

Executive Member Response To Refuse & Recycling Scrutiny Review

Date Recommendations agreed by Scrutiny Select Committee:

Environment & Economy Select Committee, Monday 6 January 2014,
amended and circulated final report on Monday 13 January 2014

Date responses should be made by:

End of March 2014

Recommendations:

Executive Response:

1. That notwithstanding that each inclement weather incident produces a different outcome, that Officers look to draw together an agreed action plan that can be followed during inclement weather so that Members and the public are kept informed of the impact to services by such means as the use of roadside signage and text messaging and that this information is displayed prominently and updated

A policy document is in the process of being written. It will highlight the need for flexibility in the decision-making process regarding when bins can be collected in inclement weather and will include how we will promptly and effectively communicate with our residents on this issue.

The general rule will be that when faced with 1 or 2 days of suspended collections, residents will be asked to keep their receptacles out on the boundary for a late collection. If collections have had to be suspended for 3 days or more then residents will be informed that **all** collections will be cancelled. (Otherwise we would be in the

<p>regularly on the Council's web site.</p> <p>Action: Lee Myers and Environmental Services Team</p>	<p>position of having to inform residents affected on days 1 & 2 that they still need to leave their receptacles out for collection, whilst those properties affected in day 3 would be cancelled.)</p> <p>Information on what to do with waste will be provided in the rare event of a cancellation of a collection.</p> <p>It should be noted that the number of occasions that a waste collection will have to be cancelled is quite rare. In the majority of cases we will be communicating with residents that they need to leave their waste out for a later collection.</p> <p>Communication issues:</p> <ul style="list-style-type: none"> • Already make full use of stev.gov to give regular updates + promoting the use of the e-mail and texting service. • Inclement weather signs are now ready to put into action when required. • Additional efforts will be made to further promote text messaging and automated e-mail service. • Assessing feasibility of radio to inform residents of changes to collections (Jack FM).
<p>2. That Officers investigate how the review's 'Critical Friend' from Dacorum Borough Council has managed to establish 5000 residents to sign up to the text scheme, with a view to increasing the Council's own parallel scheme, which would help during periods of service disruption.</p> <p>Action: Lee Myers and Environmental Services Team</p>	<p>The Critical Friend has been contacted and the actual number of residents on their text service is 2,900. Their promotional work has not differed from SBC's. To date we have advertised the service:</p> <ul style="list-style-type: none"> - in local newspapers (including a strap-line on all recent advertisements) - on social media - at Stevenage.gov, including a front page link - at events such as Stevenage Day <p>We have an on-line application as well as a paper application that we give out at events. The CSC also has paper copies at the desk.</p>

	<p>We will also put a message on the CSC contact line so every resident contacting the CSC by phone will hear a short promotional message.</p> <p>ICT will shorten the length of the electronic link so that it is easier for residents to locate the on-line form on Stevenage.gov.</p> <p>Dacorum residents have the option to sign up by sending a text message, making it easier to sign-up. Unfortunately, SBC is unable to provide such a service at the moment through ICT.</p>
<p>3. That Officers report back to Members on the data trends that have been recorded with complaints following at least six months of using the Customer Relationship Manager (CRM) IT software</p> <p>Action: Lee Myers and Environmental Services Team</p>	<p>Formal complaints regarding meeting target date to respond have improved, particularly in relation to Members' Complaints. The appropriate stats can be found in Appendix 1.</p> <p>The aim of recording informal complaints in the CRM was to spot problem issues and rectify them. Due to the nature of defining a complaint, interactions with the CSC are not recorded as a complaint, they are recorded as a service issue and we are now analysing this data to better understand problem areas. E.g. avoidable contact information, service failure (see Appendix 2)</p> <p>Specific problem issues are now being recorded regarding waste collections. E.g. receptacles not being placed back on the boundary, spilt rubbish, lids not placed back correctly, or an issue with a crew members etc. (see Appendix 3)</p>
<p>4. That Officers further develop the Policy for missed bins. Officers to consider adopting the 'Critical Friend' Dacorum Borough Council's approach to missed bins, which involves classifying them as "justified or unjustified" as described at paragraph 3.2.1 The Policy could determine when and whether to revisit an unjustified missed bin at a time that is convenient to the service and therefore</p>	<p>We are currently working with IT on piloting a simple mobile texting service which the crews can use to report bins that are not out, although we have no time scale for pilot yet.</p> <p>Moving to classifying receptacles as "justified" (accidentally missed by staff) or "unjustified," (put out after collection), would benefit from the bins being numbered. This is the best way that we can be reasonably sure whether a bin was or wasn't out for collection. With this aim, we will encourage residents to number their bins in future</p>

<p>not incur any additional expense. Members recommend that officers use the experience described by Dacorum as a starting point for further developing the policy for missed bins, including recycling contamination, with a view to making savings in future years.</p> <p>Action: Lee Myers and Environmental Services Team</p>	<p>through our communications work.</p> <p>Our present policy is that a resident phoning up stating that they did not put their bin out on time will not be collected. However, we would always return to collect waste from a resident reporting that their bin was out and was missed. This is currently because we have no effective way of knowing whether the bin was out for collection or not. However, this should change once we have a mobile solution for the collection crews to use.</p>
<p>5. That the service continue to replace broken or stolen/misplaced bins but monitor patterns via the CRM from specific addresses for both commercial and residential to challenge any misuse of the service.</p> <p>Action: Lee Myers and Environmental Services Team</p>	<p>Now that the request for additional receptacles has gone live on the CRM we will develop a report that can show us any household that has made a request for receptacles more than twice in a rolling six month basis.</p> <p>We will also be able to provide stats on the number of bins being issued and the associated cost.</p> <p>We will continue to promote free recycling receptacles for all in a bid to maximise recycling.</p>
<p>6. That Officers consider a pilot to provide a smaller residual waste bin to new properties or for replacement bins to encourage recycling.</p> <p>Action: Lee Myers and Environmental Services Team</p>	<p>If a pilot is undertaken, it may be that it is best undertaken in conjunction with an assessment of the viability of offering a partial co-mingled collection as part of reviewing the current overall offer which is currently underway. As otherwise, the mechanics of undertaking a pilot will be challenging as households will not necessarily wish to participate in a pilot that reduces the size of their refuse bin.</p> <p>As part of this review we may also need to reconsider whether we would continue to provide 360 litre bins for 5 or more residents and 2 x 240 litre bins for households with 8 plus residents.</p>
<p>7. That Officers consider withdrawing the disposable nappy collection service and making a direct cashable saving of £3,500 for the purple refuse sacks.</p>	<p>Formal approval has now been given to end the scheme through the savings process, although an exact date for stopping collections has not been agreed, however, it is envisaged that it will be finishing by the end of July. Once this date has been agreed, every resident will be written to in order to explain why we have had to stop the service and what their alternatives are to deal with nappy waste.</p>

