

Appendix 1

High level summary:

2020/21 – Annual Complaints Report

Top Ten Complaints Areas

The areas receiving the highest number of complaints are outlined below together with the individual learning for each area grouped by Directorate. Figures in brackets below represent 2019/20 data.

Directorate & Area	S1 rec'd	% upheld	S1 escalated	S2 rec'd	% upheld	% of S2 upheld, that were not upheld at S1	S2 escalated	S3 rec'd	% upheld	% of S3 upheld, that were not upheld at S2
Housing –Repairs	194 (206)	39% (38%)	24 (17)	26 (28)	31% (21%)	38% (11%)	3 (2)	3 (2)	0% (0%)	0% (0%)
E&H -Waste Management	151 (177)	58% (58%)	28 (14)	54 (46)	63% (61%)	26% (2%)	3 (1)	3 (1)	67% (100%)	0% (0%)
Housing – Estates Management	80 (54)	14% (20%)	16 (8)	30 (32)	20% (16%)	33% (0%)	2 (6)	2 (6)	0% (0%)	0% (0%)
Housing – Housing Solutions	75 (95)	21% (37%)	8 (13)	18 (31)	28% (42%)	0% (3%)	3 (3)	3 (3)	0% (0%)	0% (0%)
Place – Development Control	35 (51)	9% (14%)	9 (12)	11 (20)	0% (20%)	0% (0%)	3 (11)	3 (11)	67% (0%)	100% (0%)

E&H– Clean & Green	27 (32)	30% (47%)	2 (2)	10 (4)	30% (100%)	0% (50%)	2 (0)	2 (0)	0% (0%)	0% (0%)
E&H - Environmental Enforcement	14 (4)	36% (25%)	0 (0)	23 (5)	13% (20%)	0% (0%)	2 (1)	2 (1)	0% (0%)	0% (0)
Finance – Council Tax	30 (68)	20% (18%)	3 (9)	5 (10)	20% (10%)	0% (0%)	0 (2)	0 (2)	0% 0%	0% 0%
E&H - Civil Enforcement (Parking)	11 (28)	18% (29%)	2 (0)	15 (10)	13% (0%)	0% (0%)	0 (1)	0 (1)	0% (0%)	0% (0%)
Housing – Transforming Homes	21 (24)	38% (50%)	0 (4)	0 (11)	0% (55%)	0% (0%)	0 (1)	0 (1)	0% (0%)	0% (0%)

High Level Learning for Top 10 Areas:

Directorate and Area	High Level learning identified from complaints
Housing - Repairs	<ul style="list-style-type: none">• All Mears staff have been reminded that when raising works orders, the job description must be clear and jargon free.• All Mears staff have been reminded of ensuring that where there are issues with access, the case is referred to the council for further support.• All Mears staff will be undergoing training in 2021 relating to: Communications, Housekeeping & Customer Service.• Aaron Services have reviewed their internal process to ensure automatic escalation to a Supervisor where there have been 3 attendances to a property within a 3 month period.• Discussions held between Aaron Services and their suppliers with regards to stock availability to prevent any incidents of last minute appointment cancellations.
Environment -Waste Management	<ul style="list-style-type: none">• Ensure that residents are contacted following receipt of service requests to avoid escalation to formal complaint.• Ensure information logged on Bartec is logged accurately.• Processes for reallocating work from to crew to crew in the event of a missed collection have been reinforced.• Ensure that the Council Website is kept updated regarding any issues that may result in missed collections.• Crews have been reminded that any issues preventing collection must be reported to the Team Manager

