

Questions Received for Council 18 March 2020

4. **QUESTIONS BY MEMBERS**

This is an opportunity for Members of Council to ask the Mayor, Members of the Executive or the Chairs of any Committee or Sub-Committee a question on notice under Procedure Rule 10.2.

1 - 4

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Questions Received for Council – 18 March 2020

Question 1 - Submitted by Councillor Morgan

“A recent report by Resource London found that recycling rates in flats were a third lower than the average recycling rate throughout the rest of London. Could the Executive Member for Environment, Air Quality and Climate Change please share with the Council the comparative results for Trafford and if there is a lower result for flats, the Council’s strategy to increase recycling rates in flats?”

Response from Councillor Adshead, Executive Member for Environment, Air Quality and Climate Change:

The majority of our flat and communal properties are collected within the same collection vehicle as their neighbouring household properties; this means there is no separate recycling rate for flats in Trafford.

Prior to the Resource London project there have been various other projects indicating recycling levels in flats are nationally a lot lower than individual property recycling figures and have higher than average contamination level.

Whilst a lot of our flats in Trafford are brilliant recyclers, there are some that need some extra support and this is one area that the One Trafford Partnership is focusing on in 2020/21. We will be working closely with residents, management companies and social landlords to give them the tools to recycle better, this could be a range of interventions from conversations with residents, leaflet drops, through to physical changes such as different styles of bins or repositioning of bins to reduce contamination.

The recycling team are already working closely with THT on their plans to install new bin stores at some of their properties, providing advice on the new bins stores and following installation, a plan is in place to work with housing officers to engage with the residents on recycling properly.

Question 2 - Submitted by Councillor Dr. Barclay

“Please could the Executive Member for Environment, Air Quality and Climate Change tell me the level of public satisfaction within Trafford for the condition of the roads and the quality of pot-hole repairs?”

Response from Councillor Adshead, Executive Member for Environment, Air Quality and Climate Change:

The Council participates in annual National Highway and Transport (NHT) surveys to monitor the satisfaction of a range of indicators including the condition of roads and the quality of pothole repairs. The results for 2019 are as follows:

HMB1 – Condition of Road Surfaces – 28% satisfaction in 2019 which has increased from 15% satisfaction in 2018. The national scores across 111 authorities who participated in the surveys in 2019 for road condition ranged from a satisfaction of 17% to 58% in 2019.

HMB8 – Quality of Repairs to Potholes – 30% satisfaction in 2019 which has also increased from 21% in 2018. The national scores across 111 authorities who participated in the surveys for quality of repairs ranged from 24% to 53% in 2019.

The surveys will be undertaken again during 2020 with results usually available for a range of highways and transport comparators in November.

Questions Received for Council – 18 March 2020

Question 3 – Submitted by Councillor Morgan

“At the previous meeting of the Council, the Executive Member for Environment, Air Quality and Climate Change mentioned that he would be looking at the issues with Assisted Collections. Given this is often a vital service to our most elderly residents, could he please provide an update on that to Council?”

Response from Councillor Adshead, Executive Member for Environment, Air Quality and Climate Change:

Council Officers have been working very closely with One Trafford colleagues to improve the level of service that we provide to residents who receive an assisted collection however we fully appreciate that for some residents this improvement has not happened quickly enough. One Trafford are currently focusing their resources on reducing the overall number of missed collections with a particular focus on reducing the number of missed assisted collections. The number of missed assisted collections reported in February week was 52% less compared to January and they have continued to fall in March.

Question 4 - Submitted by Councillor Miss Blackburn

“Can the Executive Member for Environment, Air Quality and Climate Change tell me how many gullies on Trafford roads have been emptied within the last calendar month, to ensure that flooding does not occur?”

Response from Councillor Adshead, Executive Member for Environment, Air Quality and Climate Change:

There are a range of drainage related works that are undertaken in an effort to alleviate the risk of flooding in addition to cleaning or emptying of gullies.

Work carried out by the gully teams and the dig down crews starting from 2 January to 17 February included attending to 3401 gullies. There is also a team dealing with investigations and they have attended 45 jobs that needed jetting of the highway drain to ensure rainwater drained away once in the gully.

