

Eyes for Islington Top 5 Problems – Feedback Summary
June 2006

<p>Overhanging tree branches on the public highway</p>	<p>Street works within street management is the department who deals with overhanging foliage obstructing the public highway. This section deals with any bushes, overgrown trees and branches which are causing obstruction to the highway.</p> <p>The procedure for dealing with any of the above request is as follows:</p> <p>An inspection will take place by one of the street inspectors and photographs will be taken as evidence. If the overhanging tree is from a private property, we will write to the owner and advise them of the actions we have taken and it's their responsibility to cut back the branches. Upon second inspection if no action has been taken Islington will forward the details onto Policy and Strategy to set up a rechargeable, which means the works will be carried out on behalf of the resident and then the cost will be recharged back to them.</p> <p>This process can take anything between 6 to 8 weeks as we need to allow sufficient time for the property owner to arrange to have the works done.</p> <p>At present we do not serve an actual notice in these situations but approach it in a friendlier way.</p> <p>Additionally, an organisation called street scene has been set up in conjunction with Islington and Hackney Council. This organisation deals with street scene matters including overgrown trees, and mainly looks at the Finsbury park area. Unlike Islington this organisation can issue fixed penalty notices if residents choose not to respond to the warning letters.</p> <p>If you want to report any overgrown trees and bushes please log your request with Contact Islington where they will forward the job onto the relevant officer.</p>
<p>Potholes and dangerous paving due to poor maintenance</p>	<p>There are over 250km of streets in Islington we directly maintain ourselves, and there are another 27km of principal A roads that are either directly maintained by Transport for London or financially supported by them.</p> <p>Highways services believe that in order to maintain these streets a capital investment of £6 million is needed. We were allocated this amount last year however this year a capital investment of £1.1 million was allocated, making it difficult to fund all repairs.</p> <p>In terms of priority, an annual condition survey of our streets is carried out based upon the national criteria known as the United Kingdom Pavement Management System (UKPMS). It grades our roads and footways to determine our Best Value Performance Indicators (BVPI) under the Comprehensive Performance Assessment (CPA) arrangements.</p> <p>Together with the relative condition of our streets, we look at their level of use, insurance claim history, coincidence with other works, planned utility works, opportunities to exploit other funding and any other factors that help us to determine exactly where best to invest the available maintenance funds.</p> <p>Apart from last year, the level of investment in our streets has been less than the rate of deterioration, leading to a backlog of repairs. We are currently investigating the merits of alternative funding such as Prudential borrowing and increased contributions from developers as part of planning application.</p>

	<p>In regards to the potholes, Islington has just introduced a new machine which will repair carriageway defects in a more permanent way, improving the situation with the repairs considerably.</p>
<p>Dog Fouling</p>	<p>The issue with dog fouling is a major concern that is affecting not only Islington but the whole of the UK. To help combat this problem a new legislation is being introduced from Local Government, to help all local authorities tackle this. Currently Islington Council is looking at developing a strategy to deal with this problem effectively and it will incorporate the new legislations.</p> <p>The dog fouling strategy will be aiming to educate dog owners, and advise them on the appropriate means of disposal. Depending on the rate of success we will be looking at an alternative option which will be the implementation of the Dog Control Order and issuing final penalty notices of up to £75.00. If the offenders are prosecuted this could then mean that under the CNEA 2006 act they could face fines of up to £1000.00 This will take joint up working between Islington Council and the Local Safer Neighbourhoods Teams within the Metropolitan Police.</p> <p>Islington understands that dog fouling is a major issue for local residents and will do everything reasonable possible to resolve the issue.</p>
<p>Contact Islington</p>	<p>Contact Islington (CI) has been implemented to deal with all complaints enquiries and reports centrally as a call centre for the council. They also offer a walk in reception facility for residents wishing to speak to someone face to face.</p> <p>When calls are received CI will attempt to ensure that all are directed to the correct individual as requested. However as many council officers are not always stationed at the office there may be occasions where other members of staff will be covering the other individual's phone line.</p> <p>Every effort is made to log all complaints and service requests correctly, and all call agents are monitored on a regular basis to ensure the quality of the service provided is of an acceptable standard. With regards to reports logged from Eyes members, all reports are forwarded to the relevant service area to action and an update will be made on the system to advice of the actions taken and if job has been completed.</p> <p>All agents are trained on all the services CI provide including the Eyes for Islington Scheme. Regular team meetings are also held, to update staff members on any changes made to any of the services.</p> <p>Finally with regards to customer feedback, CI offers pre paid customer satisfaction forms to all residents upon request for feedback on any issue they are happy and not happy with. We also carry out adhoc customer satisfaction surveys over the phone to help us measure the level of service we are providing. The same mechanism would apply to the Eyes members.</p>

Hfl Estate Issues	<p>The structure of the Estate Services team has been created to ensure services are delivered and maintained to the required standards consistently. If there are specific areas which are causing concern, we are able to resolve them providing the funding is available. Any issue which has a health and safety implication will be treated as urgent.</p> <p>ICSL are the contractors who are responsible for the twice a week collection of Paladin bins and the recycling bins. Any bulky waste which is dumped in and around the estates is removed by Hfl's lumber crew within 24 hours of notification.</p> <p>All contracted services are monitored and our officers have established service level agreements and performance standards for all estate areas within the borough. Quarterly inspections are carried out on all estates with Tenants and Residents Associations, ward councillors and senior managers.</p> <p>Street cleansing issues are dealt with by the Highways department and we report any issues of poor standards back to them via Contact Islington.</p>
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