

**Manchester City Council  
Report for Information**

**Report To:** Communities & Neighbourhoods Overview and Scrutiny  
Committee – 7 September 2010

**Subject:** Response to Councillor Enquiries referred through EOC

**Report of:** Director of Neighbourhood Services

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**Summary**

This report gives details of the response times to Councillor enquiries which are logged through EOC.

**Recommendations**

That Members note the report.

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**Wards Affected:**

All

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**Background documents (available for public inspection):**

None.

## **1.0 Introduction**

- 1.1 This report gives details of the performance against SLAs as recorded in the IT system used to log requests for service received by EOC. The report also provides details of the improvement made in response to requests for service by Highways Services.

## **2.0 Background**

- 2.1 At the Scrutiny Committee in June Members of the Committee expressed concern that the requests for service which they make to EOC are not being responded to and resolved in a timely manner.

## **3.0 Overview of Performance**

- 3.1 Tables 1 and 2 give the performance of a number of services against the service level agreements (SLAs). The statistics cover June and July; August's figures will be provided at the Committee meeting. The data shows that in Waste and Recycling, Street Scene Services and Street Management the SLAs are in general terms being met. Where the SLA has not been achieved this has been exceeded by in some cases by a matter of hours (June kerbit central by 2 hours), in other circumstances while the performance is not 100% within the SLA the majority of cases are addressed within the SLA (flytipping June 88% of use within SLA). We always aim to achieve 100% performance within the SLA and managers will continue to investigate cases where the SLA has been exceeded.

- 3.2 In the case of Highway Services the data shows an improving picture between March and July. This is due to the Service having undertaken a number of service improvements including:

- Setting up team in-boxes within the CRM system to ensure service requests are going to the right place in the first instance.
- Creation of Customer Focused "Hubs" to improve the customer experience, track and respond to service ticket requests.
- A dedicated Customer Service Team to improve customer service throughout the department.
- Development of the new CRMII system

As a result of the above action the statistics show a continuous improvement in performance, March figures have shown an overall pass rate of 38%, April 43%, May 51%, June 50% and July 64%. Tables 1, 2 and 3 show how these figures have been calculated.

This area has been picked up as a major issue for the Highway Service to resolve and as a result a significant effort is being put in place to improve our performance. More time and effort is being put into how we use CRM by way of:

- Training staff

- Training managers in the reporting from CRM

#### **4.0 Summary**

- 4.1 Whilst the appendices show satisfactory performance by Waste & Recycling, Street Management and Street Scene Services, the overall position in relation to Highway Services is that the service is not yet delivering to the standard required and have got further work to do to get to an acceptable position. In a few isolated cases there has been an internal breakdown in communication and no response appears to have been made. All such cases are being investigated and systems have been put in place to ensure service requests are communicated effectively.

**Table 1**

**Councillor Requests Response Within Service Level Agreement – June**

Service	Total No. of Tickets	SLA	No. within SLA (%)	No. in excess of SLA (%)			Outstanding
				1- 5 days	5 – 10 days	+ 10 days	
<b>Drainage</b>							
Missing Drainage Covers	12	2 hours	6 (50%)	4 (83%)	2 (100%)		
Blocked - Drain / Gulley / Sewer	3	3 days		3 (100%)			
Flooding	4	1 Day	3 (75%)	1 (100%)			
<i>Performance against SLA</i>	19		9 (47%)				
<b>Waste &amp; Recycling</b>							
Remove Abandoned Domestic Bin	1	2 Day	1 (100%)				
Recycling Issues	3	1 Day	2 (67%)	3 (100%)			
<i>Performance against SLA</i>	4		3 (75%)				
<b>Highways</b>							
Barriers Missing or damaged	1	1 Day					1
Bollards/Barriers Other Problem	1	3 Days	1 (100%)				
New Road Markings Required	1	5 Days	1 (100%)				
Faded Road Markings Other	2	3 days	1 (100%)			1 (100%)	
Flagstones (Dangerous)	1	2 Hours				1 (100%)	
Flagstones (Non Dangerous)	1	1 Day		1 (100%)			
Iron work (Non Dangerous)	1	3 Days					1
Pothole/Crack	12	3 Days	5 (42%)	5 (84%)		2 (100%)	
Tree Root Damage	1	3 Days				1 (100%)	
Trips	3	1 Day	1 (33%)	1 (66%)	1 (100%)		

Service	Total No. of Tickets	SLA	No. within SLA (%)	No. in excess of SLA (%)			Outstanding
				1- 5 days	5 – 10 days	+ 10 days	
Obstructions	1	3 Days	1 (100%)				
Signs – Existing	1	5 Days	1 (100%)				
New Traffic calming scheme enquiry	4	5 Days	4 (100%)				
<i>Performance against SLA</i>	<i>30</i>		<i>15 (50%)</i>				
<b>Flytipping</b>							
Flytipping – Investigation required	5	3 Days	5 (100%)				
Flytipping	25	2 Days	22 (88%)	2 (96%)	1 (100%)		
Flytipping – White Goods	1	2 Days	1 (100%)				
<i>Performance against SLA</i>	<i>31</i>		<i>28 (90%)</i>				
<b>Graffiti</b>							
Graffiti – Other	7	21 Days	7 (100%)				
<i>Performance against SLA</i>	<i>7</i>		<i>7 (100%)</i>				
<b>Litter</b>							
Dirt/Dust/Broken Glass	5	1 Day	3 (60%)	2 (100%)			
General Litter	5	1 Day	4 (80%)	1 (100%)			
Litter Bins Overflowing	2	1 Day	2 (100%)				
<i>Performance against SLA</i>	<i>12</i>		<i>9 (75%)</i>				

