

<b>SERVICE</b>	No. of Complaints 2011/12	No. of Complaints 2012/13	No. of Complaints 2013/14	No. of Complaints 2014/15	<b>Comments</b>
<b>Transformation</b>	4	5	4	<b>0</b>	
<b>Planning Services</b>	13	18	12	<b>2</b>	In 2014/15 Planning Services received 2 complaints. The number of planning applications determined was 865, enforcement breaches that were reported was 356 and 318 building regulations were determined during this period. In the two cases it was found that correct procedures were followed and there was no fault from the Council.
<b>Community Services</b>	6	3	6	<b>10</b>	<p>In relation to Community Services, 10 complaints in total have been received in 2014/15, 4 of these related to Environmental Protection, 3 to Leisure, Culture &amp; Arts, 2 to Technical Services and one to Private Sector Housing &amp; Homelessness.</p> <p>Out of the 10 complaints received it was established that correct procedures had been followed in 8 of these. Two apologies were made in respect of Leisure, Culture &amp; Arts. This equates to less than 1% of customer contacts.</p>
<b>Revenues and Benefits</b>	22	17	27	<b>44</b>	The Revenues and Benefits Service (RBS) has dealt with 6528 face to face customer interviews, received and processed in excess of 105,000 external documents, made over 66000 Benefit decisions and sent over 90,000 Council Tax Bills. The RBS Customer Contact

<b>Revenues and Benefits continued.</b>					<p>Centre also received over 74000 telephone calls. The increased customer contact has been directly influenced by the increased Council Tax recovery activity as part of the strategy to maximise collection performance.</p> <p>Out of the 44 complaints that were received, it was established that 34 were found to have complied with existing policies and procedures and 10 resulted in written apologies being issued to customers.</p>
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<b>Housing &amp; Regeneration</b>	50	60	61	<b>44</b>	The majority of complaints received in the service concern the timeliness of repairs (9), the conduct or attitude of members of staff (7) neighbour issues (6) or the condition of properties to let. Our performance data shows that 96.5% of repairs were carried out on time. Only 12 of the 44 complaints (27%) within the service area were upheld.
<b>Property Services</b>				29	In 2014/15 we processed approximately 29,000 repairs. This service received 29 complaints during the same period.
<b>Voids &amp; Allocations</b>				6	During 2014/15 we dealt with 2037 housing applications and let 713 properties. The complaints received for Voids and Allocations represent just 0.22% of these interactions.
<b>Rent &amp; Money Advice</b>				1	We have approximately 6052 tenancies. The one complaint received in the Rents and Money Advice section represents only 0.02% of the total tenancies, and the complaints received for the service overall represent only 0.73% of our tenancies.
<b>Estate Management &amp; Anti Social Behaviour</b>				8	There were 277 Anti-Social Behaviour cases reported to us in 2014/15, but only 8 complaints were received for this service.
<b>Sheltered Housing</b>				0	
<b>Right to Buy</b>				0	
<b>Regeneration</b>				0	

<b>Borough Solicitor</b>	0	1	0	<b>0</b>	
<b>Borough Treasurer (Accounts, Treasury Management, Audit, Insurance)</b>			1	<b>1</b>	The section received one complaint relating to the provider of Council's Building Insurance.
<b>Street Scene</b>	11	18	22	<b>10</b>	The number of complaints received should be viewed in relation to the extent of the services provided –
Refuse/Recycling				6	
Cleansing				4	
Grounds Maintenance					Weekly collection service to approximately fifty thousand properties.
Civic (Bulky Refuse) Collection Service					Manual and mechanical cleansing of 3 million metres of roadway and the 3.5 million square metres of hard landscaping
Abandoned Vehicles					Provision, maintenance and emptying of over 800 litter bins and over 250 dog waste bins
Medical Collections					Respond to, collect and dispose of fly tip incidents from public land across the Borough
Highways (LCC)					
Fly Tipping					
Bonfire Removal					
Trade Waste					
<b>Total</b>	107	122	133	<b>111</b>	