

To:	Coordinating Overview and Scrutiny Committee
Date:	15 March 2019
From	Acting Director Digital & Customer Service and Head of Online Service Delivery

Customer Services Update including BRUM account and Members Portal

1. Purpose

- 1.1. This report provides an update to the Coordinating Overview and Scrutiny Committee on Customer Service delivery via the new online account the BRUM account
- 1.2. The report builds on the report to Coordinating Overview and Scrutiny in June 2018 and provides a further update on the progress made since then and outlines the key priorities for 2019-20.

2. Background

- 2.1. The contact centre receives two million telephone calls and approximately 60,000 emails a year and is therefore the largest touch-point the council has with users of council services. A breakdown of call volumes is available in appendix 1
- 2.2. Customer Service is also responsible for the website and online customer service delivery. The website receives 46 million page views per annum. In order to improve user experience when accessing accounts or requesting services online a project is underway to replace the One Account solution with the new BRUM Account. The project will also increase the services that are available via the Birmingham website.
- 2.3. The BRUM account business case was approved in December 2017, with work on the BRUM account commencing shortly after.
- 2.4. The first phase of the BRUM account went live in June 2018 with additional services added throughout 2018 and plans to migrate other services during 2019. Full details of all services available are contained in appendix 5.

- 2.5. The contact centre transferred in house in November 2014. At the time customer satisfaction levels with services delivered via the contact centre were very low at 49%. As part of the transfer significant savings of £4m per annum were achieved. Since transfer further cumulative savings of £1.4m per annum were achieved with further proposals to increase savings in 2019-20.
- 2.6. In addition to movement of customer contact to the online solution from phones the savings are also supported by plans to transfer further services to the contact centre namely Tenancy Estate Management and Adult Social Care ACAP telephone calls. It is planned that Tenancy Estate Management telephone calls will transfer by April 2019 and ACAP by May 2019.
- 2.7. Against this background the direction of travel in citizen satisfaction with the services received via the contact centre has continued to increase until September 2018, achieving 70%. However from October to December 2018 there has been a decrease in satisfaction levels to 64%. This increased again in January 2019 to 68%. In order to reverse this trend work continues with services to implement the actions needs to improve satisfaction levels with particular focus on Waste, Parking and Housing Repairs, against this it should be noted that satisfaction levels are above average for some areas an example is Housing Rents are at 80% for December and 79% for February considerably above the average. A table showing details of citizen satisfaction is contained in appendix 3.

3. Customer Service Delivery Improvement Initiatives BRUM account and Online Services

- 3.1. The main focus since the previous report to Coordinating Scrutiny in June 2018 has been the development of the BRUM (Birmingham's Report, Update and Manage it) account. Any take up has been achieved through natural growth in the changes to the web user journeys for services or raising awareness via the contact centre when citizens telephone us. Promotion to increase take up has started in January 2019 with a campaign to encourage sign up for council tax e-billing and raise awareness that citizens can access their council tax account via the council's website.
- 3.2. **Background**
- 3.3. The current Birmingham.gov.uk website went live in August 2016. This was the first step in a work plan to improve availability of online information and services to citizens and businesses. Post go live the website received positive feedback and was recognised in a number of awards in 2017, these were Honoree status in the Webby Awards (International), winners of the public vote and gold status in the Lovie awards (33 countries) and the Plain English Campaign Website Award.
- 3.4. The new website was designed and built with contributions from citizens, staff and a cross party member group that informed the final version. It was identified prior to the launch of the new website that the next step in the journey should be the replacement of the My Account. This was further reinforced by feedback from stake-holders post go-live of the website. The negative feedback on the new website was around the experience of using My Account. The current My Account

was implemented in 2009 and is part of a full SAP Customer Relationship Management (CRM) solution which was developed to support the take up of online services in Birmingham.

