

ANNEX 4**Environmental Services Annual Complaints Log 2015/16****Complaints summary**

Total number of complaints	144
<i>Of these 144 complaints:</i>	
Escalations to Chief Executive	0
Escalations to the LGO	0
Complaints resulting in learning points or service improvements	64
Bin collections	68
Assisted bin collections	19
Road sweeping	4
Garden Waste scheme	13
Driver conduct	3
Crew/Officer conduct	12
Grass cutting/grounds maintenance	15
Other	10

Complaints which resulted in learning points or service improvements

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/Closure
1-Apr-2015	Bin repeatedly missed on collection days	Resident contacted - arranged for bin to be emptied following	Supervisor to feed back agreed collection point to the crew.	2-Apr-2015

		morning and for Supervisor to visit resident to arrange collection point.		
1-Apr-2015	Resident has assisted bin collection scheme and bin is missed repeatedly. It was collected this week and then left thrown down on the grass. Resident could not move it due to requirement for an assisted collection.	Resident spoken to and apology given. Crew to ensure they return bin.	Crew reminded of obligation to ensure bin correctly returned.	2-Apr-2015
14-Apr-2015 21-Apr-2015	Bin not returned. Resident would like crew member to return bins to correct properties, this is the second time this has happened. 21.04.15. Second complaint as 240 bin put out and 140 bin returned.	Discussed with the resident and agreed to replace with a used second hand bin.	Crew reminded of importance of returning correct bins.	22-Apr-2015
29-Apr-2015	Complaint about operatives not treating the bins with care and not returning to correct place. Resident's bin was missed (brown), not the first time and would like a call from Manager regarding poor service as bin still not emptied.	Visited site and cleared missed bin. Spoke to resident and apologised.	Crew advised to be more careful.	29-Apr-2015
6-May-2015	Resident has assisted collection, bins are left just behind front fence, have been missed for past 2 weeks but she can manage until next collection.	Supervisor spoke to crew to remind them to check their assisted collection sheet. Crew to be more careful in the future.	Crew reminded to check assisted collection sheet and be more careful in future.	6-May-2015

6-May-2015	Called on two occasions CRM 1202337 and CRM 1220909 re the bins not being put back where they are left for collection, they are being left at the end of the road. This has happened again and complainant wants to speak to a manager to ensure this complaint is taken seriously.	W&R Manager spoke to customer, provided direct contact details to call him back.	Supervisor reminded crew of obligations.	7-May-2015
7-May-2015	Approximately 14 bins left outside resident's house today after emptying. Resident spoke to operatives last week who laughed and did nothing.	Supervisor contacted resident and apologised.	Matter discussed with crew.	12-May-2015
7-May-2015	Resident has called for the last four weeks as the crew are not returning the bins to where they are taken from and it has happened again today.	WCS(N) Completed.	Waste & Recycling manager held a meeting with the crew to discuss failure to return bins.	11-May-2015
8-May-2015	Would like to discuss service of communal bins. The crew missed the bin today. Operatives are turning up without the key to the bin store area and expecting residents to let them in.	Supervisor contacted resident. Special collection arranged for following day.	Missing key to be located.	8-May-2015
11-May-2015	Resident has assisted collection. Bin has been missed a number of times recently. Resident's son called following week about the	Manager spoke to resident and arranged for crew to be spoken to by Supervisor.	Crew reminded of obligations.	19-May-2015

	waste not properly emptied and being decanted.			
11-May-2015	Complaint about repeated non-collection of bins and when collected today would not take side waste accumulated.	Street scene to empty public litter bin more regularly to prevent build up of rubbish. Apologised to customer.	Regularity of public bin collections to be increased.	11-May-2015
12-May-2015	Bins not emptied for weeks. Resident has phoned in quite a few times regarding this issue and wants all the side waste taken.	Bin store cleared and bin emptied.	Recycling officers made aware of issue.	13-May-2015
15-May-2015	Complaint regarding two communal big recycle bins and one big black bin. Yesterday the crew left the bin right in the access and some of the cars couldn't get out. This has happened in the past. There are over 90 residents and bins are extremely heavy and not ideal for the residents to move.	Resident contacted and apology given.	Crew told to replace the bins correctly.	18-May-2015
20-May-2015	Crew changed and bin is now regularly not being returned back outside complainant's house.	W&R Manager contacted the resident and discussed the matter and direct contact details given. Supervisor advised that the crew has already been spoken with, but will take up the matter again.	Supervisor will take matter up again with crew to reinforce.	4-Jun-2015
21-May-2015 1-Jun-2015	Resident has now phoned in three times chasing her sack to	W&R Manager delivered bag.	Records showed sack had been delivered. Investigation into why no action taken on	2-Jun-2015

