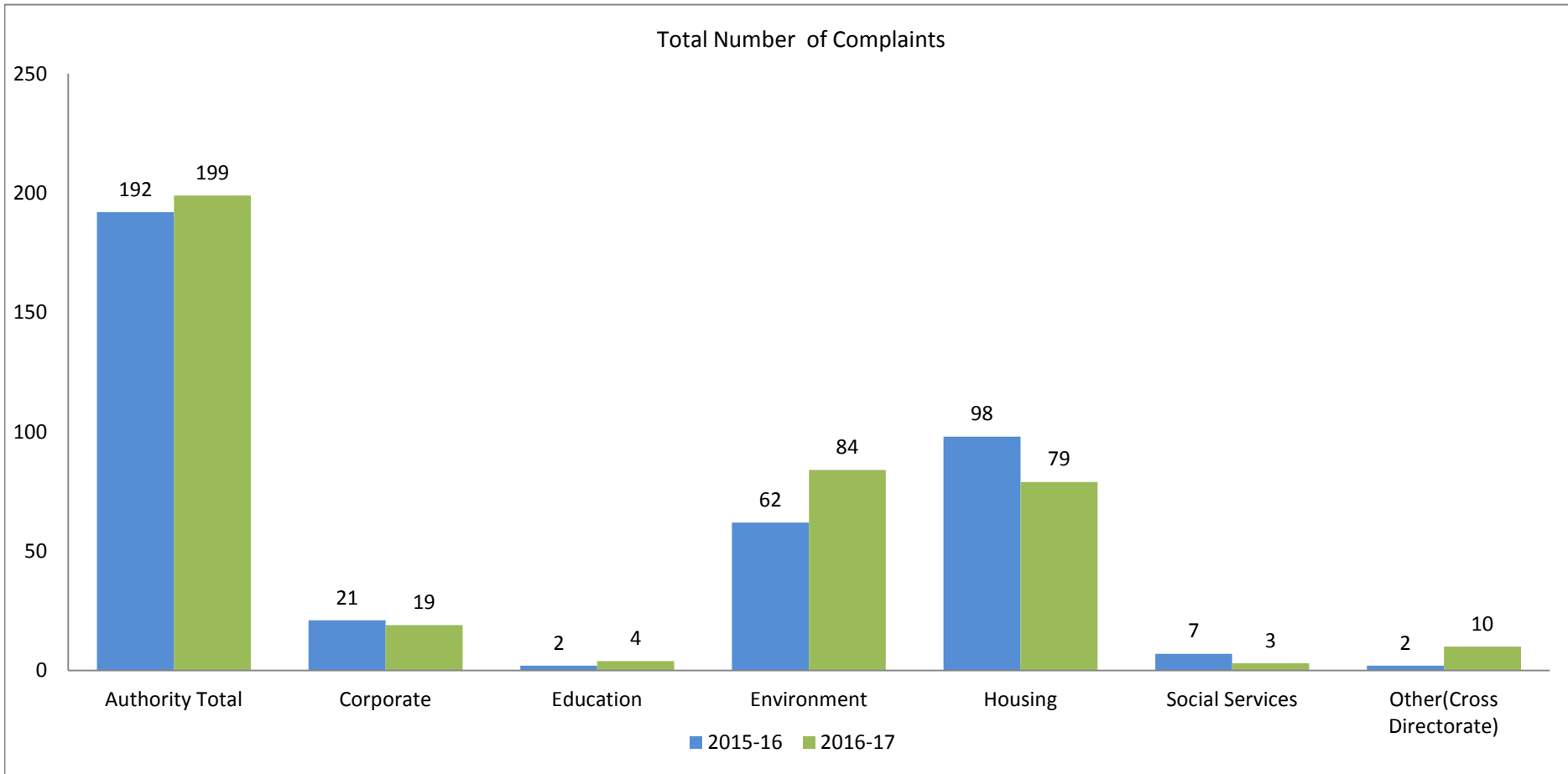
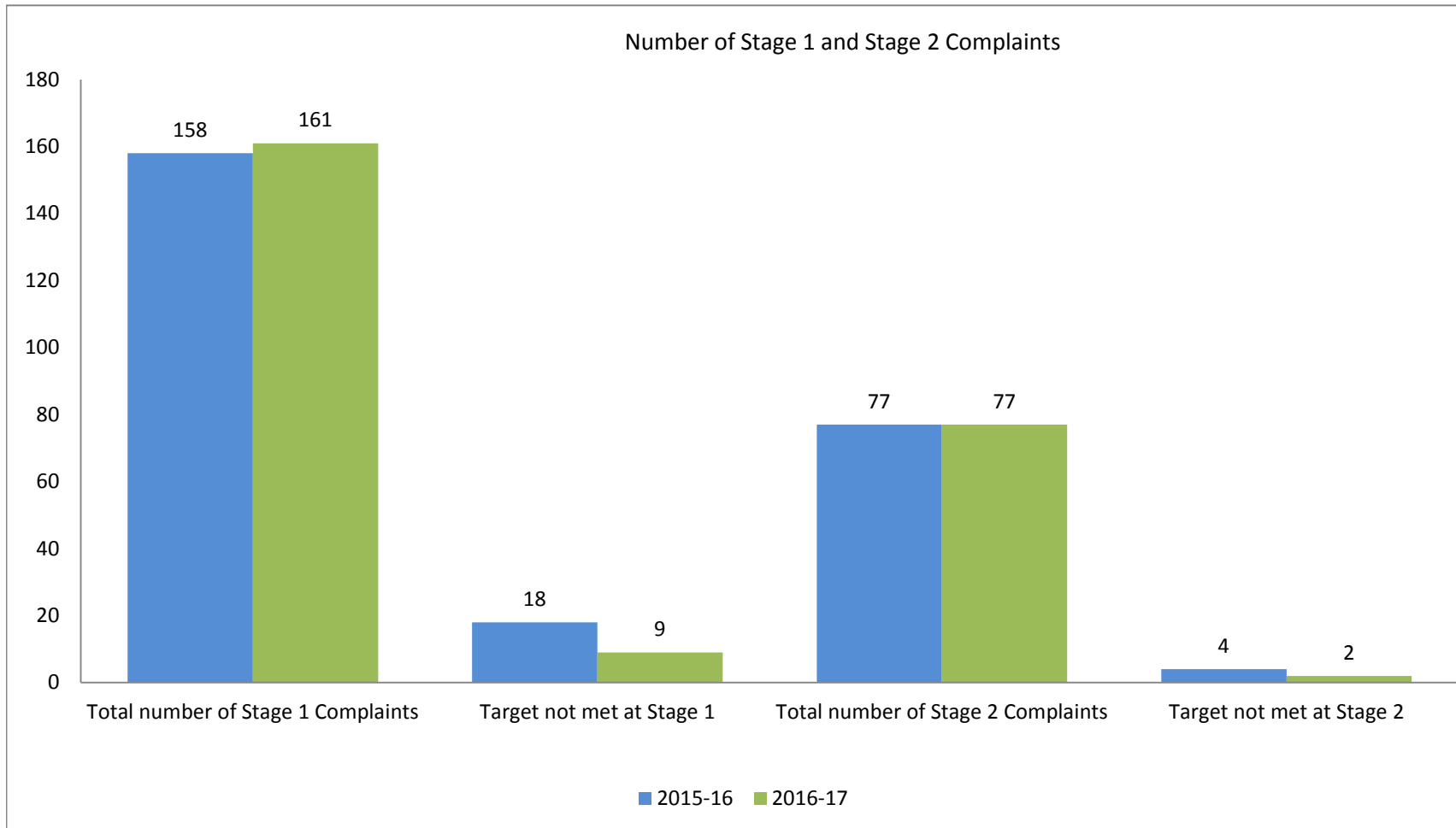