- 3.5. It is an online self-service channel giving citizens access to create their own online account to allow them to view and track the requests they have raised with the Council. The services available via the My Account have reduced over time. The CWS platform (Corporate Web Services) which supports the My Account and associated online forms including integration to CRM or line of business systems has reached end of life and requires upgrading or replacing, so the decision has been to replace it with the BRUM account.
- 3.6. The “My Account” is being replaced on an iterative basis by the “BRUM Account” which allows citizens to register for an account and add services as they require them. This will consist of a number of different solutions accessible via a single online account. In order to ensure security of individual’s information, the first time a citizen requests a service they will be required to provide information that will authenticate them to each service. Once authenticated; future access to the service will be via a simple click on a link within the BRUM account to the individual’s information.
- 3.7. **Overview of BRUM account**
- 3.8. The new customer services online solution will allow citizens to self-serve with council services through the website enabled by simple account registration, enquiry tracking, the ability to update personal information, status reporting and notifications.
- 3.9. The “BRUM” Account Phase 1 went live in June 2018 and 60,990 accounts had been created by end of December 2018, increasing to 71,600 at end of January 2019. This has been achieved without any promotion other than raising awareness via the contact centre. Volumes of online services usage are contained in appendix 2.
- 3.10. The registration and manage your account element of the BRUM Account solution will include:
 - Simple Registration Process
 - Personalised welcome message
 - Online account maintenance, including ability to reset password
 - Enable authentication to service specific self-service solutions, once authenticated the service will be accessible via a single click from within the BRUM account
 - Each service will display a history of activities that shows last date accessed
 - Ability to retain partially completed forms which can be edited or deleted later
 - Find My Local (Local View) functionality with pre-populated address
 - Campaigns/Marketing functionality
 - Agent view allowing auditable transaction/ account creation by contact centre staff on behalf of the citizen

The customer home page is the main entry point for registered users to view all their service requests and access other transactional and personalised services. The home page can be seen in appendix 4.

Table 1: Services currently live in BRUM account

Solution	Citizens and Businesses are able to	Available
Citizen Portal	Registration for BRUM account using email and password. Ability to opt into services as required	Jun 2018
Council Tax	View instalments and payments, Make payment, Amend account e.g. request/end SPD, open or close account, set up or amend direct debit	Jun 2018
Business Rates	View instalments and payments, make a payment, set up direct debit	Jun 2018
Parks	Report issues via maps or postcode (20 forms) Get update on progress	Jun 2018
Skips	Request and pay for a permit	Jun 2018
Elections	For use by Contact Centre staff to the electoral register	Jun 2018
Neighbourhood Offices	For use by Contact Centre staff to transfer information to Neighbourhood offices	Jun 2018
Complaints & Compliments	Log a complaint or compliment. Improved functionality to monitor progress on resolution and root cause analysis. All complaints including ombudsman and statutory will move to this solution, giving a single view for all.	Jun 2018
Council Tax/Business Rates – E-billing	Launch of paperless billing for Citizens and Business Rates customers. Provides the ability for Citizens and Businesses within Birmingham to opt into receiving their bills electronically through the BRUM Account and E-mails.	Nov 2018
Housing Rents	View account, rent due, set up/Amend Direct Debits, online paperless statements and payments received	Dec 2018
Web Chat	Ability to chat to a contact centre agent while in the BRUM account and key web pages	Dec 2018

- 3.11 The “BRUM” Account consists of a number of ‘out the box’ solutions which have been developed and tested in the market as well as used by other local authorities with integration into line of business systems. This will also support agility and increased availability of the BRUM account in the future as changes to one module for example rents can be made without impact on other services delivered via the BRUM account.
- 3.12 The implementation of the BRUM account also aligns to the city councils corporate objectives, Citizen Access Strategy and ICT-D strategy and supports the following themes:

Citizen Access Strategy

- Develop citizen access arrangements that are designed to meet the differing needs of our citizens, focused on the citizen, not internal service boundaries
 - Develop a consistent, dynamic and excellent experience for our citizens whenever and however they contact us, building in continuous flexible change made rapidly in a controlled manner
 - Improve the efficiency of citizen access arrangements by reducing failure demand – designing service delivery to get it right first time, every time so as to remove duplication and failure and prevent demand arising in the first place
 - Develop an improved digital offer, better citizen confidence in digital access channels and significantly increase take up and use of digital access channels
 - Reduce demand by changing the relationship with citizens so that those that are able do more for themselves

ICT-D strategy

- Integrated ICT and Digital Services - We'll deliver an innovative, reliable, flexible, integrated, secure and well managed service.
- Digital Facilitation – We will help you to go digital
- Insight – to boost our capability, to turn data into information and information into insight

