

# Report

**Subject** : Shopping Trolleys  
**Report to** : City Area Committee (Community)  
**Date** : 15 November 2005  
**Author** : Bob Chequer

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## SHOPPING TROLLEYS

### 1. Summary:

To report on the current position regarding abandoned shopping trolleys within Salisbury following the improvements requested by Cabinet on the 8<sup>th</sup> June 2005.

- 1.1 To advise Cabinet of the powers available to the Council under the Clean Neighbourhood and Environment Act ["the Act"].

### 2. Current Position:

There has been a noticeable reduction in the number of abandoned trolleys within the city and on its outskirts. There are still occurrences of trolleys being abandoned but generally the collection contractors are recovering these within an acceptable period. On the outskirts of the city the situation has also improved as the collection contractor regularly checks the known hotspots and this is paying dividends.

- 2.1 A representative of Wiltshire Wildlife Rescue reported that the number of incidents has considerably reduced, but two rescues have been necessary in the past two months and four trolleys were removed. They also report that the collection contractors are now recovering trolleys from the rivers that is having a positive effect.
- 2.2 The coin lock mechanisms on the trolleys used by the Castle Street Tesco store and other retailers still prove not to be totally effective to stop users being able to recover their deposit and abandon the trolley away from the corrals.
- 2.3 Tesco UK has opened a centralised hotline to report abandoned trolleys, which is suitably staffed to handle calls and report these directly to the local contractor.
- 2.4 The repairs reported as being necessary to a number of trolley corrals have been completed by contractors appointed by Tesco. There is however an ongoing requirement to maintain the corrals which needs to be put in hand.

- 2.5 The signage of the corrals is still not satisfactory but a representative from Tesco has advised Salisbury City Centre Management that they are to implement a number of improvements to the structure of the corrals and the signage. The proposed improvements will include a further partition in each corral as recommended to Cabinet at their June meeting by Tony West of the St Edmunds & Milford Residents Association. Since Trolley Collection Service PLC commenced the collection service on behalf of the retailers on the 28<sup>th</sup> February 2005, 6,048 trolleys have been collected from the corrals and from the streets of Salisbury.
- 2.6 The survey to determine the usage of the corrals has not been undertaken. Officers are to meet with Trolley Collection Service PLC to seek agreement for a revised format for the recording the trolley collection information that could also be used by the retailer's own employees when collecting trolleys.
- 2.7 Transportation Services have requested a particular review of the corral provisions in Brown Street and Salt Lane car parks.
- 2.8 There has been no progress in developing the proposed Awareness Campaign.

### 3. The Act

- 3.1 At the moment under the Environmental Protection Act the Council can only charge for the costs of recovery storage and disposal of abandoned trolleys where an owner accepts the return of the trolleys.
- 3.2 Under the Act the relevant section of which is due to come into force next April the Council can retrieve trolleys and charge for their return or disposal regardless of whether the owner wishes for their return.

### 4. Recommendations:

- 4.1 To note the report.
- 4.2 That the usage survey of the corrals be undertaken as a matter of priority.
- 4.3 That Environmental Services, City Centre Management and the council's Marketing Team develop an awareness campaign in partnership with retailers and Wiltshire Wildlife Rescue as a matter of priority.
- 4.4 To defer any decision on the Agreement between the Council and Sainsburys and Tescos referred to in the report to Cabinet on 8<sup>th</sup> June until consideration of the further progress report.
  - 4.4.2 To make all supermarkets in Salisbury aware of the new power available to the Council under the Act and that the Council will use the new power when it becomes available should circumstances so dictate.
- 4.5 That a further progress report be presented to Cabinet in **April 2006** December 2005.

### 5. Consultation Undertaken:

- City Centre Management
- Tesco
  - Trolley Collection Services PLC.

### 6. Background Papers: None.

### 7. Implications:

- **Key decision** : No
- **Financial** : None
- **Legal** : none
- **Human Rights** : None
- **Personnel** : None
- **Community Safety** : None
- **Environmental** : contained in report
- **Council's Core Values:** excellent service, environmentally conscious, willing to be an open learning council and a willing partner
- **Wards Affected** : City