

Decision Maker: EXECUTIVE AND RESOURCES POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Date: Wednesday 6 January 2016

Decision Type: Non-Urgent Non-Executive Non-Key

Title: CUSTOMER SERVICES MONITORING REPORT

Contact Officer: Duncan Bridgewater, Head of Customer Service
Tel: 0208 461 7676 E-mail: Duncan.Bridgewater@bromley.gov.uk

Chief Officer: Director of Corporate Services

Ward: (All Wards);

1. Reason for report

This report provides information on the performance of the Customer Service Contract provided by Liberata for the period 1 June 2015 to 30 November 2015. A letter from the Contract Director for Liberata, Amanda Inwood-Field provides her update on each individual element and is attached in Appendix 1.

2. **RECOMMENDATION(S)**

The Committee is requested to note and comment on the information contained within the report and the letter provided by Liberata (appendix 1)

The Committee is requested to confirm whether it would like a further report on proposals to identify possible further savings by becoming digital by default on areas where a self-service alternative exists for customers to access services, as detailed in para 3.8

Corporate Policy

1. Policy Status: Existing Policy:
 2. BBB Priority: Excellent Council:
-

Financial

1. Cost of proposal: N/A
 2. Ongoing costs: N/A
 3. Budget head/performance centre: Customer Services (437000)
 4. Total current budget for this head: £836,000
 5. Source of funding:
-

Staff

1. Number of staff (current and additional): 1
 2. If from existing staff resources, number of staff hours: N/A
-

Legal

1. Legal Requirement: None - Although Customer Service provides initial point of contact for many statutory services
 2. Call-in: Applicable
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected):
115,000 visitors, 700,000 phone calls, 30,000 e-mails and 3,800,000 web visits annually
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? No
2. Summary of Ward Councillors comments: N/A

3. COMMENTARY

The Head of Customer Service monitors the contract with Liberata against the set Key Performance Indicators in appendix 2.

Overall performance of the contract was affected by the changes to the domestic waste collection service in June. As a result, there was an impact on service levels by significantly increased contact volumes throughout July and August.

3.1 Web Site and Bromley Knowledge

The table below shows the volumes of web site activity

	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Total visits	309,992	314,492	298,871	307,708	309,392	288,191
Pages viewed	1,208,872	1,301,997	1,148,407	1,200,649	1,164,648	1,064,547
From desktop	158,373	160,699	143,130	156,178	152,867	145,009
From mobile	94,143	99,015	101,176	99,745	105,430	96,754
From tablet	51,476	54,778	54,565	51,785	51,095	46,428
% non-desktop	47.0%	48.9%	52.1%	49.2%	50.6%	49.7%
Forms completed	7,376	10,981	8,657	8,848	6,517	6,045

The increased volumes of completed web forms in July, August and September can be attributed to customers reporting missed waste collections.

3.2 Bromley Knowledge

Title	Measure	Monitoring Frequency	Reporting Frequency	Target	Performance
Critical Updates	% completed within 1 working hour	Daily	Monthly	100% within 1 working hour	99.84%*
Urgent Updates	% completed within 1 working day	Daily	Monthly	100% within 1 working day	100%
Important Updates	% completed within 2 working days	Daily	Monthly	100% within 2 working days	90%**
Regular Updates	% completed within 5 working days	Daily	Monthly	100% within 5 working days	100%

The table above shows the performance of the web team against target for providing updates to web pages within the specified time period.

E Form Development

Month	New Form Requests	Total Requests
June	5	15
July	7	69
August	5	34
September	4	81
October	3	70
November	3	92

Web Content Requests

Request	JUN	JUL	AUG	SEP	OCT	NOV
Web Page Update	60	76	57	69	61	57
Online Form creation/amendments	9	8	13	7	8	5
Online Payment integration	0	0	0	0	0	0
News Item	6	3	1	4	2	9
Press Release	9	6	4	12	11	17
Carousel Item	2	5	3	2	4	7
Friendly URL Creation	1	1	2	0	4	1
Social Media item	15	3	6	13	8	16
Event promotion	14	19	12	26	35	14
Other	2	20	7	9	9	7
Total	118	141	105	152	142	133

The web team continue to perform well, either meeting their targets, or within acceptable tolerance of the target.

