

**APPENDIX TO THE MINUTES****Question: Mr Keith Percy, 22 May 2016**

Is the Committee aware that Veolia have failed to collect the garden waste from "Timbercroft"\* in Farm Road on 20th April and 16th May, that online complaints about the missed collections have been ignored, that in the last complaint which was made by telephone by the Occupier, Mrs. Fuller, on 16th May, she was promised that her waste would be collected in 3 or 4 days and that it has not been collected as of Monday 22nd at 11.30 a.m., is it not a fact that these lapses constitute a breach of contract and what remedial action will be taken to ensure that Mrs. Fuller is not by-passed again ?

**Response: 23 May 2016**

We are sorry to hear that garden waste was not collected on the scheduled collection date from Mrs Fuller's property and that despite contacting us the crews have not returned to empty the bin.

We have escalated the missed collection to the senior managers at Veolia, asked them to empty Mrs Fuller's bin urgently and to ensure that the garden waste bin is emptied on the scheduled collection date from this point forward.

As a result of some negotiation, Veolia have agreed that all garden waste customers will begin their subscription on 1 June 2017 and this will run until 31 May 2018.

We have also asked our ICT colleagues to update the property information on our website.

Please pass on our apology to Mrs Fuller and thank her for her patience.

**Question: Mr Keith Percy, 22 May 2016**

With reference to the Sutton Plan and to the Minutes of the last meeting, the page numbered 6 in the current Agenda Pack, paragraph 2, is the Committee aware that no feedback has been invited from the Highfields Residents' Association, why has no invitation been issued and would the Head of Place and Engagement please tell the Committee which residents' associations have been consulted, whether there is any structured format for giving feedback and whether there is any deadline for submitting feedback ?

**Response: 23 May 2016**

Unfortunately we were not able to have an item on the Sutton Plan due to the meeting being held in purdah. This is the period in the run up to an election where we are restricted on certain items at the committees, and the council cannot use its resources to influence residents in favour of one political party or another.

The plan is still in very early days. The draft vision and priorities for the plan are available online ([thesuttonplan.org](http://thesuttonplan.org)). However from this, there are 4 key pilot areas we will be looking at:

- Supporting expectant parents
- Supporting vulnerable older people
- Transforming domestic violence services
- Making the borough attractive to 20-40 year olds

Each of these areas will be looking for resident contributions and to ensure there is involvement. At present these are in the planning stages. Should you be interested in any of these areas specifically I will inform the project leads so they are aware you would like to contribute.

If your feedback is on the plan generally then you can contribute your comments via the online form ([thesuttonplan.org/contact/](https://thesuttonplan.org/contact/))