4.0 Further Implementation

- 4.1 The “BRUM” account is delivered in iterative phases; further phases will go live during 2019.
- 4.2 Where it is possible the solutions used are developed by suppliers and available in the market to other local authorities, only in instances where there is no developed solution that integrates with line of business systems will the solution be developed. When this becomes necessary all developments will be made available for other local authorities using the same software and vice versa.
- 4.3 This is supported by greater desire across suppliers and local authorities to do more collaborative working on developing technological solutions that can be easily shared amongst Authorities. This approach enables best practice and cost

avoidance. Birmingham have recently shared the Parks and Skips solutions developed online with other local authorities

- 4.4 Each implementation includes refinement of requirements and design workshops that will inform the design and configuration of the new solution as well as the changes needed to business processes, policies and procedures, to enable a high quality experience for BRUM Account users.
- 4.5 Customer Services and Service Areas are working very closely together to support the project requirements, with service area representatives on each of the project teams.
- 4.6 The BCC web team will work on website content to ensure it supports the take up of the new BRUM Account. This will include working closely with Service Areas in advance of the online solution for their service becoming available via the BRUM Account, to ensure accuracy and effectiveness of associated content on the website.
- 4.7 Now that the BRUM account has been embedded and paperless billing is live, a campaign has been developed to promote the take up of e-billing for Council tax and Business Rates. Promotion Campaigns will run through the contact centre, IVR telephone queuing messages, social media and email messages.
- 4.8 It should be noted that there has been some slippage in the Phase 2 implementation which was planned to go live in December 2018. The remaining Phase 2 services will now go live on an incremental basis between January and April 2019.

Table 2 - Project Deliverables - Phase 2 – finalised March 2019

Solution	Citizens and Businesses will be able to	Go Live
Environmental Health	Report issues via maps, geo tagging or postcode Request for service – Pest Control Get update on progress	April 2019
Tenancy Estate & Anti-Social Behaviour	Report Anti-Social Behaviour Report Abandoned/ Permissions & Alternations/ Miscellaneous/ Tenancy Breach / Mutual exchanges	March 2019
Waste Management	Report a missed collection, order new bin, pay for Garden Waste	April 2019
Highways	Report issues via maps, geo tagging or postcode Get update on progress	March 2019

Table 3 - Project Deliverables - Phase 3 – finalised December 2019

Solution	Citizens and Businesses will be able to
Housing Repairs	Report, repair and track progress
Housing Benefit and Council Tax Support	View payments due and apply for benefit or report change in circumstances
Landlord Portal	Landlords can view Housing Benefit payments for their tenants when paid direct to the Landlord
Private Sector Housing	Apply for HMO licence applications/renewals and pay for licences
Planning	Single sign on to the planning portal

5. Citizen Engagement

- 5.1.1. A number of engagement activities have taken place with the citizen's panel. The purpose of the panel is to obtain citizen feedback on proposed changes prior to implementation.
- 5.1.2. These included the current website and insight and feedback on other changes including amendments to notifications and letters and the introduction of other online solutions for parking and home options.
- 5.1.3. The adult social care co-production team transferred to customer service in 2018. Post transfer changes were made to the engagement and coproduction activities to increase effectiveness.
- 5.1.4. Co-production features very strongly in the vision for adult social care which was agreed by Cabinet in 2017. This states all services should be co-produced with users and carers as they are directly impacted by services and have first-hand experience of what works well and what doesn't.
- 5.1.5. Progress to date**
- 5.1.5.1. The work has enabled the engagement and we have now had the opportunity to have worked with over 100 new citizens we have never worked with before and therefore reaching a wider audience
- 5.1.5.2. A group of 15 citizens volunteered to assist the team to plan the approach for co-production and associated engagement activities
- 5.1.5.3. The citizens agreed renamed the forum 'People for Public Services' and created a draft vision.
- 5.1.5.4. The citizens drafted the invitation which was issued to over 6,000 citizens who had shown as interest in the city council in receive information about adult social care and health.

- 5.1.5.5. The first monthly forum meeting took place on 9th January. 55 citizens attended along with Cabinet Members and Senior Officers. The meeting was co-chaired by the Cabinet Member for Health and Social Care and a member of the People for public services forum. Other forum members undertook other roles such as facilitating table discussions.
- 5.1.5.6. The forum planning group meet every month to agree and plan the approach for the next Forum.
- 5.1.5.7. The Citizen Involvement team have worked with over 25 teams and services to involve citizens in co-production since September 2018, including supporting the BRUM account and benefits. This figure is continuing to rise and the work of the team is set to increase going forward.
- 5.1.5.8. Citizens have been involved in the sign off of requirements and design for the new Waste solution which is currently begin implemented
- 5.1.5.9. They have also supported the agreement of requirements and testing of the Rents solution prior to implementation
- 5.1.5.10. They also informed the design and the content for the e-billing campaign for Council Tax.

