

BRIEFING	TO:	Overview and Scrutiny Management Board (OSMB)
	DATE:	22/09/2026
	LEAD OFFICER:	Barry Connolly Head of Environmental Services 07934 232720
	TITLE:	Public On-Street Litter Bin Collections and Service Improvement Programme
1. Background		
1.1	Rotherham Metropolitan Borough Council manages a borough-wide network of 2,558 public litter bins across neighbourhoods, town centres, parks, transport hubs and other public spaces.	
1.2	The service forms part of the wider Street Cleansing operation and supports the Council Plan objective of ensuring that places are thriving, safe and clean.	
1.3	The briefing has been requested by OSMB to provide an overview of current litter bin management arrangements, collection schedules, reporting processes and future service developments.	
2. Key Issues		
2.1	The Street Cleansing Service operates across North, Central and South areas of the borough, with dedicated cleansing teams undertaking litter bin emptying, litter picking and cleanliness monitoring. Collection frequencies are based upon bin usage, footfall, historical performance data, customer feedback and operational intelligence, ranging from daily collections in high-footfall areas to monthly collections in lower-demand locations. A detailed breakdown of litter bins by ward is provided in Appendix 1, enabling Members to understand the geographical distribution of litter bin assets across the borough.	
2.2	Reporting overflowing bins Residents can report overflowing bins via: - RMBC website: Tell us if a litter bin or dog waste bin needs emptying – Rotherham Metropolitan Borough Council - RMBC Customer contact centre - 01709 382121 We also receive requests via complaints, members caseworks and MPs letters, but we recommend for reporting purposes that all go through the website link. These reports are monitored and used alongside operational intelligence to identify locations where collection frequencies or bin provision may require review.	

2.3 Litter bin requests

Requests for new litter bins are primarily submitted through the Council's online application process. However, the service also receives requests through Ward Members, customer enquiries, complaints, resident contacts and other service requests

1. Resident / Member identifies a need for a litter bin.
2. Request submitted via:
 - Council website application form
 - Ward Member enquiry
 - Customer contact
 - Complaint or service request route
3. Assessment completed using the Bin Installation Assessment Form (see Appendix 2)
4. Consideration of:
 - Evidence of littering
 - Existing nearby provision
 - Accessibility
 - Emptying and maintenance requirements
 - Cost and operational impact
5. Decision:
 - Approved for installation by the Zonal Operations Manager
 - Refused with rationale provided

Since August 2021 the Council has:

- Installed 203 new litter bins
- Refused 52 requests
- Removed 1 litter bin
- Replaced or refurbished 7 bins

This represents a net increase of 203 litter bins across the borough.

2.4 Bin Stock

The Council supplies and maintains 3 types of bins throughout the borough, these are:

- Single Litter bins
- Dual Litter bins
- Solar compaction bins

2.5 Partnership Working

The Council also undertakes litter bin emptying on behalf:

- Wentworth Parish Council
- Brampton Parish Council
- Whiston Parish Council
- Thurcroft Parish Council
- Todwick Parish Council

Collection frequencies are agreed through Service Level Arrangements. However this primarily supports bins located in parish-managed parks and recreation areas.

3. Service Development and Future Improvements

- 3.1** The service continues to review litter bin provision, collection frequencies and operational performance management to ensure resources are targeted effectively. This includes the use of service data, customer feedback, Member enquiries and local knowledge to identify areas where provision may need to be enhanced, collection frequencies adjusted, or bins upgraded to larger-capacity units where demand requires.
- 3.2** As part of the Council's commitment to improving environmental quality and service performance, the service is currently recruiting three new Grounds and Streets Officers. A key element of these roles will be the analysis of data relating to overflowing litter bins, littering and fly-tipping hotspots across the borough. The officers will support evidence-based decision making by identifying locations that may require changes to cleansing frequencies or levels of service provision, whilst also reviewing opportunities for digital and process improvements.
- 3.3** The new roles will work collaboratively with Street Cleansing, Enforcement, Neighbourhood Services, Members and other stakeholders to develop targeted hotspot initiatives and coordinated interventions. They will also provide enhanced analysis of resource deployment, operational performance and service outcomes to ensure that available resources are being utilised as effectively as possible.

4. Key Actions and Timelines

4.1	Action	Timeline
	Continue monitoring litter bin performance and customer reports	Ongoing
	Complete recruitment of Grounds and Streets Officers	Autumn 2026
	Review litter bin hotspot data and collection frequencies	Autumn/Winter 2026
	Implement targeted service improvements based on data and demand	Ongoing
	Review litter bin assessment process following Member feedback	By March 2027
	Annual review of litter bin provision and performance	Ongoing

5. Recommendations

- 5.1** That the Overview and Scrutiny Management Board (OSMB):
1. Note the current arrangements for managing and emptying public litter bins across the borough.
 2. Note the processes for reporting overflowing bins and requesting new litter bins.
 3. Note the current partnership arrangements with Parish Councils.
 4. Support the ongoing service improvement programme, including enhanced performance monitoring and data-led review of collection frequencies.
 5. Consider any opportunities for further service improvements arising from the briefing.