

CABINET MEMBERS REPORT TO COUNCIL

24 July 2019

COUNCILLOR S BÜTIKOFER - CABINET MEMBER FOR STRATEGY & CORPORATE SERVICES (CUSTOMER SERVICES)

For the period June to July 2019

1 Progress on Portfolio Matters.

Customer Services

Garden Bins Renewals 2019/20

2018/19

Total Customers = 19,399
On DD = 13,526 (69.7%)
Non DD = 5,873 (30.3%)

2019/20

Garden Bin Renewal Letters to non-DD paying customers – These have been posted on a staggered basis over a 3-week period from the 24th June, 5,873 garden bin letters were dispatched in regards to renewing the service. So far

Converted to DD = 1435
Remained non DD = 869
Outstanding payments = 3569 (60.76%)
62% of responses have converted to DD so far.

New Garden Bin customers since 01/04/2019

Total sign ups = 739
On DD = 677
Non DD = 62
91% of new sign ups have chosen to set up a DD.

Payment for Garden Bins by Direct Debits can be set up by customers online, over the phone, by completing a form and by coming into the offices.

2 Forthcoming Activities and Developments.

Electoral Service - Canvass 2019 – Household enquiry forms.

Approximately 56,000 forms have been dispatched on 10th July. Customers are provided clear guidance on how to complete the form but we know from previous years' experience to expect increased customer contact mainly via telephone over the next couple of months. Additional telephone support is to be provided in support of the electoral services team. First reminders will be dispatched on 27th August. Then final stage reminders dispatched on the 24th September.