

**Appendix A**  
**Complaints Monitoring 16/17**

**Not Streetscene Services Responsibility**

Complaint Details		Type	Stage	Action by SSDC	Close?	Other comments
Description	General Location					
Overgrown grass bank, hedges and brambles infiltrating customers garden, over and under his fence causing damage. Later told by Highways that land is SSDC leading to a complaint.	Yeovil	Not SSDC Responsibility	Stage One SM	NO ACTION REQUIRED	Yes	Firstly passed to H/ways. Investigated land ownership and confirmed owned by H/ways so damage to property lies with them. SSDC cut brambles on public side of path.
Waiting to receive waste and recycling bins	Crewkerne	Not SSDC Responsibility	Stage One SM	NO ACTION REQUIRED	Yes	Passed to SWP
Unhappy with road closure	Shepton Montague	Not SSDC Responsibility	Stage One SM	NO ACTION REQUIRED	Yes	Passed to Highways
Overgrown hedge	Yeovil	Not SSDC Responsibility	Stage One SM	NO ACTION REQUIRED	Yes	Passed to Yarlingotn Housing Team
Street cleaners cleaning/emptying machines next to housing, causing disturbance	Yeovil	Not SSDC Responsibility	Stage One SM	NO ACTION REQUIRED	Yes	Not SSDC Vehicle
Hedgerows cut and cuttings left branches all over pavement	Crewkerne	Not SSDC Responsibility	Stage One SM	NO ACTION REQUIRED	Yes	Referred to highways
Recycling not being collected (cardboard)	Yeovil	Not SSDC Responsibility	Stage One SM	NO ACTION REQUIRED	Yes	Passed to SWP
Unhappy with hedge cutting as claims 20-30ft has been continually missed	Yeovil	Failure to deliver	Stage One SM	Problem Rectified	Yes	Path owned by several different people. SSDC cut our end of hedge, and notified H/Ways.
Customer would like shrub to side of property maintained after several requests for work	Ilminster	Not SSDC Responsibility	Stage One SM	NO ACTION REQUIRED	Yes	Not our responsibility
Leylandii trees overhanging footpath causing a dangerous f/path	Yetminster	Not SSDC Responsibility	Stage One SM	NO ACTION REQUIRED	Yes	Trees are responsibility of H/ways therefore passed to them for action
Unable to get Clinical Waste Collection sorted after 4 weeks of trying	Hadspen	Failure to deliver	Stage One SM	Problem Rectified	Yes	Service provided by SWP as clinical waste collection - eventually sorted & box removed
SSDC (non Streetscene) Officer rude to customer	Ilminster	Other	Stage One SM	NO ACTION REQUIRED	Yes	Passed to relevant department to deal with member of their team
Refuse/fly tipping problem with communal bin store	Yeovil	Other	Stage One SM	NO ACTION REQUIRED	Yes	Passed to SWP as refuse collection issue
Poplars Close no longer being maintained due to dog fouling issue - not dogs but cats. Customer wants it turned into parking	Yeovil Marsh	Issue with Policy/ Decision	Stage One SM	NO ACTION REQUIRED	Yes	Referred to Yarlington Housing
Recycling not being picked up & area needs litter picking & weeds dealt with	Merriott	Failure to deliver	Stage One SM	Problem Rectified	Yes	Litter picked area. Recycling issue referred to SWP
Recycling dumped in car park by SWP contractor	Crewkerne	Other	Stage One SM	NO ACTION REQUIRED	Yes	Passed to SWP to arrange removal
Refuse being dropped when refuse collection being made	Wincanton	Other	Stage One SM	NO ACTION REQUIRED	Yes	Passed to SWP to arrange removal
Recycling coming from lorries	Buckland St Mary	Not SSDC Responsibility	Stage One SM	NO ACTION REQUIRED	Yes	Passed to SWP to arrange removal
Whilst driving home from work at 2am customer hit a huge pot hole & had a blow out on his tyre	Merriott	Not SSDC Responsibility	Stage One SM	NO ACTION REQUIRED	Yes	Passed details immediately to Highways
Cutting down of old tree at Lyde Road due to road changes		Issue with Policy/ Decision	Stage One SM	NO ACTION REQUIRED	Yes	Passed to relevant department
Old contractor for council has left bin in her garden & nobody is contacting her	East Coker	Failure to deliver	Stage One SM	Problem Rectified	Yes	Bin collected & held at Lufton.

Customer angry that old gentleman had been charged £100 for special collection of furniture	Yeovil	Issue with Policy/ Decision	Stage One SM	NO ACTION REQUIRED	Yes	Telephoned customer to advise charge made by SWP for collection. Should have asked Yarrington to deal with furniture as one of their residents
No waste collection made last week for customer	Yeovil	Failure to deliver	Stage One SM	NO ACTION REQUIRED	Yes	Passed to SWP to investigate further
Litter picking required to A303 central reservation but being passed between SSDC /Highways England/SCC	Wincanton	Failure to deliver	Stage One SM	Changes in working practice/ procedure		Ongoing investigation as to who is responsible for this work
Tree needs cutting back on Junction of King Cuthred to King Alfred Drive Chard - no reply	Chard	Not SSDC Responsibility	Stage One SM	NO ACTION REQUIRED	Yes	Phoned customer to advise tree is on Highway land & request sent to them

