

CALL-IN REQUEST FORM GUIDANCE NOTES



Decision to be called in	Garden Waste Kerbside Collection – Online Registration
Decision made by:	Cabinet Member Cllr Sue Dann
Date decision was made	23 rd October 2019
Are you calling the decision in because you believe it to be outside of the Budget or Policy Framework	No
Reasons for the Call-In	<p>The decision taker failed to take into account relevant factors</p> <p>Many elderly, infirm and disabled people are not able to use or access a computer and often are unable to get to a library.</p> <p>Councillors have previously raised the fact that the Customer Service team are over stretched and have often told callers that they cannot report issues over the phone.</p> <p>In principle the idea of registering garden waste is a good idea but it could potentially affect thousands across city who are unable to register.</p> <p>There may be issues around logistics and cutting down time; for example, if only 3 people register in one street, the lorry will still have to visit that street whether others have registered or not.</p> <p>Also the logistics of constantly checking an ever changing collection list will be time consuming, i.e. who needs a collection and who does not and could cause more confusion and reputational risk which in turn could put more demand on the call centre or online complaints/miss collections.</p> <p>Therefore we believe this decision needs a proper discussion regarding the implications.</p>

Signatures To be valid **THREE** Members must support the request. All three Members should sign the form *OR* all three Members should email the Democratic Support Section (democratic.support@plymouth.gov.uk) expressing their support for the call-in. In this case, the form should be completed and attached to all of the e-mails.

Signatures of **THREE** Members

Name	Signature
1. Mrs Maddi Bridgeman	via email
2. Tony Carson	via email
3. Terri Beer	via email

Contact Details:	
Name of councillor to be contacted if there are any difficulties or questions.	Mrs Maddi Bridgeman

Notice of call-in for non-urgent decisions –

(i) must be received in the **Democratic Support Section** by 4.30 p.m. on the fifth working day after **Members** have been notified that the decision has been made;

(ii) can be submitted to the **Democratic Support Section** or by using the on-line form which should be emailed to democratic.support@plymouth.gov.uk