

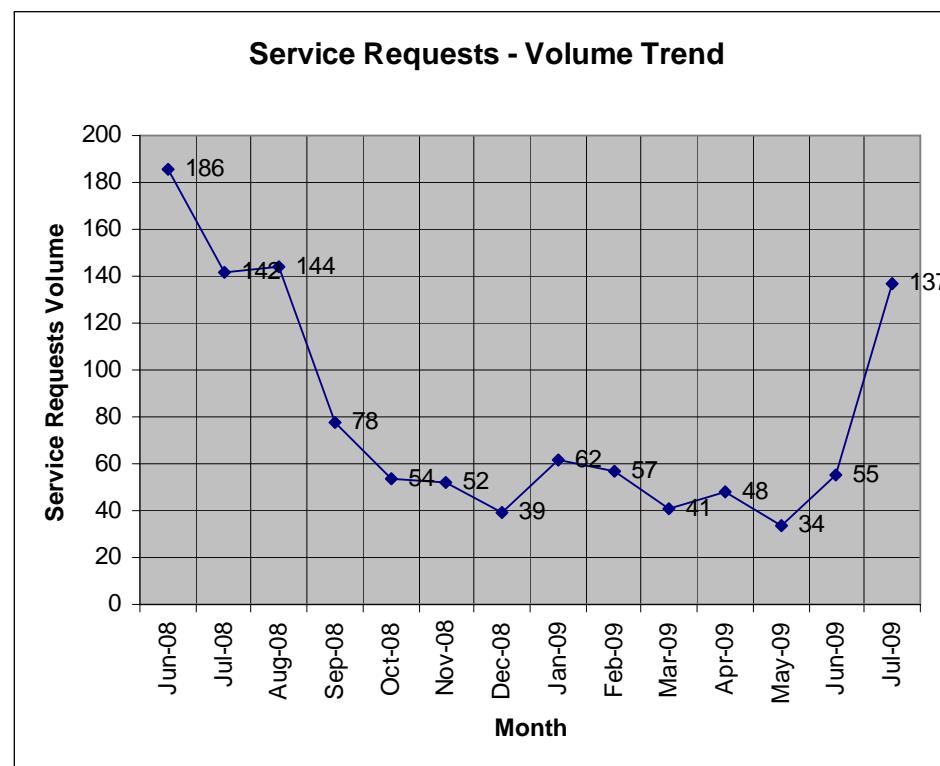
Shaw & Nine Elms Ward Report

July 2009

Ward Service Requests

Type	Total
Recycling_Free Extra Box Delivery_Case	45
Waste_Bulky Collection_Appt Booked_Case	17
Noise Complaint	14
Waste_Waste Warden Assessment_Case	14
Pest Complaint	6
Con Travel_Bus Passes_App Processed Case	5
Housing_Housing Officer To Contact Tenant	4
Waste_Early Presentation_Case	3
Complaint_Benefits_Stage 1	2
Complaint_Benefits_Stage 2	2
Complaint_Car Parking_Stage 1	2
Complaint_Env Enforcement_Stage 1	2
Parking_PCN Challenge Submitted_Case	2
Recycling_Missed Box Single Property_Case	2
Waste_Missed Green Bags Single Property_Case	2
ASB_Nuisance Neighbours_Private Tenant Case ASB11	1
Building Control_Dangerous Structure_Case	1
Complaint_Revenues Council Tax_Stage 1	1
Env Health_General Complaint_Follow Up Case	1
Env Health_Pest Complaint_Follow Up Case	1
SUBTOTAL	127
OTHER SERVICE REQUESTS	10
Total	137

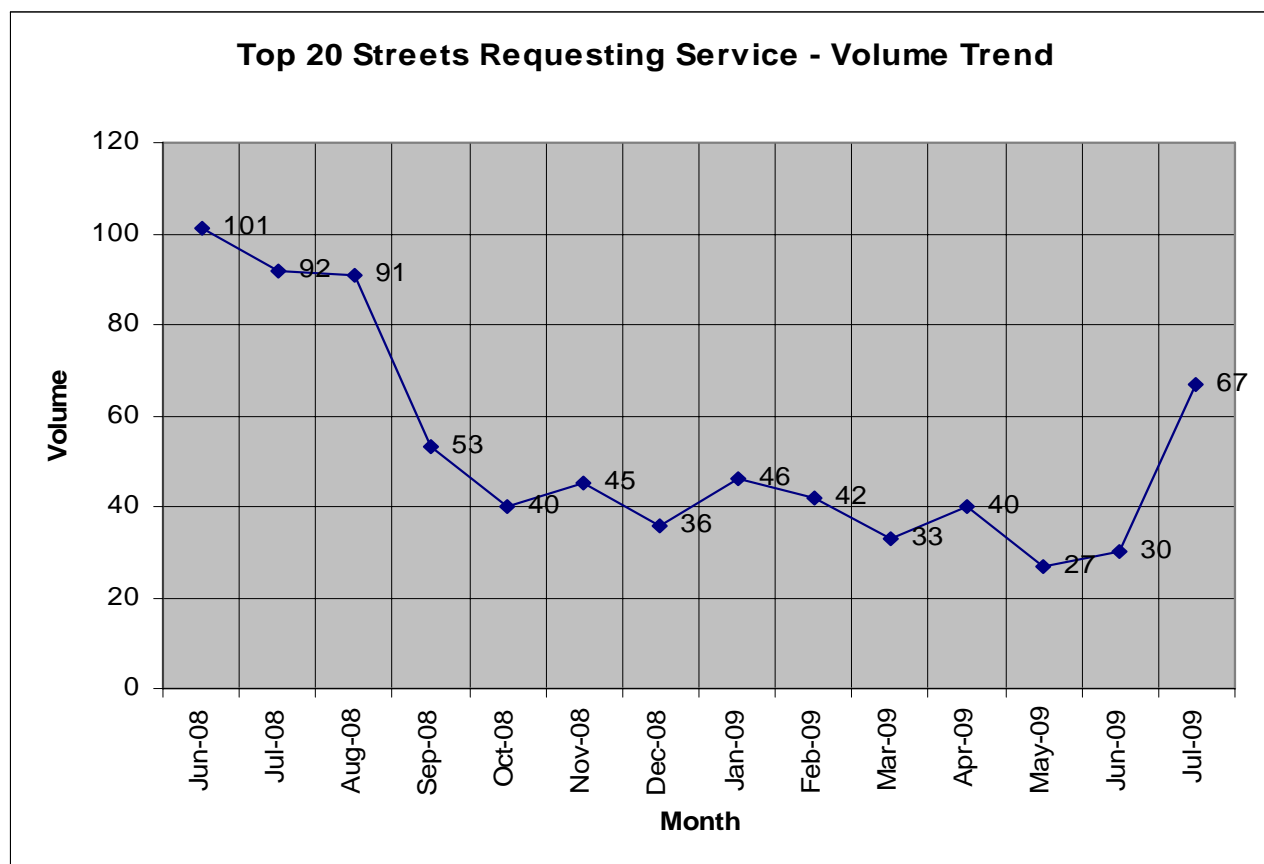
- In July 09 137 Service Requests were raised by residents.
- Since Jan 09, Free Recycling Box Delivery has been the highest volume service request overall.
- Bulky Waste Collections has remained in the top 3 since June 09 and is a good source of income (£15.50 per collection without a Swindon Card) for the council.



