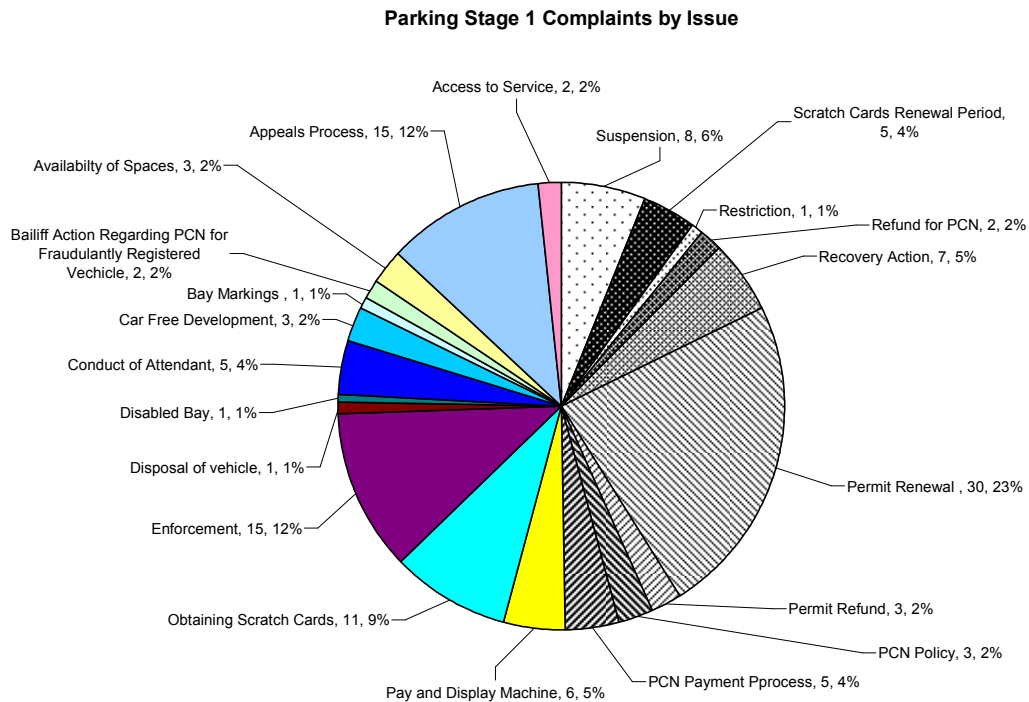


Supplementary information for Overview & Scrutiny Complaints Half-Year Report April to September 2011.

The supplementary report is focusing on first level complaints received regarding Parking; Recycling; Events; Contact Centres; Benefits; and Pest Control

The information is presented by section, with two different charts. The first, a pie chart, identifies themes within the complaints and the second, a bar chart, identifies within each theme the proportion upheld or not upheld.