Service Area	Authority Total	Corporate	Education	Environment	Housing	Social Services	Other(Cross Directorate)
2015-16	192	21	2	62	98	7	2
2016-17	199	19	4	84	79	3	10



Service Area	Total number of Stage 1 Complaints	Target not met at Stage 1	Total number of Stage 2 Complaints	Target not met at Stage 2
2015-16	158	18	77	4
2016-17	161	9	77	2



Appendix 2

Environment Directorate

Bereavement Services – Damage to Plastic Cone Liner

Within lawn cemetery areas, action is required to encourage grave owners to place grave ornaments at the head of the grave to minimise the risk of damage and distress and also the hazard to staff. Glass items in particular pushed into the grass by members of the public are posing a hazard to staff who do not always see them when their visors are steamed up.

Lessons learned – Staff have been reminded to leave grave areas uncut where vases and ornaments are placed in the mowing area.

Complaint received in relation to Pest Control Service

The message provided by the CRM (Customer Relationship Manager) indicated that the pest control officer would make contact within one working day - that is correct and that is what actually happened (request made on Friday and contact made on Monday). However, it was not made clear that the service does not operate over a weekend and corrective action has been taken.

Lessons learned - We have reviewed and reworded the email generated by our CRM so that it is clear that the pest control service does not operate over the weekend period and thus eliminating the further possibility of it being misunderstood by the recipient regarding the definition of 1 working day

Refuse bin not collected

Refuse not collected due to vehicle breakdown - Vehicle breakdowns will result in service delays. Additional or newer vehicles would certainly help. Whilst it would be useful if the service had a specialist mobile working solution (such as sat nav) so crews can upload rounds, identifying all properties that require collection, the cost is likely to be prohibitive.

