

## APPENDIX 1

### DIRECTORATE COMPLAINTS SUMMARY: APRIL TO SEPTEMBER 2015/16

#### DIRECTORATE: Chief Executive's Delivery Unit

#### Summary:

Expressions of dissatisfaction relate to:

- Strategy and Communications:
  - Issues with registering for 'My Account' online
  - Unhappy with procurement decision of a contract that was awarded
- Regeneration – Lack of action to vacant/un-used facilities.

Issue	Concerns rec'd	Concerns escalated	S1 rec'd	% upheld	S1 escalated	S2 rec'd	% upheld	S2 escalated	S3 rec'd	% upheld
Strategy and Communications	5 (18)	1 (1)	1 (1)	100% (100%)	0 (1)	1 (1)	0% (0%)	1 (0)	1 (0)	0% (0%)
Regeneration	0 (2)	0 (0)	1 (2)	100% (0%)	0 (1)	0 (1)	0% (100%)	0 (0)	0 (0)	0% (0%)

\*Last year's fully year figures are shown in brackets

#### Learning from complaints as identified by the service includes:

- Strategy and Communications - A review of the answers to the security question will be carried out to ensure it covers all customer situations.
- Regeneration - Ensure residents are communicated to in a timely manner.

## DIRECTORATE COMPLAINTS SUMMARY: APRIL TO SEPTEMBER 2015/16

**DIRECTORATE: Chief Executive's Office**

### Summary:

Expressions of dissatisfaction relate to:

- Corporate Finance (Insurance related):
  - Unhappy with the outcome of a compensation claim.
  - Would like to claim for damages caused by pothole and lack of treatment to damp and mould.
- Democratic & Electoral Services:
  - Letter from electoral services was sent to the wrong address.
  - Concerns with the size of election posters.
- Complaints – Lack of contact to a complaint.
- Legal Services – False information given and lack of response.

Issue	Concerns rec'd	Concerns escalated	S1 rec'd	% upheld	S1 escalated	S2 rec'd	% upheld	S2 escalated	S3 rec'd	% upheld
Corporate Finance	3 (8)	0 (3)	1 (4)	0% (25%)	0 (1)	1 (1)	0% (0%)	1 (0)	2 (1)	0% (100%)
Democratic & Electoral Services	4 (1)	0 (0)	1 (0)	0% (0%)	1 (0)	2 (0)	0% (0%)	0 (0)	0 (0)	0% (0%)
Complaints	2 (0)	0 (0)	0 (0)	0% (0%)	0 (0)	0 (2)	0% (0%)	0 (0)	0 (0)	0% (0%)
Legal Services	0 (2)	0 (0)	1 (2)	0% (0%)	0 (1)	1 (2)	0% (50%)	1 (1)	1 (1)	0% (0%)

\*Last year's full year figures are shown in brackets

### Learning from complaints as identified by the service includes:

There is no learning as there were no upheld complaints.

## DIRECTORATE COMPLAINTS SUMMARY: APRIL TO SEPTEMBER 2015/16

DIRECTORATE: Children's Services

### Summary:

Top expressions of dissatisfaction relate to:

- Admissions - Issues with the online admissions, unhappy with school place offered for child
- Special Educational Needs (SEN) - Delays in recommendations of SEN annual reviews

Issue	Concerns rec'd	Concerns escalated	S1 rec'd	% upheld	S1 escalated	S2 rec'd	% upheld	S2 escalated	S3 rec'd	% upheld
Admissions	2 (10)	1 (1)	5 (3)	0% (66%)	1 (1)	1 (5)	0% (0%)	0 (3)	0 (3)	0% (33%)
SEN	4 (3)	0 (0)	2 (0)	0% (0)	0 (0)	0 (2)	0% (50%)	0 (1)	0 (1)	0% (0%)

Last year's full year figures are shown in brackets.

### Learning from complaints as identified by the service includes:

As there were no upheld complaints there has been no learning identified

### Points to note:

- Admissions – There has been a reduction in concerns received.
- Admissions – There has been an increase in complaints received, however the numbers are relatively low.
- SEN - There has been an increase in concerns and complaints received, however the numbers are relatively low.