6. Members Portal Update

6.1. Background

- 6.2. As part of phase one of the BRUM account, a Members Portal was implemented to support enquiry and complaint handling by elected members on behalf of constituents, and allow constituents to report issues online to identified elected members. The Members portal went live on 2 July 2018. It was envisaged that this would allow members to move away from the current paper and free format email approach to case handling and enable members to hold a central record of enquiries from citizens, allocate enquiries to service areas without the need for a named officer, track progress, respond to enquiries and view all cases, with the ability to identify trends and undertake analysis of the types of enquiries received.
- 6.3. However take up has not been as good as hoped and a review has been undertaken to identify actions needed to take place to improve the portal and increase take up. After receiving training 12 of the 22 members went on to use the Members Portal.
- 6.4. The Members Portal is a module within the replaced corporate complaints system, which was procured to replace the complaints system in SAP CRM.

6.5. Workshop to Review Members Portal Pilot outcome

6.6. In order to obtain feedback on what changes are necessary to increase take on the 6th November 2018 a feedback session was held with the pilot group that used the Members Portal after go live. At the feedback session members spoke about the issues they had experienced whilst using the system which were documented for review. Details of the items raised are listed below:

- Auto Acknowledgment for enquiries
- Review of where enquiry contact details are retained in the system
- Escalation Process needs to be reviewed so that the effort required to escalate an enquiry is reduced.
- Amend some Enquiry Type Descriptions.
- Ensure Directorates always respond to the original email which integrates back into the case, this means the response is not automatically updated on the Members Portal. .
- Responses – ability to choose between sending an email reply via the system with an instead of the letter headed templates which includes their picture, contact details and signature.
- Directorate Responses – members feel they get a quicker response through emails to enquiries to know senior managers of the enquiries mailbox.
- Automate some of the activities in the portal or steps in the process removed to simplify the activities needed to manage a case.
- Multiple Enquiry Handling – The current solution does cater for multiple issues within one enquiry

6.7. Next Steps:

6.8. A number of changes will be made to the system following that feedback from members. A high level milestone plan outlined below provides details of when that will take place.

6.9. Incorporating the feedback from members and considering the need to rollout further to increase take up of the portal, the proposed next steps are outlined in table below. It should be noted that the staff who will support this activity also support the implementation of the BRUM account, which has impacted on the speed at which these activities can be undertaken.

Action	Deadline for Completion
Improvements identified in Pilot review to be shared with original cross party working group members	April 2019
Feedback session with Directorates on the Members portal to identify any issues that impact on its use from a Directorate perspective	April 2019
Invitation to be sent to other authorities who use a members enquiry system to speak to Member Groups and share the benefits of using a case management system for member enquiries	April /May 2019
Improvements identified in Pilot review to be implemented	June 2019
Re-launch of Members Portal with training and support for new users, as well as refresher training if required for others	July 2019
Re-launch of Members Portal with Directorates to raise awareness, support improvement in enquiry handling and increase member confidence	July 2019
Launch of monthly anonymised report for each Directorate on enquiry handling to be incorporated in monthly performance report to CMT	August 2019

7. Business Case

- 7.1. The BRUM account business case is on track to provide savings of £3.858m between 2019-20 and 2022-23 and expenditure remains within the budget set for the project for Phase 1 and 2. Phase 3 deliverables will require a separate business case prior to implementation.

