

Appendix 2

Complaints received in relation to Environmental Operations Services

Envirocall - complaints for each service area

MONTH	REFUSE COLLECTION	GROUNDS MAINTENANCE	STREET CLEANSING	RECYCLING	KERBSIDE
April	112	4	1	50	1115
May	85	12	1	68	551
June	91	25	0	67	289
July	76	16	0	78	193
August	80	10	0	46	189
September	92	15	0	40	123

Customer Services - complaints for each service area

MONTH	REFUSE COLLECTION	GROUNDS MAINTENANCE	STREET CLEANSING	RECYCLING	KERBSIDE
April	1				13
May	1	1			5
June		1			4
July			1	1	
August		2			2
September	1				
Overall Totals	539	86	3	350	2484

These complaints are defined and addressed as follows for each service –

Refuse		Recycling		Kerbside	
Missed Bins	244	Missed Bins	172	Missed Bins	687
Missed Pullouts	221	Missed Pullouts	133	Missed Pullouts	1108
Missed Street	45	Missed Street	35	Missed Street	656
Miscellaneous	29	Miscellaneous	10	Miscellaneous	33
Totals	539		350		2484

Missed bins are usually collected the same day but on occasions roll over to the following day.

Missed pullouts are usually collected the same day but on occasions roll over to the following day.

The miscellaneous complaints cover a number of areas, which include the new policy for charging in special collections, conduct of the bin men and insurance claims these complaints are not presently categorised into defined areas.

Grounds Maintenance	
Grass Cutting	41
Damaged Property	2
Grass on Paths	14
Miscellaneous	29

The complaints in the grounds maintenance operation are dealt with the same day wherever possible if this is not achievable they are addressed the following day.

Street Cleansing	
Litter	0
Miscellaneous	3

The complaints in the street cleansing operation are dealt with the same day wherever possible if this is not achievable they are addressed the following day.