	<p>immediately in order to ensure future collections remain on schedule.</p>
<p>Housing – Estates Management</p>	<ul style="list-style-type: none"> • Ensure that all emails received are actioned before being marked as completed. • ASB staff reminded of providing residents with timely responses to communication and providing residents with updates on their case following any changes, such as a change of case officer. • ASB staff instructed to ensure that they do not request that residents email them directly, but that they instead signpost them to the generic ASB email. This will allow emails to be actioned in the event of staff absence. • The process regarding successions has been reviewed by a project team and all the necessary documentation has been covered within this review. Meetings to take place regarding possible changes and Tenancy Management Officers to be trained on any changes.
<p>Housing – Housing Solutions</p>	<ul style="list-style-type: none"> • In the event that prevention duty for any resident comes to an end, this will be clearly communicated to the resident. • Online systems for mutual exchange applications must hold correct and up to date information. • Performance targets have been set for year 2021-22 to ensure any emails/contact slips received are monitored and actioned within timeframe. • Private Rented Sector Officers have been reminded of the importance of ensuring checks are carried out with the Private Housing Team regarding any properties they are procuring. • Ensure that whenever a resident makes contact to advise they are unable to access the customer portal, a

	<p>member of staff makes contact with them to take them through the process.</p>
Place – Development Control	<ul style="list-style-type: none"> • Introduced a two stage process so all comments on an application are checked by more than one officer prior to comments being available on-line. Process notes have also been updated and all staff have been re-trained on this new process. • Case officers to check all relevant consultees have been consulted when an application is allocated to them. • Emails will be acknowledged upon receipt and regular feedback provided until issues are resolved. • Officers to ensure that they check whether a site notice is needed at the beginning of the application process. • Case officers to ensure they contact applicants at an early stage of the process, if there is likely to be a delay in determining an application.
Environment – Clean & Green	<ul style="list-style-type: none"> • Clean and Green team’s Technical Support are now providing additional support to the Tree Officer to assist in managing and actioning service requests. • Crew have been reminded of the importance of ensuring that the area is clear after completion of their work. • Staff have been reminded to ensure that they follow all correct procedures when carrying out maintenance works at burial sites, so that full care is given to the area
Environment - Environmental Enforcement	<ul style="list-style-type: none"> • Ensure residents are kept updated on the progress of their service request. • Training has been provided to staff in order to ensure that they are aware of the guidance that should be

	<p>provided to residents regarding any interim measures relating to the removal of damaged vehicles.</p>
<p>Finance – Council Tax</p>	<ul style="list-style-type: none"> • Staff have been reminded to ensure bills for empty properties are sent to the right person. • Staff have been reminded to avoid dealing with cases single-handedly to provide impartiality to outcomes. • Staff have been reminded to ensure that full quality checks are carried out on any printed letters before posting.
<p>Environment – Parking Enforcement</p>	<ul style="list-style-type: none"> • Staff reminded of the importance of ensuring that any information used to log a penalty charge notice is correct. • To ensure the application of discretion is consistent across appeals. Ensure thorough investigations are carried out and all information checked for accuracy.
<p>Housing – Transforming Homes</p>	<ul style="list-style-type: none"> • Discussions have taken place with the scaffolding contractor to request they revise their procedures for carrying out works and improve their communication when speaking to residents. • Wates have been reminded that all communications must be done in an appropriate way and must be thorough and accurate. • Wates have been reminded to ensure that all works are carried out to the expected standard.

High Level Learning for other Housing Areas that fall within the Housing Ombudsman Jurisdiction:

Note – It is a Housing Ombudsman requirement to report learning outcomes that fall within the Housing Ombudsman jurisdiction.

Area	High Level learning identified from complaints
Rents	<ul style="list-style-type: none">• Staff reminded to ensure that residents receive a response to any queries, regardless if this relates to a matter than has already been actioned• Staff have been reminded that the resident should be advised if their enquiry is being dealt with by a different team• Further training for staff regarding Universal Credit Housing Costs will be provided, to ensure accurate guidance can be provided to residents
Voids	<ul style="list-style-type: none">• Wates staff reminded of the importance of ensuring that any measurements taken for suggested works are accurate and checked carefully to avoid any errors when installation works commence• Staff reminded of the importance of ensuring prompt responses are sent for enquiries from residents• Additional training provided to staff in regards to identifying and processing recharges with additional information, so that recipients are able to clearly determine the exact costs deemed as rechargeable to them, what they are for and the reasons for this
Lease holding	<ul style="list-style-type: none">• Staff reminded to ensure that all information is forwarded to the relevant departments on time to prevent any unnecessary delays• In the event of delays in resolving an issue, all relevant parties should be provided with an update