

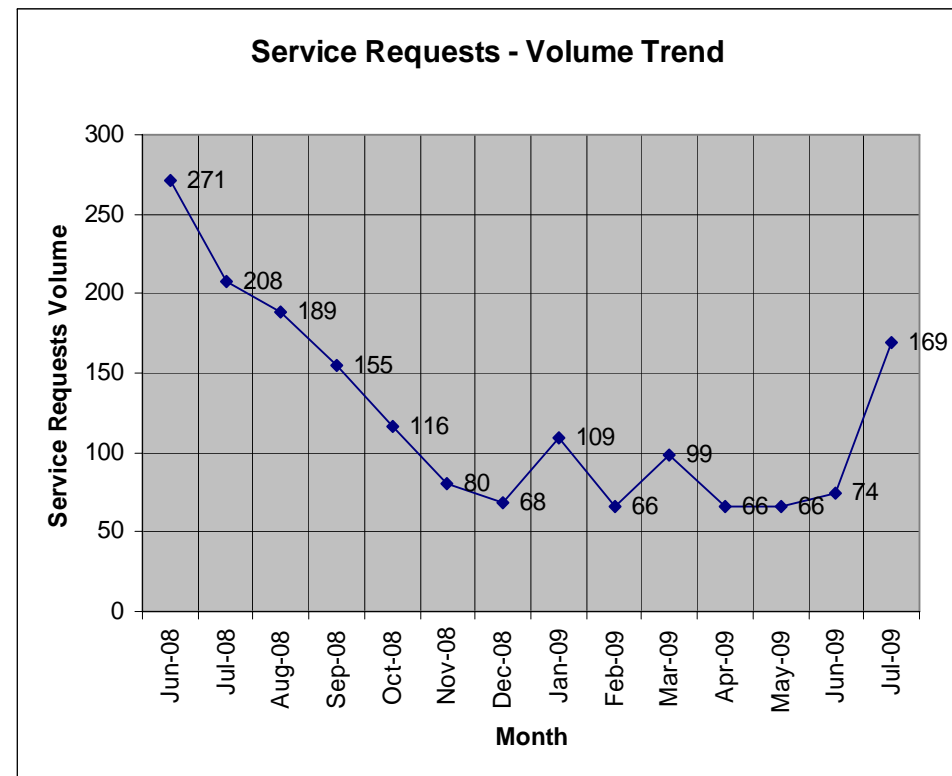
Freshbrook & Grange Ward Report

July 2009

Ward Service Requests

Type	Total
Recycling_Free Extra Box Delivery_Case	58
Waste_Bulky Collection_Appt Booked_Case	15
Housing_Housing Officer To Contact Tenant	13
Waste_Waste Warden Assessment_Case	11
Noise Complaint	8
General Complaint	6
Waste_Missed Wheelie Bin Single Property_Case	5
Pest Complaint	5
Parking_PCN Challenge Submitted_Case	5
Housing_Letter Actioned By BSU_EDRMS	5
Waste_Bulky Collection_Appt Awaiting Payment_Case	4
Letter_Landlord Services_Team 3 EDRMS	3
Complaint_Revenues Council Tax_Stage 1	3
Parking_Blue Badges_Refer to GP Case	2
Nuisance Rapid Response	2
Housing_Letter Property & Repairs_EDRMS	2
Green Areas_Allotments_New Tenant	2
Env Health_General Complaint_Follow Up Case	2
Waste_Missed Green Bags Single Property_Case	1
Waste_Delivery Multiple Items New Cust_Case	1
SUBTOTAL	153
OTHER SERVICE REQUESTS	16
Total	169

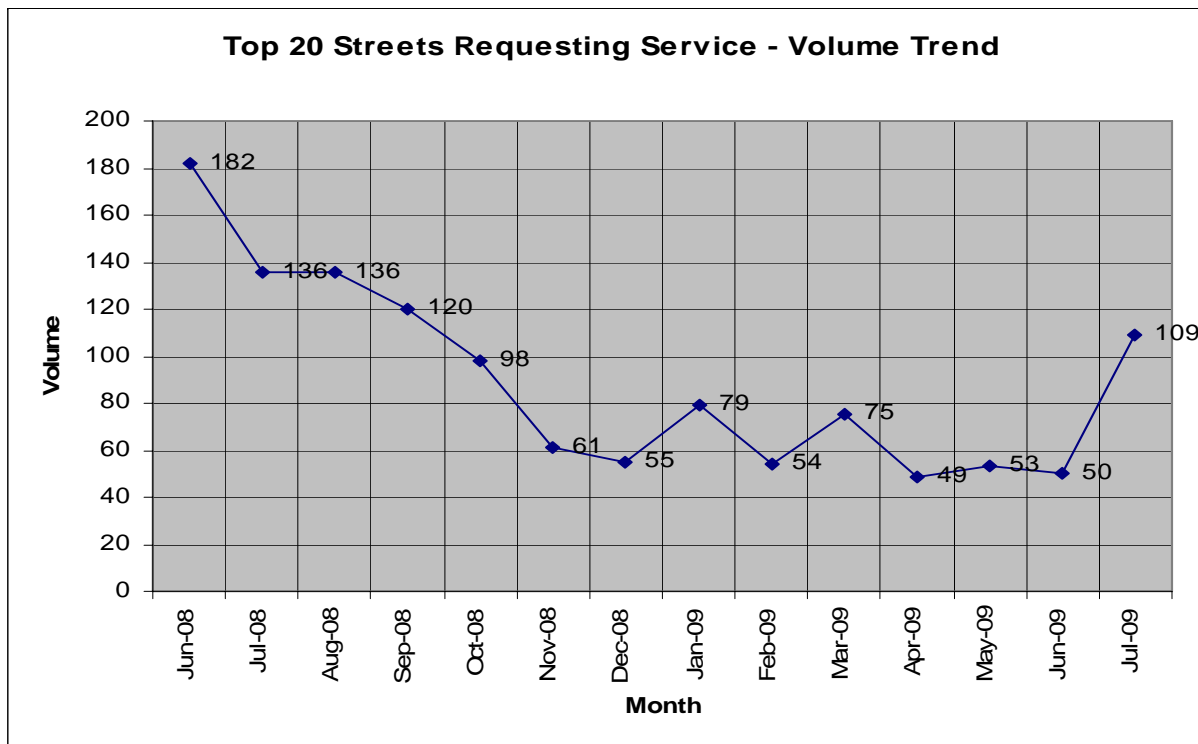
- In July 09 169 Service Requests were raised by residents.
- Since Jan 09, Free Recycling Box Deliveries has remained the most requested service.
- Bulky Waste Collections has remained in the top 3 since February and is a good source of income (£15.50 per collection without a Swindon Card) for the council.