<p>Action: Lee Myers and Environmental Services Team</p>	<p>We will also carry out additional communication work if deemed necessary.</p>
<p>8. That Officers investigate alternative simpler vandal proof on street recycling facilities for the town centre and community shopping areas around the town to replace the current vandalised facilities.</p> <p>Action: Lee Myers and Environmental Services Team</p>	<p>Existing recycling bins in the new town have been removed on the basis of their condition and high levels of contamination.</p> <p>There is scope to place three litter/recycling bins at strategic locations within the town. Such bins are expensive than the current litter bins. The bins contain three sections, one for litter and two for whatever recycling we wish to collect, most likely, paper for one section and cans and plastic bottles for the other.</p> <p>It is proposed that one bin will be situated in the area adjacent to Poundland, one at the Square outside Westgate and one in the town square.</p> <p>Work is on-going to assess the viability of putting a similar recycling/litter bin in the larger neighbourhood centres, (Oval, Hyde and the Glebe).</p> <p>As part of the “Recycling on the Go” agenda, SBC will liaise with SLL regarding the potential to place recycling facilities at Fairlands Valley Park, Stevenage Leisure Centre.</p>
<p>9. That Officers provide Members with the results of the surveys currently being undertaken with residents of flats and tower blocks into the recycling available at these properties, acknowledging that funding for any amendments would have to be drawn from the Housing Revenue Account and noting that the surveys do not cover those living in privately rented, or owned, accommodation</p> <p>Action: Lee Myers and Environmental Services Team</p>	<p>Approximately 60% of the latest survey is completed. A large scale improvement project was carried out approximately 4 years ago to better accommodate recycling facilities in flat-blocks. The project had a dedicated officer and a budget to allow for remedial works to be undertaken to house additional recycling facilities. For the most part this survey has covered similar ground and to a certain extent the ability of flat-blocks to house recycling facilities has reached a saturation point without spending additional money to add hardstands and put in ramps. There have been some successes and there has been a focus on ensuring all new-build flats are fully equipped with a full complement of recycling bins/boxes according to their layout. The full survey will be complete by the end of this summer (2014).</p> <p>At this point all flat block receptacles will be better labelled and signed to help reduce contamination.</p>

<p>10. That Officers undertake a review of the cardboard recycling blue box service as the current receptacles are too small for most households needs.</p> <p>Action: Lee Myers and Environmental Services Team</p>	<p>Options are currently being looked at regarding how we can better collect cardboard. This includes work that relates to investigating the overall recycling offer and around the feasibility of possibly moving to a partial co-mingled or fully co-mingled collection scheme sometime in the future.</p> <p>Although there has been some negative press about the blue box being too small and not convenient this needs to be put into context. There should be some correlation between residents stating the box is too small and residents requesting additional blue boxes. From October 2013 to the end of January 2014, only 11.5% of households requested an additional blue box, a little over one in ten. The majority of households, therefore, appear to be coping with the change using the receptacles they already have.</p>
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A copy of these recommendations have been sent to the named officers for a response on behalf of the Executive.

Appendix 1:
 Env Services Stats:
 Formal Complaints, 01/08/13-31/01/14 (Response times for Stage 1 complaints = 10 working days)