	be delivered.	Unknown why bag not delivered previously.	previous requests.	
5-Jun-2015	Complaint about road sweeping matters - raised via CSU several times but no response from ES.	SS Manager responded to resident. Concerned to review the length of the list of requests to the Council and immediately took this up with SSS(S). Reassured that many had been done, but had failed to address the most recent, or contact resident as is our normal practice. SSS(S) called to discuss outstanding issue. Will sweep and cut the areas of concern under our remit, as well as cut back some of the vegetation growth causing concern out side of our area on this occasion. Apologised for need to raise complaint. Resident satisfied with SSS(S)'s call and apology for the delay.	To keep in contact with the customer.	12-Jun-2015
8-Jun-2015	Repeated failure to empty communal waste bins. Complainant has had to flag several times this year and now wishes to formally complain.	Bins collected and situation to be monitored.	Supervisor to investigate the matter with the collection crew. To advise why the collections have allegedly not been undertaken on a regular basis.	8-Jun-2015
18-Jun-2015	Unhappy about conduct of grounds staff.	Full apology issued. Explained why, on rare occasions, grass strimming is done at such an early time.	Additional staff training carried out.	18-Jun-2015

22-Jun-2015	Complaint about the standard of grounds maintenance in a specific area.	Work completed 24 June, Supervisor left message for resident apologising for initial work.	Crew advised to be more careful when carrying out shrub maintenance.	24-Jun-2015
26-Jun-2015	Complainant feels discriminated against as cannot sign up to garden waste scheme online or pay by credit card.	Resident has registered as an early bird and paid by cheque. Explained cost benefits of online - hence additional discount. Advised that if they are able to come into the council offices we can help them register online on our free to use terminals.	Comments will be taken forward for the 2016 scheme review discussions.	25-Jun-2015
15-Jul-2015	Assisted bin collection set up 11 June and has not been collected correctly once since then.	Apology and situation to be monitored.	Situation to be monitored.	15-Jul-2015
9-Jul-2015	Resident has had a recurring issue of bin being missed and was told by manager it would not happen again - please call to discuss.	Manager discussed with resident and Supervisor. Discussed with crew - no reason for missed bin. Missed bin collected 10.07.15. Apology given to resident, crew spoken to regarding bin.	Crew spoken to.	10-Jul-2015
14-Jul-2015	Called to complain regarding refusal to empty family member's garden waste bin because it was half full. As nothing happened, called back a week later - still nothing happened. Eventually bin was emptied on next scheduled collection day, but had already taken two loads to the tip. Now received email saying 'closed' no explanation/ apology. Not acceptable.	Manager responded by email. Apologised for lack of service and for the error on our behalf responding to say the matter had been closed. An explanation of the system failure was provided. GW crew will take any resulting excess in coming weeks.	Supervisor raised it with the collection team that they need to be more diligent when completing any service requests for missed bins.	15-Jul-2015

