

FOI number: **HBC_FOI_20190223**
Date FOI Received: **20/03/2019**
Department: **Waste and recycling**
Title: **Street cleaning**
Description: **Details of the amount spent, number of Street cleaners (Full time equivalents) and complaints between 2009-10 and 2018-19.**

Request: *(As Redacted sent by requestor)*

Under the Freedom of Information Act 2000, please would you be able to provide the following information?

- The annual budget for street cleaning each financial year since 2009-2010
- The number of full time equivalent staff delivering street cleaning services in each financial year since 2009-2010
- The average number of miles of road cleaned per week, in each financial year since 2009-10
- The number of complaints received by the local authority in relation to cleanliness of streets in each financial year since 2009-2010

Response: *(Response as Redacted sent by service)*

1. Please see attached spreadsheet.
2. Please see attached spreadsheet.
3. This information is not held.
4. Please see attached spreadsheet.

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office
Wycliffe House, Water Lane
Wilmslow
Cheshire SK9 5AF
Telephone: 01625 545700
Website: www.informationcommissioner.gov.uk

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services

FOI 20190223 Street Cleansing

Under the Freedom of Information Act 2000, please would you be able to provide the following information?

1. The annual budget for street cleaning each financial year since 2009-2010
2. The number of full time equivalent staff delivering street cleaning services in each financial year since 2009-2010

Budget	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Street Cleansing	£ 1,001,050	£ 1,001,880	£ 1,001,880	£ 1,031,460	£ 1,026,760	£ 996,630	£ 1,009,050	£ 1,011,450	£ 1,033,400	£ 1,042,300
f.t.e	23	23	23	23	23	22	22	22	22	22

Please note: These are direct costs only and do not include any overheads

4. The number of complaints received by the local authority in relation to cleanliness of streets in each financial year since 2009-2010

Please note the figures below are the number of contacts not the number of complaints as the council does not hold separate information for this.

Year	CRM enq	3Cs	Total
2009	805	1	806
2010	572	1	573
2011	552	1	553
2012	525	2	527
2013	542	1	543
2014	613	1	614
2015	418	4	422
2016	466	1	467
2017	342	2	344
2018	435	2	437
01/01-19-20/3/19	84	1	85