

Councillor Steve Allsopp has asked the Cabinet Member for Highways and the Environment:

1 Is the Cabinet Member aware that when yellow lines were installed on the roadway opposite George Hall Court the successful campaign to remove them was largely based on the need for easy access to this block of flats due to a high number of residents having mobility problems .However residents now find themselves unable to use the spaces due to use by staff in the Priory Road Surgery and the SBC staff based in the ex-George Hall community centre?

2 Is the Cabinet Member aware that residents have been pressing for the spaces to be identified for the use of residents and visitors of George Hall Court but have been met with a wall of silence?

3 Can the Cabinet Member advise me what discussions have been held with Housing about this issue and will she investigate the issue and seek to resolve the difficulties faced by the residents?

The Cabinet Member has responded:

1. I am aware of on-going concerns from the residents of George Hall Court regarding difficulties they are experiencing in finding somewhere suitable and accessible to park in close proximity to their accommodation. Since the suspension of the yellow lines, parking on Royston Road is available to all persons. As the road is public highway it is not feasible to reserve spaces for particular residents, although provision could be made for Blue badge holders and I am willing to look into this if a requirement is brought to my attention.
2. Officers have been considering the options available to provide parking spaces outside George Hall Court. Although the restrictions are not being enforced at present, we need to identify a solution that will be suitable on a permanent basis. This will require a legal process to change the Traffic Regulation Order, including statutory public consultation. We will also need to resolve any objections that are raised. Unfortunately time has been committed to progressing some major strategic projects and officers have not been able to progress this as quickly as I or the residents might have liked. However, I have asked that progress is made in the coming weeks.
3. Highways Officers have been in discussion with colleagues in Housing and it is intended to hold an informal session at George Hall Court at the end of July or early August to show proposals to remove a section of yellow lines and create 5 spaces to the tenants and explain the constraints we have on what we can provide on the public highway. It is hoped that we can reach some consensus on a way forward at that session so we can then move to wider informal consultation in the area – before the formal advertisement phase.

Councillor Steve Allsopp has asked the Cabinet Member for Highways and the Environment:

- 1 How many residents make use of the on demand collection of sharp boxes?
- 2 What proportion of the users make use of the on line notification process?
- 3 What is the call waiting time for individuals making use of the phone to access the service?
- 4 What is the percentage of boxes collected on the arranged date?
- 5 Why has direct access to the dedicated extension for the service been withdrawn and has notification gone to users to this effect?
- 6 Why is no mention made about the availability of the service in the recently circulated information on waste management?

The Cabinet Member has responded:

1. Approximately 400 over the Tuesday and Wednesday.
2. 40%
3. We do not hold call waiting times for this service specifically as it comes under our 'Waste and Recycling' line in the call centre. That line includes all calls relating to all aspects of the Waste Service. The average call waiting time for that line between 1 January and 31 May 2019 was 5m 47s. A plan is in place to increase the resources available to answer calls into the contact centre which will result in a significant reduction in comparable call waiting times.
4. If Q4 refers to Clinical Collections through the Waste and Recycling Team then we have a circa 100% collection
5. We are not entirely sure what this is referring to. This potentially refers to the NHS decision to no longer allow patients to return their needles in sharps boxes directly to the NHS surgeries.
6. The purpose of the recently distributed guide was to inform residents of the general waste collection and recycling service to improve recycling rates and reduce waste in line with the Council's Waste Strategy hence the focus on those services. There are a number of other more specialist waste collection services the Council provide such as clinical waste and trade waste collections. The information for these collections is available on our website in line with the Council's Customer Access strategy.

Councillor Ray Ballman has asked the Cabinet Member for Social Care:

Can the Cabinet Member for Adult Social Care tell me why the new council's website to replace the My Support webpage has changed from My Life to Local Offer?

The Cabinet Member has responded:

The new website is a Joint one between adult and children's services giving information and advice about services, policies and guidance. It is widely known in other local authorities as The Local Offer. The 'Local Offer' is a nationally recognised phrase for the place in which the Council presents its Offer of Provision. During the SEND Inspection in November 2018, parents told inspectors that Swindon did not have a Local Offer because we do not call it that so this adds clarity and understanding for staff. We therefore decided on this Joint name.

We will be undertaking a comprehensive communication campaign to raise awareness of the new website and the available information and advice.