Noise Nuisance – bins collected early in the morning

A complaint was made regarding the noise made during the early morning bin collection.

Lessons Learned – Arrangements were made for refuse crew to alternate the collection time for the particular estate.

Contamination of recycling

A resident complained that their recycling was not collected even though the recycling truck was seen travelling through the street. The recycling was not collected due to contaminated materials being present in the bin which was subsequently removed and the recycling bin emptied on the collection day.

Lessons Learned – the crew were reminded that they should have put a contamination sticker on the bin and provided a recycling leaflet to the resident to explain what materials can be recycled.

Housing

WHQS Works

A tenant complained that he felt the general service he had received whilst having WHQS works carried out was not to a good enough standard. He felt he had been led to believe that works would be carried out to his bathroom as well as his kitchen, but no bathroom works were ever specified. He also requested information relating to his heating and redecoration of his kitchen and living room ceiling following a leak. The complaint was partially upheld in relation to the possible miscommunication of the works to be carried out under the WHQS programme.

Lesson learned - Improvements being made to ensure tenants are aware of the extent of WHQS works before the work begins. It is the intention that more detailed letters will be sent to each tenant clarifying the works that have been identified as part of the survey and will subsequently be included in the programme

Cleanliness of Property when re-allocated

A tenant who had recently been allocated a tenancy complained that he and his carer were being bitten by fleas. This issue however was not identified by any of our workmen whilst they were in the property undertaking the end of tenancy works. As soon as the matter was brought to our attention fumigation was arranged via the Council's pest control officer and the tenancy start date was amended accordingly. A week later the tenant complained that he was still being bitten so a further fumigation was arranged. The Housing Manager visited the tenant to apologise and also confirmed that although the property had undergone a deep clean before allocation this was not to the expected standard. This however would not have addressed the issue of fleas. A further clean was arranged.

Lesson learned – ensure vacant properties are checked to confirm they are cleaned to expected standard before allocation

WHQS Works

A tenant complained about delay in WHQS works due to some confusion over an asbestos survey and the suggested positioning of the boiler. The tenant had received a letter stating he had not allowed access for an asbestos survey so the works could not go ahead. The letter also reminded him of his tenancy conditions concerning lack of access and the possibility of legal action for breach of tenancy if access was denied. The tenant confirmed access had already been gained and although he had received a verbal apology for the confusion he requested a written apology. Mutual agreement was reached on the location of the boiler but the complaint was partially upheld in relation to the breach of tenancy letter being incorrectly issued.

Lesson learned – the no access letter used by the WHQS team was reviewed and amended. The letter no longer refers to legal action being taken if access is denied but advises the tenant their upgrading work will be delayed until the end of the programme in 2020 or removed from the programme completely.

Leasehold Ownership of Property

A leaseholder reported a repair to replace her double glazed units. The surveyor carried out an inspection which confirmed that the glazing itself needed to be replaced. There was then a misunderstanding amongst Council staff in terms of the Council's and the leaseholder's responsibility for glazing repairs and the repair was subsequently carried out by the Council. However, the lease clearly stated that glazing was the leaseholder's responsibility so the leaseholder was recharged. The leaseholder appealed the recharge as she claimed she had not been made aware that she would be recharged if the Council carried out the work. During the appeal investigation confirmation was received of the substantial works to be undertaken to this block of flats, via the WHQS programme, which includes full replacement of the windows. As the leaseholder will be responsible for a large financial contribution to the WHQS works it was felt, on this occasion, that due to the misunderstandings the recharge for the glazing would be withdrawn.

Lesson learned – response repair team to be reminded to check if a flat is Council owned or leasehold before arranging any works as the cost of the work maybe chargeable

WHQS Contractor

A tenant complained about the overall quality of service and workmanship of a contractor whilst undertaking WHQS works. The complaint related to the planning of the works, the length of time taken to complete the works, lack of communication and being left without facilities whilst works were ongoing.

Lessons learned - Officers met with the contractor to raise concerns about quality of service and the failure to comply with the Charter for Trust. The contractor has since reviewed its working practices and made some changes including the appointment of additional supervisory staff, a tenant liaison officer and a new sub-contractor. These changes have been recently applied and will be monitored closely to ensure the required improvements are being delivered.

Corporate Services

A complaint was received regarding the failure to log a number of calls correctly and to clear up remains of rubbish from communal bins. It was acknowledged that incorrect spellings of the complainants name together with the address was noted which may have been misheard or mistyped. Whilst all calls were logged, they were not easily cross referenced by different call handlers due to the errors made. An apology was given.