* One work request where content update missed target by 2 days, although the work was delivered within the request date for publication.

** Only two 2 meetings, in the month of July, however 1 target missed due to clients availability. As the number of meetings is low any missed targets have a disproportionate impact on the target.

3.3 Contact Centre

The Contact Centre achieved overall performance of 57% over the reporting period against a target of 50%. July and August were extremely challenging months, as call volumes increased significantly because of the changes made to waste collections from 29 June. Despite the deployment of additional staff by Liberata, the service was unable to cope with the increased volume.

	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Offered	17,606	24,854	15,326	15,818	14,096	13,245
Answered	15,196	17,450	13,143	14,876	13,306	12,224
% of Calls Answered	86.3%	70.2%	85.8%	94.0%	94.4%	92.3%
Abandoned	2,410	7,404	2,183	942	790	1,021
Answered in SL	9,569	4,124	6,486	10,615	10,006	7,966
SL Target	50.0%	50.0%	50.0%	50.0%	50.0%	50.0%
% of Calls Ans. in 60 sec.	63.0%	23.6%	49.3%	71.4%	75.2%	65.2%
Wait Time (secs)	100	337	161	66	55	91
Talk Time (secs)	243	277	279	255	253	263

E-mail volumes peaked across the same period as phone calls and Liberata have implemented processes to measure volumes that take more than 5 days to process.

	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Emails processed	1,974	2,163	1,803	1,705	1,260	1,581
Emails processed in more than 5 days				88	1	0
% Emails processed in more than 5 days				5.2%	0.1%	0

Liberata has prepared a detailed review report to the Customer Focus Group on lessons learnt on the changes to the waste collection service, which affected a significant proportion of the borough. A number of recommendations were made to mitigate impact of future service changes, all of which have been taken forward.

3.4 Out of Hours Contact Centre

The out of hours emergency contact centre achieved an overall performance of 84% for general council emergencies and 75% for noise emergencies, against a target of 80%.

		Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
OOH (Council)	Offered	964	1,112	1,108	507	512	625
OOH (Council)	% of Calls Ans. in 30 sec	91.8%	96.0%	85.3%	75%	80.0%	76.0%
OOH (Noise)	Offered	130	200	172	214	139	120
OOH (Noise)	% of Calls Ans. in 30 sec	76.0%	76.0%	77.0%	77.0%	70.0%	74.0%

3.5 Reception

Reception achieved overall performance of 69% over the reporting period against a target of 80%. As a result of this shortfall, Liberata have reviewed the service and deployed a number of improvements and performance has now recovered.

	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Footfall	1,841	1,827	1,572	2,234	2,236	1,573
80% in 5 Minutes	82.4%	71.5%	73.0%	56.2%	66.9%	67.3%

3.6 Customer Satisfaction Surveys

Liberata are required to survey a random sample of customers, and achieve a return of 90% or more of customers of being satisfied or very satisfied with the service, and 10% or less being dissatisfied or very dissatisfied.

Generally negative feedback refers to service team performance in resolving the problem, rather than the initial part of the transaction with Customer Services. This information is being collated and shared with services, to help inform improvements.

	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Satisfied/Very Satisfied		87.0%	41.7%	45.4%	60.0%	55.6%
Dissatisfied/Very Dissat.		6.5%	40.4%	34.6%	26.6%	26.7%

3.7 Complaints and Compliments

The total number of complaints received throughout the period was 6 and there were 8 compliments.

		Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Compliments	Compliments	0	0	4	2	2	0

The 6 complaints were about switchboard voice recognition, service requests, the outsourcing of the service and general complaints about staff.

		Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Complaints	Email Delay	0	0	0	0	0	0
Complaints	Opening hours	0	0	0	0	0	0
Complaints	Service Issue	0	0	0	0	0	0
Complaints	Service Issue / CSC	0	0	0	0	0	0
Complaints	Contact Centre	0	0	0	0	2	0
Complaints	OOH Service	0	0	0	0	0	0
Complaints	Service of CSC	3	0	1	0	0	0

3.8 My Bromley Account

The table below shows the numbers of customers who have registered for a MyBromley Account, over the period of this report:

June	July	August	September	October	November	Total
1058	1311	1262	1106	1126	1041	6904

The total registered accounts since go-live (April 2015) is **14,314**.

Currently customers can view their Council Tax account on-line, which includes viewing their last payment and future demand, register for alerts from the Council, save their personal details to make completing on-line forms easier, as well as viewing their completed forms. This is known as personalisation.

Personalisation is known to appeal to customers and attracts them to use on-line options more frequently. It is also relatively low cost to achieve.

We are continuing to add new services and information including the following;

Personalised waste collection information and street cleaning schedules
Location of protected trees, conservation areas and listed buildings
Interactive maps showing gritting routes, salt bins and the location of 'snow friends' and other friends groups
Interactive maps showing local childminders and pre-school services
Map driven Polling Station look-up

MyBromley Account holders have been surveyed to understand what services they would like to see added to the portal. A summary of their feedback appears in appendix 3.

The areas highlighted include:

'Find my Nearest' which provides information drawn from other sources, such as the NHS – location of dentists/doctors/pharmacies etc.

'Single sign on' that allows customers to sign in to their Library Account via the MyBromley Account, and vice-versa

Displaying the accounts holders allocated polling station at appropriate points in the electoral calendar

Providing account holders with information and contact details of their local councillors.

Delivering alerts and news feeds into the account holders' home page

Additionally, Liberata have proposed the deployment of a 'Capita Connect' product will enable a fully integrated, digital Revenues and Benefits system. This is, however, subject to successful contract extension negotiations with Liberata, which are considered in report FSD16004.

Subject to successful contract extension negotiations, Liberata have suggested a number of channel shift efficiencies, utilising MyBromley Account for Council Tax and Benefit enquiries. Liberata will then drive customers to registering and using their MyBromley Account to answer queries such as:

Council tax account number queries

Previous payments

Single Person Discount Applications/changes in circumstances

Moving house

Council Tax balance enquiries

Setting up and amending direct debits

Benefit claims, tracking progress and change of circumstances

This digital by default approach, has been successfully deployed by Liberata at other contract sites, and resulted in cost reductions, whilst maximising the investment made in self-service alternatives and improving customer satisfaction. This is achieved by actively encouraging those who are able, to self-serve and preserves and protects traditional support for the vulnerable customers who need it. The North Somerset contract for Liberata now delivers 80% of Revenues & Benefits transactions via self-service. This is being considered in report FSD16004. We could make further efficiencies, in addition to this proposal from Liberata, and potentially reduce contract costs in the longer term, by adopting a digital by default position on a number of high volume enquiry types, in addition to Revenues and Benefits.

This supports central government's policy on universal credit.

The table in Appendix 4 shows the key enquiry types handled by Customer Services, and highlights those where a self-service alternative already exists.

However, it is recognised that this is a policy decision for Members to make, and subject to approval, a report could be brought to the group for consideration.

Further MyBromley Account publicity campaigns are planned throughout January and February, ahead of annual billing.

Feedback from the recent public budget consultation is being analysed and categorised, where the public were asked what services they liked about our on-line services and would like to see developed and brought on-line.

3.9 Healthchecks

The output from the review work carried out by Liberata known as Healthchecks, will now deliver a minimum annual repayment of £90K to the invest to save fund used for the contract set up costs, portal design, build and support.

Work is ongoing in some areas to finalise feasibility of the final suggestions, and there may be one or two further projects as a result.

