

EXECUTIVE – 19 NOVEMBER 2020

QUESTIONS

Executive Summary

The following questions have been received under Section 3 of the Executive Procedure Rules. The replies by the Leader of the Council and Portfolio Holder are set out below.

1. Question from Mr Matthew Hulett

"I live in a block of 18 flats, and during 2020, we have had our recycling collected on less than 10 occasions. I check our recycling every fortnight to ensure it is free of "contaminating items" and have made short video recordings to verify these checks, though these have made little difference. In addition, my ability to report missed collections has been disabled on the JWS website and therefore, I have to submit complaints instead after each missed collection, which I do not believe are recorded as a missed collection. As you can imagine, I am deeply disappointed and frustrated by the service provided by JWS and would like to ask how I can actively participate in the consultation during any retendering of our waste collection service?"

Reply by Councillor K M Davis

"Despite everyone's best efforts, it is clear from reporting systems that communal recycling bins have not been collected from Mr Hulett's development on numerous occasions during 2020 due to contamination.

This is always a disappointing and frustrating situation. However, by tipping contaminated bins, we run the risk of a whole vehicle being rejected at our recycling facility. This unfortunately does happen, results in high costs and otherwise good quality recyclable material being sent for alternative disposal.

All missed bins must be reported online within 2 working days, however, contaminated bins are not able to be logged as missed in the same way. Upon reporting via the Joint Waste Solutions website, the system stops the report from being logged as a genuine missed collection, as it recognises there was a reason the bin could not be collected successfully on the collection day, so a return instruction will not help resolve the concern. Instead, the system will report that the bin was CONTAMINATED (in this example) and will encourage the resident to liaise with the contact centre if they wish to dispute the decision or get some more information. Contact details are provided in the response to allow the resident to follow this up.

Colleagues from Joint Waste Solutions will follow up with Mr Hulett and the managing agents of the development to see what can be done to enable high quality recycling to be collected in the future.

The existing contract continues until June 2027 so there are no plans for re-tendering the service at this time."

2. Question from Mr David Sutton

"Clearly the pandemic will have had a impact on the construction of Victoria Square. What is now the planned completion date for the overall scheme?"

Reply by Councillor A Azad

“The new Boots store, which is part of the scheme, will open on 2 December 2020. The current target date for the full opening of the scheme is October 2021.”

3. Question from Mr David Sutton

“It is good that as landlord that the council is refurbishing Wolsey Place. But should a council owned property being hosting a pawnbroker that profits from high interest rates charged to more vulnerable members of the community? While appreciating a desire to let empty units and the current struggles on the high street, what part of the lettings strategy suggested that taking Wolsey Place downmarket was a good idea and how will that read to potential tenants a few metres into Victoria Square?”

Reply by Councillor A Azad

“The Council is undertaking extensive work in Guildford Road, as part of its Housing Infrastructure Fund project with grant aid of £95m from Government that will see the demolition of the properties in the “triangle” to enable the widening of Victoria Arch. As part of its commitment to businesses adversely affected by the works it has agreed to relocate those that wished to relocate. The pawnbroker operates a regulated and legal business and is one of those businesses that the Council is committed to relocate.”

Background Papers: None.

Reporting Person: Ray Morgan, Chief Executive
Email: ray.morgan@woking.gov.uk, Extn: 3333

Douglas Spinks, Deputy Chief Executive
Email: douglas.spinks@woking.gov.uk, Extn: 3440

Peter Bryant, Director of Legal and Democratic Services
Email: peter.bryant@woking.gov.uk, Extn: 3030

Leigh Clarke, Director of Finance
Email: leigh.clarke@woking.gov.uk, Extn: 3277

Louise Strongitharm, Director of Housing
Email: louise.strongitharm@woking.gov.uk, Extn: 3599

Julie Fisher, Director of Community Services
Email: julie.fisher@woking.gov.uk, Extn: 3301

Geoff McManus, Director of Neighbourhood Services
Email: geoff.mcmanus@woking.gov.uk, Extn: 3707

Contact Person: Ray Morgan, Chief Executive
Email: ray.morgan@woking.gov.uk, Extn: 3333

Geoff McManus, Director of Neighbourhood Services
Email: geoff.mcmanus@woking.gov.uk, Extn: 3707

Portfolio Holder: Councillor Ayesha Azad
Email: cllrayesha.azad@woking.gov.uk
Councillor Kevin Davis
Email: cllrkevin.davis@woking.gov.uk

Shadow Portfolio Holder: Councillor Ann-Marie Barker
Email: cllrann-marie.barker@woking.gov.uk
Councillor Ken Howard
Email: cllrken.howard@woking.gov.uk

Date Published: 19 November 2020

