

Amey – Transport Infrastructure – Highways
Operational Control Room Statistics
Complaints Logged referring to Litter - South West Unit

Logged	Source	Details	Passed to	Passed on	Response	Route
16/09/2020	Trunk Roads Cust Care	<p>Complaint - Caller is calling to make a complaint regarding litter on the road in this area. Caller states that the amount of litter is "disgusting" and that it should be cleared. Caller could not provide any other specific details other than the "dual carriageway and motorway". *Caller did not provide contact details at the start of the call and released the call".</p> <p>Update: Email from redacted reg 11(2) to redacted reg 11(2): redacted reg 11(2),</p> <p>Can you take a look at the M8 around the Airport area and see if you can see any litter requiring removal.</p> <p>If so can you ask Operations to carry out an uplift.</p>	redacted reg 11(2)	16/09/2020		M8
28/09/2020	Member of Public	<p>To whom it may concern,</p> <p>For the past 4 months or more, I had been complaining to Renfrewshire District Council (RDC) about the state of the M8 and A737 with regards to debris and litter.</p> <p>After receiving a number of generic, useless emails from them saying they have logged my complaints; I have now, through investigation, discovered that TRANSERVE / AMEY are responsible for these roads.</p> <p>My initial complaints were that there was so much debris, including rocks, plastic, car parts, glass, tyres, wheel trims and wheel arches, MILK CRATES, lengths of wood and metal!!!... that it was not only disgusting and dangerous, but a complete embarrassment as these roads are used by people from home and abroad to access Glasgow, Paisley and the International Airport.</p> <p>Embarrassing.</p> <p>Despite all the complaints, and the numerous opportunities that the authorities have had during lockdown and in evenings, when there was/is virtually no traffic at all, NOTHING was done. Nothing.</p> <p>Around ten days ago, while traveling home from work, a large piece of material caught the underside of my car and almost caused me to have an accident due to the shudder and subsequent effect it had on my car!</p> <p>I drove straight to the garage in Johnstone, to find that it had damaged the underside of the vehicle and snapped the exhaust!!</p> <p>I had no choice but to ask for repairs to be carried out ASAP as the vehicle was unusable. For the record, this car is always in excellent condition and is very well maintained.</p> <p>The cost of repairs totalled £155.00 - a cost that I do not believe I should shoulder, as the problem stemmed directly from the issues reported earlier.</p> <p>I therefore ask that you forward me a claim form for the amount above and that someone from your department contacts me to explain why the roads are not cleaned, maintained or reported as dangerous even by your staff????</p> <p>Has NO-ONE noticed these things?</p> <p>With winter and high winds on the way, I certainly hope that none of the debris discussed in my email, blows in front of, or gets flicked up onto a vehicle with a young family in it, because this problem has been reported and reported, but ignored for a long time now and nothing has been done.</p> <p>I await your comments and a correspondence soon, detailing how to reclaim the cost of the damage caused to my car.</p>	redacted reg 11(2)	28/09/2020		A737
29/06/2021	Member of Public	<p>redacted reg 11(2) called up to complain about litter in the underpass. Passed to redacted reg 11(2)</p>	redacted reg 11(2)	29/06/2021		M80
06/01/2021	Trunk Roads Cust Care	<p>Temp no: 567 Location: A75 Castle Douglas / A76 Dumfries to Thornhill The following "Road Defect" details have been logged for case 4447. Location Road Name: A76 Operator: Amey Carriageway: North Additional Location Notes: A76 Between Dumfries and Burnhead (Thornhill) Incident Information Issue Type: DEBRIS / ANIMALS Call Classification: COMPLAINT Issue Status: Open Satisfaction Callback: NO Report Method: Phone Notes: A76 Between Dumfries and Burnhead (Thornhill), laybys and side of N/B carriageway full of litter/rubbish ...no callback required Contact Information Customer ID: UNK0003275 redacted reg 11(2)</p> <p>E-mailed to redacted reg 11(2)</p>	redacted reg 11(2)	06/01/2021		A75