30-Jul-2015	Complaint about a crew member who came to cut the hedge. Opened the door to the van, stood in the middle of the road drinking tea, felt to be intimidating the neighbour preventing access to their properties. Residents felt intimidated by operative's behaviour. Traffic warning signs were pulled out and thrown on to the neighbour's front garden.	Message left to explain that the incident was being looked into. HoS has written letter as requested by customer.	Spoke to operatives to hear their side. Operatives asked to be more aware of the people around them and of their conduct when working and whilst having the agreed tea/lunch breaks. If there is something at the site such as road signs that they feel should not be there they should liaise with supervisor in the first instance.	6-Aug-2015
3-Aug-2015	Once again black bin has not been emptied. There is a ticket on the bin saying plaster board. There is a small piece 5"X3". Resident stated they will go the papers and Meridian News. Bin is in the normal place. Manager visited last Monday as the bins have only been emptied four times this year, said there is no reason why his bins are not emptied. He has phoned many times this year.	HOS and Supervisor visited location, spoke with the resident. Located the collection team, asked them to return to collect the bin. Advised that they should collect the bin every week without fail.	Collection team spoken to.	3-Aug-2015
10-Aug- 2015	When communal bins emptied, the crew pushed bins onto grassed area and did not put brakes back on. Resident put rubbish in the bin and shut the lid causing the bin to come down towards them. Managed to push it back with help of neighbour it is very heavy. Resident has problems with their shoulder	Supervisor spoke to customer and apology given.	Supervisor will speak to crew and manager re chaining up bins.	10-Aug-2015

	which this has exacerbated. Resident already spoke to supervisor about a month ago when it previously occurred as feels this is very irresponsible of the crew, and a frail/elderly resident could have been seriously injured or worse.			
27-Jul-2015	Resident has had the fence panels at the back of their property damaged again, after a third time of having their hedges trimmed.	Staff spoken to and message left for resident including direct telephone number.	Staff reminded to be mindful of customers' property.	12-Aug-2015
11-Aug-2015	Waste bins being left on main pavement by bin men. This is now been ongoing since June this year. Complainant still awaiting response from complaint number 52031 and has only received acknowledge email as yet.	Manager discussed matter with resident on phone and in person. Clarified position with Supervisor.	Supervisor raised issue with waste collection team.	17-Aug-2015
2-Sep- 2015	Ongoing issue of bins not returned to resident's property after emptying.	Manager responded. Apologised for inconvenience caused and explained collection policy. Matter raised with Supervisor to discuss with team.	Supervisor to ensure collection team reminded of responsibilities.	3-Sep-2015
21-Sep- 2015	Bins at Prince Albert court frequently not collected. Reported on a number of occasions and are now attracting vermin. Following assurance from W&R Manager, still no regular collection.	HoS responded to resident. Unfortunately occurring due to miscommunication. Apologised and explained remedial action taken.	W&R Manager met collection team on site to confirm what is expected.	2-Oct-2015

21-Sep-2015	Assisted green collection missed 21/08, 04/08 and 18/09. Bag is now overflowing.	Manager completed. Emptied the waste from the backdoor.	Supervisor to advise the crew.	22-Sep-2015
9-Oct-2015	Assisted collection but bin was not returned to the point of collection. Please can we ensure the bin is returned to point of collection as resident is unable to collect the bin themselves. Has complained 28 September, and bin missed three times.	Tried to contact resident but no answer. Loader spoken to and assured that the bin will be collected in future.	Loader spoken to.	9-Oct-2015
14-Oct-2015	Assisted collection, resident is registered disabled and uses a walking stick. Crew are emptying the bin but when returning the bin they are returning the wrong way round so customer struggles to put waste in the bin. Not the first time this has been reported.	Supervisor spoke with the resident and explained this could have been agency staff. All permanent crew aware of property.	Crew to make agency staff aware of the customers requirements	15-Oct-2015
15-Oct-2015	Black bin not emptied today. Has happened on several occasions but neighbour's bin has been taken. Resident alleges bin is only emptied when particular operative is working and thinks he is being discriminated against.	Bin emptied and resident spoken to. Agreed with resident and crew where bin would be collected from. Resident was happy with outcome.	Collection point agreed with resident and crew.	16-Oct-2015
15-Oct-2015	Driver of rubbish collection vehicle was driving and using his phone. Resident believes the Council should be setting an example and the next time the customer notices she will be reporting it to the police.	Supervisor left message with resident explaining investigation to be carried out and to say thank you for the notice.	Driver spoken to and file note made.	16-Oct-2015

