

CUSTOMER FEEDBACK THEMES AND ACTIONS 01/10/2022 to 31/03/2023

Theme	Improvements Identified	Actions	Outcome	Current status	Due date/completion date
Communication	Improve communication between tenants and the Council's day-to-day repairs contractor regarding cancelled/rearranged repairs appointments.	<ul style="list-style-type: none"> Process to be introduced to ensure our contractors make direct contact with tenants when repair appointments need to be cancelled/rearranged. 	Tenants are kept informed of any appointment changes avoiding customer inconvenience	Ongoing.	End of October 2023
		<ul style="list-style-type: none"> Process to be introduced to ensure rearranged appointments are scheduled within 5 working days. 			
	Review and improve the content of "No Access" letters which are issued to tenants by our day-to-day repairs contractor.	<ul style="list-style-type: none"> Work in partnership with the Council's day-to-day repairs contractor to review and improve the content of the letters 	Clearer communication to tenants.	Completed.	October 2023
	Improve communication with residents in relation to the management of a leased Council site.	<ul style="list-style-type: none"> Hold quarterly meetings with residents and Lancashire Police 	Improved communication with the leaseholder and residents to provide an understanding of any issues.	Initial meetings held – quarterly meetings to continue.	Ongoing
		<ul style="list-style-type: none"> Assign designated Community Connector Manager to enable any concerns to be raised and resolved. 	Effective relationship management with the leaseholder.	Complete	Summer 2022
		<ul style="list-style-type: none"> Increase the frequency of communication with the leaseholder of the site. 	Improved relationships and understanding with leaseholder to hold accountable for security of site.	Ongoing	Continuous

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	<p>Assess how we communicate our intended activity in relation to tree maintenance to residents.</p>	<ul style="list-style-type: none"> The team has been restructured enabling capacity to ensure that we engage with our customers ahead of the intended work programme for tree maintenance to set their expectations. 	<p>Preventing avoidable contact as a result of the proactive approach in communicating with customers ensuring visibility of schedules</p>	<p>Restructure complete.</p>	<p>December 2022</p>
		<ul style="list-style-type: none"> Develop a tree programme and policy 	<p>Visible programme of works</p>	<p>policy in draft</p>	<p>April 2024</p>
	<p>Improve communication with applicants and agents when making planning applications.</p>	<ul style="list-style-type: none"> Review and update the Councils webpages in relation to Planning enquiries and letter templates. Regular monitoring of responses issued and timescales. 	<p>Clearer communication with applicants/agents.</p>	<p>Complete</p>	<p>March 2023</p>
	<p>Ensure customer communication in relation to Environmental Health issues clearly explains:</p> <ul style="list-style-type: none"> The actions that the Council can undertake. The formal processes that the Council must follow as part of any investigation. Timeframes for resolution. The customer's role and responsibilities as part of an investigation. 	<ul style="list-style-type: none"> Review of policy, standard letters Officers to undertake training in relation to managing expectations with customers. Review signposting information to ensure officers can signpost to other relevant agencies. 	<p>Customers have a better understanding of the process, timescales and the services the Council provides.</p>	<p>Complete</p>	<p>September 2023</p>

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Theme	Improvements Identified	Actions	Outcome	Current status	Due date/completion date
Service Delivery/Service Failure – 3 rd Party/Contractors	<p>Increased monitoring of the Council's day-to-day repairs contractor performance and progress of works.</p> <p>Improve communication between the Council and the day-to-day repairs contractor.</p>	<ul style="list-style-type: none"> Introduce weekly reporting to monitor outstanding repairs. Review partnership meetings Workshop to be held between all involved services within the Council and the Councils day-to-day repairs contractor, to identify improvements to service delivery. 	Robust monitoring of contractor performance and service delivery	<p>Complete</p> <p>Complete</p>	<p>June 2023</p> <p>February 2023</p>
	<p>Increase the number of day-to-day repairs that can be completed at the first appointment.</p>	<ul style="list-style-type: none"> Ensure full details of the repair and trade are effectively communicated to the Council's day-to-day repairs contractor at the time of raising a repair order. The Council's day-to-day repair contractor to ensure their operatives are equipped to resolve repairs when attending appointments. 	To improve the customer experience by completing repairs at the first appointment.	Ongoing	November 2023
	<p>Tenants to be fully informed when repairs cannot be fully completed at the first appointment.</p>	<ul style="list-style-type: none"> The Council's day-to-day repairs contractor must fully explain to tenants the reasons why jobs cannot be completed on the first visit and manage tenant expectations by confirming when they will return to complete the work. 	<p>Tenants are proactively kept informed on the progress of their repair.</p> <p>Remove the need for tenants to make contact to chase their repair</p>	Ongoing	November 2023
	<p>Improve the quality of work completed by contractors acting on behalf of the Council for day-to-day repairs to council houses.</p>	<ul style="list-style-type: none"> Review the current process for monitoring reports of poor-quality workmanship. Identify improvements. Work with the Councils day-to-day repairs contractor to introduce the 	<p>Increased quality of repairs/workmanship carried out.</p> <p>Improved customer satisfaction</p>	Ongoing	December 2023

