

(5) MEMBER QUESTIONS

In accordance with Council Procedure Rule 11, questions have been submitted, and responses provided, as follows:-

From Councillor AR Brassington to Councillor Sue Coakley, Cabinet Member for Environment

'In relation to roadside litter will the Cabinet -

1. State what the response times are for clearing with such problems once a complaint is made? If there are different times for different roads please specify for each type.
2. Introduce a system of informing complainants when their complaint has been dealt with?'

Responses from Councillor Coakley

- '1. There are no set timescales for dealing with a complaint regarding litter - it will be done as soon as possible. This can mean it is cleared within a few hours or it can take much longer depending on what it is and, more importantly where it is, as cleansing along highways requires specially trained crews, specific equipment and in some cases lane closures. Work will also be prioritised based on other issues at the time. Litter clearance also has to be managed in line with efficient service delivery and the budgets available so, for example, if a complaint is received but the location is planned for litter picking shortly anyway then the response may be delayed to tie in with the programmed litter pick.
2. When there is a need to respond to a complainant to provide them with information in relation to their complaint and the action that has been taken, then attempts will be made to contact them. We would not contact the complainants to tell them litter picking has occurred as this should be quite visible.'

Notes:

- (i) The above questions were submitted after the deadline by which answers could be guaranteed either in advance of, or at, the Cabinet Meeting. However, the Cabinet Member has been able to provide responses in the time available, which have been sent to Councillor Brassington.
- (ii) If the questioner is present at the Meeting, he will be entitled to ask one supplementary question in respect of the original questions. Any supplementary question must arise directly out of either the original questions or the answers given thereto.
- (iii) An immediate answer cannot be guaranteed to any supplementary question, but the Cabinet Member will try and answer any supplementary question at the Meeting. However, if this is not possible, then the Cabinet Member will answer as much as possible at the Meeting and then provide a full response within five working days. If, for any reason, a full response cannot be provided within those five days, then a holding response will be sent to the questioner, along with the reason for delay and a likely timescale for the full response.

(END)