

Item no 5.13

QUESTION NO 13

**By Councillor Jim Campbell for
answer by the Convener of the
Transport and Environment
Committee at a meeting of the
Council on 22 November 2018**

Since the 1st October 2018 and the 18th November 2018
(or the latest date for which data can be gathered), can the
Convener quantify:

- Question** **(1)** How many unique references have been issued to residents
in response to reports of failed waste uplifts
- a) online
 - b) by phone
 - c) any other way
- Answer** **(1)**
- Question** **(2)** How many unique reference are tracked through to the
completion of a remedial waste uplift?
- Answer** **(2)**
- Question** **(3)** What analysis has been done on:
- a) the average response time from a unique reference
 being generated to a remedial waste uplift taking place
 - b) the proportion of reported failed uplifts that are
 reported more than once and result in multiple unique
 references being issued
- Answer** **(3)**
- Question** **(4)** How many complaints have been recorded relating to
alleged failures in our waste service?
- Answer** **(4)**