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		new process for effective monitoring.	Reduction in repeat visits		
	Improve the reporting mechanism for defects highlighted following the completion of major works on Council owned sites.	<ul style="list-style-type: none"> Review the reporting mechanism for defects highlighted following the completion of major works on Council owned sites. 	<p>New reporting process in place.</p> <p>Clarity of contractual responsibilities for contractors.</p>	Complete	January 2023
	Review the Council's existing contract for gritting to ensure that all Council car parks are gritted correctly and the contractor fulfils the requirements of the contract.	<ul style="list-style-type: none"> Discussion with the contractor to ensure that Council car parks are gritted when both red and amber warnings are issued by the Met Office. Monitor the gritting of Council car parks throughout the winter period to ensure issues can be resolved timely with the contractor. Implementation of key performance indicators within the new contract. 	<p>All Council car parks to be gritted where red and amber weather warnings have been issued.</p> <p>Effective contract management</p>	New contract being procured for winter 2023 that will include both amber and red warnings for gritting within Council car parks.	October 2023

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Theme	Improvements Identified	Actions	Outcome	Current status	Due date/completion date
Third Party/Contractor Behaviour	Increase supervision and communication with contractors and sub-contractors when undertaking works/projects within the Borough to ensure residents/visitors are fully informed of works taking place.	<ul style="list-style-type: none"> Ensure effective site supervision/communication as part of any agreements when work/projects are undertaken. 	<p>Improved working relations.</p> <p>Customers informed of projects/works ongoing in the Borough.</p>	Ongoing in line with any new projects.	Continuous.
	Training required for Civil Enforcement Parking Officers.	<ul style="list-style-type: none"> Provide training to Civil Enforcement Officers in relation to machine functionality. 	Civil Enforcement Officers are able to effectively communicate to service users.	Complete	January 2023

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Theme	Improvements Identified	Actions	Outcome	Current status	Due date/completion date
Council Officer Behaviour -	Continuous development of Customer Service officers through ongoing training.	<ul style="list-style-type: none"> All Customer Services staff to undertake customer service training via the new e-learning platform, with annual refresher training in place. Increase call monitoring to identify further training needs/monitor success of the training delivered. 	<p>Improved customer satisfaction.</p> <p>Customer Services staff able to effectively deliver a high standard of service and customer care.</p> <p>Continuous development, enhanced knowledge and skills.</p>	Initial round of training complete. Annual refresher training	<p>September 2023</p> <p>Annually</p>
	Provide customer service training for all refuse and recycling operatives.	<ul style="list-style-type: none"> Undertake Customer Service and Equality and Diversity Training 	<p>Staff working in line with the Councils behaviour framework.</p> <p>Improved customer satisfaction</p>	In progress	<p>Initial phase to be complete by February 2024.</p> <p>This will be an ongoing process</p>

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Service Delivery- West Lancashire Borough Council	Refuse and Recycling collection crews to be aware of all collections on their rounds.	<ul style="list-style-type: none"> • Regular briefing sessions to be undertaken with all waste crews to set out the importance of understanding their collection rounds and the impact of missed bins on our customers. • Implement performance management to monitor crew performance. 	Reduction in the number of missed bin collections being reported which resulted in 99.85% of bins being collected in the financial year 2022/23	Ongoing process	Ongoing
	Effective promotion of any scheduled changes to refuse & recycling collection dates and times to ensure customers understand when to present their bins.	<ul style="list-style-type: none"> • Communication campaign in advance of the festive period to notify customers of any changes. • Revise the design of stickers to be placed on all bins to notify customers of the revised collection dates over the festive period. • Continue to review the effectiveness of yearly campaigns to identify any further improvements for the following year. 	<p>Reduction in avoidable contact</p> <p>Customers kept informed of any changes to collections.</p>	Complete for 2022/23	December 2022 – this work will continue every year
	Review the quality/standard of the garden waste bins.	<ul style="list-style-type: none"> • Review the products available from the existing provider. • Identify whether an alternative provider can be sourced that offers a higher standard of quality. • Refresher bin handling training for crews • Provide advice and guidance to residents on how to care and store bins to avoid overfilling. 	<p>Consideration of alternative provider</p> <p>Officers and residents aware of how to handle/store bins effectively.</p>	Ongoing	May 2024