## DIRECTORATE COMPLAINTS SUMMARY: APRIL TO SEPTEMBER 2015/16

### DIRECTORATE: Environment

#### Summary:

Top expressions of dissatisfaction relate to Missed bin collections, Non-return of bins, Environmental Health & Trading Standards, and Customer relations and include:

- Missed Bins - Bins not being collected on collection day.
- Non-return of bins - Bins not being put back in the correct place in relation to assisted collections.
- Env Health - Issues with animal welfare (horses), attitude of staff and noise nuisance.
- Customer Relations - Attitude and conduct of Waste and Recycling staff.

Issue	Concerns rec'd	Concerns escalated	S1 rec'd	% upheld	S1 escalated	S2 rec'd	% upheld	S2 escalated	S3 rec'd	% upheld
Missed bin collections	146 (247)	2 (21)	26 (47)	58% (85%)	4 (11)	9 (23)	66% (78%)	1 (3)	1 (4)	0% (50%)
Non return of bins	48 (44)	3 (8)	7 (12)	57% (83%)	2 (2)	3 (4)	33% (100%)	1 (0)	1 (0)	100% (0%)
Env Health & Trading Standards	27 (50)	1 (2)	4 (7)	0% (0%)	1 (1)	2 (6)	0% (0%)	0 (0)	0 (0)	0% (0%)
Customer Relations	3 (0)	1 (0)	1 (0)	100% (0)	0 (0)	28 (30)	85% (835)	2 (1)	2 (1)	0% (0%)

\*Last year's full year figures are shown in brackets.

#### Learning from complaints as identified by the service includes:

- Missed Bins - Staff have been reminded of the service standards they must adhere to.
- Non-return of bins - Staff members have been reminded of their responsibilities for assisted collections.
- Env Health – No learning as there were no upheld complaints.

- Customer Relations - Collections are being monitored and internal HR investigations completed.

**Points to Note:**

- Missed Bins - The concerns stage shows fewer complaints formally escalating which indicates they are being dealt with swiftly within the 5 calendar day timeline.
- Non-return of bins – There has been an increase in concerns received at the mid-year point for 2015/16 compared with full year volumes for 2014/15. Due to this further analysis will be undertaken to establish the root cause, however early indications are that this may be as a result of rationalisation of the rounds which has taken place.
- Customer Relations – At the mid-year point for 2015/16, stage 2 complaint volumes are similar to the total received for 2014/15. Due to this further analysis will be undertaken to establish the root case.
- During 2014 Environment implemented the use of “Love my Street” and “My Account” as a mechanism for residents to use to report service requests and other types of customer feedback. Since April 2015, approximately 7000 service requests have been recorded via these channels. Due to this, there may be a significant number of concerns that have been reported via these channels of which the Corporate Complaints Team are not aware of. Environment are currently working with the Corporate Complaints Team to establish a process of ensuring that all concerns/complaints reported via these channels are included within complaints reports going forward.

## DIRECTORATE COMPLAINTS SUMMARY: APRIL TO SEPTEMBER 2015/16

### DIRECTORATE: Housing

#### Summary:

Top expressions of dissatisfaction relate to Transforming Homes, Repairs, Housing Solutions, Estate Management and Voids:

- Transforming Homes - Lack of communication from contractors and dissatisfaction with the quality of works
- Repairs - Issues with damp and mould, fencing and no updates concerning work being completed.
- Housing Solutions - Attitude of Housing Solution Officers, and non-return of telephone calls
- Estate Management - No response from Estate Officers
- Voids - Unhappy with the condition of property when let, void works still not complete

Issue	Concerns rec'd	Concerns escalated	S1 rec'd	% upheld	S1 escalated	S2 rec'd	% upheld	S2 escalated	S3 rec'd	% upheld
Transforming Homes	25 (90)	5 (28)	27 (48)	70% (45%)	7 (18)	9 (26)	66% (80%)	2 (7)	5 (7)	40% (71%)
Repairs	174 (473)	38 (101)	123 (301)	68% (56%)	35 (100)	54 (121)	61% (55%)	13 (31)	15 (38)	20% (10%)
Housing Solutions	38 (102)	5 (17)	20 (43)	10% (18%)	7 (11)	30 (32)	23% (6%)	1 (1)	1 (4)	100% (0%)
Estate Management	94 (258)	9 (44)	40 (90)	50% (32%)	7 (26)	18 (58)	11% (29%)	4 (14)	5 (16)	20% (18%)
Voids	28 (29)	7 (5)	15 (17)	47% (41%)	8 (6)	9 (7)	33% (14%)	4 (3)	5 (3)	0% (66%)

\*Last year's full year figures are shown in brackets.

