

Environmental Services Annual Complaints Log 2018/19

Complaints summary

Total number of complaints	102
<i>Of these 102 complaints:</i>	
Escalations to Chief Executive	1
Escalations to the LGSCO	1, which the Ombudsman declined to investigate.
Multi-service complaints	1
Bin collections	32
Garden Waste scheme	4
Lack of response/action	10
Damage to property	7
Crew/Officer conduct	15
Grass cutting/grounds maintenance	17
Other	17

Example of complaint that resulted in explicit learning points or service improvements (18)

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
17 Apr 18	Complaint regarding pesticide use at Fishlake meadows and along the canal paths.	Street Scene Manager met with the resident and discussed use of pesticides and reassured them regarding the possible ill effects on pets. Customer is now satisfied.	Warning signs will be used when spraying in the area as a courtesy measure.	27-Apr-18
19 Apr 18	Complaint that one of the flaps on the back of a waste collection vehicle was not secured properly, allowing recyclables and paper to come out of the vehicle along the lane.	<p>Head of Service investigated and it was an agency driver on that day. They were spoken to regarding cleaning any loose waste from the back end of the vehicle before going to/leaving transfer station site.</p> <p>Both loaders have been given instructions to ensure the hopper and surrounding apparatus are clear of waste before commencing travel.</p>	Agency notified of the incident and future drivers are to be informed of this requirement.	27 Apr 18

4 May 18	Complaint that the waste collection vehicle has damaged the bank at the edge of the resident's property by turning the corner and the warning posts on that corner have been destroyed. They would like the edge of the bank repaired and the posts replaced with concrete ones.	The verge was repaired and Hampshire County Council was contacted regarding the replacement posts.	Route order changed so that the corner is not damaged.	10 May 18
8 May 18	The resident's bins are being missed and they have previously complained. There was an agreement with Eastleigh Council for bins to be collected on TVBC's behalf, but they are continually missed.	Waste and Recycling Manager investigated and confirmed that this issue has now been resolved as TVBC has arranged to take back responsibility for collection of these bins.	TVBC have taken back responsibility for collection of these bins. Properties are now more easily identified on Council Map system.	24 May 19
10 May 18	Complaint regarding employees visibly smoking whilst emptying bins. In particular one who was smoking, balancing a phone to his ear and moving a bin across the road.	Waste and Recycling Manager raised issue with supervisors, regarding the council smoking policy and use of mobile phones.	Issue to be highlighted in next service newsletter and raised with all crews at the next team briefing.	10-May-18

18 Jun 18	The resident received a card saying their recycling bin had not been taken due to contamination but their bin was taken.	Waste and Recycling Manager raised issue with Crew and a letter of apology was sent to resident.	Crew reminded of the necessity to ensure properties are correctly identified when bins are tagged.	18 Jun 18
21 Jun 18	Complaint regarding how a waste collection vehicle was being driven. The resident understands that the trucks need to cross over the wrong side of the lane but felt it was too sudden with no warning. Crew did not acknowledge the customer.	Waste Collection Supervisor(S) spoke to the resident after investigating the incident and explained the change in procedure.	Vehicle now turns around at the roundabout and no longer crosses over the road to collect the bins.	22 June 2018
16 Jul 18	Resident is unhappy that when driving their children to school, they are blocked in by the bin crew. They did not like the attitude of the operative when they spoke to him.	Collection time is consistent but there are particular issues with access to this 'dead end' residential area, due to the narrow road and parked vehicles.	Training covering consideration to other road users planned for all staff with driving duties. This is to be included in the all service training session in November 2018. This is also included within the staff handbook.	17 Jul 18
9 Aug 18	Complaint that operative used strimmer to remove weeds and the cuttings went over the customer's camper van and were left everywhere.	Street Supervisor (South) spoke to customer to apologise.	Staff reminded to be aware of people's property and be considerate when strimming and cutting grass.	9 Aug 18

17 Sept 18	Resident is unhappy that they have again been the subject of mis-addressing of a card telling them their bin is contaminated.	Waste and Recycling Manager contacted customer and the postcode held on the waste collection database was incorrect. The manager apologised for any inconvenience or upset caused.	Database amended to show correct postcode.	17 Sep 18
17 Sept 18	The resident is unhappy as it was previously agreed that the waste collection vehicle would not reverse along their narrow road and that residents would leave bins at an agreed collection point, where the crew would return them after emptying them. This has now stopped happening.	Waste Collection Supervisor (South) investigated complaint; the wrong placement of bins was due to a change around of regular staff that had previous local knowledge. Waste and Recycling Manager contacted customer by email to explain the issues and to apologise.	Supervisor spoke to permanent driver and loader to clarify where bins are to be placed.	18 Sep 18
17 Sept 18	Despite previous telephone calls, customer regularly receives cards saying we could not empty their brown bin. On one occasion they had a 'well done' tag attached but also received a postcard. Also received one saying "unable to empty brown bin" on a black bin week.	Waste Collection Supervisor has spoken to customer and apologised as the confusion has arisen due to a split post code for this road.	Address issues clarified and crew are now aware of the matter.	19 Sep 18
18 Sept 18	The resident has repeatedly requested that dog waste bins be emptied at Lords Wood West, however the bins remain unemptied.	Head of Service responded to customer and apologised for the time taken to resolve this issue. There was a problem with location and access to the bins but this has been resolved and the bins emptied.	An alternative and easier route to the bins identified.	5 Oct 18

23 Oct 18	Complaint as the cobbles on the resident's drive have been lifted and damaged by the waste collection vehicle. They have tried to replace them but are unable to and would like this repaired.	Waste Collection Supervisor North (WCS) visited site and a request was put through to the Estates team to carry out the necessary repair.	Waste Collection Supervisor to consider collecting bins from a cluster point to mitigate problems with the paving lifting.	25 Oct 18
3 Jan 19	Waste collection vehicle used customer's private driveway to turn around in, which resulted in a scuffed drive.	Waste Collection Supervisor (North) apologised to customer and assured them this would stop.	Crew instructed not to use customer's driveway for turning.	9 January 19
7 Jan 19	Customer is unhappy that plants in her garden had been strimmed back to the ground when the surrounding area was strimmed.	Street Scene Supervisor Grounds (North) contacted customer to apologise and agreed to cover the costs of replacement plants. Customer happy that the issue is now resolved.	Compensation given to replace planting.	20 Apr 19
28 Jan 19	Resident reported to their Councillor that their bin isn't being returned after emptying. The resident has mobility problems and has assisted bin collection. This has been reported twice previously.	Apology provided to the resident. A recent change in crew has resulted in this issue but this has been addressed with the crew to prevent future issues.	Crew has been made aware of this assisted collection. Comprehensive handovers to be given to new crew when there are crew changes.	28 Jan 19

26 Mar 19	Customer has complained four times since December that the road sweeper misses Hedges Mead. It was last seen sweeping the road in early October.	Manager investigated and there is a recurring issue due to vehicles being parked in the narrow road and no space to turn at the end of the road. Sweeper returned to sweep and HoS spoke to customer on the phone to explain the situation.	Issue discussed with Supervisor and this should be noted when the vehicle cannot access the road so it can go back to sweep at another time.	26 Mar 19
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