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	<p>Improve the process for delivering clinical waste containers to residents.</p>	<ul style="list-style-type: none"> • Undertake an audit of the Clinical Waste Service • Review of all procedures and processes. 	<p>Improved service delivery for clinical waste customers</p>	<p>Ongoing</p>	<p>March 2024</p>
	<p>Street cleaning schedules to improve</p>	<ul style="list-style-type: none"> • Training to be undertaken to increase the number of Clean and Green Operatives to achieve HGV licence to improve resilience within the service. • Review of cleansing schedules to meet the needs of the community within resources available. • Introduce effective monitoring of the Land Audit Management inspections for cleansing activities. 	<p>Increased resilience within the service and cleansing in busy locations/high footfall areas.</p> <p>Action plans in place for areas requiring improvements.</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Initial training phase is complete.</p> <p>Ongoing cycle with random inspections taking place every 3 months.</p>
	<p>Improve the handling time for Right to Buy applications.</p>	<ul style="list-style-type: none"> • Review the Right to Buy process to identify improvements to service delivery. • Implement improvement recommendations. • Implement Service Delivery meetings with all key service stakeholders. 	<p>Reduction in current handling timescales</p> <p>Improve the customer experience.</p> <p>Improve communications between the key service areas involved to ensure applications are handled timely.</p>	<p>Complete</p> <p>In progress</p> <p>Ongoing – regular meetings now in place.</p>	<p>February 2023</p> <p>April 2024</p> <p>April 2022</p>

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	<p>Improve incoming mail handling time within the Revenues and Benefits Service to ensure timely decisions are made and communicated to customers.</p>	<ul style="list-style-type: none"> • Review current capacity, volumes of mail and outputs within the service. • Review Council Tax recovery timetable and processes for first and second reminders. 	<p>Full understanding of resource requirements needed to ensure service delivery meets the Councils service standards.</p> <p>Effectively manage customer expectations in line with the Councils Service Standards.</p> <p>Reduce avoidable contact from customers.</p>	<p>Complete</p> <p>Complete – new process in place.</p>	<p>July 2023</p>
	<p>Improve tenant involvement/engagement</p>	<ul style="list-style-type: none"> • Review current tenant involvement/engagement activities. 	<p>An improved tenant involvement structure/framework to ensure the tenants voice is captured and included when reviewing, shaping and developing services to tenants.</p> <p>An improved scrutiny framework for tenants.</p> <p>Meeting the requirements of the Housing Regulator</p>	<p>Ongoing</p>	<p>Quarter 4 2023/2024</p>
	<p>Review the process for officers when publishing planning objections via the Councils website ensure a consistent approach..</p>	<ul style="list-style-type: none"> • Provide training and support to officers involved in the process. • Ensure training is provided to new officers as part of their induction. 	<p>Consistent visibility of objections in relation to Planning Applications via the Councils website.</p>	<p>Initial training provided.</p>	<p>Ongoing</p>

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	Implement a revised Planning Enforcement Policy	<ul style="list-style-type: none">Investigate alleged Planning Breaches in accordance with the new Planning Enforcement policy	Improved and consistent approach for handling enforcement issues. Improved customer satisfaction	Complete	March 2023
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High Level Theme	Improvements Identified	Actions	Outcome	Current status	Due date/completion date
Damp/Mould	Provide information to tenants in relation to damp and mould causes, remedies and how to report issues to the Council.	<ul style="list-style-type: none"> • Information leaflet to be developed and issued to all new tenants and existing tenants when reporting damp and mould issues. • Specific webpage to be created on the Councils website to provide information and signposting services in relation to damp and mould. 	<p>To increase awareness of the potential causes of damp and mould.</p> <p>To support tenants who experience damp and mould to report damp and mould issues.</p>	Complete	September 2023
	Improve response rates to reports of damp/mould in Council properties.	<ul style="list-style-type: none"> • Review existing processes. • Identify improvement opportunities. • Communicate new process to all officers involved in handling damp/mould enquiries. 	Effective handling of damp/mould reports in line with the Council's Damp Policy.	Complete	March 2023