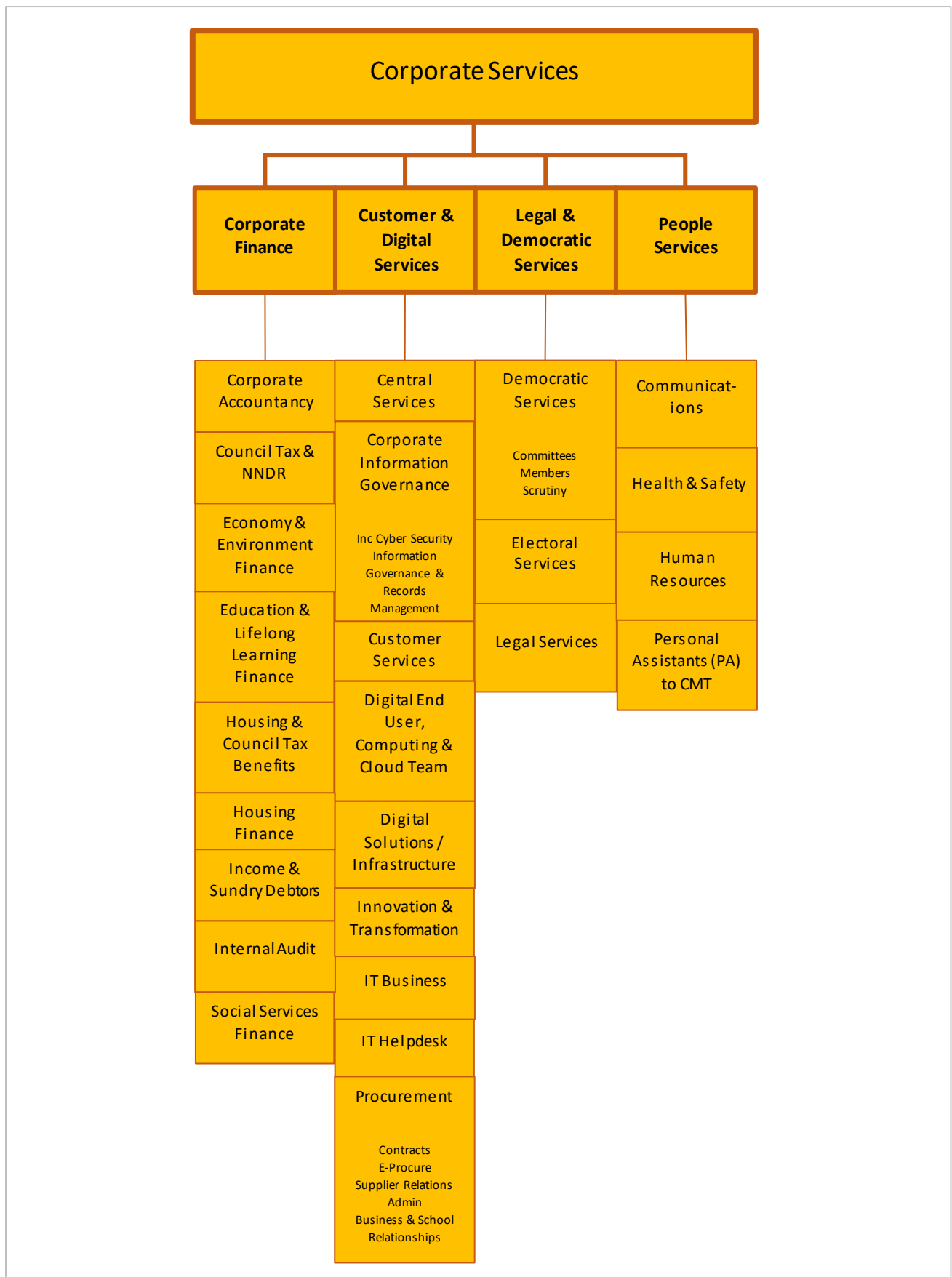


Diagram of Directorate and Service Framework



2. Number of complaints by Stage Type, Service, and Targets Met

Table showing summary of complaints by stage type reference

Stage Type	Count	Count Completed in Target Times	Percentage Completed in Target Times
Stage 1	17	12	66.67%
Stage 2	5	4	100%
Escalated Stage 1 to 2	5	5	100%
Totals	27	21	77.77%

