

## **FINDINGS**

1. Some concerns were raised from a number of sources that the frequency of emptying litter and dog bins and that they were not being emptied enough.
2. A number of reports of flytipping with people putting waste next to litterbins. Difficulties had been found in providing evidence as to who had done the flytipping and this meant that limited action could be taken.
3. The Task Group believed that there was a need to review the level of monitoring required improving street cleaning and emptying of litterbins.
4. The schedule of maintenance for the following areas was consider not as efficient or effective as it should be:
  - Street cleaning
  - Emptying litterbins
  - Sweepers
5. Some areas of the borough had not been placed on a schedule of maintenance, therefore creating areas of neglect.
6. Complaints received regarding maintenance of cemeteries and the lack of emptying of the litterbins as well as the small size of litterbins in the cemeteries and around schools.
7. Telephone calls from the members of the public as well as from Councillors wanting to make a report should be channelled through the Contact Centre rather than calls direct to staff in the Streetscene to enable check and monitoring of complaints and observations to be made.
8. Members were concerned that the monitoring of the Maintenance Schedule was not being carried out as most could identify areas within their Wards in which work had not been carried out. Members expressed concern that when told that side roads are swept six times per year they doubted this, as from their own observations this was not being carried out.
9. Members found that in some locations the particular size and type of litterbins were not suitable for the location, with demand and repeated request for litterbins to be emptied.
10. Members experienced litter problems around fast food outlets.
11. Members raised concern that not all the Council's land had been identified on the maintenance schedules.
12. Would be advantageous for monitoring purposes if all Parish Councils and Borough Councillors receive the schedule of locations of the litterbins and frequencies of emptying.
13. Members made it known that the authority should be looking at value for money and best practice for the streetscene service.