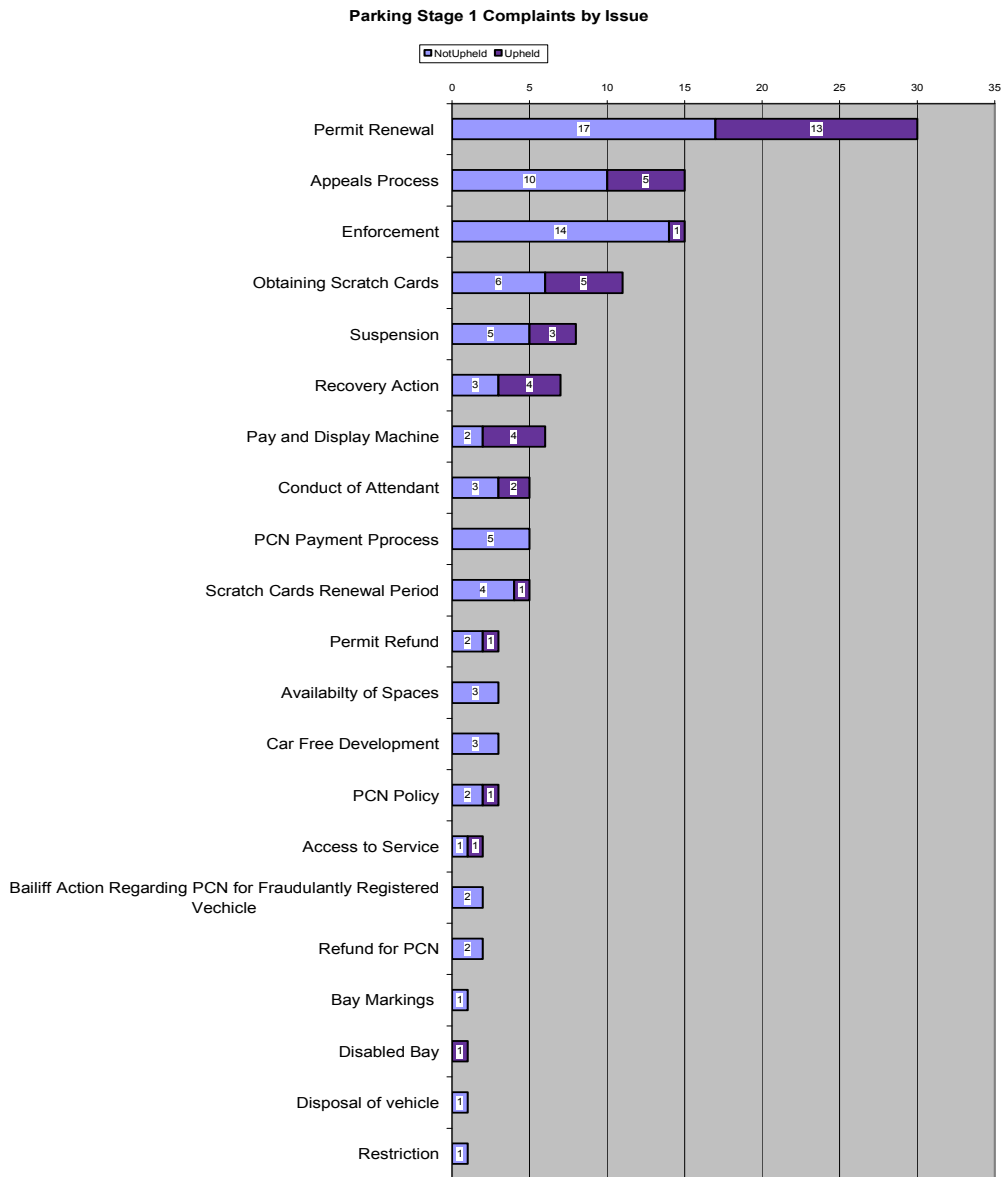
1. Parking



Parking services comment:

The most significant single factor increasing our complaints is probably changes to the way in which we deal with permit applications and renewals (23%), coinciding with the introduction of a new parking IT system.

The new parking ICT system treats visitor scratch cards (9%) as if they were a permit. If the residents fails to buy additional scratch cards within a 12 month period, the system "expires the permit" requiring a new application to be made. Clearly this is frustrating to residents.



