

Appendix 1

DIRECTORATE SIX MONTH COMPLAINTS SUMMARY: 2016/2017

DIRECTORATE: **ADULTS, HOUSING & HEALTH**

Summary:

Top expressions of dissatisfaction relate to Housing remedial repairs, Transforming Homes programme, delays by contractors and service provision for homeless applications. These include:

- Transforming Homes - Quality of works, attitude of contractors and lack of communication from contractors.
- Repairs - Lack of communication regarding repairs appointments, damp and mould, issues with boiler, delays by the contractor and quality of work.
- Homeless - Lack of updates, staff attitude, time taken to process application
- ASB - Lack of contact from staff.

	Concerns rec'd	Concerns escalated	S1 rec'd	% upheld	S1 escalated	S2 rec'd	% upheld	S2 escalated	S3 rec'd	% upheld
Transforming Homes	33 (38)	2 (7)	34 (48)	62% (79%)	8 (13)	10 (15)	80% (67%)	1 (3)	1 (6)	0 (33%)
Repairs	158 (660)	23 (79)	162 (447)	54% (77%)	32 (106)	41 (149)	61% (69%)	3 (40)	3 (46)	0% (13%)
Housing Solutions	30 (108)	1 (9)	44 (77)	25% (18%)	7 (19)	31 (31)	29% (29%)	4 (7)	7 (8)	0% (25%)
Estate Management	54 (157)	7 (13)	49 (79)	14% (49%)	8 (19)	26 (53)	15% (32%)	2 (14)	5 (18)	40% (22%)

*Last year's full figures are shown in brackets

Please note: The Complaints Team will investigate a complaint direct at stage 3 when an assessment of the case is deemed appropriate

Points to Note:

- Repairs - The reporting six month period has seen a significant reduction in repairs concerns/complaints received compared with 2015/16 full year figures.
- Housing Solutions – Stage 2 volumes for the mid-year period are the same as 2015/16 full year figures.

Learning from upheld complaints as identified by the service includes:

- **Transforming Homes** - Introduced work in progress inspections along with final sign off inspection to ensure works are completed to the required standards by contractors.
- **Repairs:**
 - The contractor has been reminded of the importance of ensuring that where appointments are changed, this is communicated to the resident.
 - A process is now in place where all exclusion orders that do not have appointments are to be chased weekly.
 - Contractors to attend tool box talk so they are aware of the appropriate behaviour to adhere to whilst working in a resident's property.
- **Housing Solutions** - Staff reminded with regards to completing tasks in a timely manner. A new process has been set up regarding the handover of documents between the teams.
- **Estate Management** – Staff reminded of the importance of keeping residents up to date and returning calls within timeframe.

DIRECTORATE SIX MONTH COMPLAINTS SUMMARY: 2016/2017

DIRECTORATE: Children's Services

Summary:

Top expressions of dissatisfaction relate to Special Educational Needs and School Admissions and include:

- The handling of SEN cases.
- Lack of communication from Admissions Team.
- Conduct of staff members.

	Concerns rec'd	Concerns escalated	S1 rec'd	% upheld	S1 escalated	S2 rec'd	% upheld	S2 escalated	S3 rec'd	% upheld
SEN	1 (4)	0 (0)	5 (7)	60% (71%)	0 (1)	2 (1)	50% (0%)	0 (0)	0 (0)	0 (0%)
Admissions	1 (3)	0 (1)	4 (6)	0% (0%)	0 (1)	4 (1)	75% (0%)	0 (0)	0 (0)	0 (0%)

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Learning from upheld complaints as identified by the service includes:

- SEN - Action plan has been drafted to avoid further delays.
- Admissions – A review of the service to consider how it can improve the quality and effectiveness of the appeals process.

DIRECTORATE SIX MONTH COMPLAINTS SUMMARY: 2016/2017

DIRECTORATE:

Environment & Place

Summary:

Top expressions of dissatisfaction include:

- Bins not being collected on dedicated collection day.
- Bins not being put back in the correct place.
- Issues with fly tipping and upkeep of area.
- Potholes - Conditions of paths and delays with updates.
- Delays in streetlights being fixed, and not being notified of the new LED lights being installed.
- Lack of maintenance of recreation grounds.

	Concerns rec'd	Concerns escalated	S1 rec'd	% upheld	S1 escalated	S2 rec'd	% upheld	S2 escalated	S3 rec'd	% upheld
Missed bin collection	94 (388)	12 (37)	93 (89)	72% (76%)	12 (22)	15 (28)	80% (68%)	2 (3)	2 (3)	100% (66%)
Non return of bins	17 (90)	1 (10)	12 (19)	67% (79%)	3 (4)	3 (5)	33% (60%)	0 (3)	0 (3)	0% (66%)
Street Services	23 (65)	5 (5)	16 (20)	19% (40%)	4 (5)	8 (6)	100% (50%)	1 (0)	1 (0)	0% (0)
Potholes	21 (40)	1 (2)	9 (16)	22% (44%)	3 (5)	4 (6)	25% (33%)	1 (2)	1 (2)	0% (50%)
Streetlights	2 (10)	0 (1)	12 (5)	67% (80%)	4 (2)	4 (2)	75% (50%)	0 (0)	0 (0)	0% (0)
Parks & Open spaces	45 (61)	3 (3)	19 (14)	16% (36%)	3 (2)	3 (3)	67% (33%)	0 (0)	0 (0)	0% (0)

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Please note: The Complaints Team will investigate a complaint direct at stage 3 when an assessment of the case is deemed appropriate

Points to Note:

- Missed Bins - The reporting six month period has seen a significant reduction in concerns/complaints received compared with 2015/16 full year figures.
- Non Return of Bins - The reporting six month period has seen a significant reduction in concerns/complaints received compared with 2015/16 full year figures.
- Parks and Open Spaces - Volumes for the mid-year period show an increase in complaints when compared to 2015/16 full year figures.

