



NORTH EAST LINCOLNSHIRE COUNCIL

Investigating Officer: A. Hartley

Telephone (01472) 324267 Fax (01472) 325726

*When calling please quote reference number
NEL/4625/1213.*

www.nelincs.gov.uk

27th March 2013

Mr Blake
18 Welholme Avenue
Grimsby
North East Lincolnshire
DN32 0EA

Dear Mr Blake

My investigation has focussed on litter on both sides of the A180 and the slip roads leading to Immingham. As part of this investigation I have done a site visit and reviewed your complaint.

I have considered your complaint in 3 parts:

- (1) The litter was at an unacceptable level in the layby's that NELC are responsible for and I asked the cleansing team to rectify and cleanse the area. The cleansing team will make sure they are visited on a two week cycle in the future.
- (2) Both sides of the A180 are littered, but this is the responsibility of the Highways Agency and not NELC. I have forwarded on your complaint for their action, however the Highways Agency only cleanse the A180 once a year and this usually happens in August.
- (3) Slip roads to Immingham being also heavy littered. This is the responsibility of the Highways Agency and not NELC. I have forwarded on your complaint for their action, however the Highways Agency only cleanse this slipway once a year and this usually happens in August.

As part of our efforts to continually improve services we consider learning from complaints to be an important part of developing our services to the community. Should you feel that your complaint has not been satisfactorily resolved, you can escalate to stage 2 of our complaints process where it will be reviewed by a senior officer.

Yours sincerely

A
A. Hartley
Team Manager