20-Oct-2015	Assisted collection has been missed five times in a row. Has been reported five times and today but they are still not getting the assisted collection.	Resident visited. Crew spoken to and reminded to empty the bin. Will remind again at the next team brief.	Crew spoken to.	23-Oct-2015
21-Oct-2015	Missed bin and complainant phoned last week as the waste was spread over the path and has yet to hear back from that call. Would like to speak to a manager today or he will be going to his councillor.	W&R Manager spoke to resident and discussed the matter and apologised.	Concerns regarding decanting waste raised with Supervisor - crew to be spoken to.	21-Oct-2015
21-Oct-2015	Assisted garden waste collection has been missed for the last 3 collections running.	Bin emptied. Resident contacted and happy.	Crew made aware and map supplied by Team Leader.	22-Oct-2015
21-Oct-2015	Again bin has been left blocking pavement. Complaint made before and Supervisor visited the property on collection day. Neighbours' bins have been returned, complainant feels victimised.	Resident contacted and has been made aware of action taken.	Crew attended residents address and instructed where the bin should go.	22-Oct-2015
22-Oct-2015	In the past 7 weeks bins have been missed on 6 occasions.	W&R instructed Supervisor to speak to crew and arrange for bin to be emptied. Crew returned to empty bin following day. W&R Manager contacted resident - all resolved.	Crew spoken to.	23-Oct-2015
23-Oct-2015	Both complainant and neighbour's bins frequently left in complainant's parking bay - please return to where collected (beside the parking bay).	Resident contacted.	Supervisor will raise at team briefing to make crew aware.	26-Oct-2015

27-Oct-2015	This morning at 7:45am, the waste collection lorry blocked the road without letting any of the traffic pass. One of the operatives was on the phone for over five minutes and when people began to get agitated he began to dawdle.	Supervisor spoke with collection team. Resident contacted and if incident happens again, asked to call in to inform.	Operatives reminded of policy regarding use of personal mobile phones.	27-Oct-2015
28-Oct-2015	Complainant joined the garden waste scheme 23.03.15 and collections have been missed three or four times since. Confirmed the dates were correct and requested this be looked into as to why there seems to be issues with collections.	Resident contacted and happy to wait for the next collection.	Garden Waste collection crew made aware of issue.	28-Oct-2015
29-Oct-2015	Resident witnessed four/five times over last six months operative using steps near the end of the customers driveway as a toilet.	Supervisor phoned resident and informed the crew would be spoken to.	Crew spoken to.	30-Oct-2015
30-Oct-2015	Resident called several times, the crew are not emptying the second bin which is authorised. Customer keeps the two bins in separate places. One at the front of the property and second bin at the side.	Supervisor spoke with crew, asked driver to monitor and advise when at property. Tried to contact resident several times, but no answer.	Crew spoken to and driver to monitor.	2-Nov-2015
2-Nov-2015	Customer had two tags put on their bin to say they weren't on the scheme although they are. It was previously resolved but today it has happened again.	Customer contacted and apology given. Made crew aware and customer is happy.	Crew made aware.	4-Nov-2015

4-Nov-2015	Complaint regarding refuse lorry holding up traffic causing gridlock. Children will be late for school due to the hold up for which parents are penalised. Complainant also concerned about safety of children. They have complained before and would like a supervisor to phone them.	Tried to contact the resident several times, no answer.	Spoke to Health & Safety Officer, no change to the round is required as the distance is sufficient from both Rookwood & Portway schools.	6-Nov-2015
6-Nov-2015	The crew have been to empty recycle bin, not putting the communal recycle bins back. Also the bin is wrong way round therefore awkward to access and causes issues with parking. Would like a supervisor to come out and view issues caused. Reported on numerous occasions but the issue is not being resolved.	Customer contacted and satisfied. Crew made aware and returned to the bulk bins.	Crew made aware.	6-Nov-2015
11-Nov-2015	Would like operatives to stop removing small black sacks from the large bin, then using bin to walk round nearby area to fill it with non-bagged waste etc. They are leaving the remnants of other people's waste in their bin. Requesting smaller bin.	W&R Manager responded, apologised for inconvenience and clarified against policy. Arranged for new 140 litre bin to be delivered. Resident confirmed receipt of new bin.	Supervisor to speak to crew to ensure no waste is decanted.	12-Nov-2015
16-Nov-2015	Bin crew keep leaving the communal bin lids open and they fill up with water. Most residents are pensioners so this is very inconvenient for them. Customer	Customer phoned, and the crew have been spoken to. Resident is happy with the outcome.	Crew made aware.	18-Nov-2015