Ref	Responsible Officer (1)	Nature (1)	Service Unit (1)	Type of Enquiry	Logged Date	Done Date	Working Days To Process
<u>Grounds Maintenance</u>							
COR/04356	Kilshaw, Phil	Grounds Maintenance	Grounds Maintenance	A Comment	02/09/2013 12:40	02/09/2013 12:47	0
COR/04496	Pinta, Cristian	Grounds Maintenance	Grounds Maintenance	Service Failure (Complaint)	17/12/2013 12:15	17/12/2013	0
COR/04411	Dewe, Pete	Allotments	Grounds Maintenance	Policy Issue (Complaint)	09/10/2013 11:06	09/10/2013 12:48	0
COR/04431	Kilshaw, Phil	Damage to Property	Grounds Maintenance	Service Failure (Complaint)	30/10/2013 10:29	01/11/2013	2
COR/04414	Hunter, Jerry	Fairlands Valley	Grounds Maintenance	Enquiry	22/10/2013 10:11	29/10/2013	5
COR/04383	Dewe, Pete	Football Pitch	Grounds Maintenance	Service Failure (Complaint)	19/09/2013 11:17	02/10/2013 13:10	9
COR/04441	Kilshaw, Phil	Grass Maintenance	Grounds Maintenance	Service Failure (Complaint)	05/11/2013 11:07	15/11/2013 11:22	8
COR/04418	Kilshaw, Phil	Grass Maintenance	Grounds Maintenance	Service Failure (Complaint)	22/10/2013 11:46	14/11/2013	17
COR/04393	Kilshaw, Phil	Grass Maintenance	Grounds Maintenance	Service Failure (Complaint)	26/09/2013 11:10	09/10/2013	9
COR/04460	Kilshaw, Phil	Grass Maintenance	Grounds Maintenance	Service Request	26/11/2013 09:13	26/11/2013 09:19	0
COR/04494	Boyden, Scott	Green Space	Grounds Maintenance	Policy Issue (Complaint)	16/12/2013 14:00	17/12/2013	1
COR/04482	Kilshaw, Phil	Hedge Maintenance	Grounds Maintenance	Service Failure (Complaint)	05/12/2013 11:58	09/12/2013 12:40	2
COR/04501	Kilshaw, Phil	Hedge Maintenance	Grounds Maintenance	Compliment	18/12/2013 13:28	18/12/2013 13:35	0
COR/04477	Kilshaw, Phil	Hedge Maintenance	Grounds Maintenance	Service Failure (Complaint)	03/12/2013 11:41	04/12/2013 11:52	1
COR/04316	Kilshaw, Phil	Hedge Maintenance	Grounds Maintenance	Compliment	01/08/2013 09:59	01/08/2013 10:02	0
COR/04522	Kilshaw, Phil	Hedge Maintenance	Grounds Maintenance	Service Failure (Complaint)	14/01/2014 11:45	14/01/2014	0
COR/04400	Boyden, Scott	Land Ownership	Grounds Maintenance	Policy Issue (Complaint)	02/10/2013 11:44	02/10/2013	0
COR/04357	Kilshaw, Phil	Roundabout Maintenance	Grounds Maintenance	Compliment	02/09/2013 12:47	02/09/2013 12:51	0
COR/04374	Kilshaw, Phil	Shrub Beds	Grounds Maintenance	Policy Issue (Complaint)	13/09/2013 11:59	21/01/2014 12:39	88

COR/04462	Kilshaw, Phil	Shrub Beds	Grounds Maintenance	Service Failure (Complaint)	26/11/2013 09:36	28/11/2013	2
COR/04328	Pinta, Cristian	Tree Pruning	Grounds Maintenance	Service Failure (Complaint)	09/08/2013 09:29	13/08/2013 14:33	2
COR/04363	Pinta, Cristian	Tree Pruning	Grounds Maintenance	Service Failure (Complaint)	06/09/2013 13:01	09/09/2013	1
COR/04503	Pinta, Cristian	Tree Pruning	Grounds Maintenance	Compliment	18/12/2013 13:44	18/12/2013 13:47	0
COR/04542	Kilshaw, Phil	Tree Pruning	Cavendish Contracts	Policy Issue (Complaint)	27/01/2014 11:23	03/02/2014	5
COR/04355	Pinta, Cristian	Tree Pruning	Grounds Maintenance	Service Failure (Complaint)	02/09/2013 12:34	11/09/2013 13:51	7
COR/04487	Pinta, Cristian	Tree Pruning	Grounds Maintenance	Service Failure (Complaint)	06/12/2013 13:46	19/12/2013 12:55	9
COR/04348	Boyden, Scott	Tree Pruning	Grounds Maintenance	Service Failure (Complaint)	30/08/2013 12:28	30/08/2013	0
COR/04331	Pinta, Cristian	Tree Pruning	Grounds Maintenance	Service Failure (Complaint)	15/08/2013 10:51	15/08/2013 14:24	0
COR/04463	White, Kris	Tree Pruning	Grounds Maintenance	Service Failure (Complaint)	26/11/2013 09:53	10/12/2013	10
COR/04521	Pinta, Cristian	Tree Pruning	Grounds Maintenance	Service Failure (Complaint)	14/01/2014 11:27	15/01/2014	1
COR/04335	Pinta, Cristian	Tree Pruning	Grounds Maintenance	Service Failure (Complaint)	16/08/2013 10:10	16/08/2013 15:03	0
COR/04426	Kilshaw, Phil	Weeds	Grounds Maintenance	Service Failure (Complaint)	24/10/2013 12:50	04/12/2013	29
COR/04344	Boyden, Scott	Weeds	Grounds Maintenance	Service Failure (Complaint)	27/08/2013 13:56	05/09/2013 12:56	7
COR/04436	Pinta, Cristian	Pond Maintenance	Grounds Maintenance	Enquiry	31/10/2013 12:35	31/10/2013	0
COR/04452	Pinta, Cristian	Planting	Grounds Maintenance	Enquiry	13/11/2013 13:58	13/11/2013 14:11	0
COR/04412	Pinta, Cristian	Woodlands	Grounds Maintenance	Service Failure (Complaint)	14/10/2013 13:15	15/10/2013	1

Total for Grounds Maintenance = 36

Waste & Recycling

COR/04509	Usher, John	Staff Attitude / Behaviour	Waste & Recycling	Service Failure (Complaint)	23/12/2013 12:56	23/12/2013	0
COR/04480	Usher, John	Staff Attitude / Behaviour	Waste & Recycling	Service Failure (Complaint)	05/12/2013 11:21	19/12/2013	10
COR/04342	Usher, John	Staff Attitude / Behaviour	Waste & Recycling	Staff Behaviour / Attitude (Complaint)	23/08/2013 10:31	07/09/2013	10
COR/04453	Usher, John	Staff Attitude / Behaviour	Waste & Recycling	Service Failure (Complaint)	14/11/2013 09:49	26/11/2013 11:29	8

