

Responses to questions from councillors requiring as written response

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WQ1

Written question to be asked by Councillor Andrew Rule of the Portfolio Holder for Highways, Transport and Cleansing Services at the meeting of the City Council to be held on 19 July 2021

Does the Portfolio Holder agree with me that given the level of losses incurred by the Tram Operator prior to the pandemic they would do well to reinstate ticket inspectors on tram services as a matter of urgency to not only safeguard revenue but also to deter anti social behaviour on the tram network?

Councillor Healy replied as follows:

Nottingham's tram is one of the most successful systems in the country. Before the pandemic it was seeing increasing passenger numbers and satisfaction across a number of years. This clearly demonstrates that it's a hugely popular part of our superb public transport network. Although the pandemic has impacted on this strong position, it is pleasing that the tram has been able to continue to operate a high quality service in very difficult circumstances.

The tram operator has taken a cautious staged approach to the reinstatement of travel officers, which mirrors the Governments four-step roadmap for unlocking, to ensure the safety of the staff undertaking their duties, and the citizens of Nottingham making essential journeys on public transport.

Since step three (19th May) travel officers have been carrying out checks of tickets both on platforms and on trams, with anyone travelling without a ticket asked to purchase one. This also provided a presence on the system to deter anti-social behaviour.

The final step commenced on Monday 19 July, with travel officers checking tickets on board trams and issuing penalty fare notices where necessary. In addition to the regular travel officers, the tram operator has also employed an additional 6 teams of staff to act as 'trambassadors' who will provide advice and guidance on ticket sales to customers at the busiest tram stops. These measures are expected to assist in reducing fare evasion on the system and deterring anti-social behaviour.

I am confident that as we emerge from the pandemic, the tram will remain at the heart of our outstanding public transport network, delivering economic, social and environmental benefits to the city for many years to come.

Written question to be asked by Councillor Andrew Rule of the Portfolio Holder for Energy, Environment and Waste Services at the meeting of the City Council to be held on 19 July 2021

Could the Portfolio Holder confirm when the residents will once again be able to have their bins recollected, using the Council's website, where they have been missed by collection crews?

Councillor Longford replied as follows:

Nottingham City Council's missed bin collections have been suspended since January 2021, initially due to the impact of unprecedented levels of infection of COVID-19 impacting on resource.

However, we continue to see a significant increase in the amount of waste presented (9.24% increase compared to last year) in excess of 9,000 tonnes of waste collected and 1,926 tonnes throughout Q1, 2021/21 (April, May and June) due to the increase in people working from and staying at home. This additional weight is compromising the round modelling resulting in incomplete rounds and associated pressure on resource to recover.

This extra weight is being experienced across the Country, and The Core City Group are also aligning themselves to this extra weight.

In light of what appeared to be diminishing infection rates throughout the UK and locally in Nottinghamshire, Waste Management have been reviewing the resumption of missed bin collections on a phased return. It should be noted that this was in advance of current increased infection rates across the UK. On 12th July 2021 we made our website live to allow missed bins to be reported again, and have been testing current capacity aligned to reports made via the website and Customer Hub. returning to collect on limited capacity; prioritising assisted collections only at this moment in time.

Although we do not have the resource to return for all missed bins, we seek and ask for all incidents to be reported so that we can re-introduce crew performance reporting based on accurate data and minimise repeat misses.

We have also developed an online 'missed bin disruption list' which allows our managers to record incomplete rounds, which alerts relevant councillors via email as well as customers who attempt to report a missed bin. In these circumstances, we will return to complete within 2 working days.

- Missed (APOs) will be collected within 3-5 working days
- Known missed streets will be collected within 2 working days [operationally we aim for 1 working day but can't over-promise residents as we don't know what the impact will be of re-instating the limited missed bin service]
- All other missed bins will be recorded and crews made aware for the next scheduled collection
- We anticipate that there will be additional residual waste presented and we continue to do our very best to collect if presented in bags at the side of the

bin on the next scheduled collection. However, it needs to be noted that our crews need to make daily decisions on clearing all side waste based on the amount of waste collected from emptying wheeled bins to maximise round completion

- We request that residents cut up and compress their recycling waste to create more space in their recycling bin
- Residents will be advised that they can take excess recycling and garden waste to the local tip (Redfield Road Household Waste and Recycling Centre)
- This situation will be reviewed regularly in line with government advice

All guidance and information for citizens will be listed at

<https://www.nottinghamcity.gov.uk/information-for-residents/bin-and-rubbish-collections/report-a-missed-bin-collection>

WQ3

Written question to be asked by Councillor Andrew Rule of the Portfolio Holder for Finance and Resources at the meeting of the City Council to be held on 19 July 2021

Could the Portfolio Holder provide an update on when the internal review of Nottingham Revenue and Benefits Limited will be completed?

Councillor Webster replied as follows:

Work has commenced to review the options for securing the best value from the Company/ activities undertaken by the Company. The review will be completed by 30 September.