	has had to call us about this several times.			
19-Nov-2015	Family member called on behalf of complainant. They are not happy with the service provided as customer is an elderly resident on assisted collection. Bin keeps being missed and has not been tagged.	Supervisor spoke to family member and informed them that crew will return and empty the bin. Crew will be informed to go to the property to get the bins in the future.	Crew informed of arrangements.	19-Nov-2015
25-Nov-2015	Ongoing issues with bin collections. When bins are put out, they block a pathway. Previously made a complaint and Supervisor advised it would be ok to leave bins by property. This worked for a while but now bins are being put in front of another pathway causing an obstruction. Supervisor also mentioned was going to try to get a second hand bin, but customer hasn't heard anything yet.	Supervisor spoke to the resident who told him that one of the crew was rude. Waste collection team will be made aware where bins are to be returned to.	Waste collection team spoken to by Supervisor.	25-Nov-2015
8-Dec-2015	Customer has again had to complain that the crew are emptying the bin but are leaving the bin about 100 yards down the road and not returning it to property. The customer complained and spoke to someone on the previous collection as well.	Resident contacted. Customer believes bins are being placed in wrong area. SDCH believes bins have always been placed there. Being placed in a block outside properties.	Crew asked to return the bins and Supervisor will monitor.	8-Dec-2015

31-Dec-2015	Complaint that the recycling crew urinated amongst the garages. This has happened on previous occasions. This is in full view of children as well as adults.	Customer contacted. Charge hand/driver made aware of the issue, driver to make all staff aware. Spoke with the resident and apologised. Explained he would make crew aware and that this is unacceptable. Will make all staff aware at the next team talk.	Driver and crew made aware.	4-Jan-2016
4-Jan-2016	Complaint about the garden waste collection crew dropping waste on the floor.	Resident contacted and advised the crew will be reminded to pick up any mess dropped in the future. Apology given.	Crew spoken to.	5-Jan-2016
14-Jan-2016	Crew are not returning bins to where they were left.	Resident contacted and advised the crew will put bins back where they got them from.	Crew spoken to regarding return of bins to correct place.	14-Jan-2016
25-Jan-2016	Complaint regarding assisted bin collection due to disability, bin not being returned to the correct place.	Apology given for the inconvenience this matter has caused the complainant and the reasons why the service failure has happened.	The regular collection team were not on the round due to annual leave and sickness. Highlighted the issue to the Driver Charge hand and the spare operative.	26-Jan-2016
2-Feb-2016	Complaint regarding damage done to complainant's car through carelessness of bin collectors. The workers took the bins in between complainant's and other resident's parked cars instead of using the path alongside the houses and in doing so, scuffed the car.	Apology and offer to undertake any work required for the damage.	For bin collectors to use common sense when undertaking the collections.	8-Feb-2016
3-Feb-2016	Complaint re assisted collection.	Resident contacted and apology given.	Crew instructed to return the bin.	3-Feb-2016

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5-Feb-2016	Complaint that the crew have emptied both black and brown bins into same lorry.		Crew spoken to and reminded not to empty both bins on a black bin week.	9-Feb-2016
8-Feb-2016	Customer has had to call several times, as they live on a bend and the crew once again left the bin in front of the gate. It could cause an accident.	Resident contacted.	Crew spoken to.	9-Feb-2016
22-Feb-2016	Green waste sack is being missed every collection time.	Knocked on resident's door, unable to get response. Message left on answerphone.	Crew reminded of their obligation.	22-Feb-2016
25-Feb-2016	Complainant witnessed waste collection operative urinating in bin store.	Investigated incident with member of staff and appropriate course of action taken. W&R Manager contacted resident and explained action taken, apologised, and thanked for bringing to our attention.	Crew spoken to - file note made.	25-Feb-2016
18-Mar-2016	The crew have repeatedly left bins in the middle of the road so vehicles can not pass. The bins are left on the grass but not returned.	Spoke with resident. Spoke to crew and explained the issue.	Driver to monitor.	21-Mar-2016