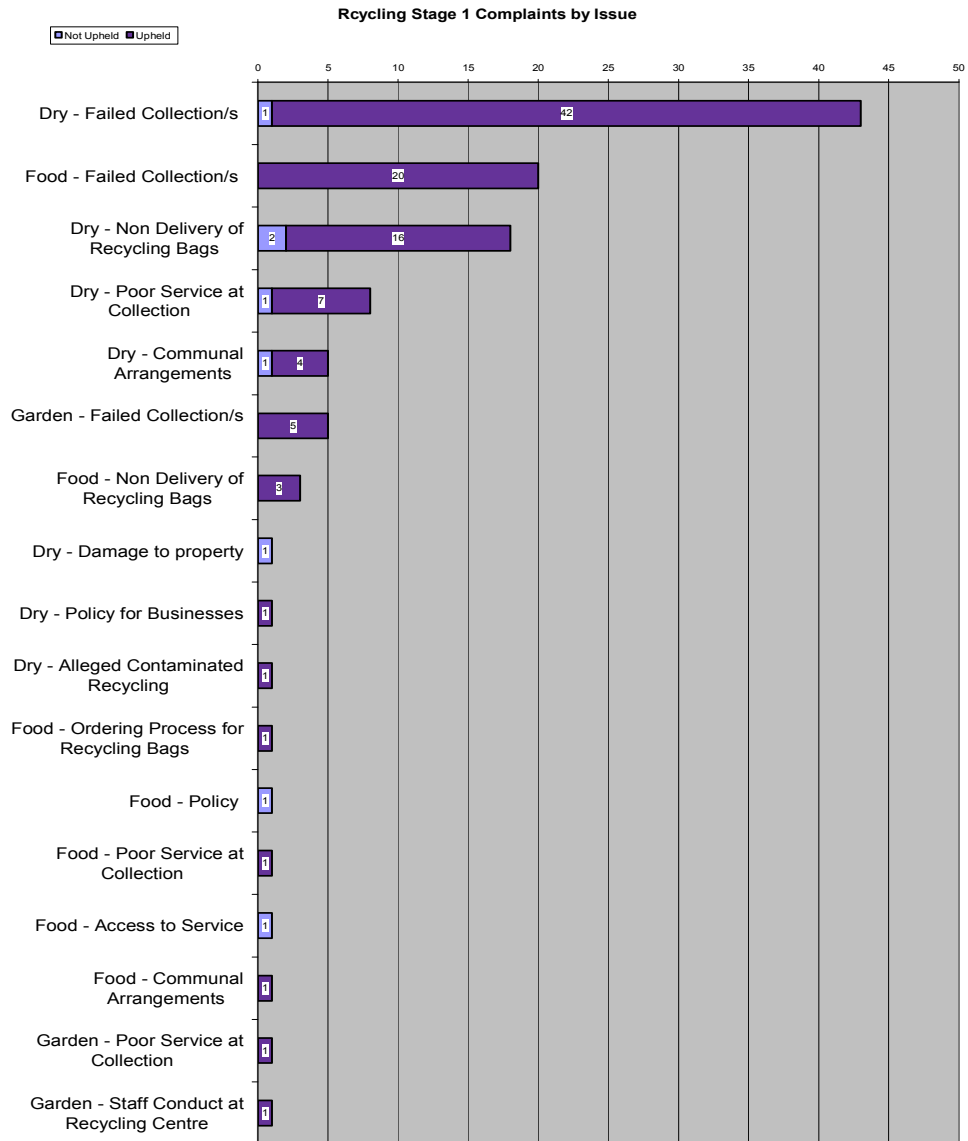
Printing permits and scratch cards at One Stop Shops had always been problematic under the previous parking ICT system. Coinciding with the implementation of the new parking ICT system a decision was taken to print all permits and scratch cards centrally which is less convenient to applicants who wish to walk out with their permit/scratch cards but now have them posted to them.

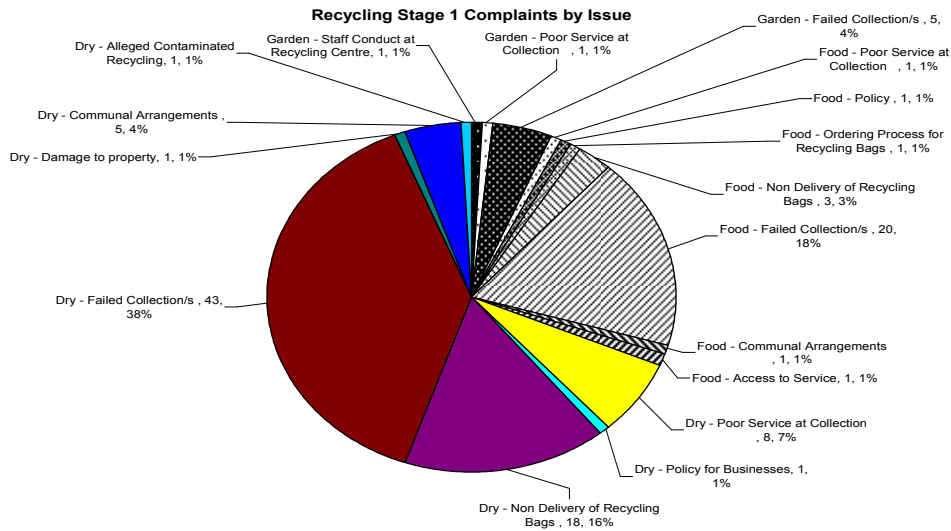
They are reviewing the way in which we manage parking permits but wish to avoid a piecemeal approach. Any changes we make will be in line with our objective of facilitating and promoting on-line renewal of permits.

