

Appendix 1 - High-level summary for top 10 areas:

The areas receiving the highest number of complaints are outlined below together with the individual learning for each area. Figures in brackets below represent 2021/22 data.

2022/23 – Annual Complaints Report				
Top 10 Complaints Areas				
Directorate & Area	Stage1 - Received	Stage 1- % upheld	Stage 2- Received	Stage 2 - % upheld
Waste Management	427 (391)	78% (55%)	49 (43)	43% (37%)
Housing Repairs	299 (218)	50% (47%)	45 (21)	44% (5%)
Housing – Estates Management	83 (94)	23% (22%)	16 (18)	13% (28%)
Council Tax	68 (57)	24% (32%)	9 (3)	0% (67%)
Housing Solutions	62 (81)	13% (17%)	11 (15)	0% (20%)

Clean & Green	65 (71)	37% (38%)	6 (7)	0% (43%)
Development Control	40 (55)	30% (22%)	10 (10)	20% (20%)
Transforming Homes	35 (25)	49% (32%)	7 (3)	14% (0%)
Freedom of Information	32 (6)	50% (50%)	0 (0)	0% (0%)
Highways Maintenance	30 (29)	37% (34%)	0 (3)	0% (0%)

High Level Learning for Top 10 Areas:

Area	High Level learning identified from complaints
Waste Management	<ul style="list-style-type: none">• In the event of a missed waste collection the attending crew will be issued with clear written instructions to ensure that they are aware of expected standard of service. This will also be monitored through one-to-one meetings between crew members and Supervisors• Crews informed of the importance of ensuring that any spillages or waste dropped during collection must also be collected and not left behind• Carried out a recruitment campaign, reviews of the collection rounds and implementation of changes to these rounds to help onboard additional resource and assist in stabilising the service
Housing Repairs	<ul style="list-style-type: none">• All Mears staff have been reminded to quality check operative and subcontractor notes to ensure that all aspects are covered before booking in follow on works• The Mears Customer Success Manager has reiterated that when communicating with a resident following a complaint investigation, contact attempts need to be completed via the office phone line. This will ensure calls are recorded for monitoring purposes and will assist should there be any further queries arising regarding these. In addition to this Mears have also requested that all landline extensions are included on the call recording

	<p>system in order to spot check outside of the normal call centre</p>
Housing – Estates Management	<ul style="list-style-type: none"> • Tenancy Officers informed of the standards regarding responding to residents in a timely manner • A new void process has been implemented which will prevent any administrative errors • Tenancy officers informed to thoroughly check all information entered into the system to ensure that it is correct
Housing Solutions	<ul style="list-style-type: none"> • Changes implemented to allow applicants on the housing list to view previous bidding cycle outcomes online. • A new process is in place for processing medicals going forward. All medicals are now recorded on a spreadsheet for the Medical Officer. Once a medical is ready to be assessed following receipt of all relevant paperwork, the Medical Officer will be notified. • Improvements made to communication processes. For instance, where Registrations require advice on what documents to request, this will now be done via Microsoft teams rather than email. This is due to the high volume of emails received by the Medical Officer.
Clean & Green	<ul style="list-style-type: none"> • Administration support has been put in place to assist the Tree Officer due to the volume of enquiries they receive. This will help to provide a timely response to residents

	<ul style="list-style-type: none"> • Lack of communication from contactors has been addressed with the contractors
Development Control	<ul style="list-style-type: none"> • Enforcement Officers informed of the importance of providing regular updates to complainants, even if there has been no material progress to report
Council Tax	<ul style="list-style-type: none"> • Staff informed that there are instances when the issue of a copy of a bill in response to an email enquiry may not be sufficient and that a full response should also be provided • Staff informed that if they advise a resident that they will call them back then this must be followed up on in a timely manner • Staff have been reminded that if correspondence is received and it is for a different department, then the resident should be advised of the correct department and a copy should also be forwarded as soon as possible to the correct department
Highways Maintenance	<ul style="list-style-type: none"> • Weekly dropped curb application catch ups meetings have been put in place to maintain the focus on current applications and enquiries. • A vehicle crossover application tracker spreadsheet has been implemented. This will ensure up to date information regarding applications is accessible. • Report it portal updated to ensure requests receive automatic acknowledgements

Freedom of Information	<ul style="list-style-type: none"> • Services must respond to requests within the statutory timeframes. Failure to do so will result in additional work for the council via complaints received • To ensure that original requests are read carefully so that a response can be sent in the way that was requested • To ensure that if clarification is needed on a point in a request, that this is sought from the requestor
Transforming Homes	<ul style="list-style-type: none"> • Regular updates to be provided to both council residents and adjoining properties where works are due to be completed to ensure that are kept informed of progress of works • Wates reminded all staff of expected standards when working in and around residents' homes

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">• Officers reminded of importance of responding to correspondence in expected timeframes
Voids	<ul style="list-style-type: none">• Void contractors advised of standards with regards to clearing debris from communal spaces when works are taking place
Leaseholding	<ul style="list-style-type: none">• A process has been put in place to ensure that residents are kept up to date if there is likely to be a delay in receiving a reply or providing periodic updates if the query is protracted.• Monthly reports implemented regarding the creation of service charge accounts. This will reduce the risks of any delays in service charge accounts being created
Sheltered Housing	<ul style="list-style-type: none">• The Sheltered Housing Officer and Team Manager on their six-monthly health and safety audit, will look at the condition of communal areas and will report these through to relevant departments and track until finalised