COR/04324	Usher, John	Staff Attitude / Behaviour	Waste & Recycling	Service Request	07/08/2013 10:38	07/08/2013 10:53	0
COR/04543	Dorow, Chris	Staff Attitude / Behaviour	Waste & Recycling	Staff Behaviour / Attitude (Complaint)	28/01/2014 16:10	04/02/2014	6
COR/04435	Usher, John	Staff Attitude / Behaviour	Waste & Recycling	Service Failure (Complaint)	31/10/2013 12:07	14/11/2013	10
COR/04408	Usher, John	Bin Bags	Waste & Recycling	Service Request	07/10/2013 11:00	07/10/2013 11:14	0
COR/04518	Butterfield, Tim	Bin Boundary	Waste & Recycling	Policy Issue (Complaint)	09/01/2014 12:50	10/01/2014 13:22	1
COR/04409	Usher, John	Communal Bins	Waste & Recycling	Policy Issue (Complaint)	07/10/2013 11:45	17/10/2013 10:49	8
COR/04367	Usher, John	Communal Bins	Waste & Recycling	Staff Behaviour / Attitude (Complaint)	10/09/2013 11:06	11/09/2013 11:23	1
COR/04508	Usher, John	Missed Collection	Waste & Recycling	Service Failure (Complaint)	23/12/2013 12:53	24/12/2013	1
COR/04327	Usher, John	Missed Collection	Waste & Recycling	Service Failure (Complaint)	08/08/2013 12:35	22/08/2013	10
COR/04502	Usher, John	Missed Collection	Waste & Recycling	Service Failure (Complaint)	18/12/2013 13:37	03/01/2014 09:38	8
COR/04475	Fitzsimons, Tim	Missed Collection	Waste & Recycling	Service Failure (Complaint)	03/12/2013 10:06	05/12/2013 11:05	2
COR/04515	Usher, John	Missed Collection	Waste & Recycling	A Comment	08/01/2014 10:24	08/01/2014 10:29	0
COR/04330	Usher, John	Missed Collection	Waste & Recycling	Service Failure (Complaint)	13/08/2013 11:47	14/08/2013 11:21	1
COR/04445	Usher, John	Missed Collection	Waste & Recycling	Service Failure (Complaint)	06/11/2013 10:32	08/11/2013 12:51	2
COR/04424	Usher, John	Missed Collection	Waste & Recycling	Service Failure (Complaint)	24/10/2013 12:37	25/10/2013 10:44	1
COR/04372	Usher, John	Missed Collection	Waste & Recycling	Service Failure (Complaint)	12/09/2013 09:52	25/09/2013	9
COR/04370	Usher, John	Missed Collection	Waste & Recycling	Service Failure (Complaint)	12/09/2013 09:20	12/09/2013 10:07	0
COR/04449	Usher, John	Missed Collection	Waste & Recycling	Compliment	11/11/2013 13:43	11/11/2013 13:50	0
COR/04488	Usher, John	Missed Collection	Waste & Recycling	Service Failure (Complaint)	09/12/2013 12:45	19/12/2013 12:53	8
COR/04528	Usher, John	Missed Collection	Waste & Recycling	Service Failure (Complaint)	17/01/2014 11:37	17/01/2014	0
COR/04505	Usher, John	Missed Collection	Waste & Recycling	Service Failure (Complaint)	19/12/2013 11:36	23/12/2013 12:08	2
COR/04474	Usher, John	Missed Collection	Waste & Recycling	Service Failure (Complaint)	02/12/2013 12:37	13/12/2013 10:56	9
COR/04318	Usher, John	Missed Collection	Waste & Recycling	Service Failure (Complaint)	01/08/2013 11:01	14/08/2013	9
COR/04398	Usher, John	Missed Collection	Waste & Recycling	Service Failure	02/10/2013 09:41	05/10/2013	3

COR/04397	Usher, John	Missed Collection	Waste & Recycling	(Complaint) Service Failure (Complaint)	02/10/2013 09:36	14/10/2013 11:28	8
COR/04450	Usher, John	Missed Collection	Waste & Recycling	Service Failure (Complaint)	12/11/2013 11:30	12/11/2013	0
COR/04492	Usher, John	Missed Collection	Waste & Recycling	Service Failure (Complaint)	12/12/2013 10:31	23/12/2013	7
COR/04389	Fitzsimons, Tim	Missed Collection	Waste & Recycling	Service Failure (Complaint)	24/09/2013 13:54	25/09/2013 11:58	1
COR/04333	Usher, John	Missed Collection	Waste & Recycling	Service Failure (Complaint)	15/08/2013 13:23	30/08/2013	10
COR/04537	Usher, John	Missed Collection	Waste & Recycling	Service Failure (Complaint)	24/01/2014 11:11	05/02/2014	8
COR/04540	Usher, John	Missed Collection	Waste & Recycling	Service Failure (Complaint)	24/01/2014 12:33	31/01/2014	5
COR/04391	Usher, John	Missed Collection	Waste & Recycling	Service Failure (Complaint)	25/09/2013 11:03	25/09/2013	0
COR/04491	Fitzsimons, Tim	Recycling Bins	Waste & Recycling	Compliment	11/12/2013 13:08	11/12/2013 13:18	0
COR/04484	Dorow, Chris	Recycling Bins	Waste & Recycling	Policy Issue (Complaint)	05/12/2013 13:52	09/12/2013 12:45	2
COR/04402	Dorow, Chris	Recycling Bins	Waste & Recycling	A Comment	03/10/2013 10:29	03/10/2013 10:42	0
COR/04420	Usher, John	Recycling Bins	Waste & Recycling	Staff Behaviour / Attitude (Complaint)	24/10/2013 10:24	24/10/2013	0
COR/04422	Usher, John	Recycling Bins	Waste & Recycling	Service Failure (Complaint)	24/10/2013 10:56	07/11/2013	10
COR/04373	Usher, John	Recycling Bins	Waste & Recycling	Staff Behaviour / Attitude (Complaint)	12/09/2013 10:01	12/09/2013	0
COR/04517	Dorow, Chris	Recycling Bins	Waste & Recycling	Policy Issue (Complaint)	09/01/2014 12:44	10/01/2014 13:24	1
COR/04493	Dorow, Chris	Recycling Bins	Waste & Recycling	Policy Issue (Complaint)	13/12/2013 12:58	13/12/2013 13:39	0
COR/04438	Usher, John	Recycling Bins	Waste & Recycling	Service Failure (Complaint)	01/11/2013 11:29	01/11/2013	0
COR/04541	Dorow, Chris	Recycling Bins	Waste & Recycling	Service Failure (Complaint)	27/01/2014 10:58	05/02/2014	7
COR/04507	Dorow, Chris	Recycling Bins	Waste & Recycling	Policy Issue (Complaint)	19/12/2013 12:44	23/12/2013	2
COR/04512	Dorow, Chris	Recycling Bins	Waste & Recycling	Service Failure (Complaint)	31/12/2013 09:27	02/01/2014 13:50	1
COR/04317	Usher, John	Recycling Bins	Waste & Recycling	Service Failure (Complaint)	01/08/2013 10:43	15/08/2013	10
COR/04544	Dorow, Chris	Recycling Bins	Waste & Recycling	Service Failure (Complaint)	29/01/2014 10:47	03/02/2014 12:43	3
COR/04396	Dorow, Chris	Recycling Bins	Waste & Recycling	Policy Issue (Complaint)	02/10/2013 09:19	03/10/2013 11:34	1
COR/04442	Dorow, Chris	Recycling Bins	Waste & Recycling	Policy Issue (Complaint)	05/11/2013 11:14	15/11/2013 11:25	8