2. Recycling

By far, the greatest volume of complaints regarding recycling concern failed collections, with 44 for doorstep dry recycling (+3 communal); 20 for food recycling; and 5 for garden waste. All but 2 of the 72 complaints were upheld.

A number of complaints (14) concerned the delivery / availability of recycling bags.

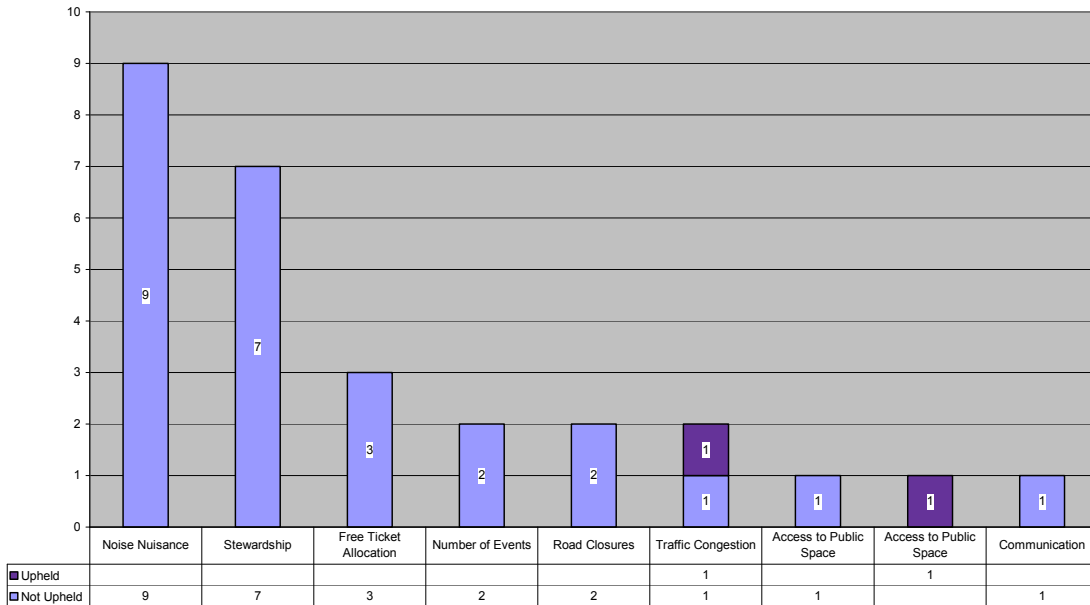




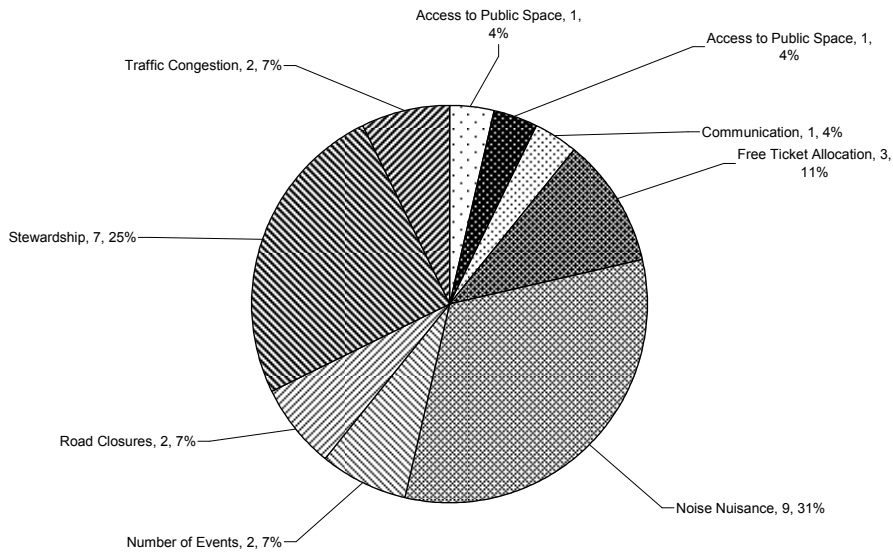
3. Events

All of the complaints relate to aspects of the commercial events programme in Victoria Park. The largest issue for complainants is noise (9 complaints, 31%). These are not referring to statutory noise nuisance, but inconvenience due to the duration/number of events. A further 7 complaints (25%) relate to stewardship, by which I mean management of the event including litter control, toilet facilities, ASB and crowd dispersal. Four complaints relate to traffic congestion and road closures, two of