

QUESTION NO 19

**By Councillor Aston for answer by
the Convener of the Transport and
Environment Committee at a meeting
of the Council on 27 June 2024**

Many members rely on what was formally the Members Waste, Now Members NES, mailbox for support with waste related casework and are used to receiving swift and helpful responses which officers should be commended for. Members of the public are able to report bins online. Can the convener confirm:

Question (1) Has the volume of emails into the Members Waste mailbox been monitored?

Answer (1)

Question (2) Has the volume of online missed bin requests been monitored?

Answer (2)

Question (3) What is the current volume of correspondence compared to the same time period last year for both Members NES and for missed bin reports?

Answer (3)

Question (4) Has the convener asked for any additional resources to support staff at the front line dealing with waste complaints?

Answer (4)