4. POLICY IMPLICATIONS

None

5. FINANCIAL IMPLICATIONS

5.1 The table below provides a summary of the savings achieved to date as part of the Invest to Save scheme.

Customer Services Invest to Save Repayments

	Year 1	Year 2	Year 3	Year 4	Year 5	Total
	2015/16	2016/17	2017/18	2018/19	2019/20	
	£'000	£'000	£'000	£'000	£'000	
Adult Social Care	10	27	27	27	27	
Registrars	11	13	13	13	13	
Housing	30	50	50	50	50	
	51	90	90	90	90	
Contribution to revenue pressures	-11	-12	-12	-12	-12	
Net repayment to Invest to Save	40	78	78	78	78	352

5.2 As can be seen, full year savings of £90k per annum have been identified to date. This allows the initial investment of £330k, plus 2% interest per annum, to be repaid within 5 years, whilst also contributing £12k per annum towards revenue budget pressure within Customer Services.

6. LEGAL IMPLICATIONS

None

7. PERSONNEL IMPLICATIONS

None

Non-Applicable Sections:	Policy, Legal, Personnel
Background Documents: (Access via Contact Officer)	

Mark Bowen
Director of Corporate Services
London Borough of Bromley
Civic Centre
Stockwell Close
Bromley
BR1 3UH

Date: 7th December 2015

Our Ref: AIF/TB

Dear Mark,

As we approach the January Executive & Resources PDS meeting where we consider and review the performance of Corporate Customer Services, we take this opportunity to write to you with Liberata's assessment of the performance of this critical high profile service that we provide to London Borough of Bromley (LBB) and its citizens.

This summary covers performance for the period 1st June 2015 to 30th November 2015.

The Corporate Contact Centre performed well in the period June to November 2015 with an overall service level of 57% of calls answered in 60 seconds against a target of 50%, with some 85% of calls being answered in total. July and August proved to be very challenging months when service level fell below target with the Contact Centre receiving an unprecedented number of calls, the largest proportion of customers calling as a result of changes made to the waste collection rounds. Liberata deployed more resources to help deal with the increase in calls, answering nearly 3,000 more than July 2014, but the team were still unable to cope with the demand.

By the end of the November 12 service lines including the switchboard had been trained to our staff in the Barrow Shared Service Centre (SSC). This has provided the service with a lot of resiliency while also meeting our commitments to reduce costs as agreed in the Baseline Review. By the end of November the SSC team were answering 46% and 83% of corporate and switchboard calls respectively, and are delivering the services along with their colleagues in Bromley to a high standard.

As a result of not achieving performance levels in our face-to-face team Liberata have carried out a full review of how we deliver the service. Following this, a number of improvements were put forward in a paper to LBB in October, with many of those initiatives being implemented during November – these changes reaped immediate improvements for our customers and we evidenced a big improvement in service level performance.

We have continued to work closely with our out-of-hours partner, and they continue to deliver a good service.

The Council website continues to perform well with new forms and functionality being added. While the number of visitors peaked in July and August, due mainly to customers looking for information about their waste collection rounds after being changed, the numbers have since returned to normal averaging approximately 300k visits per month.

New forms are being added as service areas look to improve their website presence, on average there are 6k – 7k forms submitted by customers every month.

The MyBromley Account went live in April to coincide with annual billing and in the 6 months to November almost 15,000 residents have registered for an account and to view their council tax online. The next 6 months should see a number of further developments to the MyBromley Account, with more personalised content based on the customers' postcode ie waste collections, street cleaning schedules, gritting route information, locations of tree preservation orders, conservation areas and Listed Buildings all being added to the list of services available for registered and un-registered customers.

Liberata also carried out a short survey, sent to all registered users of the portal in November 2015, which returned over 150 responses to questions about the registration process, which services they accessed and what future developments they would like to see included.

The programme of healthchecks are completed, however smaller additional pieces of work are still being pursued from some of the earlier recommendations, including the possibility of transferring Planning related calls to the CSC.

Work also continues on a number of channel shift projects to help reduce traditional contact methods, including changes to IVR messaging to Parking and developing an online booking system for Registrars.

Liberata remains firmly committed to delivering an outstanding service to the London Borough of Bromley and its citizens.

