



AGENDA ITEM NO 5.

ASHLEY, EASTON & LAWRENCE HILL NEIGHBOURHOOD PARTNERSHIP Tuesday 25th September

Report of: Penny Germon, Area Coordinator, Neighbourhoods & Communities, Neighbourhoods Directorate.

Title: **Street Cleansing and Refuse Collection**

Contact Telephone Number: 9039879 (or for internal EXTN 39879)

In response to the on going concerns and questions being raised about the street cleansing contract Bristol City Council will attend the NP and address the following questions:

- a. Have May Gurney been fined for under performance? If so, how much is the fine? How does the fining system work?
- b. Can the money from fines be used to 'make amends' where the service has been below standard? If not how is the income from the fines used by Bristol City Council?
- c. How does May Gurney rate its performance to date?
What are the key successes and what are the work areas that need to Improve? How will this happen?
- d. How does Bristol City Council monitor May Gurneys performance?
- e. What resource and emphasis is being put on enforcement and on education, changing the culture and tackling persistent problems?
- f. Next steps