

FEEDBACK: You Said, We Did

Actions taken by the Development Planning & Environment Team 2019/20 in response to customer complaints and suggestions, and to customer surveys

YOU SAID	WE DID
You can't easily contact the tree officer to report a dangerous tree and the process for removing one is overly bureaucratic and time consuming.	The process involves co-ordination of other council services which can in some instances be problematic. However, arrangements are now in place which enable regular dialogue with the council's Arboriculturalist to assist in a speedier response to enquiries.
There is insufficient information on line with regard to identifying Tree Preservation Order and trees in conservation areas.	Web pages relating to trees and conservation areas have been updated to provide clearer information and to provide links between the pages. The council is looking to provide further information on its web pages on Tree Preservation Orders.
There is a lack of resource with regard to the council's handling of tree related matters.	We are looking at ways to improve on how tree related matters can be responded to in a timelier fashion. This includes putting more information on the web pages and directing customers to this.
Council officers are inaccessible and it is very difficult to establish direct contact with a particular individual.	Centralising of contact and information is consistent with the council's approach to customer contact through "Transforming Your Council". However, we provided the council's Customer Services Team (Contact Centre) with updated contact details for those wishing to speak direct to a member of the Development Planning & Environment team and will continue to refresh this at regular intervals. Once you have been in communication with an officer, their business email address and direct dial phone number can be made available to you for ease of ongoing communication.