which indicate that residents had difficulty moving vehicles early on the morning of an event. Three were also three complaints from people who did not receive application forms for free tickets. Only 2 of these complaints were upheld. CLC has confirmed that all complaints are considered carefully when planning future events and commented that the 28 complaints relate to nine events that were attended by around 200,000 people and therefore indicate that arrangements for events remain sound.

Events Stage 1 Complaints by Issue



Events Stage 1 Complaints by Issue

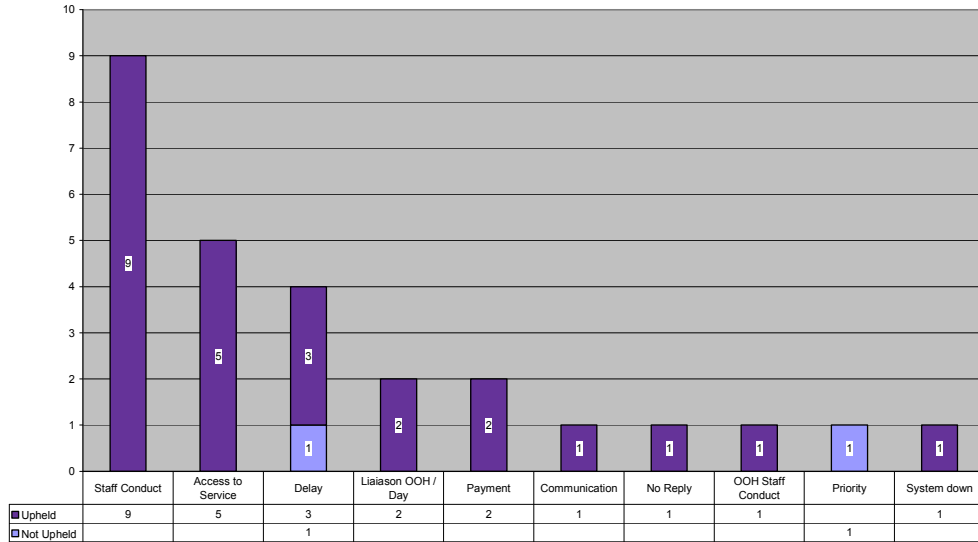


4. Contact Centre

Contact Centre complaints have remained at a similar level to the previous 6 months. They have made some slight changes to the telephony to improve the way customers queue etc. Customer satisfaction continues to remain strong with 97% of customers stating that they would recommend using the service.

