

Actions arising from the EP Service Review, June 2003

Aim	Action	Target Date	Notes (updated Nov 2006)
Improve information from Customer satisfaction feedback	Amend customer survey form: <ul style="list-style-type: none"> • From existing customer survey forms correlate customers “opinions of our efforts” against “did we resolve your case”. • Amend wording on survey form to simplify it e.g. do customers confuse “resolved” and “responded” • Include an “improved” category on the “did we resolve your complaint” question. • Improve the detail of the survey to better focus on customer demands with respect to <i>specific</i> case types. • Include a question about customers perceptions of our service profile compared to other Las 	Dec 2003	Completed Jan 2004
Improve out of hours provision	Produce a report for members regarding provision of out of hours services	April 2004	Unsuccessful Service Pressure bids were submitted in the 05/06 and 06/07 SDPs. As this is not a corporate priority no further bids to support the delivery of an out of hours service is proposed
Improve sign-posting to ensure that complainants get to the right people	Investigate the use of the call centre for handling complaints / enquiries and use the	June 2004	Call centre does not currently handle service requests and efforts continue to

	call handlers on screen instructions to direct complainants to the appropriate Agency / Department		refine the scripts to ensure appropriate information is given to callers
Better empower and inform the public about how to deal with nuisance & anti-social behaviour	Nothing at present – See what comes out of the ASB Policy		Improved provision of self help information on the 'general help' part of our homepage
Address themes of most concern to residents (from the Community Survey) in priority areas. Improve the profile of the services we deliver in areas identified from the Community Survey as most needing or wanting them.	Promote and focus services in the following areas about the following topics: <ul style="list-style-type: none"> • Thurmaston – litter & fouling (specifically flytipping & refuse on private land) • Syston – Sewage smell Specific projects will be based on these including direct delivery of services to these areas and focused promotion and awareness raising	Dec 2004	In spring 2005 we reorganised the team to employ a part time officer dedicated to dealing with refuse and flytipping cases. Following xxx investigations and 3 prosecutions the post was absorbed into the newly created Street Management Team in October 2006
Make industry in Charnwood more sustainable	Index the information from the Environment Best Practice Programme to allow officers to promote it during normal investigation / inspection activities. Replace this for the existing commitment in the Sustainability Strategy	Dec 2004	No action
Clarify what we can and cannot do for customers and what they must do to help us help them	Develop a Customer Contract which states levels of service we aim to provide and behaviour & actions we need in return from customers	April 2004	No action
Deliver quicker responses to and solutions to complaints	Amend complaint response times as follows. <ul style="list-style-type: none"> • Audible intruder alarms – 1 day 	October 2003	Completed in Oct 2003

	<p>response</p> <ul style="list-style-type: none"> • Commercial / Construction smoke – 1 day response • Transport noise – 10 day response • Public register enquiry – 10 day 		
<p>Ensure customers are kept better informed about progress with their cases</p>	<p>Closure of cases will be ensured by;</p> <ul style="list-style-type: none"> • Generation of new standard letters for use at different times in the procedures. • Following pollution ‘incidents’ writing to complainants identifying what happened, what we did and what the outcomes of the investigation are rather than leaving the case open and waiting for further incidents. • A case closure proforma to prompt a peer review with a colleague where an officer has doubt about whether to close a case. • Establishing guidelines as to when and officer can close a case (e.g. after x visits or y hours deployment of monitoring equipment) • All of these to be included in revised procedural guidance <p>Guidance on keeping complainants informed to be included in revised</p>	<p>June 2004</p>	<p>Staffing reductions in the team from Nov 2004 constrained these improvements which would have required additional time per case for each officer. Procedures have been rewritten and refined although based on more achievable aims given the staff resources available</p>

	procedures		
Make our procedures reflect current practice (as amended by actions contained in this plan)	Update existing procedures to incorporate service changes over the past 3 years	Dec 2003	Completed Dec 3003
Improve the clarity of information to customers	Have our standard communications (letters, leaflets etc) subject to an examination for plain English	June 2004	Not actioned
Clarify what we can and cannot do for customers and what they must do to help us help them	<p>Make greater use of the press</p> <ul style="list-style-type: none"> • Undertake one promotional event per year to address, as part of its remit, these issues. • Respond directly to criticisms of the service within the media 	Oct 2003	Press releases are issued on an ad hoc basis depending on topicality and opportunity. At least one a year has been issued since 2003 although we have not kept totals. Responses are made to the press when they seek comment on any specific issues raised.
Improve inter Agency and inter Departmental understanding of what services are provided by whom and how	Attend meetings of other service units and invite attendance to ours to ensure better co-ordination of cross – cutting issues	Dec 2003	Forums attended include the Anti-Social Behaviour Group, an Env Health – Licensing group
Improve access of the service in priority areas to ethnic community populations	Increase the delivery of information about the service in other languages (leaflets, audiotape, audio line)	June 2004	Translations of documents were priced at £6000. Not actioned due to costs