Appendix 1 – Call Volumes and Answer Rates

Table 1.1 - Answer Rates 2017 and 2018

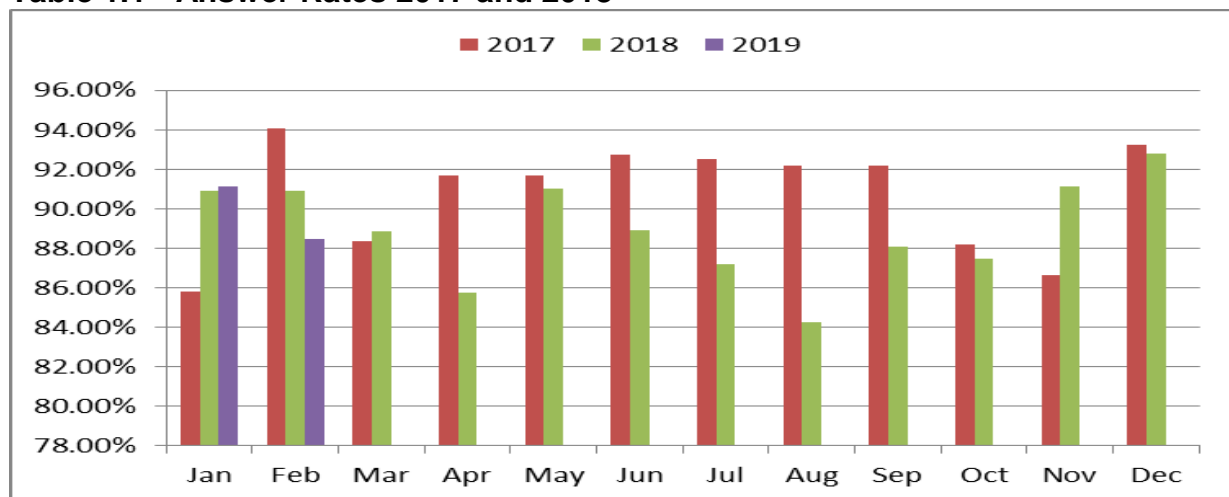


Table 1.2 - Calls received and answered 2018 and 2019, with % answer rate

2019	Received	Answered	PCA
Jan	181467	165405	91.15%
Feb	169305	149810	88.49%

2018	Offered	Answered	PCA
Jan	223303	191619	85.81%
Feb	168919	158895	94.07%
Mar	208474	184255	88.38%
Apr	182871	167643	91.67%
May	178009	163217	91.69%
Jun	168071	155920	92.77%
Jul	167790	155252	92.53%
Aug	159396	146953	92.19%
Sep	159570	147130	92.20%
Oct	188874	166631	88.22%
Nov	170727	147947	86.66%
Dec	124380	115983	93.25%
Totals	2100384	1901445	90.53%

Table 1.3 - Calls received and answered 2017, with % answer rate

2017	Received	Answered	PCA
Jan	188318	171154	90.89%
Feb	172426	156785	90.93%
Mar	230199	204508	88.84%
Apr	172868	148192	85.73%
May	180857	164664	91.05%
Jun	196860	174994	88.89%
Jul	197205	171902	87.17%
Aug	190669	160598	84.23%
Sep	188605	166140	88.09%
Oct	189196	165540	87.50%
Nov	184663	168253	91.11%
Dec	138512	128518	92.78%
Totals	2230378	1981248	88.83%

Table 1.4 Changes in Call Volumes since June 2018

Service	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Ave	
Benefits	-23%	-21%	-28%	-33%	-26%	-33%	-36%	-41%	-41%	-31%	
Waste Management	-28%	-57%	-54%	-31%	22%	6%	-16%	25%	18%	-13%	Summer 2017 Strike
Payments Team	-6%	-23%	-18%	-14%	-14%	-23%	-16%	-81%	164%	-3%	Sales opened in Feb 2019
Switchboard	-12%	3%	-8%	-16%	-16%	-32%	-9%	-5%	-13%	-12%	
Elections	-93%	-11%	21%	16%	14%	3%	-7%	-22%	-21%	-11%	June 2017 General Election
Neighbourhood Office and Advice	0%	-4%	-6%	-11%	-1%	-16%	-16%	-15%	3%	-7%	
Planning	0%	7%	7%	3%	-5%	-22%	-10%	-6%	-13%	-4%	
Housing Rents	0%	13%	-10%	-8%	-2%	-9%	2%	-11%	-7%	-4%	
Environmental Health	12%	26%	14%	4%	-2%	-27%	-16%	-24%	-14%	-3%	
Revenues	3%	8%	3%	-4%	11%	2%	-7%	-1%	-5%	1%	
Highways	7%	18%	13%	12%	-2%	-13%	-12%	-15%	-4%	0%	
Parking	-13%	21%	17%	16%	0%	-17%	14%	10%	-5%	5%	
Housing Repairs	4%	15%	17%	6%	12%	-5%	4%	6%	-10%	5%	
Your Views	14%	7%	-18%	-19%	66%	19%	-5%	-18%	28%	8%	
Parks	14%	19%	23%	33%	15%	0%	6%	-7%	27%	14%	
Anti-Social BASBU	27%	32%	6%	5%	12%	-14%	47%	23%	10%	16%	