Yours sincerely,

Amanda Inwood-Field
Contract Director

Appendix 2

Customer Contact Centre - Key Performance Indicators (KPI's)

	Measure	Definition		Target
1	Call Management	Number of calls answered by the agents within the specified timescales compared to total number of calls received		50% Calls answered within 1 minute
2	Email Management	Number of emails responded to within 5 working days compared to total number of emails received		100% responded to within 5 working day
3	Face to Face Management	Number of customers entering the reception areas must be seen within 5 minutes of their arrival compared to total number of customers, remainder within 15 minutes		80% of customers seen within 5 minutes of arrival
4	Switchboard Management	% of calls bailed to operator or requesting operator answered within 15 seconds		50% Calls answered within 1 minute
5	Customer Satisfaction	% of randomly selected customers, across different channels are either satisfied or very satisfied		90%

Appendix 3

Summary of feedback from My Bromley Account holders

The survey, sent to all registered users of the portal in November 2015, returned over 150 responses to questions about the registration process, which services they accessed and what future developments they would like to see included.

The pre-launch campaign and annual billing campaign appear to have been very successful with over 65% registering during this time period. More importantly, over 80% found the registration process easy or very easy.

Between 25 – 50% of respondents wanted to see the further developments listed above, with e-billing and e-reminders for council tax being the most popular, followed by single sign on and maps to 'find my nearest' close behind. The only exception was for the portal to have a dedicated business area, however as the survey was not targeted at business users, this may explain the low percentage.

The survey also asked for some demographic information, to ensure that we not only had a cross section of the public, but also to develop marketing campaigns if one group was under represented. From the results the age bands represented follows a traditional Bell curve with every age group represented with the 46 – 55 age band returning the most surveys. Male respondents did however outnumber female respondents 54% vs 32% with 14% preferring not to answer.

How long have you been registered on the MBA

Less than one month	5.00%
One month	5.00%
Two months	7.86%
Three months	8.57%
Four months	7.86%
Five months	18.57%
More than six months	46.43%
No answer	0.71%

How easy was the registration process?

Very easy	25.36%
Easy	56.52%
Difficult	9.42%
Very difficult)	7.97%

Which of the following online service developments would you like to see given a priority?

Allowing access to other Council online accounts	34.35%
Providing interactive maps with the location of local information, facilities, amenities, services and service providers.	37.40%
E-billing and e-reminders for council tax	48.09%
Listing services based on the users postcode e.g. late night pharmacies, walk in health clinic, late opening library etc.	43.51%
Providing an area for business customers to register	6.11%
Ability to print tip permits at home	25.19%
Online consultations, giving feedback on major planning or budget setting consultations as examples	24.43%

Electoral registration services (Voter registration, requesting postal votes)	37.40%
Service alerts and notifications e.g. weather alerts, service changes and updates, service reminders, local events, job vacancies etc.	35.11%

Appendix 4 Customer Communication – Channel Access

Table Summary

Phone	Telephony calls via the contact centre
Emails	received via customerservices@bromley.gov.uk address
Web	received via the Bromley.gov.uk website
F2F	Face to face customers managed via the reception
VR	Voice recognition, automated telephony system