#### Learning from complaints as identified by the service includes:

- Transforming Homes - Contractors reminded of the service standards expected of them
- Repairs - Staff reminded of the importance of making contact when a commitment to do so has been given.
- Housing Solutions - Staff members have been spoken to, to ensure calls are returned within the time given.

- Estate Management – Staff reminded of the call back procedures to be followed.
- Voids - Ensure follow on void works are completed.

**Points to note:**

- Transforming Homes – The report identifies that a high % of Stage 1 and Stage 2 complaints are upheld. However in the period April to September, 582 council homes had works carried out under the Transforming Homes programme. Customer Satisfaction for the period is 76% which is based on good and excellent responses assessed against a 5 point scale.

67% (391) of the properties receiving work under Transforming Homes in this period had two or more types of works completed. The works could include full replacement of a kitchen, bathroom, rewiring or new heating. These works require on average 15 contact visits per home (5865 in total). The remaining 33% (191 properties) had just one element completed which would require on average 10 contact visits (1910). Therefore the total number of concerns/complaints received in the period (66) represents 0.8% of the total contacts required to complete these works (7775).

- Repairs - 22% of concerns have escalated to a complaint. Additional analysis will be undertaken regarding this.
- Repairs – A high % of complaints are upheld at stage 1 and 2. However it should be noted that:
  - The total number of concerns/complaints for the period (366) represent 1.8% of the number of repairs undertaken which totalled 20,294.
  - Customer satisfaction for the period is 88% based on good and excellent responses assessed against a 5 point scale.
- Repairs - The report highlights a significant reduction in concerns received compared with 2014/15.
- Repairs - The report highlights a reduction in stage 1 complaints received compared with 2014/15.
- Estate Management – The report highlights a significant reduction in concerns received compared with 2014/15.
- Estate Management - A high % of Stage 1 complaints are upheld. Analysis is scheduled to complete at the end of Quarter 3 with the Senior Corporate Complaints Officer and Estates Team Manager in this respect.
- Voids - At the mid-year point for 2015/16, the volume of concerns received are similar to the total received for 2014/15. Additional analysis will be undertaken regarding this.
- Voids - At the mid-year point for 2015/16, stage 1 complaint volumes are similar to the total received for 2014/15. The volumes of voids undertaken in the period is 2.3% higher than in 2014/15 with 353 voids in period. Total concerns/complaints received (57) represent 16% against the number of voids completed.

- Following an assessment of stage 3 complaints, 27 cases were referred back to the Directorate to further address. This negated the need for formal investigations to take place at the final stage of the complaints procedure.

**Data Quality:**

- Repairs – Within the 2014/15 annual complaints report, 580 complaints were reported for repairs. This figure was incorrect and should have been 460. The error was caused due to Transforming Homes complaints being incorporated within the 580 figure along with a number of complaints for 2015/16.



## DIRECTORATE COMPLAINTS SUMMARY: APRIL TO SEPTEMBER 2015/16

### DIRECTORATE: Planning & Transportation

#### Summary:

Top expressions of dissatisfaction relate to: Potholes, Parking, and Planning Advice and Decisions

- Potholes - Delays in responding to conditions of roads and attitude from staff during telephone calls.
- Parking - Disputes over actions taken by staff in terms of issuing penalties
- Planning Advice - Lack of communication to enquiries, difficulty getting through to members of staff
- Planning Decisions - Disputes over Planning application decisions, delays with processing applications

Issue	Concerns rec'd	Concerns escalated	S1 rec'd	% upheld	S1 escalated	S2 rec'd	% upheld	S2 escalated	S3 rec'd	% upheld
Potholes	22 (54)	1 (2)	8 (11)	62% (27)	1 (2)	2 (2)	50% (0%)	0 (0)	0 (1)	0% (100%)
Parking	48 (78)	4 (7)	9 (23)	11% (9%)	1 (5)	3 (14)	33% (29%)	1 (3)	2 (3)	0% (0%)
Planning Advice	11 (17)	1 (3)	7 (9)	57% (11%)	2 (2)	3 (3)	33% (0%)	1 (1)	1 (1)	0% (0%)
Planning Decisions	5 (16)	3 (3)	9 (9)	33% (11%)	4 (3)	4 (6)	50% (33%)	0 (3)	0 (4)	0% (0%)

Last year's full year figures are shown in brackets.

