

Question 1

Keith Percy, Highfields Residents' Association

Why is it that the council website allows requests to be made for white bags to enable residents to clear leaves from the pavements and streets, but requests submitted by my wife and myself (on well separated occasions) have failed to result in any white bags being provided ? Do these requests go to some junior council employee who does not know what to do with them ? Has the white bag service been withdrawn ? If so, why is it still on the website ? If it has been withdrawn, does that mean that the council cannot afford to provide them ? If the council cannot afford to provide them, will the council collect leaves which have been placed in charity bags or black sacks, for example ? If not, what plans does the council have to clear leaves from the gutters of streets before the already compacted leaves become frozen and even more difficult to remove ?

Response: Local Place and Engagement Team

Please accept the Parks Services' apologies that your request for white bags was not acknowledged. There seems to have been a snag within the request system which the Parks Services team are looking into, whereby a few requests were made, but had not been redirected to the team for them to follow up.

If you are still interested, the bags can be supplied to you. Please let us know and these will be sent out to you.

Just for your information, street cleansing of the gutters is done through a schedule, of which the team can only do a certain number of streets per day, and are working through the various streets within the borough.

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