08/03/2021	Member of Public	<p>Temp No: 2817 Good Afternoon Please find attached customer complaint redacted reg 11(2) "I have noticed waste/litter on the A75 stretching from Stranraer to Gretna" E-mail forwarded to redacted reg 11(2) 09/03/2021 09:42 I have spoken to this caller. Regards, redacted reg 11(2)</p>	redacted reg 11(2)	08/03/2021	A75
17/09/2021	Member of Public	<p>redacted reg 11(2) contacted OCR to complain about the mess that his garden has been left in after the crews had finished the landscaping work on the A725 last night. Caller is looking for a call back to discuss. E-mailed to redacted reg 11(2) Email from redacted reg 11(2): redacted reg 11(2) Can redacted reg 11(2) be contacted about his concern. thanks redacted reg 11(2) E-mail from redacted reg 11(2): redacted reg 11(2), redacted reg 11(2) met with redacted reg 11(2) this morning – debris (leaf litter) has now been cleared up and removed from his garden by redacted reg 11(2). redacted reg 11(2) is happy with the outcome; he also commented he is pleased to see the vegetation maintenance works on the carriageway adjacent to his garden being undertaken. Site teams will be advised to ensure they take additional care when working in close proximity to resident's properties</p>	redacted reg 11(2)	17/09/2021	A75
19/11/2021	Member of Public	<p>Message details to follow: I'd like to send in a complaint in relation to highways - local roads Where this is happening / has happened A75 Gatehouse of fleet Consent for storing submitted data True My name redacted reg 11(2) Please contact me by email Phone number redacted reg 11(2) Email address redacted reg 11(2) I'm contacting you because your employee's/contractors are leaving litter discarded out of the window of their vehicles Just checking E-mailed to redacted reg 11(2) / redacted reg 11(2) / redacted reg 11(2) Email from redacted reg 11(2) - 19/11 at 14:56hrs:- Good Afternoon redacted reg 11(2) I have spoken to on site supervisors who have assured me that all litter, which was not thought to have been generated by the site crew, will be removed from the A75 before we leave the site. We are aware of some items of waste, such as road studs removed from the road lying on the verge. Again, these will be removed before we leave site. Regards, redacted reg 11(2) Eng FCIHT</p>	redacted reg 11(2) / redacted reg 11(2)	19/11/2021	A75

04/03/2022	Member of Public	<p>Hi redacted reg 11(2)</p> <p>Thank you for the update, However someone will require to inform the author of the complaint of this information you have intimated. Please copy in Traffic Team on any replies to the MoP</p> <p>Regards redacted reg 11(2)</p> <p>redacted reg 11(2)Amey 150 Polmadie Road Glasgow G5 0HD From:redacted reg 11(2)> Sent: 07 March 2022 08:38</p> <p>To: Cc: Subject: RE: XR001-548966 (3088087) works A75, Glen, Dumfries</p> <p>The litter is not as a result of our works, we noted the litter build up whilst on site and offered the closure to the local authority.</p> <p>Regards, redacted reg 11(2)</p> <p>m: Amey Wayside Depot Dumfries DG1 3JX From: Sent: 07 March 2022 07:10</p> <p>To: Subject: FW: XR001-548966 (3088087) works A75, Glen, Dumfries</p> <p>Importance: High Good morning all Please see email below from MoP who is emailing to complain of the mess at the locus stated. SW/2022/24788, SW/2022/24789, SW/2022/25155, SW/2022/25156 ... SW/2022/25448 A75 The Glen resurfacing works. Can you please respond to the author and copy in the Traffic Team for our Records</p> <p>Regards redacted reg 11(2) redacted reg 11(2)</p> <p>Assistant Traffic Officer NMC South West Transport Infrastructure m: e: 150 Polmadie Road Glasgow G5 0HD From: redacted reg 11(2) Sent: 04 March 2022 19:52 To: SWNMC Traffic <SWNMC_Traffic@amey.co.uk></p>	redacted reg 11(2)	04/03/2022	A75
21/03/2022	Trunk Roads Cust Care	<p>The following "Road Defect" details have been logged for case 19350.</p> <p>Location Road Name: A725 – Whistleberry to Birniehill Operator: Amey Carriageway: North Additional Location Notes: between eastkilbride blantye and the m74 Incident Information Issue Type: LITTER Call Classification: COMPLAINT Issue Status: Open Satisfaction Callback: YES Report Method: Phone Notes: litter quiet bad in area. Contact Information Customer ID: UNK00004809</p>	redacted reg 11(2) redacted reg 11(2)	21/03/2022	A725
04/04/2022	Member of Public	<p>Caller complaining about rubbish at the side of the road - A76 Mauchline-Kilmarnock - both directions - general debris - advised this is responsibility of Local Authority - she insists LA has told her it is our responsibility Forwarded to redacted reg 11(2) Email from redacted reg 11(2): Hi I called redacted reg 11(2) and informed her that the Local authority is responsible for the litter picking of A class roads on our network. I also informed her that we are aware of the litter situation at this location and have reported this to EAC, who will be starting the A76 litter picking Today, Mon 4th April from A76 Bellfield to A76 New Cumnock. This will be ongoing till the end of the month</p>	redacted reg 11(2)	04/04/2022	A76
22/01/2023	Member of Public	<p>Caller wishes to complain very strongly about the litter on the slip roads of the M74 @ Jct 6&7</p>	redacted reg 11(2) O Sullivan	22/01/2023	M74

23/11/2023

Trunk Roads Cust Care

The following "Road Defect" details have been logged for case 41980.

redacted reg 11(2)

23/11/2023

M74

Location

Road Name: M74 – Junction 12 North to junction 6 & junction 4 to 1

Operator: Amey

Carriageway: North

Additional Location Notes:

M74 J8 offslip N/B

Incident Information

Issue Type: LITTER

Call Classification: COMPLAINT

Issue Status: Open

Satisfaction Callback: NO

Report Method: Phone

Notes:

M74 J8 offslip N/B ...litter at side of road and verges ...no callback required

Contact Information

Customer ID: UNK00028010

Title: redacted reg 11(2)

From: Redacted Reg 11(2)
10 August 2023 20:59
To: Enquiries
Subject: Re: Report defect form by Redacted Reg 11(2)

Dear Sir/Madame.

