

Customer Insight Unit

Summary on common issues raised between
1st January 2011 to 31st March 2011.

Gritting on the road to deal with ice.

Numerous concerns were raised by people unhappy with the council's attempts to tackle the winter roads. The coldest December ever recorded has seen Herefordshire Council nearly double the amount of miles it has gritted to 44,000 miles in the 2010/11 winter season to the end of 2010 compared with 23,000 miles in the equivalent period of the 2009/10 season. Up to the end of December 2009, the council's gritters carried out 36 priority runs, 4 secondary runs and 4 part treatments whereas in the period up to December 2010 there were 65 priority runs, 12 secondary ones and 11 part treatments.

Pot holes on the roads.

Cases were brought to the council regarding pot holes in the county's roads. The Department for Transport (DfT) in March 2011, awarded us £2,423,477 of exceptional funding for highways maintenance. We had originally budgeted to spend £8,020,270, but with the help of this exceptional funding from the DfT, we have been able to fund 157 additional highways works. This included patching, surface dressing and resurfacing roads on the C and unclassified road network where the impact of last year's winter weather was

extreme. We invested this additional money at locations that will give the greatest return for road users, helping us sustain improvement in the overall state of Herefordshire's roads.

Accessing NHS Dentistry.

People brought concerns of being unable to register with a dentist. Central waiting lists were removed and more dental practices started to take on more NHS patients. Dental Access Centres also began to register NHS patients.

Delivery of black refuse sacks.

People contacted the council as they had run out of black bags and were requesting more. The Council delivers refuse sacks once a year and was unable to restock those people who had run out. A notification of when a new supply would be delivered was put online with the facility to check by area when a new supply will be sent.

Concessionary Bus passes.

The change to the times in which a concessionary bus pass can be used caused a number of concerns. The Customer Insight Unit helped those people concerned by providing information as to why these changes came around.