

Written response to question under minute number 92

Councillor Glover-Ward asked whether it was possible to forewarn residents when streets were about to be cleaned. She had received feedback from residents that they have not been able to get their cars out the way in time. Councillor Hoskin said he would speak to Officers and provide a written answer to the question after the meeting.

Written response

The Council is continually working on the digital offering to residents and expanding the opportunities for residents to 'self-serve' in terms of the information they wish to find out. The priority for work in this area focuses on the likely frequency that information is required or requested and therefore it's unlikely that street cleaning would form a high priority at this time, as this is not information that is often requested of the Council.

Like bin collection days, street cleansing is predominantly scheduled however because this work is largely unseen, these schedules are flexible and change depending on the priorities of the day or week. This level of change would not be able to be reflected in online schedules and therefore where information is indicative this could potentially generate more contacts and queries in direct conflict with the aims of digitisation.

The Council is happy to continue to work with residents and resident associations to expand awareness on street cleansing, but this is often better done on a case by case basis to work on a coordinated effort to get all cars removed in a street which may then allow access for other services in a coordinated effort, such as gully emptying.