Yes I'm in no way stupid and did read the email. As stated on my previous email this was 1 February. SIX MONTHS ago. I also previously stated that travellers are moved on within days of been in the area, however this male set up home in a public area illegally. The mess he has left is an absolute disgrace. I had raised a petition and had over 160 signatures of other residents in the village to get this eyesore removed, I have also spoken to a local Councillor who informed me it does not take that long to get these caravans removed.

It is starting to feel that because we are a small village we are being fobbed off. Well I for one will not be. I will be contacting the Highland council first thing tomorrow also. If these vans are not shifted soon I will take this matter to the local press and also my MSP ^{Redacted Reg 11(2)}. I hope these actions will not be necessary but I will take this further if they are not removed soon.

Redacted Reg 11(2)

On Thu, 10 Aug 2023, 13:30 Enquiries, <Enquiries@bearsotland.co.uk> wrote:

Thank you again for your enquiry please see the reply we sent you on 15.02.23

Dear ^{Redacted Reg 11(2)},

Thank you for your enquiry of 30 January.

Following the recent relocation of the resident and owner of the caravans we have been liaising with the Highland Council to arrange removal and clearance of the area.

There is a legal process regarding removal of the property, however, please be assured that this is in hand, being dealt with by The Highland Council.

I trust this is of assistance.

From: Redacted Reg 11(2) @bearscot.com>
Sent: Thursday, August 10, 2023 1:22 PM
To: Enquiries <Enquiries@bearsotland.co.uk>
Subject: Report defect form by ^{Redacted Reg 11(2)}

From: Redacted Reg 11(2) @gmail.com>
Subject: Report defect form
Telephone: ^{Redacted Reg 11(2)}
Area: Other

Message Body:

I complained twice to your company regarding the dumped caravans at the picnic site on the southbound carriageway of the A9 at North Kessock. I was told in February that they are in the process of having them moved. This was now 6 months ago and yet the caravans still take pride of place with no sign of them being moved. As a resident of North Kessock it is embarrassing the mess that is dumped there and the 2 caravans just add to the

eyesore. Travellers are quick at been moved on so why does this male get away with dumping them and leaving them. For years. Either these get moved or I will go to the local press and my MSP.

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BEAR Scotland Limited
Registered Office: BEAR House, Inveralmond Road, Perth PH1 3TW.
Registered in Scotland No 206139

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21/03/2022	Trunk Roads Cust Care	<p>The following "Road Defect" details have been logged for case 19350.</p> <p>Location Road Name: A725 – Whistleberry to Birniehill Operator: Amey Carriageway: North Additional Location Notes: between eastkilbride blantye and the m74 Incident Information Issue Type: LITTER Call Classification: COMPLAINT Issue Status: Open Satisfaction Callback: YES Report Method: Phone Notes: litter quiet bad in area. Contact Information Customer ID: UNK00004809</p>	redacted reg 11(2) redacted reg 11(2)	21/03/2022	A725
04/04/2022	Member of Public	<p>Caller complaining about rubbish at the side of the road - A76 Mauchline-Kilmarnock - both directions - general debris - advised this is responsibility of Local Authority - she insists LA has told her it is our responsibility Forwarded to redacted reg 11(2) Email from redacted reg 11(2): Hi I called redacted reg 11(2) and informed her that the Local authority is responsible for the litter picking of A class roads on our network. I also informed her that we are aware of the litter situation at this location and have reported this to EAC, who will be starting the A76 litter picking Today, Mon 4th April from A76 Bellfield to A76 New Cumnock. This will be ongoing till the end of the month</p>	redacted reg 11(2)	04/04/2022	A76
22/01/2023	Member of Public	<p>Caller wishes to complain very strongly about the litter on the slip roads of the M74 @ Jct 6&7</p>	redacted reg 11(2) O Sullivan	22/01/2023	M74

23/11/2023

Trunk Roads Cust Care

The following "Road Defect" details have been logged for case 41980.

redacted reg 11(2)

23/11/2023

M74

Location

Road Name: M74 – Junction 12 North to junction 6 & junction 4 to 1

Operator: Amey

Carriageway: North

Additional Location Notes:

M74 J8 offslip N/B

Incident Information

Issue Type: LITTER

Call Classification: COMPLAINT

Issue Status: Open

Satisfaction Callback: NO

Report Method: Phone

Notes:

M74 J8 offslip N/B ...litter at side of road and verges ...no callback required

Contact Information

Customer ID: UNK00028010

Title: redacted reg 11(2)