Top 20 Streets Requesting Service

Address Line 1	Total
OLD SHAW LANE	10
BISHOPDALE CLOSE	6
MEARES DRIVE	4
OAKWOOD ROAD	4
SADDLEBACK ROAD	4
CLAYHILL COPSE	3
CLOUTS WOOD	3
FRAMPTON CLOSE	3
JERSEY PARK	3
LOMOND CLOSE	3
PLATTES CLOSE	3
TAMWORTH DRIVE	3
THE BRAMPTONS	3
WINLAW CLOSE	3
DALEFOOT CLOSE	2
DANESTONE CLOSE	2
GOLDSBOROUGH CLOS	2
HARPTREE CLOSE	2
HARVESTER CLOSE	2
LONGSTOCK COURT	2
SUB TOTAL	67
OTHER STREETS	70
TOTAL	137

- Service Requests have bottomed out since Apr 09, following a decrease which begun in June 08, and bottomed out in Nov 08.



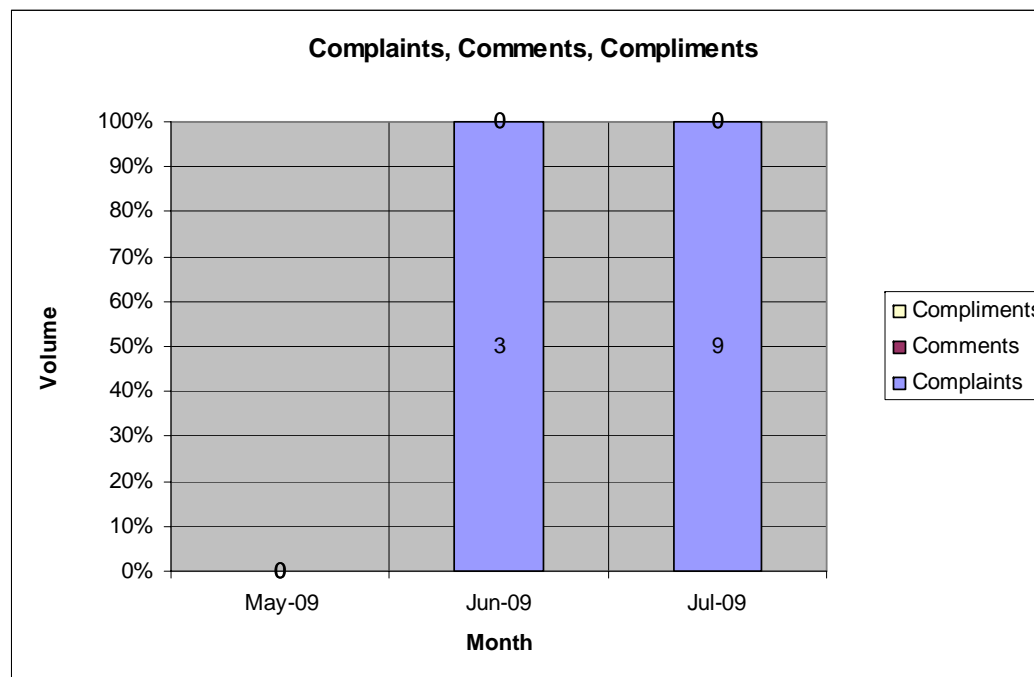
- Top 20 Streets generated 67 service requests in July 09.

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

Complaints, Comments, Compliments

Reason	Total
Complaint_Revenues Council Tax_Stage 1	1
Complaint_Env Enforcement_Stage 1	2
Complaint_Car Parking_Stage 1	2
Complaint_Benefits_Stage 2	2
Complaint_Benefits_Stage 1	2
Total	9

• 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.



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