During this period there has been a gully team out over the weekends on call to react to flooding during the events that have occurred. There is also a dig down crew called in to deal with blocked and collapsed drains and they have dug down and repaired drains at 15 different locations. The team have also spent 5 days on the TPT at Hawthorn Road clearing the trail of mud and clearing the ditching at the side of the trail.

Whilst keeping gullies clear does assist with ensuring the highway can drain effectively in periods of heavy rainfall the potential for flooding can be as a result of intensity of rainfall often resulting in the system being unable to cope with the volume of water. Plus during prolonged wet periods there may also be high water levels in the outfalls that are often in United Utilities pipes or in waterways that are the responsibility of the Environment Agency or adjacent landowners meaning that the water cannot drain away. Therefore whilst cleaning gullies is important it is not the only factor that can affect the potential for flooding in a road or an area.

Questions Received for Council – 18 March 2020

Question 5 – Submitted Councillor Akinola

I would like to ask what is the administration's position regarding this government's shameful treatment of the Windrush generation, British citizens that came from the commonwealth countries in the Caribbean between 1948 and 1971 to help rebuild the country that they saw as the mother country.

Many have and are suffering the terrible consequences of this hostile environment which has led to many being denied access to benefits, health care, housing and losing their jobs and some wrongly detained and deported. Which has led to many not coming forward to access advice and compensation out of fear?

Response from Councillor Andrew Western, Leader of the Council:

The administration recognises the enormous contribution made by the Windrush generation, helping to rebuild Britain after the Second World War. The administration stands with the Windrush generation, their descendants, and indeed all who are suffering as a result of successive governments' creation of a hostile environment. Those who came to Britain as part of the Windrush generation made an enormous contribution to our society, particularly the very many who went on to work in public service and especially in the National Health Service. The treatment of them and their family in some cases – detention, deportation – has been utterly abhorrent. As an administration we condemn the Government for their treatment of the Windrush generation and pledge to support anybody in Trafford who is affected by this disgraceful attack on British citizens and ensure that they know how to access the support and advice needed to best protect their interests moving forward.

Question 6 - Submitted by Councillor Lally

Following the recent purchase of CCTV cameras; can the Executive Member give an overview to the extra funding and budget set aside to local policing initiatives.

Question 7 - Submitted by Councillor Dr. Barclay

Please could the appropriate Executive Member let me know the percentage of calls to the One Trafford contact centre which effectively resolve residents' concerns.

Response from Councillor Adshead, Executive Member for Environment, Air Quality and Climate Change:

Calls from residents about concerns in service to the One Trafford contact centre are logged as service requests. For the latest 12 month rolling period the call centre handled nearly 66,000 residents queries as illustrated in the table (see over) within the various service delivery areas. If a customer is not satisfied with the resolution of this request they can escalate their concerns to a stage 1 complaint. As the table illustrates there is a percentage of escalations that are handled as Stage 1 complaints. The percentage of service requests that have not been escalated therefore have effectively been resolved and the residents' concerns have effectively been dealt with. Services strive to achieve a 95% satisfaction rate which for most areas of concern this is being achieved.

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Questions Received for Council – 18 March 2020

There is a lower satisfaction rate associated with recycling, rubbish and waste however, included in these figures are service requests as a result of the rollout of the route optimisation project from October 2019. Therefore included in these figures is a disproportionate higher amount of requests as a result of this service change. Ordinarily the satisfaction would be within 95% for all areas.

Service Requests and Complaints received (1st March 2019 - 29th February 2020)					
Service Area	Service Requests received	Stage 1 Complaints received	% Escalation (Service Requests to Stage 1)	Service requests not escalated to Stage 1	% not escalated to Stage 1
Recycling, Rubbish and Waste	47,301	4,804	10%	42,497	90%
Parks and Open Spaces	625	283	4%	6,533	96%
Street Care and Cleaning	6,191				
Roads, Highways and Pavements	11,726	641	5%	11,085	95%
Total	65,843	5,728	8.7%	60,115	91.3%