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Thurrock Council
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Thurrock Council

How to report issues


Strategic Lead – Information Management


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What can be reported online

The corporate council website has information on:

- what issues can be reported
- how to report issues
- what the Council will and won't do
- any requirements before a report can be submitted

www.thurrock.gov.uk/report



What can be reported online

Some of the issues that can be reported online are listed below:

- Graffiti
- Abandoned vehicles
- Fly posting
- Missed waste collection
- Litter
- Overgrown trees/vegetation
- Fly tipping
- Grass cutting
- Dog fouling
- Street light issues
- Pot holes
- Road markings
- Noise complaints
- Pollution



Members – Digital Champions

The quickest and most efficient way for people to make a report is by using our online reporting facilities. Members should encourage residents to report their concerns online.

Benefits for residents include:

- The **originator** (the resident) will receive notification of progress directly. This will include emails sent at the acknowledgement stage, once the status is changed to 'in progress' and again once the job is completed/closed along with any comments staff may have added along the way.
- The **originator** should receive a quicker response from the Council, since their issue is submitted directly into the service area and not passed between Members and/or Officers first.

There will always be exceptions where residents need different support (e.g. residents who do not have internet access).

Customer Services department overview



Telephony Contact Centre: Dealing with all incoming telephone calls, and some generic email boxes, across a variety of services, including housing, council tax, benefits, waste & recycling, environmental health etc. 30 different service types, **286,154 calls received for 2022/23 – 12% reduction**



Meet and Greet service for CO3: Dealing with all business visitors, customers with prebooked appointments and signposting walk in customers to the most appropriate service (doors opened 8 June 22 for this service) **8,003 customers helped since opening**



Careline Contact Centre: 24/7 monitoring and response service for our vulnerable residents across the borough and dealing with the out of hours emergency calls for the Council when the offices are closed. **101995 contacts for 2022/23**

Support provided by Customer Services

- It is beneficial for as many transactions as possible to be completed online, but not everything can be done this way, for example, payment arrangements for council tax and rent arrears. The contact centre deals with a variety of calls where customers cannot complete transactions online, and also supports customers who are vulnerable or unable to use our online services
- All Customer Service calls are recorded to assist in quality monitoring, **only 9 upheld complaints for the entire Customer Services department for 2022/23**
- A customer satisfaction survey is offered at the end of appropriate calls with the opportunity to leave a message about the quality of service provided - these are always followed up
- Some services are online only, for example benefits claims, housing applications and bulky waste. Customer Services Advisors will always help customers who struggle to access services online or are vulnerable.

Support provided by Customer Services

- The new Meet and Greet facility in CO3 helps customers coming to the civic offices. It provides appropriate signposting and support where required. There are also self service tablets and direct access contact centre phones.
- For residents who don't have access to a computer or telephone, there are public access computers and contact centre direct access phones at libraries and hubs.
- Members are welcome to take a contact centre tour to see a demonstration of the technology used by the team and listen to live calls. If anyone would like to do this please contact the team for more information and dates.

Member Enquiries

Member enquiries and other casework on behalf of constituents are processed via the complaints department.

An enquiry is a question received from a Councillor that requires Officers to undertake some work and/or analysis before responding, for example:

“Can the council please look into the reasons why my constituent has been sent a summons for outstanding Council Tax when payments have been made each month?”

Members Enquiries should be sent to MembersEnquiries@thurrock.gov.uk

It is recognised that the Member Enquiries process is not always the most effective and/or efficient way to resolve concerns sent in on behalf of our residents.

The council is looking to bring in a new interim system to manage Member Enquiries. Engagement with Members will take place about this.

Member enquiries summary

- This approach aims to support the role of our Members
- Members can act as an escalation point if any of our online services fail our residents and/or if residents are unhappy with the way their reported issue has been handled by the council
- The driver for this approach focuses on:
 - Improving the interaction and experience for our residents when they make initial contact with the council to report issues
 - Ensuring our residents make effective use of our digital processes and systems that have been implemented to help with issue resolution
- A new Member Enquiries solution is being considered and will be shaped by engaging with Members

Any questions?

