

Title: Appendices to C360 CRM system update Report

Appendix 1: Existing C360 Service Request forms

Type of Form / Request	Service	Type of Form / Request	Service
Receive Form	Customer Service Advisors	Bulky (Payment)	Refuse
Simple Enquiry	Customer Service Advisors	Parking permit (Payment)	Traffic
Transfer	Customer Service Advisors	New bin	Refuse
Public Toilets	Public Toilets	Assisted collection	Refuse
Streetworks	Streetworks	Missed trade waste	Refuse
Drivecare	Drivecare	Missed Bin	Refuse
Electoral Services	Elections	Nappy scheme	Refuse
Fixed Penalty Enquiry	Fixed Penalty	Refuse general enquiry	Refuse
Steet lights	Street Lighting	Trade waste enquiry	Refuse
Buses	Buses	Compost Bin (Payment)	Refuse
Buses	Bus Passes	Refuse adaptor	Refuse
School admissions	School Admissions	Van Ban Permit	Refuse
School Transport	School Transport	Gernal Waste Enquiry	Refuse
School Transport Concessionary Buss Pass	School Transport	Corona general enquiry	Corporate
Antisocial behaviour	Anti-social Behaviour	General Enquiry	All services
Dog issues	Dog Issues	Coastal and Promenade	Highways
Car parks	Traffic	Electric Vehicle Pilot	Corporate
Traffic lights and crossings	Traffic	Fly Posting	Streetscene
Signs and markings	Traffic	Damaged Barrier	Streetscene
road safety	Traffic	Flooding	Streetscene
Parking	Traffic	Hazard on Road	Streetscene
Cycling	Traffic	Gully, culvert / Manhole issue	Streetscene
Adopted Road	Traffic	Pot holes	Streetscene
Dropped Kerb	Traffic	Snow ice and road gritting	Streetscene
Public Footpath and bridleway	Public ROW and Bridle	Road or pavement damage	Streetscene

Abandoned vehicle	Environmental Crime	Play area, open space / country parks	Streetscene
Fly-Tipping	Environmental Crime	Dead animal	Streetscene
Nuisance vehicle	Environmental Crime	Graffiti	Streetscene
Cemeteries	Cemeteries	Hedge, tree and grass	Streetscene
Bridges	Bridges	Street cleaning	Streetscene

**any service request not listed above will be recorded using an alternative customer contact method e.g. service specific: supplier hosted CRM system; internal developed system/database; other electronic and/or paper record.*

Appendix 2: Good Practise 1

Description

Service Request Type: Hedge, tree and grass South

Is the issue on: Council land

Where is the issue? Verge

Further location details: Crossroads from Llanrhydd to Bathafarn Hall.

What are you reporting? Hedge

Nature of problem: Overgrown onto road

Any further information: Approx. 3 meter wall of brambles overgrown into the road on the left hand side corner of junction causing visibility problems joining the B 5429 road. Needs a good cut back.

Start Date

06/10/2021 11:10:21

Due Date

20/10/2021 11:10:19

End Date

19/10/2021 08:14:48

Notes

- 06/10/2021 12:51:47 by Streetscene assigned this enquiry
- 06/10/2021 13:02:11 by Streetscene assigned this enquiry
- 08/10/2021 14:14:40 by Streetscene assigned this enquiry
- 15/10/2021 13:55:17 by Streetscene added:
- Internal notes: Advised customer I will inspect the area highlighted in this enquiry.
- Customer notes: Good afternoon. Thank you for your enquiry. I apologise for my last reply. I assumed you meant the grass area to the left of the junction in your last request. I will revisit the area and make an informed decision. Thank you.
- 19/10/2021 08:14:48 by Streetscene
- Internal notes: Area revisited. Enquiry identified. Landowner to be identified and request the hedge to be cut back.
- Customer notes: Good morning, I revisited the area yesterday and identified the problematic hedge. I will contact the landowner and request that this hedge be cut back. Thank you for your patience.

- **Notes**
- 19/10/2021 11:25:51 Customer would like thanks passed to the team for this work

Good Practise 2

Description

Service Request Type: Dropped Kerb

Enquiry request: Dropped kerb

Please give details of where you would like the dropped kerb, and where you intend to park vehicles on your property:

Customer making enquiries about dropping kerb outside the property as they have recently moved into this property and a wall has been taken down which will make it easier to get onto drive, currently the drop kerb is at the side and not the full length of the drive.

Alternative contact method: E-mail

Start Date

12/10/2021 13:41:52

Due Date

26/10/2021 13:41:50

End Date

19/10/2021 10:59:43

Notes

- 13/10/2021 08:39:32 by Drapped kerb assigned this enquiry
- 19/10/2021 10:59:43
- Internal notes: No objection to the widening of the existing dropped kerbs subject to highway consent. I will arrange to forward the application pack to the email address provided in due course.
- Customer notes: No objection to the widening of the existing dropped kerbs subject to highway consent. I will arrange to forward the application pack to the email address provided in due course.



Appendix 3: Enquiries completed within target date

April – October 2021	Total Enquiries Closed	% Total
Total enquiries	38,152	
Closed within target date	28,462	82%
Closed outside of target date	6,997	18%

Appendix 4: Examples of 'pre-defined' fulfilment/completion notes (service officer selects form the choices and the narrative is automatically added)

These notes will be added to an email that is sent to the customer.

Customer notes: * (The customer will see anything entered here)

Complete - English	Complete - Welsh
<input checked="" type="checkbox"/> - Removed	<input type="checkbox"/> - Removed
<input type="text"/>  - Calendar	<input type="text"/>  - Calendar

The graffiti has been removed

****These notes will be added to an email that is sent to the customer.****

Customer notes: * (The customer will see anything entered here)

Complete - English

- Removed

- Cat

- Dog

 - Calendar

Complete - Welsh

- Removed

- Cat

- Dog

 - Calendar

We have collected and scanned a deceased cat, if the cat was chipped then details are held by Denbighshire County Council