly in black spots.
- More signs to clear up after your dog/warn against prosecution
- More high pressure hosing down to remove slime around street bins
- Publicise prosecutions or spot fines as a deterrent to others
- Area Enforcement Officers should be given hand held devices to report flytips etc instead of having to report on return to office. All staff from street cleaners to Veolia staff out and about should be encouraged to look out for problems and to report them.
- Create a Dry zone on the high street
- Decentralisation of services. Need staff who know and care about the area.
- Need to encourage high quality businesses. Help strengthen business partnership.

### c. Fly-tipping Hot Spots Map

The particular hot spots for fly-tipping and other litter problems identified by residents are located on the following map. These areas were identified by residents during the public meetings and through feedback forms submitted to the commission.





## West Croydon

- There has been uncollected rubbish in **Bensham Lane** for over 18 months.
- There is constant fly-tipping on the verge outside the **Streatham-Croydon rugby club**.
- The hoarding put up on the corner of **Sumner and London Roads** following the riots has attracted litter, dumped rubbish and vermin and become a hotspot for fly-tipping.

## Norbury

- The recycling bins in **St. Helen's Road** have attracted excess dumped rubbish and fly-tipping.
- Dumping has continued in **Granville Gardens** car park.
- There are at least five fly tips **on Norbury Avenue** between **County Road and Camden Gardens**.
- There is a fly-tip on **Sandringham Road** near the junction of Kynaston Road
- There have been reported fly tips on **Ecclesbourne Road**
- There are frequent fly tips at road junctions, including on the junction **between St Saviours Road and Windmill Road, Swain Road and Bensham Manor Road, and Bosewell Road and Brigstock Road**.
- **Dunbar Avenue** has experienced frequent fly-tips.

## South Norwood

- **Love Lane Green** is a persistent hotspot for dumped rubbish and fly-tipping. Local residents have mounted a campaign to return the green space to public use, as it is currently privately-owned, meaning that the Council has no powers of enforcement over the dumped rubbish.
- **Waverly Road** is a hotspot for rubbish dumping.
- Rubbish is dumped on the corner of **Lonsdale Road**.
- The area around **Whitworth Road** is bad for fly-tipping.

## Thornton Heath

- The walkway between **Clifton Road** and **Sainsbury's in Crystal Palace** is full of rubbish.
- The area behind **Selhurst station** is constantly fly-tipped.
- The junction between **Alexandra Place and Holmesdale Road** is constantly fly-tipped.
- **Waterfield Gardens** and **Newhaven Gardens** are also hotspots for fly-tipping.
- The corner of **Park Road and Clifton Road** is a hotspot for fly-tipping.
- Gully cleaning is not sufficient on the corner of **Holmesdale and Clifton Roads**.
- The entrance to **Zion Road** is another particular hotspot for fly-tipping.

## i. Survey Report

The commission received 252 feedback forms from across the community, with around half being submitted online and half through paper feedback forms sent to the Chair of the Commission. The quantitative data relating to resident satisfaction with the following waste services is as follows. Not all residents chose to give feedback on every aspect of waste services, hence why the total number of respondents is slightly different for each category.

<b>Overall satisfaction</b>			<b>Overall satisfaction</b>	<b>Percentages</b>
Very satisfied	14		Very satisfied	6.0
Fairly satisfied	21		Fairly satisfied	8.9
No strong opinion	29		No strong opinion	12.3
Fairly dissatisfied	50		Fairly dissatisfied	21.3
Not at all satisfied	121		Not at all satisfied	51.5
<i>Total number of respondents</i>	235		<i>Total</i>	100.0
<b>Street cleaning + litter removal</b>			<b>Street cleaning + litter removal</b>	
Very satisfied	21		Very satisfied	8.6
Fairly satisfied	31		Fairly satisfied	12.7
No strong opinion	41		No strong opinion	16.7
Fairly dissatisfied	58		Fairly dissatisfied	23.7
Not at all satisfied	94		Not at all satisfied	38.4
<i>Total number of respondents</i>	245		<i>Total</i>	100.0
<b>Bin collection services</b>			<b>Bin collection services</b>	
Very satisfied	39		Very satisfied	15.4
Fairly satisfied	78		Fairly satisfied	30.8
No strong opinion	39		No strong opinion	15.4
Fairly dissatisfied	48		Fairly dissatisfied	19.0
Not at all satisfied	49		Not at all satisfied	19.4
<i>Total number of respondents</i>	253		<i>Total</i>	100.0
<b>Recycling services</b>			<b>Recycling services</b>	
Very satisfied	41		Very satisfied	16.6
Fairly satisfied	69		Fairly satisfied	27.9
No strong opinion	50		No strong opinion	20.2
Fairly dissatisfied	51		Fairly dissatisfied	20.6
Not at all satisfied	36		Not at all satisfied	14.6
<i>Total number of respondents</i>	247		<i>Total</i>	100.0
<b>Levels of fly-tipping</b>			<b>Levels of fly-tipping</b>	
Very satisfied	19		Very satisfied	7.6
Fairly satisfied	15		Fairly satisfied	6.0
No strong opinion	23		No strong opinion	9.2
Fairly dissatisfied	26		Fairly dissatisfied	10.4

Not at all satisfied	166		Not at all satisfied	66.7
<i>Total number of respondents</i>	249		<i>Total</i>	100.0
<b>Graffiti</b>			<b>Graffiti</b>	
Very satisfied	34		Very satisfied	14.0
Fairly satisfied	51		Fairly satisfied	21.0
No strong opinion	78		No strong opinion	32.1
Fairly dissatisfied	46		Fairly dissatisfied	18.9
Not at all satisfied	34		Not at all satisfied	14.0
<i>Total number of respondents</i>	243		<i>Total</i>	100.0