

Streetscene, grass cutting.

The Streetscene service is about to undergo a significant transformation journey. The service is going to be reviewed from top to bottom, starting with an extensive process of baselining data, to develop an intelligence-led service model.

In the coming weeks, we will be looking to appoint a new service lead, who will share the ambitions and vision we have for the service. This is not a quick fix and will take time to resolve.

It is recognised that there are areas of the service and contracting arrangements which have not been functioning as well as we would have liked. As you will appreciate, this year has been a challenging one for our grass cutting service. The summer weather conditions have seen the grass grow exceptionally quick and as such, we are experiencing issues as we try and keep pace. However, we are working with our contractor to deliver the grass cutting schedule as promptly as possible. Be assured, we are using our best endeavours to meet service standards with our available resources. We have developed plans to recover the situation over the Autumn, to catch up as quickly as possible.



If there are areas of concern, please report these directly to Shropshire Council via one of the routes below:

1. Report on Shropshire Council's website using this link <https://shropshire.gov.uk/roads-and-highways/report-a-highways-fault-or-concern/>
2. Call the Customer Service Centre on 0345 6789006
3. Report via FixMyStreet mobile APP

This will ensure that each enquire is logged, acknowledged, and issued with a reference number. The enquiry will be allocated to the appropriate service area and officer for investigation and action as required.

We are actively looking to improve customer engagement and this process of recording Streetscene issues is vital to the service, feeds our asset management systems and will assist with identifying and prioritising service improvements.

