

ENVIRONMENT & ECONOMY

Key per division

Red = Oxfordshire Highways (15)

Green = Policy & Strategy (11)

Blue = Network Management (9)

EVALUATION OF FORMAL COMPLAINTS RECEIVED IN TRANSPORT

1 APRIL 2007 – 31 MARCH 2008

Report as at 31 March 2008

TOTAL COMPLAINTS = 36	Upheld = 12 Partly upheld = 10 Not upheld = 11 In progress = 3 (2 @ Stage 2, 1 @ Stage 1)	Stage 1 = 21 Stage 2 = 8 Stage 3 = 3 (2 refused) Mediation = 1 In Progress = 3
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Types of Complaint

Parking enforcement – conduct of Parking Attendants etc.	8
Roadworks (or lack of them)	7
Controlled parking zones	3
Delays in response to correspondence	3
School bus issues	2
Landscape architecture = trees, planting	2
Encroachments	2
Traffic delays caused by census	1
Hedge removal	1
Process for locating a bus stop	1
Conflicting advice about a planning application	1
Inadequate diversion on a non-adopted road	1
Potentially racist email	1
Refusal of a tourism signing application	1
Objections to a road closure	1
Conduct of an Oxfordshire Highways employee on site	1

Learning points/ changes to service provided

<p><u>Prompt responses to correspondence</u> A Communications Strategy has been compiled for the Transport Service and this includes a reminder about the prescribed deadlines under the Corporate Customer Service Standards. These standards state that correspondence from the public will be acknowledged within five working days of receipt and a full response will usually be given within 10 working days. If this is not possible the customer will be informed of the status of their enquiry on a regular basis. This strategy was circulated to staff, placed on the Intranet and forms part of the induction process for new staff.</p>
<p><u>Consultation documents</u> Consultation documents have been made clearer and will clarify what small alterations can be made to any Traffic Regulation Order for a Controlled Parking Zone.</p> <p>A review of our consultation procedures was carried out in 2007 and this forms part of the Transport Communications Strategy which has been circulated to staff, put on the Intranet and forms part of the induction of new staff.</p>
<p><u>Changes in Departmental Policy</u> Staff have been reminded that when departmental policy changes e.g. on bus stops, it is important to ensure procedures are in place to keep people informed of outcomes.</p>
<p><u>School Buses</u> On school buses, authorised students will be provided with a seat and the Integrated Transport Unit will monitor such services to ensure this happens.</p>
<p><u>Parking Control notices</u> As a result of a complaint about lack of clarity of a Parking Control Notice, the wording is being revisited in order to make it clearer.</p>
<p><u>Traffic Surveys</u> The Transport Service will provide better information at survey sites about traffic censuses and will employ queue spotters.</p>
<p><u>Parking Shop hours of opening</u> The Oxfordshire County Council Parking Shop is now open and the hours of opening are the same as the City Council Payments Shop was, i.e. 8.30am – 6.00pm Monday – Friday, and 9am – 6pm on Saturdays.</p>
<p><u>Civil Enforcement Information</u> The Civil Enforcement website will make it clear what our policy is in relation to enforcement, and also what the Transport Service can and cannot do.</p>

Temporary Road Closures

Procedures for temporary road closures (including for utility works) need to be made clearer. Consequently a guidance note is being developed (May 08).

Customer Service Standards

Civil Enforcement Officers have been reminded of the need to be polite to members of the public at all times. However, they should not be subjected to rude or abusive behaviour and are entitled to terminate any conversation should it become so.

Complex complaints to Area offices

As a result of a complainant not being kept informed about a complex complaint, the Area offices were reminded of the need to keep members of the public informed about outcomes of such complaints.

KEY

Black items – general Transport learning points

Blue items – items relating principally to Network Management

Green items – items relating principally to Transport Policy & Strategy

Red items – items relating principally to Oxfordshire Highways

ENVIRONMENT & ECONOMYFormal Complaints

TOTALS as at 31 March 2006		TOTALS as at 31 March 2007		TOTALS as at 31 March 2008	
Transport	33	Transport	37	Transport	36
Sustainable Development	3	Sustainable Development	6	Sustainable Development	4
Trading Standards*	22	Trading Standards	0	-	-
-	0	-	1	*Property	1
E&E TOTAL	58	E&E TOTAL	44	E&E TOTAL	41

Ombudsman

TOTALS as at 31 March 2006		TOTALS as at 31 March 2007		TOTALS as at 31 March 2008	
Transport	4	Transport	4	Transport	5
Sustainable Development	1	Sustainable Development	2	Sustainable Development	3
Trading Standards	0	Trading Standards	0	-	-
-	0	-	0	Property	0
	5	E&E	6	E&E	8

* In 2006 and 2007, Trading Standards were part of Environment & Economy, but moved Directorates thereafter. Property became part of Environment & Economy in 2008.

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