

Appendix 1

High level summary:

2020/21 – Six Month 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. 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
Environment - Waste Management	62 (75)	44% (67%)	10 (7)	26 (19)	54% (68%)	19% (0%)	0 (0)	0 (0)	0% (0%)	0% (0%)
Housing – Estates Management	32 (29)	16% (14%)	12 (4)	21 (14)	29% (14%)	7% (0%)	2 (3)	2 (3)	0% (0%)	0% (0%)
Housing – Housing Solutions	39 (43)	33% (47%)	4 (6)	13 (15)	23% (40%)	0% (7%)	1 (0)	1 (0)	0% (0%)	0% (0%)
Housing -Repairs	41 (57)	39% (37%)	7 (2)	8 (5)	13% (40%)	0% (20%)	1 (2)	1 (2)	0% (0%)	0% (0%)
Environment -	7 (1)	43% (0%)	0 (0)	12 (0)	17% (0%)	0% (0%)	1 (0)	1 (0)	0% (0%)	0% (0%)

Environmental Enforcement										
Finance – Council Tax	17 (36)	18% (28%)	2 (5)	3 (7)	0% (14%)	0% (0%)	0 (1)	0 (1)	0% (0%)	0% (0%)
Environment – Clean & Green	14 (21)	36% (56%)	1 (1)	5 (3)	40% (100%)	0% (100%)	0 (0)	0 (0)	0% (0%)	0% (0%)
Place – Development Control	12 (18)	25% (17%)	2 (5)	2 (11)	0% (9%)	0% (0%)	2 (1)	2 (1)	100% (0%)	100 (0%)
Environment – Parking Enforcement	4 (5)	25% (40%)	0 (0)	9 (4)	11% (0%)	0% (0%)	0 (0)	0 (0)	0% (0%)	0% (0%)
Housing – Private Housing	2 (1)	0% (0%)	1 (0)	7 (0)	29% (0%)	0% (0%)	2 (0)	2 (0)	0% (0%)	0% (0%)

High Level Learning for Top 10 Areas:

Directorate and Area	High Level learning identified from complaints
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
Housing – Estates Management	<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

	<p>with updates on their case following any changes, such as a change of case officer.</p> <ul style="list-style-type: none"> ASB staff instructed to ensure that they do not request residents email them directly, but that they instead send them to the generic ASB email. This will allow emails to be actioned in the event of staff absence
Housing – Housing Solutions	<ul style="list-style-type: none"> Staff reminded of the importance of providing residents and their support workers within expected timeframes for case management 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
Housing - Repairs	<ul style="list-style-type: none"> All 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 Mears staff reminded of the service standards expected of them when dealing with queries from residents. Further training also to be provided to support this
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 provided to residents regarding any interim measures relating to the removal of damaged vehicles

Finance – Council Tax	<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
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
Place – Development Control	<ul style="list-style-type: none"> • Introduced a two stage process so all comments on an application are checked twice prior to comments being available on-line. Process notes have also been updated and all staff have been re-trained on 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
Environment – Parking Enforcement	<ul style="list-style-type: none"> • Staff reminded of the importance of ensuring that any information used to log a PCN is correct.
Housing – Private Housing	<ul style="list-style-type: none"> • Staff reminded of the professional standards expected of them and new training measures have been implemented and provided where necessary to support this

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 also been reminded that the resident should be advised if their enquiry is being dealt with by a different team
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