**Table 2**

**Councillor Requests Response Within Service Level Agreement – July**

Service	Total No. of Tickets	SLA	No. within SLA (%)	No. in excess of SLA (%)			Outstanding
				1- 5 days	5 – 10 days	+ 10 days	
<b>Drainage</b>							
Missing Drain Covers	10	2 hours	9 (90%)	1 (100%)			
Blocked Drain/Gulley Sewer	6	3 days	4 (67%)	1 (83%)			1
Flooding	2	1 Day	1 (50%)	1 (100%)			
<i>Performance against SLA</i>	18		14 (78%)				
<b>Waste &amp; Recycling</b>							
Bulky Collection	1	10 days	1 (100%)				
Remove Abandoned Domestic and Recycling Bin	5	2 days	5 (100%)				
<i>Performance against SLA</i>	6		6 (100%)				
<b>Highways</b>							
Hedges Shrubs obstructing Road/Pavement	1	3 Days	1 (100%)				
Bollards Barriers Other Problem	1	3 Days	1 (100%)				
Faded Road Markings Other	1	3 Days	1 (100%)				
Faded Road Markings Parking Restriction Plates	1	3 Days					1

Service	Total No. of Tickets	SLA	No. within SLA (%)	No. in excess of SLA (%)			Outstanding
				1- 5 days	5 – 10 days	+ 10 days	
Failed Reinstatements (Crack / Pothole)	1	3 Days	1 (100%)				
Failed Reinstatements (Equipment / Debris)	2	3 Days	1 (50%)				1
Flagstones (Non Dangerous)	1	3 Days	1 (100%)				
Ironwork (Dangerous Problem)	1	1 Day	1 (100%)				
Ironwork (Non Dangerous)	3	3 Days			2 (67%)		1
Pothole / Crack	10	3 Days	6 (60%)	1 (70%)		3 (100%)	
Trips	1	1 Day				1 (100%)	
Obstructions	4	3 Days	4 (100%)				
Damaged Defaced Directional Signs	2	1 Day Complex	1 (50%)			1 (100%)	
Traffic calming new scheme enquiry	2	5 Days	2 (100%)				
Missing Street Name Plates	2	3 Days	2 (100%)				
Not Enough Signs	1	5 Days					1
<i>Performance against SLA</i>	34		22 (65%)				
<b>Flytipping</b>							
Flytipping Investigation Required	4	3 Days	4 (100%)				
Flytipping	19	2 Days	19 (100%)				
Eyesore	3	3 Days		1 (33%)	2 (100%)		

Service	Total No. of Tickets	SLA	No. within SLA (%)	No. in excess of SLA (%)			Outstanding
				1- 5 days	5 – 10 days	+ 10 days	
<i>Performance against SLA</i>	26		23 (88%)				
<b>Graffiti</b>							
Graffiti Other	8	21 Days	7 (87.5%)				1
Graffiti Racist, Obscene or Hate	1	1 Day	1 (100%)				
Dirt, Dust Broken Glass Outside City Centre	5	1 Day	5 (100%)				
<i>Performance against SLA</i>	14		13 (92%)				
<b>Litter</b>							
General Litter	4	1 Day	3 (75%)	1 (100%)			
Freestanding overflowing litter bin	1	1 Day	1 (100%)				
General Enquiries	2	1 Day	1 (50%)			1 (100%)	
New Litter Bin request	2	5 Days	1 (50%)				
<i>Performance against SLA</i>	9		7 (77%)				

**Table 3**

**Councillor Requests Response Within Service Level Agreement – March**

Service	Total No. of Tickets	SLA	No. within SLA (%)	No. in excess of SLA (%)			Outstanding
				1- 5 days	5 – 10 days	+ 10 days	
<b>Highways</b>							
Barriers Missing or damaged	1	2 Hours	1 (100%)				
Bollards/Barriers Other Problem	0						
New Road Markings Required	0						
Faded Road Markings Other	3	3 days	1 (33%)			2 (100%)	
Flagstones (Dangerous)	1	2 Hours		1 (100%)			
Flagstones (Non Dangerous)	2	3 Days		1 (50%)		1 (100%)	
Iron work (Non Dangerous)	0						
Pothole/Crack	70	3 Days	28 (40%)	11 (55%)	23 (88%)		8
Tree Root Damage	0						
Trips	0						
Obstructions	1	3 Days					1
Signs – Existing	0						
New Traffic calming scheme enquiry	0						
<i>Performance against SLA</i>	<i>78</i>		<i>30 (38%)</i>				