

Councillors Written Questions and the Responses

Full Council – 22 February 2023

Question to Councillor Gurinder Jhans (Community Engagement and Culture) from Councillor Crow

Crawley residents continue to raise complaints about overflowing dog waste bins, which is also unpleasant for our staff who clear up the mess created. While recognising that some overflowing bins are due to misuse with other waste or accumulated dog waste from home dumped in them, it is also felt that some instances are due to delayed or lack of frequency of emptying.

- 1. How many dog waste bins does the council provide in the borough and are these spread reasonably equitably across all of our neighbourhoods?*
- 2. What is the schedule of frequency for emptying and are there variations for bins identified as being more frequently used?*
- 3. On average, how much dog waste a week does the Council dispose of from the dog waste bins combined and is there a trend of increasing volumes in recent years?*
- 4. I am supportive of the Council's public messaging to advise of the correct way to use our dog waste bins, but would like to know what other solutions have been considered in trying to address overflowing dog waste bins across Crawley?*

Response

- 1. In total there are 471 bins in the Town**
 - 47 in Bewbush
 - 61 in Broadfield
 - 25 in Furnace Green
 - 30 in Gossops Green
 - 39 in Ifield
 - 7 in Industrial Estate
 - 30 in Langley Green
 - 26 in Maidenbower
 - 17 in Northgate
 - 91 in Pound Hill
 - 29 in Southgate
 - 20 in Three Bridges
 - 31 in Tilgate
 - 2 in Town Centre
 - 16 in West Green

2. Bins are emptied weekly and there is a hotspot list of bins that are checked more frequently and emptied as required, this changes frequently and is currently at 41 bins

3.

- 2022 weekly avg. 3.48 tonnes, annual total 181 tonnes
- 2021 weekly avg. 3.85 tonnes, annual total 200 tonnes
- 2020 weekly avg. 3.65 tonnes, annual total 190 tonnes
- 2019 weekly avg. 3.38 tonnes, annual total 176 tonnes
- 2018 weekly avg. 3.17 tonnes, annual total 165 tonnes
- There has been an increase on volumes that corresponds with the increase in dog ownership during covid lockdowns. However, the issues are mainly related to the amount of flytipped material both animal waste and household waste at the bins.

4.

- In a recent study of the bin issues found between March 2022 and February 2023 it was found that out of the 94 bins with issues 69% were due to misuse, 26% were overfull and 3% were damaged as a result of misuse. The bins that were misused by having items flytipped around the base were still useable. The bins that were overfull tended to coincide with staff shortages or bank holidays. Additional staff have been taken on to cover the staff shortage and this study is being used to create a focused round to improve the overall collections including the holidays.
- Areas of high demand have had double or additional bins installed to cope with the increased amount of dog waste
- New style bins have been developed with the supplier to resolve the issues, this includes a chute style lid to prevent the bin from being filled with large bags, this could lead to the bags being dumped around the bin. However the bin itself is still available for the public to use.
- CBC has negotiated new tipping facilities resulting in less time being lost tipping the vehicle to allow the staff to focus on the problem areas, this will be starting this year.

Question to Councillor Sue Mullins (Community Engagement and Culture) from Councillor Peck

In November there was much publicity from the Council over the launch of various community centres being designated drop-in warm spaces at various times on various days of the week, with ongoing social media advertising since. There has however been no publicity regarding how successful or not this initiative has been. This provision was in addition to Crawley Library being open Monday to Friday 9.00-18.00 and Saturday 9.00-17.00, Broadfield Library being open Monday to Friday 10.00-17.00 and Saturday 10.00-14.00, and the Charis Centre in West Green being open Monday to Friday 8.30-17.00. These venues independent of the Council, were already part of the national warm spaces network as advertised online at Warmwelcome.uk. I'm aware that Libraries have been providing warm spaces for decades and are very experienced in providing cost-of-living advice as well as having a wealth of facilities and activities for residents to do.

- 1. Please list all the winter warmer sessions that the council has directly provided in date order, including the location and hours open for?*
- 2. Alongside each session listed, please state how many members of public attended for more than 10 minutes, ie making some use of the facility and not just popping in to see what was there?*
- 3. For each session, please state how many residents sought advice and were able to be given practical advice or support on cost-of-living?*
- 4. What has been the total cost of providing, heating and staffing these venues for these sessions?*
- 5. What feedback has been received from our staff who were involved in running these sessions? Do they feel this has been the most useful way for the Council to use this money to help people struggling with the cost of home heating over the winter?*

Response

- 1. Please see Winter Warmer Schedule attached**
- 2. Please see Winter Warmer Demand attached**
- 3. We did not record this type of data**

4. Please see Winter Warmer Budgets below attached.

Cost centre description	Account	Account description	FY 2022-23
WINTER WARMERS	10030	OVERTIME	5,985.87
WINTER WARMERS	20230	HIRE OF ROOMS/ FACILITIES	9,557.10
WINTER WARMERS	22001	OPERATIONAL EQUIPMENT	1,428.22
WINTER WARMERS	22020	CATERING PROVISIONS	97.69
WINTER WARMERS	22030	UNIFORMS/CLOTHING	36.00
WINTER WARMERS	22040	PRINTING	375.65
WINTER WARMERS	22042	SIGNAGE	435.69

Please note this doesn't include the cost of Heating the Community Centres and we won't be able to provide an exact answer to that as it would form part of either the gas or electricity bill for the months in which the sessions took place.

5. I visited many of the designated Warm Hubs on several occasions and spoke to many members of staff. I am very aware of the sterling work, done by several of our very committed officers, in getting enough volunteers from amongst the staff in the Town Hall, No easy task at such short notice. I do believe that members from the top to the bottom of the organisation, willingly gave time to this project, because they believed in it. I was really impressed at the dedication and enthusiasm from staff members who took part. Many of them provided extras for visitors to the hubs, like biscuits (chocolate even), art materials – drawing and colouring sheets, craft packs, etc. out of their own pockets. They went above and beyond, just changing their workspace to Community Centres. They also provided advice, support and signposting to many residents who took up the offer. I would like to take the opportunity to thank everyone involved in this initiative, it was a worthwhile and positive action to take, to support our residents at a very challenging time. This is not the end of this offer. It has already been streamlined to reflect uptake and will be re-launched as away of reaching out to residents with advice, support and information in many areas where there is a growing demand for help.