

THE CITY OF EDINBURGH COUNCIL

MEETING 3

20 AUGUST 2015

QUESTIONS AND ANSWERS

Item no 5.1

QUESTION NO 1

By Councillor Jackson for answer by the Convener of the Transport and Environment Committee at a meeting of the Council on 20 August 2015

Of the public toilets which are being closed in the current round -

Question (1) Have any been refurbished in the last ten years?

Answer (1) Repairs and maintenance works have been carried out on all toilets as required, funded from the revenue budget. However, none of the toilets identified for closure have had major refurbishment works done within the last 10 years.

Question (2) If so – which ones and what was the cost for each?

Answer (2) See answer (1) above.

Item no 5.2

QUESTION NO 2

**By Councillor Nick Cook for answer
by the Convener of the Transport and
Environment Committee at a meeting
of the Council on 20 August 2015**

Question (1) What is the average wait time for residents making a telephone enquiry regarding waste collection issues?

Answer (1) Breakdown of each line of business covered and a comparison between May – July 15. The times quoted are in minutes:seconds

Environmental		Special Uplifts		Waste	
May-15	2:45	May-15	2:48	May-15	2:47
Jun-15	6:13	Jun-15	6:32	Jun-15	6:00
Jul-15	5:43	Jul-15	5:30	Jul-15	10:49

Question (2) Why does the Council deem it necessary for residents to provide sensitive personal information, via a MyGovScotland log-on, in order to inform the council of a missed on-street waste collection? How is this information stored and used?

Answer (2) When informing the Council of a missed on-street waste collection customers can complete the form without signing in, however the option to do so is still available.

We always encourage customers to register in order that they can begin to enjoy the full benefits of interacting with the Council through the on line channel.

We ask questions when a customer is registering to make sure the customer is who they say they are. A customer's online account allows them to view very sensitive information, such as details of their council tax for example. It's therefore very important we are certain only the customer can access it. The information provided is cross-checked with information held by National Records of

Scotland (NRS). This ensures nobody else can create a fraudulent account in their name.

However, I have asked the Chief Operating Officer and Deputy Chief Executive to consider if there is any requirement to make the system more easily accessible to residents.

Question

- (3) What are the current wait times for residents receiving replacement waste and recycling bins after lodging a replacement request? Please break down by bin type.

Answer

- (3) The information requested is provided in the table below.

There has been an unsatisfactory delay in waiting times for residents to receive new or replacement bins and containers.

There are 2 reasons for this as follows:-.

Firstly, the Department has experienced exceptionally high demand for containers (particularly food waste caddies), due to the successful roll-out of new recycling service which has seen recycling yields increase by 101% for those receiving the new service.

There are currently around 10,500 outstanding requests for bins and approximately 6,000 of these relate to food waste caddies.

In addition, the Department has experienced issues with suppliers, increasing the lead time for delivery of stock to the Council, particularly for green and brown wheelie bins, and this has also contributed to the delays in delivering these containers to residents.

Supply has now been fully restored and the Department are confident that the delivery of the vast majority of all food waste caddies will be completed by Friday 25 September 2015. This is in hand and resources are now being focused on the delivery of the remaining bins and boxes, to deal with the backlog for these bins and improve the average waiting time further. It is anticipated that the bulk of the backlog of all bins will be dealt with by the end of September 2015.

In the meantime, I have asked the Senior officers to consider what further action is possible, to reduce future waiting times for the delivery of bins to residents and I will update Members once this is available.

Request Type	Average number of days for current open requests to 12 August 2015
Bag	25
Box	20
Communal Repair Replace	39
Food	40
Garden Bin	40
Recycling Bin	28
Residual Bin	42
Trade Waste bin	35

Question (4) Is the current wait time above or below the average for the last twelve months?

Answer (4)

Request Type	Average number of days to closure for requests 1 August 2014 to 31 July 2015
Bag	15
Box	10
Communal Repair Replace	31
Food	30
Garden Bin	88
Recycling Bin	34
Residual Bin	39
Trade Waste Bin	25

Item no 5.3

QUESTION NO 3

**By Councillor Nick Cook for answer
by the Convener of the Transport and
Environment Committee at a meeting
of the Council on 20 August 2015**

Question (1) How much money has the Council spent, since 2012, correcting road and footway works not carried out to the provided specification?

Answer (1) There is no cost to the Council, as any carriageway and footway works that have been carried out by external contractors have been procured to the specifications detailed. The contractor is therefore responsible for ensuring that their work meets the specification and is responsible for any costs associated with the undertaking of remedial work.

Works carried out by the in-house Road Services team are carried out to specification; however remedial works may be required due to various reasons eg, unexpected road foundations. Therefore there is no recorded cost to the Council in relation to works not carried out to specification. The costs for any remedial repairs are added to the main resurfacing costs and cannot currently be identified as a separate cost.

Going forward, all future carriageway and footway works will be recorded on the Council new Asset Management System, Confirm. This will allow all remedial works to be recorded and approved to allow these costs to be separated from the main works and analysed for future improvements.

Question (2) What percentage of such works were carried out 'in-house' and what percentage by a private contractor?

Answer (2) See Answer (1) above.

Question (3) How much money has the Council spent, since 2012, correcting road and footway works carried out to a specification later deemed to be flawed after works were undertaken?

Answer (3) No costs have been incurred by the council correcting work due to flawed specifications.

In 2015/16 remedial works were carried out on a large number of schemes from the 2014/15 Local Roads Thin Surfacing Programme. This was due to a fault with the original road surfacing material. Responsibility for this was accepted by the material supplier and the remedial works were carried out at no cost to the Council.

Question (4) What percentage of such works were carried out 'in-house' and what percentage by a private contractor?

Answer (4) See Answer (1) above.

Item no 5.4

QUESTION NO 4

By Councillor Whyte for answer by the Convener of the Finance and Resources Committee at a meeting of the Council on 20 August 2015

City of Edinburgh Council recently declined a Freedom of Information request to provide a list of data breaches.

Question (1) Could the Convener clarify where the details of such breaches are reported and made available for scrutiny by Elected Members?

Answer (1) In line with the Council's Data Protection Policy, all breaches which contain personal data are reported to the Council's Information Governance Unit in Corporate Governance.

To ensure corporate oversight and scrutiny, all breaches are routinely reported to the Information Council and to the Deputy Chief Executive as the Council's Senior Information Risk Owner. Depending on the seriousness of the breach, some may be reported to the UK Information Commissioner's Office (ICO).

An annual report is presented to Corporate Policy and Strategy Committee at the end of each financial year.

Question (2) What has been the scale and frequency of such breaches over the last 3 years?

Answer (2) There have been 52 data protection breaches for the period 2012-2015. The majority of these were assessed as being minor and did not require to be reported to the UK Information Commissioner.

In line with the Information Commissioner's Office guidance, the Council has reported four breaches to the ICO where the volume and sensitivity of the information involved, and the potential level of harm and distress to individuals, was deemed serious enough to warrant notification.

Question (3) How many have been reported to the Scottish Information Commissioner by the Council?

Answer (3) Four breaches have been reported to the ICO by the Council for the period 2012-2015.

Question (4) How many of these breaches have been reported to the Scottish Information Commissioner by other parties?

Answer (4) Five breaches have been reported to the ICO by other parties for the period 2012-2015.