

FOI number: **HBC_FOI_20200124**
Date FOI Received: **05/02/2020**
Department: **Waste and recycling**
Title: **Reports in to flytipping of a tree**
Description: **Details of actions taken to remove a Christmas tree that had been fly tipped.**

Request: (As Redacted sent by requestor)

This FOI request concerns a report of fly tipping made by me on 14/01/2020. A Christmas tree had been disposed of on the pavement near my house. In the subsequent stormy weather, when the tree was blowing into the road, someone has stuck the tree on to my neighbour's front garden wall. The tree has now dried out and the needles have turned brown so that when the tree is eventually removed the needles will fall off littering the road necessitating the sweeping of the footpath, which would not have happened if the tree had been removed promptly. I have reported this additionally on 21/01/2020, 30/01/2020 and 05/02/2020 because the tree has not been dealt with. On these occasions customer services have not been able to update me on progress because they had no information reported back to them from the street cleansing service. I realise that this is a relatively minor matter but I am sufficiently concerned with the apparent poor performance and lack of accountability of the street cleaning service to want to get some information about how this matter should have been dealt with in order to consider making a complaint.

In relation to this incident my questions are:

1. What action should have been taken to deal with fly tipping of this type, and what performance service standards apply to fly tipping?
 2. What action was taken to deal with this particular fly tipping incident?
 3. Please provide a summary of all communications between Customer Services Desk and the Street Cleansing Section, and any other department or organisation, relating to this fly tipping incident.
 4. If the fly tipping has been inspected please provide a summary of the inspection and assessment reports.
 5. What action will be taken to remove the fly tipping and when?
- Please respond to me in writing by post to my home address.

Response: (Response as Redacted sent by service)

1. Every effort is made to ascertain the perpetrator of the offence.
2. Letters issued.
3. Written communication from customer services to street scene on; 14.1.20, 21.1.20, 30.1.20, 5.2.20. Update from street scene to customer services 6.2.20
4. Incomplete at this time as investigations and process incomplete
5. Once investigation is complete if perpetrator is unidentified item will be removed

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.