

Item

WASTE COMPLAINTS APRIL - DECEMBER 2018



To:

Civic Affairs Committee [30/01/2019]

Report by:

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Wards affected:

All

1. Introduction

- 1.1 This report provides an analysis of complaints made relating to the council regarding waste services during the period of April – December 2018.
- 1.2 The purpose of this report is to identify topics and trends in relation to complaints; identify areas of organisational learning that have taken place as a result of the complaints received.

2. Recommendations

- 2.1 Members are asked to note the contents of this report

3. Background

- 3.1. In the 2017-18 Annual Complaints Report, it was highlighted that the amount of complaints to the waste service had increased dramatically in comparison to previous years. This report was created to give an overview of the number of complaints to this service in 2018-19 so far,

and to see the impact of these complaints on the service throughout the year.

4. Implications

(a) Financial Implications

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The time and resources spent on responding to complaints is a not insignificant cost to the Council. Our aim should be to get things right first time as often as we can.

(b) Staffing Implications

None

(c) Equality and Poverty Implications

Analysis and action taken as a result of complaints has an important role to play in ensuring that our services are accessible to all those who wish or need to use them, and that as far as possible we are able to respond flexibly to the differing needs of our citizens and visitors.

(d) Environmental Implications

None

(e) Procurement Implications

None

(f) Community Safety Implications

None

5. Consultation and communication considerations

None

6. Background papers

Background papers used in the preparation of this report:

- (a) Departmental Quarterly monitoring reports 2018

7. Appendices

- (a) None

8. Inspection of papers

To inspect the background papers or if you have a query on the report please contact Tony Stead, Business & Development Manager, tel: 01223 - 457501, email: tony.stead@cambridge.gov.uk.