Blue Badges	Phone	Email	Web	F2F	VR
Blue Badge Applications	✓	✓	DEV	✓	X
Blue Badge Renewals	✓	✓	DEV	✓	X
Education	Phone	Email	Web	F2F	VR
School Place Application	✓	✓	✓	✓	X
Free School Meals	✓	✓	✓	✓	X
Electoral	Phone	Email	Web	F2F	VR
Register to Vote	✓	✓	✓	✓	X
Opt in or out of the open register	✓	✓	✓	✓	X
Amend details on the Electoral Register	✓	✓	X	✓	X
Requests for Postal Votes	✓	✓	X	✓	X
Freedom Passes	Phone	Email	Web	F2F	VR
Freedom Pass Request	✓	✓	✓	✓	X
Freedom Pass Renewal	✓	✓	✓	✓	X
Lost or Stolen Freedom Pass	✓	✓	DEV	✓	X
Parking	Phone	Email	Web	F2F	VR
Enforcement Request	✓	✓	✓	✓	X
PCN Appeal	✓	✓	✓	✓	X
Suspension / Dispensation Request	✓	✓	✓	✓	X
Permit Application	✓	✓	✓	✓	X
Visitor Voucher Request	✓	✓	✓	✓	X
Permit Renewal	✓	✓	✓	✓	X
Permit Refunds	✓	✓	X	✓	X
Checking Parking Restriction	✓	✓	✓	✓	X
Amending Registration Details on Permit	✓	✓	X	✓	X
Public Protection	Phone	Email	Web	F2F	VR
Food	Phone	Email	Web	F2F	VR
Food Consumer Advice	✓	✓	✓	✓	X
Food Complaint	✓	✓	✓	✓	X
Food Hygiene	✓	✓	✓	✓	X
Suspected Food Poisoning	✓	✓	✓	✓	X
Food Trader Advice	✓	✓	✓	✓	X
Food Suspected Outbreak	✓	✓	✓	✓	X
Food Proposed Food Premises	✓	✓	✓	✓	X
Health & Safety	Phone	Email	Web	F2F	VR
Health & Safety Advice	✓	✓	X	✓	X
Health & Safety Complaints	✓	✓	X	✓	X
Fatal Accident MOP in a work place	✓	✓	X	✓	X
Fatal Accident to Employee	✓	✓	X	✓	X
Public Reportable Injuries	✓	✓	X	✓	X
Smoke Free	✓	✓	X	✓	X
Licensing Complaint	✓	✓	X	✓	X

Noise	Phone	Email	Web	F2F	VR
Commercial Alarm	✓	✓	✓	✓	X
Vehicle Alarm	✓	✓	✓	✓	X
Domestic Alarm	✓	✓	✓	✓	X
Vehicle Noise	✓	✓	✓	✓	X
Commercial Noise	✓	✓	✓	✓	X
Domestic DIY Noise	✓	✓	✓	✓	X
Domestic Animal	✓	✓	✓	✓	X
Domestic Noise	✓	✓	✓	✓	X
Firework Noise	✓	✓	✓	✓	X
Motorbike Noise	✓	✓	✓	✓	X
Noise in Street	✓	✓	✓	✓	X
Other Noise	✓	✓	✓	✓	X
Nuisance Licensed Premises	✓	✓	✓	✓	X
Music from Concerts	✓	✓	✓	✓	X
Railway Noise	✓	✓	✓	✓	X
Pest Control and Drainage	Phone	Email	Web	F2F	VR
Pest Enquiry	✓	✓	✓	✓	X
Insects Enquiry	✓	✓	✓	✓	X
Mice Enquiry	✓	✓	✓	✓	X
Rats Enquiry	✓	✓	✓	✓	X
Fox Enquiry	✓	✓	✓	✓	X
Drainage Enquiry	✓	✓	✓	✓	X
Public Health	Phone	Email	Web	F2F	VR
Odour Commercial	✓	✓	X	✓	X
Odour Domestic	✓	✓	X	✓	X
Bonfire Commercial	✓	✓	X	✓	X
Bonfire Domestic	✓	✓	X	✓	X
Animal Fouling	✓	✓	X	✓	X
Animal Keeping	✓	✓	X	✓	X
Dirty Premises	✓	✓	X	✓	X
Rubbish Commercial	✓	✓	✓	✓	X
Rubbish Domestic	✓	✓	✓	✓	X
Rubbish Fly Tipping	✓	✓	✓	✓	X
Rubbish Sites	✓	✓	✓	✓	X
Nuisance Other	✓	✓	X	✓	X
Scientific Services	Phone	Email	Web	F2F	VR
General Air Quality	✓	✓	X	✓	X
Asbestos Advice	✓	✓	X	✓	X
Dust Deposit	✓	✓	X	✓	X
Land / Soil Contamination	✓	✓	X	✓	X
Sound Insulation	✓	✓	X	✓	X
Chemical Spillage	✓	✓	X	✓	X
Radiation	✓	✓	X	✓	X
Radon Enquiry	✓	✓	X	✓	X
Drinking Water	✓	✓	X	✓	X
Water Lakes	✓	✓	X	✓	X
Swimming Pool SLA	✓	✓	X	✓	X
Swimming Pool Non SLA	✓	✓	X	✓	X
Aircraft Noise	✓	✓	✓	✓	X
Aircraft Noise – Biggin Hill	✓	✓	✓	✓	X
Lighting Nuisance	✓	✓	X	✓	X
Housing	Phone	Email	Web	F2F	VR
Handyman Scheme	✓	✓	X	✓	X
Housing Broomleigh / Affinity Sutton	✓	✓	X	✓	X

