

## Appendix 1

### High-level summary:

#### 2021/22 – Mid-Year 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 2020/21 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
Public Realm - Waste Management	<b>229</b> <b>(62)</b>	<b>45%</b> <b>(44%)</b>	<b>21</b> <b>(10)</b>	<b>21</b> <b>(26)</b>	<b>52%</b> <b>(54%)</b>	<b>18%</b> <b>(43%)</b>	<b>3</b> <b>(0)</b>	<b>3</b> <b>(0)</b>	<b>100%</b> <b>(0%)</b>	<b>0%</b> <b>(0%)</b>
Housing –Repairs	<b>84</b> <b>(41)</b>	<b>45%</b> <b>(39%)</b>	<b>5</b> <b>(7)</b>	<b>5</b> <b>(8)</b>	<b>20%</b> <b>(13%)</b>	<b>100%</b> <b>(0%)</b>	<b>0</b> <b>(1)</b>	<b>0</b> <b>(1)</b>	<b>0%</b> <b>(0%)</b>	<b>0%</b> <b>(0%)</b>
Housing – Housing Solutions	<b>52</b> <b>(39)</b>	<b>19%</b> <b>(33%)</b>	<b>11</b> <b>(4)</b>	<b>11</b> <b>(13)</b>	<b>9%</b> <b>(23%)</b>	<b>0%</b> <b>(0%)</b>	<b>0</b> <b>(1)</b>	<b>0</b> <b>(1)</b>	<b>0%</b> <b>(0%)</b>	<b>0%</b> <b>(0%)</b>
Public Realm– Clean & Green	<b>41</b> <b>(14)</b>	<b>24%</b> <b>(36%)</b>	<b>2</b> <b>(1)</b>	<b>2</b> <b>(5)</b>	<b>100%</b> <b>(40%)</b>	<b>0%</b> <b>(0%)</b>	<b>0</b> <b>(0)</b>	<b>0</b> <b>(0)</b>	<b>0%</b> <b>(0%)</b>	<b>0%</b> <b>(0%)</b>

Housing – Estates Management	<b>36</b> <b>(32)</b>	<b>22%</b> <b>(16%)</b>	<b>6</b> <b>(12)</b>	<b>6</b> <b>(21)</b>	<b>33%</b> <b>(29%)</b>	<b>50%</b> <b>(33%)</b>	<b>0</b> <b>(2)</b>	<b>0</b> <b>(2)</b>	<b>0%</b> <b>(0%)</b>	<b>0%</b> <b>(0%)</b>
Resources & Place Delivery – Council Tax	<b>35</b> <b>(17)</b>	<b>26%</b> <b>(18%)</b>	<b>3</b> <b>(2)</b>	<b>3</b> <b>(3)</b>	<b>33%</b> <b>(0%)</b>	<b>0%</b> <b>(0%)</b>	<b>0</b> <b>(0)</b>	<b>0</b> <b>(0)</b>	<b>0%</b> <b>(0%)</b>	<b>0%</b> <b>(0%)</b>
Public Realm– Development Control	<b>31</b> <b>(12)</b>	<b>13%</b> <b>(25%)</b>	<b>3</b> <b>(2)</b>	<b>3</b> <b>(2)</b>	<b>33%</b> <b>(0%)</b>	<b>100%</b> <b>(0%)</b>	<b>0</b> <b>(2)</b>	<b>0</b> <b>(2)</b>	<b>0%</b> <b>(100%)</b>	<b>0%</b> <b>(100%)</b>
Public Realm - Highways Maintenance	<b>19</b> <b>(4)</b>	<b>32%</b> <b>(25%)</b>	<b>2</b> <b>(0)</b>	<b>2</b> <b>(4)</b>	<b>0%</b> <b>(50%)</b>	<b>0%</b> <b>(0%)</b>	<b>0</b> <b>(0)</b>	<b>0</b> <b>(0)</b>	<b>0%</b> <b>(0%)</b>	<b>0%</b> <b>(0%)</b>
Public Realm - Environmental Health	<b>20</b> <b>(4)</b>	<b>0%</b> <b>(0%)</b>	<b>0</b> <b>(0)</b>	<b>0</b> <b>(0)</b>	<b>0%</b> <b>(0%)</b>	<b>0%</b> <b>(0%)</b>	<b>0</b> <b>(0)</b>	<b>0</b> <b>(0)</b>	<b>0%</b> <b>(0%)</b>	<b>0%</b> <b>(0%)</b>
Public Realm – Parking Enforcement	<b>18</b> <b>(4)</b>	<b>11%</b> <b>(25%)</b>	<b>0</b> <b>(0)</b>	<b>0</b> <b>(9)</b>	<b>0%</b> <b>(11%)</b>	<b>0%</b> <b>(0%)</b>	<b>0</b> <b>(0)</b>	<b>0</b> <b>(0)</b>	<b>0%</b> <b>(0%)</b>	<b>0%</b> <b>(0%)</b>