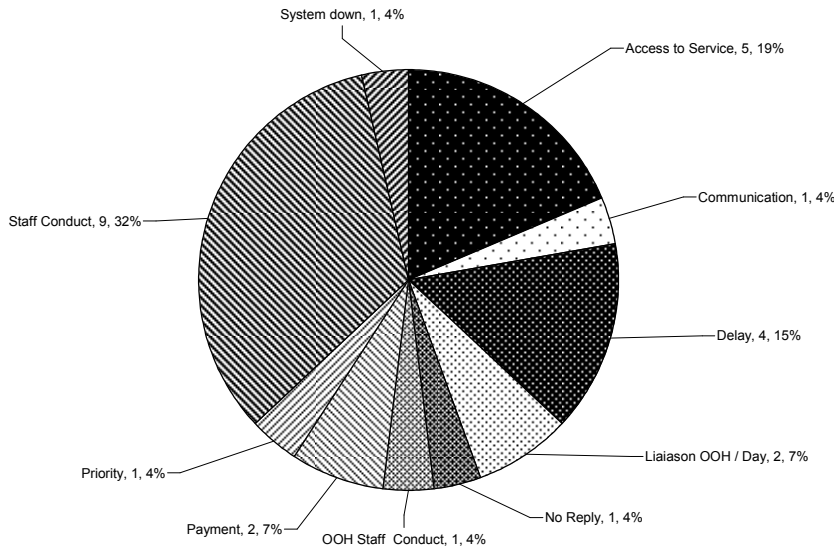
Having the ability to review the recorded call, enables managers to evaluate complaints regarding staff conduct or attitude and use the recording with the member of staff to improve their future interactions with callers.

Contact Centre Stage 1 Complaints by Issue



Complaints categorised as access to service will often relate to back office functions and contact centre liaison with the back office. For example, parking permit renewal requirements, and some complaints regarding the automated phone system. The feedback is being used to continue to improve this system.

Contact Centre Stage 1 Complaints by Issue



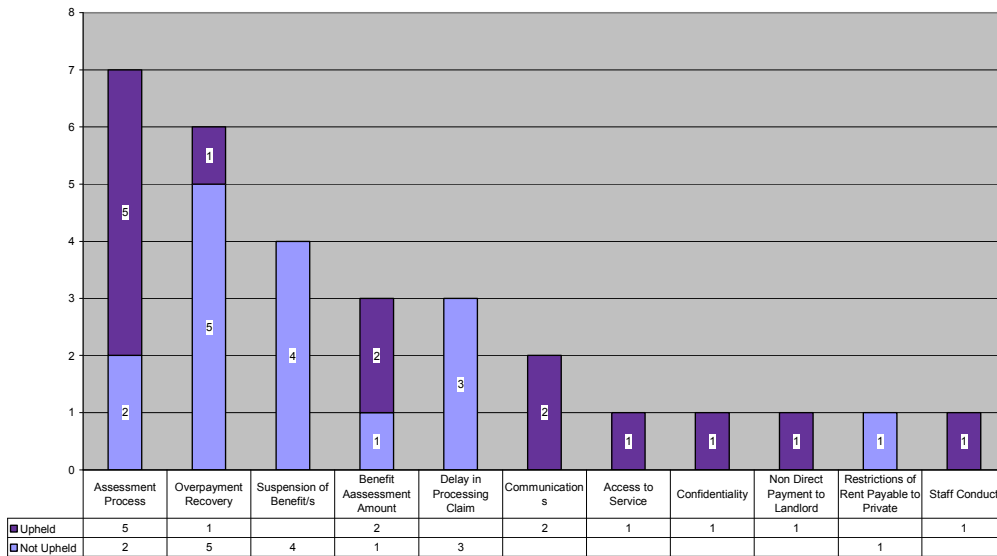
Although not detailed in the charts, the One Stop Shops have had periods of increased waiting times, especially at Chrisp Street, which was expected following the closure of Jack Dash House and the size and capacity of the Chrisp Street building. The service has just re-organised and added more resources to cover the lunch times at Chrisp St. They are also actively working with the back

office services, such as Parking to help identify where they can reduce footfall e.g parking renewals. Again a lot of complaints are about the parking process.