#### Learning from complaints as identified by the service includes:

- Potholes - Staff reminded to respond to emails in a timely manner
- Parking - Staff reminded of the service standards they must adhere to
- Planning - Call groups have been updated to prevent difficulties in getting through to the department
- Planning Decisions - Changes to work distribution to ensure there are no further delays

**Points to note:**

- Planning Advice – At the mid-year point for 2015/16, stage 1 complaint volumes are similar to the total received for 2014/1, however numbers remain relatively low.
- Planning Decision - At the mid-year point for 2015/16, stage 1 complaint volumes are the same as the total received for 2014/15, however numbers remain relatively low.
- Following an assessment of stage 3 complaints, 1 case was referred back to the Directorate to further address. This negated the need for a formal investigation at the final stage of the complaints procedure.

## DIRECTORATE COMPLAINTS SUMMARY: APRIL TO SEPTEMBER 2015/16

**DIRECTORATE: SERCO**

### Summary:

Top expressions of dissatisfaction relate to Contact Centre, Council Tax, Housing Benefit, Sundry Debtors and include:

- Contact Centre - Incorrect advice given by contact centre staff, calls being cut off, delays in getting through to the council
- Council Tax - Disputes over council tax billing, actions of enforcement officers, attitude of staff
- Housing Benefit - Delays in processing benefit claims and making adjustments to claims, miscalculations in benefit claim
- Debtors - Conflicting advice on payments owed to the council, enforcement letters sent to incorrect property, attitude of staff

Issue	Concerns rec'd	Concerns escalated	S1 rec'd	% upheld	S1 escalated	S2 rec'd	% upheld	S2 escalated	S3 rec'd	% upheld
Contact Centre	13 (48)	0 (6)	4 (9)	50% (11%)	2 (0)	2 (8)	50% (12.5%)	0 (1)	0 (1)	- (0%)
Council Tax	84 (167)	7 (24)	29 (59)	24% (20%)	5 (13)	19 (78)	14% (10.3%)	1 (6)	1 (7)	0% (0%)
Housing Benefit	66 (109)	9 (15)	23 (44)	55% (32%)	5 (14)	10 (21)	30% (29%)	3 (2)	3 (3)	33% (0%)
Sundry Debtors	15 (13)	2 (0)	12 (10)	33% (30%)	0 (1)	35 (19)	23% (10.5%)	5 (3)	5 (3)	0% (0%)

Last year's full year figures are shown in brackets.

### Learning from complaints as identified by the service includes:

- Contact Centre - Staff have reminded of processes they must follow
- Council Tax - Staff members have been spoken to regarding alleged attitude and reminded of required approach
- Housing Benefit - Staff to ensure data is correctly entered in relation to claims. In terms of addressing the delays in processing claims, this will be further analysed by the service and the Corporate Complaints Team.
- Debtors - Staff have been reminded of the procedures they must follow and the service standards expected of them.

**Points to note:**

- Housing Benefits – A high % of Stage 1 complaints are upheld. Additional analysis will be undertaken regarding this as initial indicators point to length of time taken to assess claims.
- Debtors - There has been a significant increase in stage 2 staff complaints received at the mid-year point for 2015/16, compared with full year volumes for 2014/15. Due to this further analysis will be undertaken to establish the root cause; however initial indicators are that some complaints should not be attributed to Debtors. For example, complaints about recharges on void properties, if upheld, need to be reassigned to Housing as investigations have highlighted that Housing have not been able to sufficiently evidence charges which are then chased up by Sundry Debtors.
- Following an assessment of stage 3 complaints, 2 cases were referred back to the Directorate to further address. This negated the need for a formal investigation.