COR/04444	Usher, John	Recycling Bins	Waste & Recycling	A Comment	05/11/2013 12:00	05/11/2013 12:03	0
COR/04459	Dorow, Chris	Recycling Bins	Waste & Recycling	Policy Issue (Complaint)	20/11/2013 13:50	20/11/2013	0
COR/04413	Dorow, Chris	Recycling Bins	Waste & Recycling	Service Failure (Complaint)	17/10/2013 09:34	17/10/2013	0
COR/04461	Usher, John	Recycling Bins	Waste & Recycling	Service Failure (Complaint)	26/11/2013 09:24	26/11/2013 09:34	0
COR/04468	Fitzsimons, Tim	Recycling Bins	Waste & Recycling	Enquiry	27/11/2013 10:40	27/11/2013 10:48	0
COR/04511	Dorow, Chris	Recycling Bins	Waste & Recycling	Policy Issue (Complaint)	24/12/2013 08:39	06/01/2014	5
COR/04479	Fitzsimons, Tim	Recycling Bins	Waste & Recycling	Staff Behaviour / Attitude (Complaint)	04/12/2013 11:06	05/12/2013 11:03	1
COR/04361	Usher, John	Recycling/Refuse Collections	Waste & Recycling	Service Request	06/09/2013 10:11	06/09/2013 10:20	0
COR/04510	Usher, John	Recycling/Refuse Collections	Waste & Recycling	Staff Behaviour / Attitude (Complaint)	23/12/2013 13:01	23/12/2013	0
COR/04485	Usher, John	Recycling/Refuse Collections	Waste & Recycling	Staff Behaviour / Attitude (Complaint)	05/12/2013 14:00	19/12/2013	10
COR/04498	Dorow, Chris	Recycling/Refuse Collections	Waste & Recycling	Service Request	18/12/2013 11:33	18/12/2013 11:44	0
COR/04499	Martin, Simon	Recycling/Refuse Collections	Waste & Recycling	Staff Behaviour / Attitude (Complaint)	18/12/2013 11:49	19/12/2013 12:52	1
COR/04532	Usher, John	Recycling/Refuse Collections	Waste & Recycling	Service Failure (Complaint)	22/01/2014 11:27	23/01/2014 10:23	1
COR/04476	Usher, John	Recycling/Refuse Collections	Waste & Recycling	Staff Behaviour / Attitude (Complaint)	03/12/2013 11:19	03/12/2013 11:28	0
COR/04514	Fitzsimons, Tim	Recycling/Refuse Collections	Waste & Recycling	Service Failure (Complaint)	08/01/2014 10:11	08/01/2014 10:20	0
COR/04516	Usher, John	Recycling/Refuse Collections	Waste & Recycling	Service Request	08/01/2014 10:30	08/01/2014 10:33	0
COR/04329	Usher, John	Recycling/Refuse Collections	Waste & Recycling	Policy Issue (Complaint)	13/08/2013 10:48	04/09/2013	15
COR/04423	Usher, John	Recycling/Refuse Collections	Waste & Recycling	Staff Behaviour / Attitude (Complaint)	24/10/2013 11:43	05/11/2013	8
COR/04421	Usher, John	Recycling/Refuse Collections	Waste & Recycling	Staff Behaviour / Attitude (Complaint)	24/10/2013 10:48	06/11/2013	9
COR/04425	Usher, John	Recycling/Refuse Collections	Waste & Recycling	Service Failure (Complaint)	24/10/2013 12:42	06/11/2013 10:32	9
COR/04473	Usher, John	Recycling/Refuse Collections	Waste & Recycling	Service Failure (Complaint)	28/11/2013 13:23	10/12/2013	8
COR/04376	Usher, John	Recycling/Refuse Collections	Waste & Recycling	Service Failure (Complaint)	17/09/2013 10:39	19/09/2013 11:48	2
COR/04354	Usher, John	Recycling/Refuse Collections	Waste & Recycling	Service Request	02/09/2013 12:00	02/09/2013 12:31	0