Learning from upheld complaints as identified by the service includes:

- Potholes - Staff have been reminded to communicate with residents in a timely manner.
- Streetlights – Department are actively looking to improve their internal processes to mitigate further delays.
- Parks & Open spaces – No learning has been provided at this stage. This will be monitored.
- Street services – More focus will be given to monitoring the standards of the street cleansing across the borough for a couple of months.
- Non return of bins - The crew have been spoken to regarding this matter and told that they must adhere to the service standards that have been set for them.
- Missed bin collections - A summary of upheld complaints has identified common themes and trends with particular regard to missed collections and also staff conduct. A systemic review of the waste and recycling service is being undertaken to ensure service improvements take place and the customer experience is improved.

DIRECTORATE SIX MONTH COMPLAINTS SUMMARY: 2016/2017

DIRECTORATE:

Finance & IT

Summary:

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

- Complaints regarding Council Tax Demand letters.
- Delays with changes being made to Council Tax account.
- Delays and errors in the processing of benefit claims.
- Overpayment letters are not clear.
- Attitude of staff within Sundry Debtors service.
- Recovery action taken is unjustified.

	Concerns rec'd	Concerns escalated	S1 rec'd	% upheld	S1 escalated	S2 rec'd	% upheld	S2 escalated	S3 rec'd	% upheld
Council Tax	43	1	37	16%	6	7	14%	2	2	0%
	(137)	(8)	(77)	(17%)	(17)	(37)	(13%)	(6)	(6)	(17%)
Housing Benefit	23	2	32	34%	4	8	50%	0	0	0
	(119)	(11)	(50)	(46%)	(9)	(16)	(21%)	(5)	(5)	(20%)
Sundry Debtors	13	0	15	0%	1	27	7%	1	1	0%
	(25)	(4)	(28)	(12%)	(6)	(61)	(23%)	(7)	(7)	(14%)

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Please note: The Complaints Team will investigate a complaint direct at stage 3 when an assessment of the case is deemed appropriate

Points to Note:

- Council Tax - The reporting six month period has seen a significant reduction in concerns/complaints received compared with 2015/16 full year figures.

- Housing Benefit - The reporting six month period has seen a significant reduction in concerns/complaints received compared with 2015/16 full year figures.

Learning from upheld complaints as identified by the service includes:

- Council Tax - Staff members will be reminded the importance of ensuring records are changed in a timely manner.
- Housing Benefit - Assessors to be more vigilant when dealing with information provided to ensure errors are not made.
- Sundry Debtors – Staff reminded of the service standards expected of them.

DIRECTORATE SIX MONTH COMPLAINTS SUMMARY: 2016/2017

DIRECTORATE:

HR, OD & Transformation

Summary:

Top expressions of dissatisfaction relate to Corporate Complaints, Organisational Development and the Web Team and include:

- Unhappy with recruitment process.
- A delay regarding the handling of a complaint.
- Removal of name from website.

	Concerns rec'd	Concerns escalated	S1 rec'd	% upheld	S1 escalated	S2 rec'd	% upheld	S2 escalated	S3 rec'd	% upheld
Web Team	2 (5)	0 (1)	1 (1)	0% (100%)	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)
Corporate Complaints	0 (2)	0 (0)	1 (1)	100% (100%)	0 (0)	0 (0)	0 (0%)	0 (0)	0 (0)	0 (0%)
Organisational Development	0 (0)	0 (0)	1 (0)	0% (0%)	0 (0)	0 (1)	0 (0%)	0 (0)	0 (0)	0 (0%)

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Please note: The Complaints Team will investigate a complaint direct at stage 3 when an assessment of the case is deemed appropriate

Learning from upheld complaints as identified by the service includes:

- Web Team – No learning as there we no upheld complaints.
- Corporate Complaints – Staff reminded of service standards expected.
- Organisational Development – No learning as there we no upheld complaints.

DIRECTORATE SIX MONTH COMPLAINTS SUMMARY: 2016/2017

DIRECTORATE: Legal

Summary:

Top expressions of dissatisfaction relate to Democratic & Electoral Services and Legal Services and include:

- Issues with arrangements made to be able to view Electoral Role.
- Issues with School Admission appeal hearing.
- Unhappy with the service from staff in Legal Services.

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

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Please note: The Complaints Team will investigate a complaint direct at stage 3 when an assessment of the case is deemed appropriate

Learning from upheld complaints as identified by the service includes:

- Electoral Services – Staff reminded of the procedure they should be following to provide refresher training.
- Legal services – To ensure updates are provided at all times.