Appendix 2 – Online Statistics

Table 2.1 - Comparison of Contact via online and telephone channels

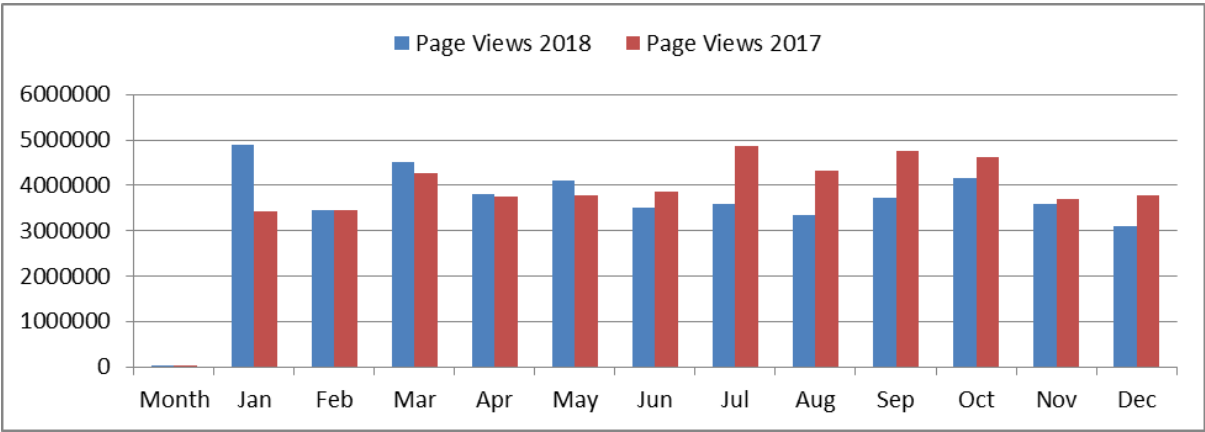
	BRUM Account	Old Online Account	Other Forms	Telephone Calls
June	1909	14811	17580	155920
July	5419	14589	18630	155252
August	6623	11898	17387	146953
September	7232	12570	17385	147130
October	7510	19068	18540	166631
November	6610	16421	17761	147947
December	7077	11828	15998	115983
January	7419	24436	16390	165405
February	7321	*52724	13113	149810

**Includes 38k order Garden waste service*

Table 2.2 - Website Visits

Month	2018	2017
Jan	4904106	3433390
Feb	3463942	3450164
Mar	4507325	4257865
Apr	3814194	3758096
May	4109156	3781150
Jun	3510463	3874566
Jul	3577137	4869037
Aug	3354113	4336706
Sep	3719934	4745192
Oct	4171941	4625004
Nov	3600678	3706018
Dec	3104667	3771123
Total	45,837,656	48,608,311

Table 2.3 – Page views on Website




Appendix 3 – Customer Satisfaction

Overall Satisfaction Levels December 17 to February 2019				Breakdown by Service of Satisfaction levels February 2019		
MONTH	Overall Satisfaction	Agent Willingness	Number of Survey Responses	Service Breakdown Feb-19	Satisfaction Score	Number of Survey Responses
Dec-17	67%	80%	3,437	Housing Rents	79%	80
Jan-18	69%	82%	3,682	Council Tax	75%	202
Feb-18	68%	79%	2,035	Housing Benefit	84%	118
Mar-18	67%	83%	1,166	Children's Services	71%	42
Apr-18	69%	83%	1,121	Highways	17%	12
May-18	69%	83%	1,014	Housing Repairs	56%	266
Jun-18	67%	82%	1,114	Waste	56%	154
Jul-18	68%	81%	856	Parking	36%	11
Aug-18	69%	84%	1,134			
Sep-18	70%	85%	1,028			
Oct-18	64%	82%	708			
Nov-18	64%	81%	938			
Dec-18	64%	82%	759			
Jan-19	68%	82%	1041			
Feb-19	66%	81%	1088			

Appendix 4

Image 4.1 – Image BRUM account log in page

BRUM account
Birmingham - Report - Update - Manage



Welcome to Birmingham's new BRUM account

The BRUM account will help you request and track a range of council services, providing you with an improved customer experience.


