

**Appendix 1**

<u>SERVICE</u>	<u>No. of Complaints 2008/09</u>	<u>No. of Complaints 2009/10</u>	<u>No. of Complaints 2010/11</u>	<u>No. of Complaints 2011/12</u>	<u>No. of Complaints 2012/13</u>	<u>Comments</u>
<b>Transformation</b>	3	2	1	4	<b>5</b>	<p>All 5 complaints received were regarding Customer Services; 4 regarding customers waiting times and 1 regarding the conduct of a member of staff. Were appropriate apologies/explanations were given. In relation to the complaint regarding the conduct of a member of staff, following investigation it was established that the member of staff had acted appropriately.</p> <p>The number of complaints received represents 0.002% of the total number of interactions this year with our customers.</p>
<b>Planning Services</b>	8	8	12	13	<b>18</b>	<p>In relation to Development Control 1148 planning applications were determined and 295 enforcement breaches were reported, the complaints received therefore represent 1.2%.</p> <p>In 13 of the 14 cases, correct procedures were followed. The remaining one was in relation to delay</p>
Development Control					14	
Planning Policy					4	

						<p>to a pre-app decision caused by staff absence which was unavoidable, however a refund was provided to the applicant.</p> <p>In relation to Planning Policy, there were 1335 representations made during consultations (preferred options); the complaints received, therefore represents 0.3%. All 4 cases involved public consultation where correct procedures were followed. Whilst figures have increased slightly during 2012/13, correct procedures were followed in all cases.</p>
<b>Community Services</b>	7	5	3	6	<b>3</b>	<p>Out of the 3 complaints received for Community Services in 2012/13, one was regarding Environmental Protection and two were regarding Technical Services. Correct procedures had been followed regarding all complaints. In comparison to the previous year, the number of complaints received has decreased by half.</p> <p>In relation to the complaint relating to Environmental Protection, the customer wasn't satisfied with the speed of our response to his initial complaint. Unfortunately, however,</p>

						<p>there wasn't a quick resolution to the problem, procedures set in place were adhered to and therefore this complaint was due to unrealistic customer expectation.</p> <p>In relation to Technical Services, one complaint was regarding lack of assistance from the Council in relation to provision of sandbags when a ditch flooded a Customer's property. An initial investigation was carried out and the matter was then referred to LCC Highways for further investigation in accordance with our normal policies and procedures in relation to land drainage. The other complaint was regarding the introduction of parking charges at Sandy Lane – this complaint is ongoing.</p> <p>Community Services received approximately 23,305 requests for service in 2012/13, therefore the number of complaints received should be taken into account in comparison with the number of customer interactions.</p>
<b>One Connect Limited Revenues and Benefits</b>	10	19	19	22	<b>17</b>	<p>In relation to customer contact, the Revenues and Benefits Service have:</p> <ul style="list-style-type: none"> <li>dealt with 7,600 face to face customer interviews</li> </ul>

						<ul style="list-style-type: none"><li>• handled over 30,000 inbound telephone calls</li><li>• received and processed over 120,000 external documents</li><li>• issued over 145,000 documents</li></ul> <p>Out of the 17 complaints received, it was established that:</p> <ul style="list-style-type: none"><li>• 6 were evidenced to have complied with existing policies and procedures</li><li>• 9 resulted in written apologies issued to customers</li><li>• 2 resulted in case records being amended due to further information being provided</li></ul>
--	--	--	--	--	--	--

<b>Housing &amp; Regeneration</b>	37	28	34*	50	<b>60</b>	The service has seen a small increase in complaints this year. It is encouraging that tenants feel able to give us feedback and let us know when they think we could do things better. In nine instances, we received feedback that highlighted areas where we can make improvements to service. It should also be noted that 80 customers expressed satisfaction with the service.
Property Services					30	Approximately 29,000 repair orders are issued each year. The 30 complaints equates to 0.1% of transactions. A tenant led group has been established to look at the quality aspect of the service.
Voids & Allocations					13	Last year the Council let approximately 760 properties and processed approximately 1800 housing applications. The complaints equate to 0.5% of recorded interactions. A feedback questionnaire is used to improve service and a group of "tenant inspectors" has been established to ensure that the letting standard is being achieved.
Rent & Money Advice					3	There are approximately 6200 tenancies. The complaints here relate

<p>Estate Management &amp; Anti Social Behaviour</p> <p>Sheltered Housing</p>					<p>9</p> <p>5</p>	<p>to the speed at which credit balances are refunded. This will however be reviewed in the near future to see if the process can be improved.</p> <p>Estate Management and issues of ASB are always difficult to manage and in particular customer expectations. The 9 complaints represent approximately 0.1% of tenancies and are as a result of frustration with the situation.</p> <p>The complaints were in relation to a small number of issues with agency staff not being fully aware of procedures. These issues have now been resolved and the issue of agency staff stabilised.</p>
<p><b>Borough Solicitor</b></p>	<p>1</p>	<p>0</p>	<p>2</p>	<p>0</p>	<p><b>1</b></p>	<p>The complaint was in respect of a Housing Benefit overpayment which the Council sought to recover through the Courts, as regular instalment payments had not been made by the complainant. Although, as a result of Court action payment in full was eventually received, the complainant complained that the Council had acted unreasonably in pursuing the debt and had not stopped Court action promptly when payment had been made in full. The Council responded that Court</p>

						<p>action was not unreasonable and that proceedings were stopped as soon as the Council was able to confirm to the Court that the complainant's cheque had cleared in circumstances where an earlier cheque had bounced. The complainant complained to the Local Government Ombudsman. The Ombudsman found no evidence of fault, but recommended that the Council should look at its systems and procedures to ensure cleared cheques are noted on accounts as soon as possible, and as a result operational arrangements have been streamlined.</p>
<p><b>Borough Treasurer (Accounts, Treasury Management, Audit, Insurance)</b></p>					<p><b>0</b></p>	

<p><b>Street Scene</b></p> <ul style="list-style-type: none"> <li>Refuse/Recycling</li> <li>Cleansing</li> <li>Grounds Maintenance</li> <li>Civic (Bulky Refuse)</li> <li>Collection Service</li> <li>Abandoned Vehicles</li> <li>Medical Collections</li> <li>Highways (LCC)</li> <li>Fly Tipping</li> <li>Bonfire Removal</li> <li>Trade Waste</li> </ul>	4	3	5	11	<b>18</b>  16 2	<p>Street Scene experienced an increase of seven complaints compared to the previous year. However, the number of complaints received should be viewed in relation to the extent of the services provided –</p> <ul style="list-style-type: none"> <li>• Weekly collection service to approximately fifty thousand properties.</li> <li>• manual and mechanical cleansing of 3 million metres of roadway and the 3.5 million square metres of hard landscaping</li> <li>• provision, maintenance and emptying of over 800 litter bins and over 250 dog waste bins</li> <li>• Respond to, collect and dispose of fly tip incidents from public land across the Borough</li> </ul> <p>The increase mainly relates to customer dissatisfaction in the waiting time for a replacement container (box/bin). A new system for delivering containers has been devised and will be implemented in May.</p> <p>There has been a reduction in complaints regarding missed</p>
---	---	---	---	----	--------------------------	---



						<p>collections for refuse/recycling and containers not being correctly returned to the customer's property.</p> <p>The other complaints relate to a variety of issues including weed and graffiti removal from private land, a full dog bin, and an overhanging branch.</p> <p>Out of the 18 complaints received, 4 were without merit.</p>
<b>Total</b>	71	65	76	107	<b>122</b>	