

Customer First Analysis

Provision of Free Grit Bags to Residents

Purpose

A report to Cabinet 14th September, 2011 outlines a scheme to provide free grit bags to residents. The contents of which can be used where they so wish at times of ice and snow.

Media releases will invite all residents to participate in the scheme by registering their details with our call centre. The bags will then be delivered.

Evidence

A similar scheme was introduced last year and was very well received by residents. The scheme benefited all members of the community. No complaints were received from an equalities perspective.

Impact

The bags will be delivered direct to the doorstep. Participation will be limited to the first 8000 applicants for budgetary reasons. The 15kg plastic bags are of a size and weight that can be easily stored and handled. It is recognised that some people may require assistance from a relative, friend or neighbour in spreading the grit. Each participating household will be allowed one bag making it fair for all. Residents can make a request via telephone, e-mail, letter or via our website. Friends, neighbours or relatives can request a bag on behalf of a person who is unable to do so.

Actions

There is no evidence to suggest that the scheme benefits or disadvantages a particular group. Less able bodied people may require assistance from a relative, friend or neighbour in moving the bag for safe storage or spreading the grit at the appropriate times. The scheme is innovative and a great example of customer service.