[Find out more about the BRUM account](#)

Register for a BRUM account
[Register >](#)

Sign into your BRUM account
[Sign In >](#)

If you are using a public computer, remember to sign out when you are finished

Image 4.2 – Image log in page Online Account that is being replaced

**Birmingham**
City Council

[Search](#)

Not Registered Yet?

Our safe and secure site allows you to quickly access Council services and track all your dealings with the Council.

Find out about the [benefits of online account:](#)

[Register for an Individual Account](#)

[Register for a Business Account](#)

Log in to your secure account

Welcome back. Log in now to access Council services and manage your account.


* = required information

* Email(your registered email address)

* Password

[Forgotten Password?](#)
[Lost or Expired Activation Link?](#)
[Need help accessing your account?](#)

[Login](#)



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Appendix 5 – details of services available in Phase 1 and 2

Table 5.1 – Phase 1

Parks <ul style="list-style-type: none"> • Apply to hold an event in a park • Apply for an allotment • Floristry service - place an order • Hedge and shrub maintenance • Pitch maintenance • Access to sports pitches in parks • Japanese knotweed and other invasive weeds • School trips to parks • Report an accident or an incident causing a nuisance, danger or damage • Bins in parks • Grass cutting • Litter in parks • Rubbish or debris in lakes and streams • Talks and guided walks for groups in parks • Report faulty or dangerous playground equipment or surfaces • Book a room • Request a repair to a facility or building • Memorials and commemorative features in parks • Work experience and work placements • Schools, group visits and children's parties • Parks Enquiry 	Council Tax <ul style="list-style-type: none"> • Council Tax Change in circumstances: • Tell us if you change your address • Let us know if a tenant moves in or out • Student council tax discount or exemption: • Full time students attending college or university • Foreign language assistants • People with dementia and others who are severely mentally impaired • Single Person Discount • Set up or amend your Direct Debit • View your statement • Paperless billing
Contact Us <ul style="list-style-type: none"> • Comments, compliments and complaints • Give a compliment • Make a comment • Make a complaint 	Housing Rents <ul style="list-style-type: none"> • Pay your rent: • Pay rent by Direct Debit • View/request rent statement
Business Rates	Skips

<ul style="list-style-type: none"> • Set up or amend your Direct Debit • View your statement • Paperless billing 	<ul style="list-style-type: none"> • Apply for a skip permit • Register as a skip operator
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Table 5.2 - Phase 2 Services

Highways	Waste
<ul style="list-style-type: none"> • Pavement & Road Surface Enquiry • Report Street Lighting, Traffic Lights, Street Name Plates and Signals • Tree Pruning • Tree Planting • Weed Removal • Road Obstructions • Fly posting • Guard Rails & Benches • Bollards • Drainage & flooding on the Highway • Graffiti Removal • Winter Maintenance • New works on the Highway • Highways General Enquiry 	<ul style="list-style-type: none"> • Refuse & Recycling: Order Green Service • Refuse & Recycling: Missed Collection • Special Waste Collection: Large Items • Clinical Waste: Request New Delivery/Service • Fly tipping Removal • Street Cleaning • Wheelie Bins Enquiry • Refuse & Recycling: Replacement Missing/Damaged • Cement Asbestos Collection • Recycling: Assisted Collection • Litter/Dog Waste Bin Issue • Clinical Waste: Cancel Sack Collection • Clinical Waste: Missed Sack Collection • Waste/Recycling Collection Schedule
Anti-Social Behaviour	Tenancy Estate Management
<ul style="list-style-type: none"> • Report Anti-Social Behaviour • Log Anti-Social Behaviour Incident • Log Anti-Social Behaviour Involved Party 	<ul style="list-style-type: none"> • Mutual Exchange • Report Abandoned Property • Report Tenancy Breach • Request Permissions and Alterations • Miscellaneous
Environmental Health	Parking
<ul style="list-style-type: none"> • Pest Control 	<ul style="list-style-type: none"> • Report Abandoned vehicles

<ul style="list-style-type: none"> • Noise Nuisance • Environmental Health Food Hygiene complaint • Registration of food premises • Dog Related Enquiries • Travellers/Sites/Unauthorised Encampment • Animals • Food Export Certificates • Food Condemnation Certificate • None Smoking Compliance • Health and Safety Consultancy • Environmental health Pollution • Drainage 	<ul style="list-style-type: none"> • Report illegal parking