

Question for Full Council Monday 20th January, 2020

Question 3

Cllr Roberts to Cllr Hallam:

I received a number of complaints and experienced myself various issues with the removal times and turnaround on fly tipping reports. There appears to be no rhyme or reason and one item can be collected with 24hours and another takes weeks, but with no explanation or consistency. Can you provide all data on actual clearance times v expected clearance times and in addition confirm whether we are experiencing problems with the implementation of the contract at this stage and if so what is being done to address this?

Response

Our contractors, Veolia currently remove 67% of fly tips within 48 hours. There continues to be an ongoing issue with this type of anti-social behaviour and Veolia remove on average 1750 per month.

We continue to work with Veolia to improve this service and sample collections to measure their performance and highlight areas where they are inconsistent or not performing to standard.

There are a number of factors that can cause an impact on the clearance times. These include busy holiday times such as over the Christmas period, and the summer holiday period there is an increase due to people disposing of items more often around these times.

Veolia do have a 48-hour Service Level agreement timescale to adhere to and at peak periods they put additional resource in, i.e. a crew on a Saturday, or an extra crew out during the week if they see the service requests increase.

There can be delays due to health and safety issues such as asbestos where an external private contractor would be required. In addition, delays can be caused where the crews cannot access the area due to a parked car or gate or access over private land and these can take longer to resolve.

Larger fly tips which measure over 2.5 cubic metres are sometimes delayed as there is a requirement to agree the additional cost which is outside of our current service level agreement. To reduce these delays, however, we now have a process whereby the items are cleared without a quote as long as there is photographic evidence.

We continue to work with Veolia to ensure cases are closed within the service level agreement and customers are updated appropriately if there are any delays.

We are currently developing an interactive service for customers to track the status of their service request, this will save calls and enquires as the customer will have live updates regarding their fly tipping reports. This will be live shortly

Cllr M Hallam
Cabinet Member for Environment