

35573

For the below please provide info for the last 5 financial years, broken down by each year and by council ward.

Details of any changes to bin collection schedules over the last 5 financial years, broken down by financial year and ward in which the changes were taking place.

2017/18:

- Garden waste moved from fortnightly in summer and 4-weekly in winter to 3-weekly year round – affected all wards

2018/19:

- Fortnightly garden waste introduced as part of a move to a chargeable collection service – affected all wards
- Introduction of 4-day kerbside collection model – affected all wards

2019/20:

- Garden waste runs for 11 months of year, suspended from mid-Dec to mid-Jan – all registered customers across the city
- Garden waste subscriptions serviced by the mini vehicle rerouted – all customers on mini vehicle (smaller sized vehicle used when access is an issue)
- Communal paper bank collections were brought in-house and changed from various collection frequencies to fortnightly – across the city

2020/21:

- Kerbside food waste collections rerouted – service-wide

2021/22:

- Garden waste collection model changes, complete city-wide reroute – all registered customers

Note – each annual registration of for the garden waste collections since the introduction of the charge includes a review of the collection routes and changes made based on performance of pervious year and registration levels. Details of these changes have not been recorded.

There have been more localised route changes, for example moving glass collections to an alternative week for some properties serviced by the mini vehicles to align with other glass collections in the area; moves to balance some of the collection days. As these are localised changes, the history of these changes is not documented, and therefore details on each of these in unavailable.

The average time taken to repair streetlights.

We do not hold this information by ward and do not record the average time to repair.

In relation to ALL Council business, the average time taken to respond to a complaint made to the Council.

This information has not always been included within the annual complaints reports and so is not readily available, Please note these are the averages recorded on our systems which do not always reflect the ACTUAL time taken to respond to the complaint, but the time taken to close the complaint record:

	Stage 1: Frontline resolution (days)	Stage 2: Investigation (days)
2016/17	12.44	26.26
2017/18	Not recorded	Not recorded
2018/19	10.7	55.6
2019/20	20.5	38.4
2020/21	16.6	41.5

The number of potholes which have been repaired, broken down by council ward.

[See attached](#)

The amount of compensation paid out by the council for potholes.

[See attached](#)

The outstanding maintenance estimated cost to repair potholes by council ward.

It is not possible to provide an estimate for this. The maintenance of the roads network is a continual process and changes hourly. As potholes are repaired new ones appear elsewhere; this reflects the flexible nature of asphalt roads and the age and condition profile of the roads network. The condition of the roads is also greatly affected by capital maintenance which does not specifically target potholes but does prevent the reoccurrence of potholes and the overall condition of the network. It is not possible to know at any one time how many potholes require to be repaired as whilst the network is inspected daily by multiple inspectors it take a full year to inspect all roads by which time the picture has evolved. To help protect the public, the council also employs inspectors to react to customer reports so that there is a timely response to pothole reports which have arisen between planned inspections.