### Service: Streetscene Services - Horticulture

Complaint Details						
Description	General Location	Type	Stage	Action by SSDC	Close?	Other comments
Pathway and steps overgrown with weeds, nettles and brambles	Ilminster	Failure to deliver	Stage One SM	Problem Rectified	Yes	Steps cleaned
Aggressive behaviour from a council worker		Staff Handling	Stage One SM	Improved Communication	Yes	spoke to member of staff concerned about their approach
Unhappy with grass cutting by SSDC	Templecombe	Failure to deliver	Stage One SM	Problem Rectified	Yes	Team returned to blow grass away
Litter being cut up by mower drivers and nettles not being cut	not taken	Failure to deliver	Stage One SM	Staff Training	Yes	Supervisor to speak to crews. Nettles cut back from hand rails
We have sprayed weed killer over customer's grass	Yeovil	Failure to deliver	Stage One SM	Problem Rectified	Yes	?
Overgrown hedges on cycling path	Yeovil	Failure to deliver	Stage One SM	Problem Rectified	Yes	hedges trimmed back
Branches touching houses, obstructing light. Customer insists will contact her MP	Yeovil	Failure to deliver	Stage One SM	NO ACTION REQUIRED	Yes	Advised customer we will look at trees and provide reply
Grass not cut well and litter on side of road B3151	Ilchester	Failure to deliver	Stage One SM	Problem Rectified	Yes	Staff investigated. Grass short, no sign of litter
SSDC vehicle was driven onto customer's drive without his permission. When customer asked them to get off his property they left without doing any work.	Yeovil	Failure to deliver	Stage One SM	Changes in working practice/ procedure	Yes	Spoke to customer. Need to create new access to alleviate problem.
Requested tree work but not received a call to discuss action	Yeovil	Not SSDC Responsibility	Stage One SM	NO ACTION REQUIRED	Yes	Investigated trees but found to belong to H/ways therefore passed to them for action
New dog bin is unnecessary & wants it removing from outside customer's house	Norton Sub Hamdon	Issue with Policy/ Decision	Stage One SM	Problem Rectified	Yes	Customer contacted & bin moved to new location
1.Tree died and wants a replacement. 2. Nobody has contacted him	Martock	Poor Communication	Stage One SM	Improved Communication	Yes	Customer contacted
Customer has to pay for their development as not adopted by the Council	Stoke Sub Hamdon	Issue with Policy/ Decision	Stage One SM	NO ACTION REQUIRED	Yes	Duchy land therefore SSDC not involved in adoption automatically goes to Management company
Trees on Boundary of SSDC offices overhanging path & blocking light to neighbouring premises	Yeovil	Failure to deliver	Stage One SM	NO ACTION REQUIRED	Yes	email to customer outlining the overhang laws
Unkempt and unclean footpath in Brian Mooney Close, Chard	Chard	Failure to deliver	Stage One SM	Problem Rectified	Yes	Street Cleaners cut back & cleaned path

**Service: Streetscene Services -**

Complaint Details		Type	Stage	Action by SSDC	Close?	Other comments
Description	General Location					
Litter and glass	Yeovil	Failure to deliver	Stage One SM	Problem Rectified	Yes	Informed of our cleaning & given H/ways phone number
Rubbish left out by nearby resident	Yeovil	Failure to deliver	Stage One SM	Problem Rectified	Yes	Manager advised will speak to residents reg. rubbish. Flytip collected
Mudford Road needs more sweeping	Yeovil	Failure to deliver	Stage One SM	Problem Rectified	Yes	Mudford Rd swept regularly on planned maintenance
Broken Glass in Car Park caused damage to customers car	Shepton Beauchamp	Failure to deliver	Stage One SM	NO ACTION REQUIRED	Yes	Customer unable to obtain compensation as glass not put there by SSDC & c/park regularly cleaned
Leaves have accumulated on the paths & road side of Mudford Rd but havent been cleared. Customer wants to have double yellow lines put down the road and YDH workers to park in their own car park	Yeovil	Failure to deliver	Stage One SM	Problem Rectified	Yes	Road has already been cleaned by team but customer not satisfied. Nothing more we can achieve due to vehicles in the way. H/ways & YDH responsible for other issues.
Dog bin o/s Cheekie Monkeys' day Nursery to be emptied more often	Ilminster	Failure to deliver	Stage One SM	NO ACTION REQUIRED	Yes	Bin already on regular collection but is being filled with litter
Litter on roadside verges not being cleared		Failure to deliver	Stage One SM	Problem Rectified	Yes	Rural roads clean up done when resources available
Dog bin not available on housing estate	Yeovil	Issue with Policy/ Decision	Stage One SM	NO ACTION REQUIRED	Yes	We have dog bins available in parks/open spaces but cannot provide them everywhere & dog owners needs to take waste home
Customer requested path is cleared on 3 occasions & still nothing been done	Yeovil	Failure to deliver	Stage One SM	Problem Rectified	Yes	Customer visited & discussed, then team returned carried out clean then checked by supervisor
Mud has been left on garage/footpath linking Play Park at Monks Dale to Abbey Rd Yeovil	Yeovil	Failure to deliver	Stage One SM	Problem Rectified	Yes	Path cleaned after work in play park