Housing Complaints	✓	✓	X	✓	X
Empty Property	✓	✓	X	✓	X
HMO Complaint	✓	✓	X	✓	X
Housing Initiative Inspection Request	✓	✓	X	✓	X
Housing Licencing Plans	✓	✓	X	✓	X
Housing Nuisance	✓	✓	X	✓	X
Housing Overcrowding	✓	✓	X	✓	X
Planning Consultation Requests	✓	✓	X	✓	X
Housing Energy Efficiency Requests	✓	✓	X	✓	X
Housing Planning	✓	✓	X	✓	X
Gypsy Traveller Site Nuisance	✓	✓	X	✓	X
Other Public Protection	Phone	Email	Web	F2F	VR
Lost Dogs	✓	✓	✓	✓	X
Found Dogs	✓	✓	X	✓	X
Trading Standards Enquiries	✓	✓	✓	✓	X
Rogue Traders	✓	✓	X	✓	X
Registrars	Phone	Email	Web	F2F	VR
Birth Registration	✓	X	✓	✓	X
Birth Re-Registration	✓	X	X	✓	X
Death Registration	✓	X	✓	✓	X
Notice of Marriage / Civil Partnership	✓	X	✓	✓	X
Nationality Checking Service (NCS)	✓	✓	DEV	✓	X
Ceremonies	✓	✓	X	✓	X
Copy Certificates	✓	✓	✓	✓	X
Streetscene & Greenspace					
Waste Services	Phone	Email	Web	F2F	VR
Recycling Containers	✓	✓	✓	✓	X
Missed Collections	✓	✓	✓	✓	✓
Ongoing Collection Problems	✓	✓	DEV	✓	X
On Street Recycling	✓	✓	X	✓	X
Service Complaints	✓	✓	DEV	✓	X
Green Garden Waste Request / Renewals	✓	✓	✓	✓	X
Special Requirements List (SRL)	✓	✓	X	✓	X
Clinical Waste	✓	✓	X	✓	X
Bulky Waste Collection	✓	✓	✓	✓	X
Streetscene	Phone	Email	Web	F2F	VR
Carriageway and Footway Faults	✓	✓	✓	✓	X
Drainage	✓	✓	✓	✓	X
Dumped Rubbish	✓	✓	✓	✓	X
Enforcement	✓	✓	✓	✓	X
Graffiti Removal	✓	✓	✓	✓	X
Nuisance Vehicles	✓	✓	✓	✓	X
Road Traffic Accident	✓	✓	✓	✓	X
Street Cleaning	✓	✓	✓	✓	X
Street Contractor Complaints	✓	✓	✓	✓	X
Snow	✓	✓	X	✓	X
Salt Bins	✓	✓	✓	✓	X
Temporary Highway Licences	✓	✓	✓	✓	X
Keys down a drain	✓	✓	✓	✓	X
Street Insurance Claims	✓	✓	X	✓	X
Greenspace	Phone	Email	Web	F2F	VR
Greenspace Contractor Complaints	✓	✓	X	✓	X
Community Service	✓	✓	✓	✓	X
Infrastructure	✓	✓	✓	✓	X
Grounds Maintenance	✓	✓	✓	✓	X