COR/04495	Dorow, Chris	Recycling/Refuse Collections	Waste & Recycling	A Comment	17/12/2013 10:55	17/12/2013	0
COR/04447	Usher, John	Recycling/Refuse Collections	Waste & Recycling	Service Request	07/11/2013 10:48	07/11/2013 10:59	0
COR/04345	Usher, John	Recycling/Refuse Collections	Waste & Recycling	Policy Issue (Complaint)	27/08/2013 14:13	30/08/2013 12:41	3
COR/04338	Usher, John	Recycling/Refuse Collections	Waste & Recycling	Service Failure (Complaint)	19/08/2013 16:20	03/09/2013 13:07	10
COR/04432	Usher, John	Recycling/Refuse Collections	Waste & Recycling	Staff Behaviour / Attitude (Complaint)	30/10/2013 10:47	08/11/2013	7
COR/04352	Usher, John	Recycling/Refuse Collections	Waste & Recycling	Service Failure (Complaint)	30/08/2013 15:45	12/09/2013	9
COR/04349	Usher, John	Recycling/Refuse Collections	Waste & Recycling	Service Failure (Complaint)	30/08/2013 12:44	12/09/2013 10:14	9
COR/04464	Usher, John	Recycling/Refuse Collections	Waste & Recycling	Staff Behaviour / Attitude (Complaint)	26/11/2013 10:10	26/11/2013	0
COR/04465	Usher, John	Recycling/Refuse Collections	Waste & Recycling	Staff Behaviour / Attitude (Complaint)	26/11/2013 10:23	06/12/2013 10:28	8
COR/04466	Usher, John	Recycling/Refuse Collections	Waste & Recycling	Policy Issue (Complaint)	26/11/2013 10:31	03/12/2013 09:59	5
COR/04536	Usher, John	Recycling/Refuse Collections	Waste & Recycling	Staff Behaviour / Attitude (Complaint)	24/01/2014 10:53	31/01/2014	5
COR/04365	Martin, Simon	Recycling/Refuse Collections	Waste & Recycling	Staff Behaviour / Attitude (Complaint)	10/09/2013 10:32	02/10/2013 10:58	16
COR/04478	Usher, John	Recycling/Refuse Collections	Waste & Recycling	Staff Behaviour / Attitude (Complaint)	04/12/2013 10:25	18/12/2013	10
COR/04392	Dorow, Chris	Recycling/Refuse Collections	Waste & Recycling	Compliment	25/09/2013 12:54	25/09/2013 12:59	0
COR/04458	Dorow, Chris	Refuse Wheelie Bin	Waste & Recycling	Policy Issue (Complaint)	19/11/2013 13:16	20/11/2013	1
COR/04443	Usher, John	Refuse Wheelie Bin	Waste & Recycling	Enquiry	05/11/2013 11:34	05/11/2013 11:53	0

Total for Waste & Recycling = 91

Env Services

COR/04430	Dewe, Pete	Public Toilets	Env Services	Service Failure (Complaint)	30/10/2013 10:17	31/10/2013 13:12	1
COR/04429	Dewe, Pete	Public Toilets	Env Services	Service Failure (Complaint)	30/10/2013 09:58	31/10/2013 11:49	1
COR/04481	Kilshaw, Phil	Street Cleansing	Street Cleansing	Service Request	05/12/2013 11:38	05/12/2013 11:48	0
COR/04469	Dewe, Pete	Street Cleansing	Street Cleansing	Enquiry	27/11/2013 11:26	27/11/2013 11:49	0
COR/04520	Seaby, Paul	Street Cleansing	Waste & Recycling	Compliment	14/01/2014 11:05	14/01/2014 11:08	0
COR/04486	Kilshaw, Phil	Street Cleansing	Street Cleansing	Service Request	06/12/2013 10:30	06/12/2013 10:40	0

COR/04339	Hunt, Les	Environmental Services	Env Services	Policy Issue (Complaint)	20/08/2013 16:12	02/09/2013	8
COR/04341	Dorow, Chris	Staff Behaviour Attitude	Env Services	Staff Behaviour / Attitude (Complaint)	23/08/2013 09:55	27/08/2013	1
COR/04406	Martin, Simon	Junk/Assessed Collections	Env Services	Compliment	04/10/2013 12:46	04/10/2013 12:50	0

Total for Env Services = 9

Total 136

Env Services Stats

Member Complaints Via Respond: Response time is 10 working days

Ref	Nature Of Enquiry	Responsible Officer	Type of Enquiry	Enquiry Details	Logged Date	Days To Process
<u>Env Services</u>						
007646-13	Dogs Fouling	Butterfield, Tim	Service Request	Could I ask you to take action on the dog mess problem on Bridge Road - especially between the railway bridge to Fairview Road. I walk my children to / from school this way every day and am fed up of having to play 'mind the poo' with a 3 and 5-year old. This is a busy route for children walking to / from school - both Woolenwick schools as well as secondary school children going to / from Barclay and Thomas Alleyne. Not that it would be any more acceptable if it wasn't.	20/01/2014 13:10	10
007645-13	Fly Tipping -Highway/Footpath	Butterfield, Tim	Service Request	The recycling bins and area underneath the flats at The Oval Community Centre Area are completely overloaded. I have had complaints from residents who live above the shops that there has been flytipping in this area next to the car park. At the moment there is a large cushion (Burst) and everthing including toys are piled on top of the brown bins. The whole area is a mess and is inviting more rubbish to be put there.	15/01/2014 10:58	0
007635-13	Street Cleaning	Seaby, Paul	Service Failure (Complaint)	Mr Walsby says he has reported this many times There is litter, paper and cans in the bushes in the area around where he lives. some of the litter is picked up at times but never all of it. also he has an allotment in bandley rise and he regularly sees fly tipping in a small copse around the top of cotney croft dean lane area.	19/12/2013 13:26	3
007631-13	Street Cleaning	Kilshaw, Phil	Service Request	The footpath which links Frobisher Drive to Mobbsbury Way is very deep in leaves and litter and also there is lots of litter in the bushes to the side of the path. The path goes from near 26 Frobisher Dive, down the gap between two fences through to Mobbsbury Way.	11/12/2013 13:22	0
007617-13	Street Cleaning	Kilshaw, Phil	Service Request	The off street parking lay-bys off Chells Way, from the roundabout with Six Hills Way, up to the junction with Pankhurst Crescent, need sweeping (Litter and leaves in them).	15/10/2013 13:05	0
<i>Environmental Services = 5</i>						
<u>Grounds Maintenance</u>						
007620-13	Hedge Maintenance	Kilshaw, Phil	Service Failure (Complaint)	Details as received by Cllr Parker from Ms Dunn: I am sorry to bother you again, but it's that time of year, when the council should be doing the winter cut on the hedge/bushes opposite our house, (38). I rang them on 3/9/2013, was told a mr pinton? would contact me, but has not done so so far. Also they did come	16/10/2013 10:23	8