Table showing how the complaints were received

By source	Count Stage 1	Count Stage 2	Count Escalated Stage 1 to Stage 2
Telephone	2	2	1
Email	8	2	4
Letter	4	0	0
On-line	3	1	0
Contact Centre	0	0	0
Other	0	0	0
Totals	17	5	5

Tables showing summary of complaints by service, for each stage type

Service	Count Stage 1	Count Completed in Target Times	Percentage Completed in Target Times
Legal Services/Electoral Services	1	1	100%
Customer Services	1	1	100%
Corporate Finance	15	10	66.67%
Totals	17	12	70.58%

Service	Count Stage 2	Count Completed in Target Times	Percentage Completed in Target Times
Legal Services/Electoral Services	2	1	50%
Customer Services	1	1	100%
Corporate Finance	2	2	100%
Totals	5	4	80%

Service	Count Escalated Stage 1 to Stage 2	Count Completed in Target Times	Percentage Completed in Target Times
Legal Services & Electoral Services	0	0	0
Customer Services	1	1	100%
Corporate Finance	4	4	100%

Totals	5	5	100%
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Corporate Services complaints which are not Corporate Finance comprises 3 complaints for Legal Services/Electoral Services which was a Stage 1 and two stage 2 complaints, There were 3 complaints for Customer Services which was two stage 1 complaints of which one escalated to stage 2.

The target was not met on the complaint for Legal Services as further investigations were necessary, but the complainant would not agree to an extension of time.

In relation to Corporate Finance, unfortunately target dates were not met for 5 stage 1's due to the following reasons:-

- Council Tax – the correspondence had been passed around various departments before reaching council tax
- Housing Benefits - due to an increase in workloads.
- NNDR - delay partially due to the annual billing processes being undertaken and the business rate system being unavailable for a period of a week.
- Corporate Finance Combined - misunderstanding with corporate complaints responses times and Christmas period.
- Council Tax/Env Health - grants work, Ingress 11 upgrade – is this a systems upgrade? and other service pressures.

3. Key complaints - Identified by Type or Theme

List of key specific types, or themes, of repetitive, or pertinent complaints received during this reporting period.

There have been no trends identified within corporate services and the complaints cover a range of issues including the following:-

Correspondence issued in English only, complaints via the telephone in Welsh and the information on the website regarding complaints

Procedural matters regarding an item considered at a scrutiny committee which were investigated and not upheld.

The process regarding a bulky waste collection and the refunds policy which was not upheld.

There were no particular themes of repetitive or pertinent complaints received in relation to Corporate Finance.

4. Number by of Complaints by Category

Table showing complaints by Commissioner Case Type, for prescribed Categories

Category	Count Stage 1, Stage 2 & Escalated 1 to 2
1 Collaborative Working	0
2 Decision Making	2

3 Delay in Service Provision	1
4 Officer/Contractors Conduct with public (including sensitivity/empathy of staff/politeness)	2
5a Following Council Policies	4
5b Following relevant Legislation	1
6 Accessibility of Services	1
7 Clarity/Accuracy/Timeliness of information	6
8 Quality of Work	0
9 Openness/ Fairness and Honesty	0
10 Compliance with Complaints procedure	0
11 Combination of categories	10
Totals	27

5. Number of Complaints by Outcome and Lessons Learned

Table showing number of complaints Upheld and Not Upheld

Service	Upheld	Not Upheld
Customer Services	0	3
Corporate Finance	8	13
Legal services/Electoral Services	1	2
Totals	9	18

The following table shows examples of lessons learned, with comments on key findings, resulting from the complaints in this reporting period, that may help curtail, prevent, or impede future repeats.