Lessons learned – The Customer Services Manager would remind staff of the importance of recording details correctly and Team Leaders would discuss this issue in routine performance meetings.

Council Tax

A complaint centred on the way in which a telephone call was handled within the Council Tax section. As telephone calls are not recorded it was difficult for the investigation officer to fully understand the issues however the officer accepted that the call could have been handled more professionally and an apology was given for the standard of service provided.

Lessons Learned – Staff were reminded of the customer services standards expected of them when dealing with members of the public.

Council Tax customer services

A complaint was made regarding an issue of non-payment of Council Tax for a property in the County Borough although the owners rented the property out and lived out of county. The owners were made aware that Bailiffs had visited the property to remove items by old neighbours. As a result the complainant contact Council Tax to provide a forwarding address and telephone numbers and advising that post can take a number of weeks to reach them. A summons was subsequently sent to attend a court hearing. They corresponded in writing with an officer who felt the response was abusive as it was written in block capitals and felt as if it was a form of shouting.

An apology was given for the format of the emails issued by one of the staff, being in block capitals only and acknowledged that it was not an acceptable format and gives the impression that the sender is ‘shouting’ their message. The issue was addressed with the officer concerned. However it was not accepted that the content of the email was “abusive’ in its tone; and an apology was in fact offered by the officer if the complainant considered the emails were abrupt. A full response to the issues raised was provided recognising that the Council Tax section had not been provided with the new forwarding address.

Lessons learned – staff have been reminded of the correct format to use when corresponding with customers.

Social services – dissatisfaction with level of service

A complaint was received regarding the dissatisfaction with the level of service provided by the Customer Services Team, including being advised that a telephone call would be returned within 24 hours which did not happen, being incorrectly advised of the dates a caseworker would be available and no apology for the errors being offered. It was accepted that there was a lack of communication and an apology provided.

Lessons Learned – officers have been reminded to convey the correct information and where appropriate to make courtesy calls to update a customer where information originally provided had changed.

Cross Directorate

Customer Services and Electoral Services

A complainant contacted the Authority to make a complaint regarding Electoral Services and was advised to make the complaint in writing. Whilst the complaint regarding Electoral Services was not upheld an apology was given for the miscommunication with confirmation that there was no intention to prevent the complainant from raising concerns with the authority, however the complainant was advised that manner in which the calls were conducted the calls were not acceptable. Details of the complaint were subsequently taken over the telephone.

Lessons learned – relevant staff were advised that complaints can be taken over the telephone in accordance with the Complaints Policy

Corporate Services and Communities and Leisure services

The complaint related to a dissatisfaction in the service received when visiting a customer service centre to attend to formalities following a family bereavement and in particular the open desk area arrangements, together with the parking spaces available, information provided as to return of keys, lack of knowledge regarding the permit scheme in operation at the civic amenity site and an exemption notice received from Council tax.

It has always been acknowledged that some customers do not wish to conduct their business at an open desk so there are private interview rooms available. There are notices in the office to inform customers that these rooms are available on request but as a result of the complaint they were reviewed to ensure that they are prominently displayed.

In relation to the parking situation encountered, the parking arrangements were explained and details provided as to available parking in the vicinity acknowledging that on busy days it can sometimes be difficult to find a space.

An apology was given as a result of not being advised on the first visit that notice was required to hand in keys to a property and it was confirmed that the issue would be raised with the manager of the office and staff will be reminded of the correct process.

With regard to the permit scheme in operation, a copy of the leaflet explaining the scheme was provided.

With regard to the exemption notice received from the Council Tax section, this was issued to evidence that the council tax liability of the deceased relative had been officially ended, and that no further payment was due. However, it was fully accepted that there was a delay in issuing this document and an apology was provided.

Category	Service Area	Corporate Services	Education	Environment	Housing	Social Services	Other (cross Directorate)
1	Collaborative Working	0	0	0	0	0	0
2	Decision Making	1		22	24	1	0
3	Delay in Service Provision	0	0	29	19	0	0
4	Officer/Contractors Conduct with public	1	0	0	3	0	0
5	Following Council Policies/relevant Legislation	4	5	10	6		0
6	Accessibility of Services	2	0	2	0	0	0
7	Clarity/Accuracy/Timeliness of information	3	0	1	3	1	0
8	Quality of Work	2	0	15	34	0	0
9	Openness/ Fairness and Honesty	1	0	0	5	0	0
10	Compliance with Complaints procedure	0	0	0	0	0	0
11	A combination of categories	5	0	22	7	1	10
	Total number of complaints	19	5	101	101	3	10