				and cut the hedges, against the wall, but not the hedges/bushes in the centre they said they will need a winter cut?. My neighbour in Speke Close did ask the men cutting the hedges at the back when they would be cut down and he was told its a winter cut. I have been away, but I know they will only say it is in hand if I ring again, but these bushes do grow very high and it is a bit scary, now the darks nights are nearly here. Thank you for your help on this matter. Susan Dunn		
007613-13	Hedge Maintenance	Kilshaw, Phil	Service Failure (Complaint)	The tall hedge along side the footpath/cyclepath to the side of Fairlands Way, near the junction of Fairlands Way and Chepstow Close, was trimmed on its vertical sides some weeks ago, but not along the top edge, and it is very tall and needs doing.I (Cllr Parker) called SBC some time after 11.09.13 and I was assured it would be done but it has not yet.	15/10/2013 11:10	41
007607-13	Hedge Maintenance	Boyden, Scott	Enquiry	The hedge behind this property is very overgrown. It had for some years been kept under control by the Council but not in recent years. As the hedge is on the road side of Mr Oxers fence and a paved footpath running between, it seems the hedge should be the responsibility of SBC.	26/09/2013 11:32	0
007624-13	Play Area Maintenance	Hunter, Jerry	Service Request	While exercising his dog on King Georges Playing field the dog ran face first into a flattened bollard in the ground causing it to require veterinary treatment.	31/10/2013 14:04	8
007632-13	Shrub Beds	Boyden, Scott	Enquiry	This is a matter that has been around for aprox 4 years! I have raised it twice I think! as i remember it, the council did some work on our land in front of Mr Underwoods house and removed some bushes ages ago. he then complained as people were walking over this bit of his garden. We have made a number of attempts to rectify this and most recently an employee put in a knee rail fence. Whilst a step in the right direction it did not fully solve the issue as large weeds sprung up much to the annoyance of Mr U. he would like some bushes put back in on the council bit of land.	19/12/2013 10:20	0
007647-13	Pruning	Pinta, Cristian	Service Request	On council land next to the rear garden of 48 Derby Way are two mature trees (maybe Lime Trees) . One of these trees at a certain time of the year drops a substance onto the garden making it imposible to grow plants And when the tree is in leaf it over shadows the garden.	22/01/2014 12:00	0
007622-13	Weeds	Kilshaw, Phil	Service Failure (Complaint)	If you get time, I would appreciate it if you could have a look at the top of Shirley Close please, where the condition of the road surface and pavements has become extremely poor. We have significant weeds growing from the gutters, pavements and cracks in the road surface itself. Conditions you might expect to find in a third world country, rather than a D band residential area in Stevenage. Since I moved here over 25 years ago the road surface has never been resurfaced apart from the various patches you will see as you proceed up the close. We now have	23/10/2013 11:47	0

the cobbled edges of driveways crumbling as the road surface has been so worn away, that there is no support for the cobbles themselves. In addition, one of my elderly neighbours now avoids walking on the pavement in some places for fear of slipping on the weeds growing through it. Whilst we occasionally get the weeds killed off and some of the close swept by the authorities, it is not a solution to the problem. I noted a highways van recently in the close, doing what appeared to be an inspection, however that has happened before with no action being taken subsequently. If you inspect the close, I am sure you will agree that some significant improvements are long overdue, and I hope you might be able to arrange for some action to be taken to remedy the current situation, which will be greatly appreciated by the residents. If I can be of further assistance in this matter please let me know. Kind regards
 Steve Hall
 16 Shirley Close Stevenage Tel: 01438 352571
 Mobile: 07774 197026e mail: steve.hall@danone.com

Grounds Maintenance = 7

Waste & Recycling

007634-13 Refuse Collection

Usher, John

Service Failure (Complaint)

There is an issue with refuse, as i live in a shared house the council allocated us a large black bin as well as our regular size one, there have been many occasions the rubbish men have not emptied both even though i was told they would be informed we have two bins. The rubbish men took our second black bin away a few months ago I informed the council of this they assured me it would be bought back, still they have not returned it which means we have extra black bags we can not fit in the small black bin which I'm sure your aware the rubbish men do not collect and this could attract vermin. I hope to get these issues resolved by writing to you as i have had no luck with stevenage borough council so far. Thank You for taking time to read this email, I await your response.> > Yours> C.obrien[Action Requested]: Lin Martin has passed this on to me as Ms O'Brien is in my ward Can someone please send her an email (and me) an email in return to say that the matter is being dealt with. It is a shame that such a small matter as replacing a bin cannot be dealt with at once. I know lights take a bit longer but communication is the key to better services by our council.

