

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