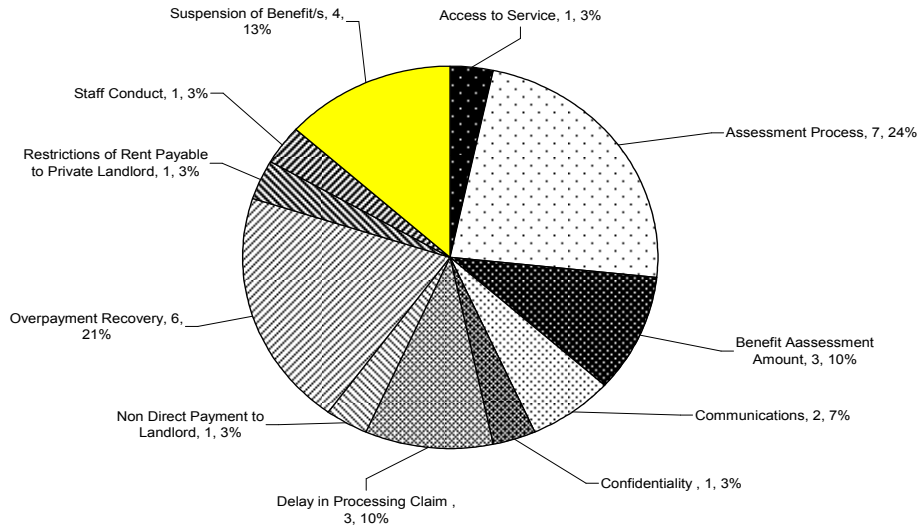
5. Benefits

The highest volume themes for benefits are the assessment process, covering the request for and provision of details to verify the claim, and overpayment recovery, invariably querying the overpayment calculation or period. Where there has been any valid issue raised regarding the assessment process, the Benefits Section have been quick to acknowledge this (in five cases for the half year period reported on).

Benefits Stage 1 Complaints by Issue

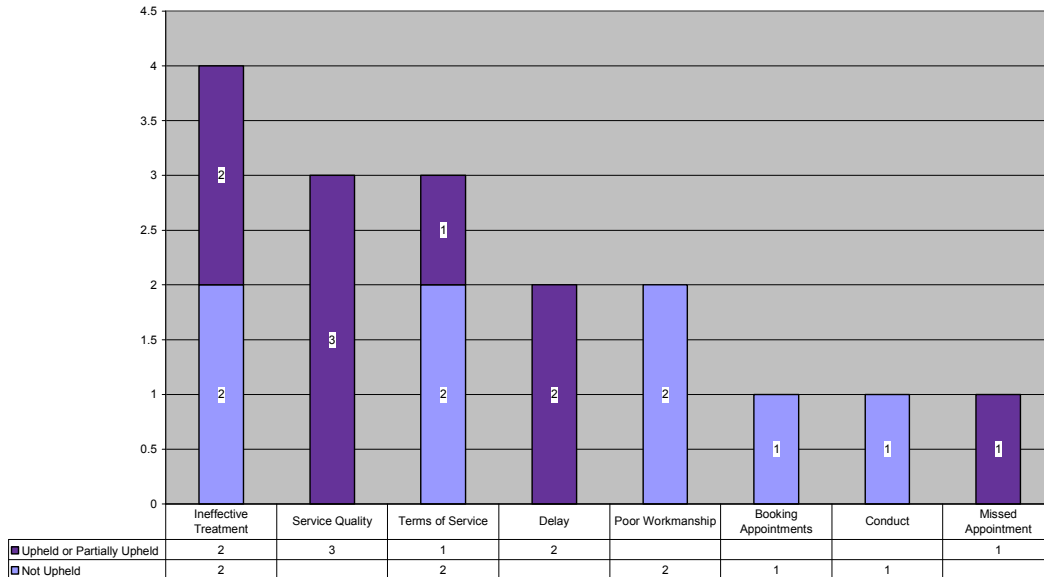


Benefits Stage 1 Complaints by Issue



6. Pest Control

Pest Control Stage 1 by Issue



The top three themes are 'ineffective treatment', 'service quality' and 'terms of service'. Ineffective treatment is where the resident feels that treatment should have covered other elements, for example wider spraying for bed bugs or more baiting for rodents. You will see from the chart above, two of the four complaints in this category are upheld. All of the three service quality complaints are upheld, and these include concerns about the information available on access to the service or communication regarding the pest problem. Terms of service include complaints about the scope of the service such as removal of dead animals, pests not covered, and appointment cancelled as preparation by residents had not been carried out.

Pest Control Stage 1 Complaints by Issue