Nature of Complaint	Lessons Learned	Category
Stage1: Council Tax – The complainant was being asked to pay council tax but had already spoken to an officer previously who advised that the account was clear.	To use the points raised in this complaint for staff training and development namely as follows. Currently staff are instructed to enter a note on the Council Tax computer system, however this is not always done if the telephone enquiry is routine in nature. Having call recording in order to listen back to the full telephone conversation would have allowed the Manager to listen to the full telephone conversation and the advice given during the call. This would help with staff training and development which in turn should lead to better customer service. Secondly the complainant was advised to put complaint in writing but this could have been registered over the telephone. Staff have been reminded of this element of the Council's complaint procedure. Thirdly, the complainant was advised that calls are not recorded because of payment details and	7 Clarity/ Accuracy/ Timeliness of information

	sensitive information. This is incorrect and again staff made aware of this so that they don't mislead customers. The Council is working towards introducing call recording as a priority	
Stages 1 & 2: Social Services Finance - The complaint related to homecare charges and the way in which payments are collected.	The complaint highlighted that it could be made clearer to service users and their representatives when completing a Direct Debit Mandate that any services invoiced against an individual's account will be collected through the same mandate and it is not specific to the one service. As a result, we will take steps to make this clearer in the future.	7 Clarity/ Accuracy/ Timeliness of information
Stage 1: Council Tax – The complaint related to a request for a council tax refund on a deceased relative's property and a request for information which had already been provided in an earlier email.	The staff member who dealt with second email should have checked and searched the inbox for the first email before contacting complainant again.	3 Delay in Service Provision 4 Officer/ Contractors Conduct with public (including sensitivity/ empathy of staff/ politeness)
Stage 1: Council Tax - Complainant rang council tax to set up a direct debit on her account. Ms M was asked for her account number and upon giving this information was read back her name and address without being asked to complete data protection.	Remind all staff that they must request the above information before disclosing any Council Tax account details.	5a Following Council Policies
Stage 1: Housing Benefits - Advice not given by the HB Section in respect of claiming universal credit which has now left her in substantial arrears of rent.	Training has been provided with regards to issues raised. To be raised in team leader meeting to increase awareness with staff	3 Delay in Service Provision 7 Clarity/ Accuracy/ Timeliness of information
Esc 1 to 2: Housing Benefits - Complaint from Citizens Advice on behalf of HB claimants re. Housing benefits and loss of earnings.	All Housing Benefits staff have been made aware of this case. It is difficult in these circumstances for Benefits Assessors to give the best advice when not all the facts are available at the time and any delay will have a detrimental effect. But if they are mindful of the consequences of this type of issue it can be prevented from happening again.	2 Decision Making

<p>Stage 1: NNDR - Withdrawal of the Retail, Leisure & Hospitality grant from their business rates account and how it was withdrawn leaving the small business with a very large bill. Requested bill be put on hold whilst resolving the matter.</p>	<p>Going forward there will be procedures in place to check that the ratepayer continues to satisfy the eligibility criteria for the award of this particular rate relief at intervals throughout the financial year. This check will enable more timely contact to be made with the ratepayer where they do not advise the business rate team of a change in circumstance.</p>	<p>7 Clarity/ Accuracy/ Timeliness of information</p>
<p>Stage 1 : Legal Services/Electoral Services</p> <p>A complaint identified a number of issues including the electoral registration process in the medium of Welsh, dealing with complaints in Welsh and the information available on the council's website relating to the complaints process..</p>	<p>It was acknowledged that the registration letter should have contained the web address of the Welsh Language response service.</p> <p>Electoral services have appointed a member of staff who is Welsh speaking and able to deal with contacts in Welsh, however if that staff member is unavailable a call back will be arranged.</p> <p>The information regarding the complaints process was updated to make it clearer how to complain.</p> <p>The development of the Chatbot will continue and will be trained on complaints. Where it doesn't recognise certain words it will give a number to call.</p>	<p>7 Clarity/ Accuracy/ Timeliness of information</p>

6. Identified relationships to Equalities or Welsh Language

Table showing a count and list of findings resulting from the complaints in this reporting period, that specifically relate to the Equalities or Welsh Language protected characteristics.

Characteristic Strand	Count Stage 1, Stage 2
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	& Escalated 1 to 2
Age	0
Disability	0
Gender Reassignment	0
Marriage and Civil Partnership	0
Pregnancy and Maternity	0
Race	0
Religion/Belief or Non-belief	0
Sex	0
Sexual Orientation	0
Welsh Language	1
Totals	1

7. Annex – Referrals to Ombudsman, complaints resulting from appeals and examples of relevant items (points to note) specific to this reporting period

Reference/Service Area	Outcome/Decision	Details of Early Resolution/recommendation
OMB1 – Finance	Premature – Not Investigating	No Further Action
OMB2 – Customer Services	Not Investigating	No Further Action
OMB3 – Council Tax	Not Investigating	No Further Action

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