**High Level Learning for Top 10 Areas:**

Directorate and Area	High Level learning identified from complaints
Public Realm - Waste Management	<ul style="list-style-type: none"> <li>• Additional attention to be given to address operational issues, such as bins not being returned to collection points</li> <li>• Crews reminded that waste collections must not start prior to 5am</li> <li>• Ensure that all applications for assisted collections are processed in a timely manner</li> <li>• Introduction of a monitoring system, to ensure that when a non-collection occurs, the relevant address is then flagged to collection crews, to ensure bins are collected the following week</li> </ul>
Housing – Repairs	<ul style="list-style-type: none"> <li>• Mears staff reminded of the importance of creating audit notes on repair records to ensure the progress can be tracked and any causes for delay are recorded</li> <li>• Ongoing monitoring of Mears calls will be undertaken to allow the identification of any training requirements</li> <li>• Review of resources being allocated to various work streams, to allow closer monitoring of the progression of works for Mears cases</li> <li>• Mears reminded of the importance of following correct processes, in relation to referring concerns regarding a residents medical needs to the Quality Assurance team</li> </ul>
Housing – Housing Solutions	<ul style="list-style-type: none"> <li>• Staff reminded to ensure that all possible contact methods are used when attempting to make contact with a resident</li> </ul>

	<ul style="list-style-type: none"> <li>• A new process has been implemented to ensure that in the event an officer leaves the council, their cases are distributed amongst the team</li> <li>• Changes made to the way any reports of IT errors are handled. Any notification of an error is now picked up and actioned immediately to prevent any possible delays</li> </ul>
Public Realm – Clean & Green	<ul style="list-style-type: none"> <li>• The Contact Centre have been provided with the staffing details of the Tree Team, to allow for contact to be made in the event of any staff absence</li> <li>• Staff reminded of the important of ensuring all phone calls from residents are returned</li> <li>• All staff reminded of importance of ensuring that areas must be left tidy after grass cutting works are completed</li> </ul>
Housing – Estates Management	<ul style="list-style-type: none"> <li>• Ensure that when any process changes are implemented, the new process is clearly communicated to staff to avoid any incorrect advice being provided to residents</li> <li>• Content of letters relating to tenancy audits have been updated to ensure that they are more customer friendly</li> </ul>
Resources & Place Delivery – Council Tax	<ul style="list-style-type: none"> <li>• The automated message on Council Tax emails, have been amended to reflect the correct expected response timeframes</li> <li>• Staff reminded of the importance of reviewing all emails received, to ensure residents have provided all requested information</li> </ul>
Public Realm – Development Control	<ul style="list-style-type: none"> <li>• Measures implemented to ensure Enforcement Notices are correctly registered</li> </ul>

Public Realm - Highways Maintenance	<ul style="list-style-type: none"> <li>• Staff reminded of the importance of ensuring that initial communications regarding Vehicle Crossover Applications is clear to ensure residents are aware of the full process</li> <li>• The wording in emails to residents relating to refunds have been reworded, so that residents are clear that Highways will make a request to Finance to process a refund (instead of stating Highways have processed a refund).</li> </ul>
Public Realm - Environmental Health	<ul style="list-style-type: none"> <li>• There are No upheld complaints to obtain learning from in this reporting period</li> </ul>
Public Realm – Parking Enforcement	<ul style="list-style-type: none"> <li>• Refresher training to be provided to all officers who are responsible for support service request responses, in order to provide a better customer service.</li> </ul>

**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
<b>Rents</b>	<ul style="list-style-type: none"> <li>• No upheld complaints to obtain learning from within this reporting period</li> </ul>
<b>Voids</b>	<ul style="list-style-type: none"> <li>• All staff have been reminded of the importance of ensuring that full and thorough checks of a property are carried out, as a part of the handover process</li> <li>• Staff reminded of the importance of monitoring any scheduled appointments through to completion and that</li> </ul>

	any delays are communicated to the resident as soon as possible
<b>Lease holding</b>	<ul style="list-style-type: none"> <li>• A policy will be produced to address the criteria for housing land disposals. This will help to ensure that the council deal with any enquiries in a consistent manner</li> </ul>
<b>Property Transformation</b>	<ul style="list-style-type: none"> <li>• The voicemail service has been deactivated, so that all resident enquiries can be managed through contact slips, to ensure that any attempts by a resident to make contact can be followed up on</li> </ul>