

## Appendix 2 – Areas that merited further investigation

### Missed Bins

2017-18	Total Complaints	No. of Stage 2 Complaints	No. of ICI Complaints
	172	9	-

172 of the 254 waste complaints related to missed bin collections. This surge in complaints is primarily due to service restructure and changes in collection dates. These changes affected 120,000 households, and every resident within the city. The majority of the 172 complaints received relating to missed bins were successfully resolved at Stage 1 of the complaints procedure. Only 9 were escalated to Stage 2. The reason these complainants wished for their complaint to be progressed to the second stage was due to repeated missed bin collections, despite assurances from managers at Stage 1 that they would be collected.

### Car Park Charges

2017-18	Total Complaints	No. of Stage 2 Complaints	No. of ICI Complaints
	13	1	-

Whilst the volume of complaints is small here, the percentage increase in complaints for car parks is one of the largest. With three times as many complaints as 2016-17, the most common theme in these complaints relates to car parking charges. The City Council has an overall policy of discouraging non-essential car journeys, so prices are aimed at incentivising the use of other modes of transport to access the city. Cambridge is considerably more expensive than comparative shopping areas in the region and we have a marked increase in tariff for stays over four hours. It is this comparison to others and the level of parking charge that generated the majority of complaints.

### Delayed Repairs

2017-18	Total Complaints	No. of Stage 2 Complaints	No. of ICI Complaints
	20	2	-

48% of complaints about Estates & Facilities related to a delay to repair appointments being completed. Estates & Facilities have found recruiting and sustaining a level of skilled operatives to manage demand challenging this year. Due to this, there is often a long wait for tenants from booking the initial job until it is completed. A new training programme has been introduced for operatives to learn other skills and become 'Multi-Skilled'. It is expected that at the end of the programme, ten staff will have skills to carry out repairs across multiple trades, increasing capacity and resilience, and reducing wait times.