

Dear Cllr Mr Payne

I have been asked to write and update you on the council's cleansing arrangements, as I have been involved in the new budgetary setting process.

I apologise for the delay, Cllr Mr Whitehead had previously asked me to do this, but I am only just writing, for which I apologise.

I know Mr Bill Parks, Head of Local Highways, has been supporting you and working hard to address your issues. Bill, I am sure will take these matters forward, but I will address the larger policy arrangements.

The council has a statutory duty to respond to litter complaints. With the new App system all reports can be tracked and performance measured. I know you have raised questions about the times of responses previously and I will be happy to take you through the records for Trowbridge if this is useful. I can assure you any report made on the council's Website, or on the MyWiltshire App or through the council's contact centre is captured on the system. The council's response to its statutory duty has remained and will continue to be unchanged. So the reactive service will always be provided and can be monitored.

The council's litter collection arrangements in the Trowbridge Town Centre have remained unchanged with litter picking undertaken every day. I know there has been some challenge previously on the provision of this service (particularly in the car parks), but I can confirm that for the last week I personally have been monitoring the service and have found the Barrow Man every day in the centre.

The residential area is contracted to be litter picked once every three months. This again has remained unchanged over recent years. I understand that questions have been raised over the actual frequency of visits achieved. Regrettably the only way to check this service is site visits. I will discuss an audit of this system with Bill.

The rural sweeping on the outskirts of Trowbridge is contracted to be swept twice per year. The council has agreed with its contractor that the sweeping vehicles will be tracked to allow them to be easily audited. We are currently looking at the configuration on the tracking system to match it to the council's mapping system. This should be available shortly. Once set up I will be pleased to show you the system. The tracking system will be linked to the Power Take Off (PTO) unit which drives the sweeping brushes. So we will have a robust audit of the sweeping delivered and avoid the need of onsite inspections.

We have changed the way residential sweeping is undertaken. Due to budget reductions the number of hours allocated to the residential sweeping has been reduced. However, as from the 1<sup>st</sup> April 2015 rather than have a set schedule, the council will have the flexibility to change the daily routine to address known issues. Whilst this will mean that in the residential areas we will not be able to deliver to a set programme, we will be able to better meet the areas that have a demand. So areas that suffer from ongoing detritus issues will be prioritised for additional sweeping, with roads that have little or no detritus being visited less often. The decisions of visits will be made by the council. Whilst the total hours have been reduced, I hope that the arrangements will maximise the effectiveness of the reduced resources. The team are currently reviewing the delivery model. Once this has been set, which will be by the end of March 2015, I will be pleased to update you on the arrangements.

I again apologise for the delay in my response and hope my comments have been of assistance.

Adrian