

13. REQUEST FOR SERVICE UPDATE

Officer responsible Community Advocate, Burwood/Pegasus	Author Kaye Edens - Community Technical Adviser, DDI 941-5307
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The purpose of this report is to inform the Board of the analysis of Request for Service (RfS) reports and resolution rates for Requests in the Burwood/Pegasus wards.

BACKGROUND

In response to concerns expressed by members of the Burwood/Pegasus Community Board, that their knowledge of local issues and concerns related to the Council was diminishing since the advent of the Christchurch City Council Call Centres, a reporting system was designed to search for RfS's by ward boundary. The reporting system until that time was not able to separate the data and it was impossible to try to analyse relevant trends. An undertaking was also given that RfS's logged by Community Board members would be followed up to ensure action had been taken.

The refined system was a joint effort between Joan Blatchford, Customer Services Project Manager, the Management Information Services Team and the Core Business Solutions Team. The new system has been in place for three months but the reports can be retrieved retrospectively.

ANALYSIS

The reports can be selected between a range of dates and it was considered that a three month span for each report for comparison would have sufficient numbers to point to any emerging trends. There are in excess of 630 possible categories to log an RfS and most of these would have no entries at all in a three or six month period. The standard report generated shows the 24 most reported RfS's for each ward. For the purposes of analysis and comparison, a report covering three months from 1 August 2002 to 31 October 2002 and another report covering 1 November 2002 to 31 January 2003 have been chosen (see attached bar graphs).

The 24 most frequently recorded RfS's in each three month period seem to consistently be of the same type, with RfS's concerning replacement recycling crates or problems with collection of crates and bags, heading the list for all wards. Maintenance problems in Council housing units are second highest on the list for all wards followed by an fairly even number of water connection requests/problems and general animal complaints.

The Burwood/Pegasus wards show a marked decrease in the incidence of graffiti on private residential property and this is reflected city wide. Concerns about street cleaning/sweeping are a low priority in Burwood/Pegasus wards compared to all other ward areas although city wide this is the third highest area of concern. Animal Control requests which include barking, wandering and fouling complaints are high in numbers in Burwood/Pegasus wards as well as Hagley/Ferrymead and Shirley/Papanui wards.

Environmental enforcement RfS's have increased in the most recent three month report throughout all wards. This category includes a wide range of Requests including LIM reports for swimming pool compliance, overgrown sections creating fire hazards and people burning rubbish out of season. This may be a normal seasonal upsurge.

COMMUNITY BOARD MEMBER'S REQUESTS

The RfS's logged by Community Board members have had a resolution rate of almost 100%. The system is checked monthly by the Community Technical Adviser and open requests are followed up to completion status.

CONCLUSION

There are no outstanding trends at this time which indicate areas of concern to be addressed by the Burwood/Pegasus Community Board. The highest incident recordings are being addressed through Council Units such as the Housing Maintenance and Animal Control teams, and allocation of extra refuse bags and recycling bins is dealt with efficiently by Counter Services staff. The external contractors, Onyx, handle refuse problems and have a prompt response system to the Council and residents, as well as a proactive notification of problems encountered during collection which is broadcast to Council staff in anticipation of telephone calls from residents. The graffiti on private residential properties has dropped markedly in the second three monthly report without any apparent reason; it is to be hoped that this decreasing trend continues.

Staff

Recommendation: That the information be received.

Chairperson's

- Recommendations:**
1. That the abovementioned recommendation be adopted.
 2. That further reports be prepared on actions taken in Burwood/Pegasus to deal with problems of graffiti and animal control by the Council Units.