Top 20 Streets Requesting Service

Address Line 1	Total
CRAWFORD CLOSE	16
GODOLPHIN CLOSE	15
COTTINGTON CLOSE	12
CASTLE DORE	8
BLOOMSBURY CLOSE	5
CHANDOS CLOSE	5
KILSYTH CLOSE	5
HAMPTON DRIVE	4
UXBRIDGE ROAD	4
WALTER CLOSE	4
WINWICK ROAD	4
CHALGROVE FIELD	3
EWORTH CLOSE	3
GAINSBOROUGH WAY	3
HOLBEIN MEWS	3
HOLBEIN SQUARE	3
LINEACRE CLOSE	3
MULCASTER AVENUE	3
PAULET CLOSE	3
WENTWORTH PARK	3
SUB TOTAL	109
OTHER STREETS	60
TOTAL	169

- Service Requests have decreased by 30% compared to July 2008.
- The top streets are all located around SN25, which is part of the new builds off Thamesdown Drive. With the top request type being Free Recycling bin, this is logical for new home owners to be making this type of request.



- Top 20 Streets generated 72 service requests in July 09. This is a slight increase on compared to May 09.

Data Source: Lagan CRM – 1st June 08– 31st July 09

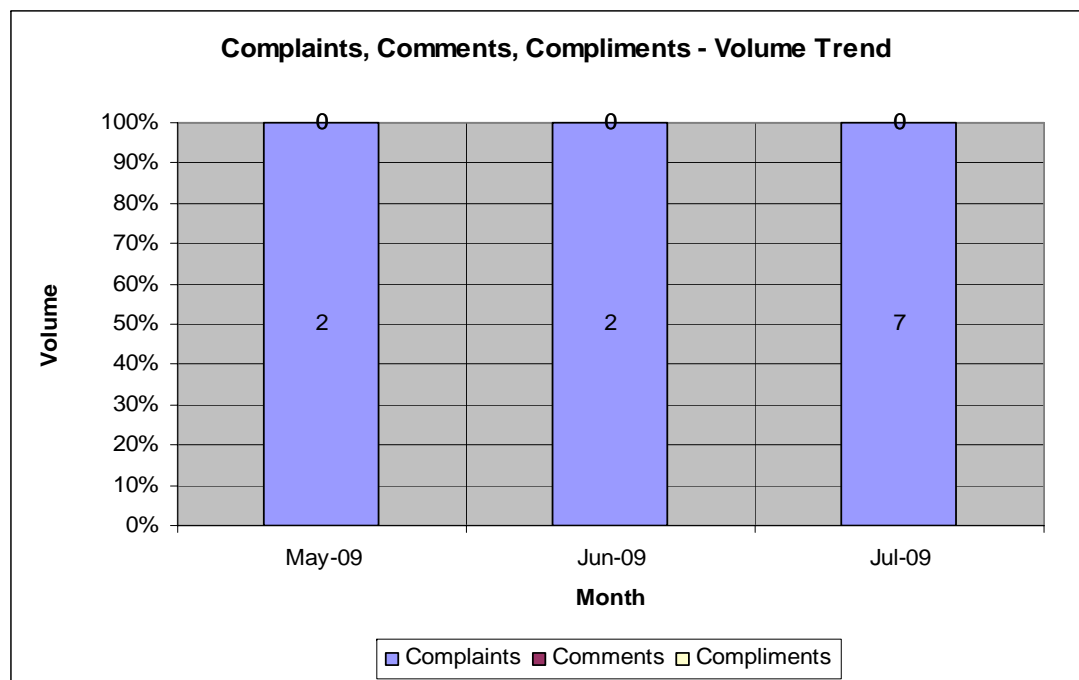
Complaints, Comments, Compliments

Reason	Total
Complaint_Waste and Recycling_Stage 1	1
Complaint_Revenues Council Tax_Stage 1	3
Complaint_Housing Personnel_Stage 1	1
Complaint_Housing Needs_Stage 1	1
Complaint_Car Parking_Stage 1	1
Total	7

•This is new data available from Lagan CRM. This information was not available from the Pro-Active system, so trend line data is not available prior to May 2009.

•July 2009 has seen an increase in complaints. This is in part due to the increased communications regarding complaints as part of the transition from Pro-Active to Lagan.

•We have completed 3 of 4 phases within the migration from Pro-Active to Lagan.



See appropriate [Complaints, Comments & Compliments Reports](#) for further breakdowns on Complaints, Comments & Compliments.