19/12/2013
11:06

12

Waste & Recycling = 1

Total = 13

Appendix 2: Avoidable Contact

Avoidable Contact From 01/10/2013

Benefits Telephone

Service Name	Created Date	Clarification	Service Failure	Reported As Late	Not Done Properly
ES - Trees & Woodland Maintenance	05/02/2014	0	0	1	0
Sum:		0	0	1	0

eMail

Service Name	Created Date	Clarification	Service Failure	Reported As Late	Not Done Properly
ES - Parks Maintenance	03/03/2014	0	1	0	0
ES - Trees & Woodland Maintenance	02/10/2013	0	0	1	0
ES - Trees & Woodland Maintenance	16/12/2013	0	1	0	0
ES - Trees & Woodland Maintenance	13/02/2014	0	1	0	0
ES - Trees & Woodland Management	05/11/2013	0	0	0	1
Sum:		0	3	1	1

Telephone

Service Name	Created Date	Clarification	Service Failure	Reported As Late	Not Done Properly
EN - Recycling Missed Collection	17/01/2014	0	0	1	0
ES - Allotments	11/02/2014	0	1	0	0
ES - Grass Maintenance	17/10/2013	0	1	0	0
ES - Shrubs & Hedges Maintenance	10/01/2014	0	0	0	1
ES - Trees & Woodland Maintenance	01/10/2013	0	1	0	0
ES - Trees & Woodland Maintenance	07/10/2013	1	0	0	0
ES - Trees & Woodland Maintenance	08/10/2013	0	1	0	0

Appendix 3: Example of Using the CRM to Better Understand Complaints relating to the Collection of Waste:

RW - Missed Collections Advanced Find View 0501314 - Microsoft Excel

Reference	Customer (Customer Request)	Address	When was your Collection Date?	Assisted Collection?	Missed Recycling Collector?	Missed Refuse Collector?	Discourteous Collectors?	Side Waste Issue?	Spillage on Road?	The boxes were not put back correctly	The boxes were not put back tidily
3	A-526-405227 Fairbairn, Carol	461, Ripon Road, Stevenage, Hertford	03/03/2014	No	Yes	No	No	No	Yes	No	Yes
4	A-526-404910 Noakes, Jennifer	98, Sish Lane, Stevenage, Hertford	27/02/2014	No	Yes	No	No	No	No	No	No
5	A-526-403964 Bangs, Kerrie Jo	191, Sefton Road, Stevenage, Hertfo	24/02/2014	No	No	Yes	No	Yes	No	No	No
6	A-526-401647 Harrison, Kenneth William	11, Verity Way, Stevenage, Hertford	18/02/2014	No	No	No	No	No	No	No	No
7	A-526-401180 Cook, Vera	557, Archer Road, Stevenage, Hertfc	18/02/2014	Yes	Yes	No	No	No	No	No	No
8	A-526-399282 Davis, Stacey	15, The Oundle, Stevenage, Hertford	12/02/2014	No	Yes	No	No	No	No	No	No
9	A-526-396731 Coard, P	68, Peartree Way, Stevenage, Hertfc	06/02/2014	No	Yes	No	Yes	No	No	No	No
10	A-526-395995 Robinson, Lynne	2, Bury Cottages, Rectory Lane, Ste	07/02/2014	No	Yes	No	No	No	No	No	No
11	A-526-391834 Austin, Jean	14, Lodge Way, Stevenage, Hertford	22/01/2014	Yes	Yes	No	No	No	No	No	No
12	A-526-391684 Ward, Hazel	198, Archer Road, Stevenage, Hertfc	21/01/2014	Yes	No	Yes	No	No	No	No	No
13	A-526-391373 Donovan-wood, Siobhan	75, Letchmore Road, Stevenage, Hei	24/01/2014	No	No	Yes	Yes	No	No	No	No
14	A-526-387227 Ward, Hazel	198, Archer Road, Stevenage, Hertfc	14/01/2014	Yes	No	Yes	No	No	No	No	No
15	A-526-384504 Smyth, Mark	37, Faraday Road, Stevenage, Hertfc	07/01/2014	No	No	No	No	No	Yes	No	Yes
16	A-526-384150 Lowery, Margaret	500, Canterbury Way, Stevenage, H	07/01/2014	Yes	Yes	No	No	No	No	No	No
17	A-526-383283 Parnis, Penelope Anne	26, Plash Drive, Stevenage, Hertford	04/01/2014	No	No	Yes	No	No	No	No	No
18	A-526-383150 Gover, Garry	21, Willows Link, Stevenage, Hertfor	04/01/2014	No	Yes	No	No	No	No	No	No
19	A-526-382756 Birch, Mary Patricia	79, Oaks Cross, Stevenage, Hertford	03/01/2014	Yes	Yes	No	No	No	No	No	No
20	A-526-381676 Madden, Tara	127, Chester Road, Stevenage, Hertf	31/12/2013	No	Yes	No	No	No	No	No	No
21	A-526-380171 Broadbent, Linda	515, Canterbury Way, Stevenage, H	23/12/2013	Yes	Yes	No	Yes	No	No	No	No
22	A-526-379335 Cooke, Angela	8, Randals Hill, Stevenage, Hertfords	19/12/2013	No	No	Yes	No	No	No	No	No
23	A-526-378669 Barnett, Alan	3, Beehive Way, Stevenage, Hertford	17/12/2013	No	Yes	No	No	No	No	No	No
24	A-526-374645 Baker, Kenneth	1, Lonsdale Court, Stevenage, Hertfc	06/12/2013	Yes	Yes	No	Yes	No	No	No	No
25	A-526-374626 Hamilton, Natalie	12, Valley Way, Stevenage, Hertford	05/12/2013	No	No	Yes	No	No	No	No	No
26	A-526-371576 Hawes, Jaqueline	37, Torquay Crescent, Stevenage, H	29/11/2013	No	Yes	No	Yes	No	No	No	No
27	A-526-370531 Collard, Janet Margaret	44, Longfields, Stevenage, Hertfords	27/11/2013	Yes	No	Yes	Yes	No	No	No	No
28	A-526-368000 Lacey, Natasha	16, Falcon Close, Stevenage, Hertfor	13/11/2013	No	No	No	No	No	No	No	No
29	A-526-367822 Hanson, Sharon	11, Benstede, Stevenage, Hertfordsh	20/11/2013	No	No	No	No	No	Yes	No	Yes
30	A-526-267858	110, Sheppards Hill, Stevenage, Hed	20/11/2013	No	No	Yes	No	Yes	No	No	No