



# **Corporate Complaints, Compliments and Comments Annual Report**

1 April 2014 – 31 March 2015

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## **Introduction**

This report provides an analysis of the complaints, compliments and comments received by the Council during 2014/15 under the Corporate Complaints, Compliments and Comments Procedure (the corporate procedure). The purpose of the report is to identify topics and trends in relation to complaints; identify areas of organisational learning that have taken place over the past year as a result of the complaints received and make further recommendations based on trend data to improve services. The report also highlights those areas of good practice within the Council and seeks to identify topics and trends in relation to comments made by members of the public so that the Council can also take action where appropriate to improve services.

In addition to the statistical information presented in this report it is important to recognise the work of the Complaints and Information Governance (CIG) Team that underpins this in terms of promoting an organisational culture in which complaints are recognised, accepted, owned and resolved as efficiently and as close to the point of service delivery as possible. This also enables the Council to collect accurate information on complaints in order to identify topics and trends and improve services accordingly.

## **Corporate Complaints, Compliments and Comments Procedure**

The corporate procedure sets out how the Council will deal with all complaints, compliments and comments received with the exception of those received in relation to adult and children's social care services, social housing, public health and Members which will be dealt with under separate procedures.

The corporate procedure has two stages. Stage 1 is a local resolution stage where we try to resolve those complaints that cannot be resolved immediately as part of our day to day business. Stage 1 complaints are dealt with locally, that is within the service being complained about. We aim to resolve the majority of complaints at Stage 1 of the corporate procedure.

Stage 2 is a formal investigation stage where complaints will usually be investigated by the Complaints and Information Governance Manager or another officer independent of the service being complained about.

If the complainant remains dissatisfied following a Stage 2 investigation they may refer the matter to the Local Government Ombudsman.

## **Public Information and Accessibility**

We are committed to making sure that everyone has equal access to all our services. To help make sure the Council's complaints procedures are easily accessible we have produced two leaflets (one for children and young people and one for adults) covering all Council services to reflect the single point of access for complainants within the Council. The leaflets are available in all Council buildings. They have been written in line with the Plain English Campaign standards. The title is written in the most commonly used community languages and it contains details on how to access the information in other formats, for example, large print, audio and Braille.

Information is available on the Council's website which contains an electronic form people can use to make a complaint, pay someone a compliment or pass comment on Council services. People may make a complaint in any format they wish. This can be in writing, email, via the web, over the phone, in person or by any other reasonable means.

The Complaints and Information Governance Manager can arrange advocates and interpreters (including British Sign Language interpreters) where appropriate.

# Complaints Information and Organisational Learning

## Overview of Complaints, Compliments and Comments

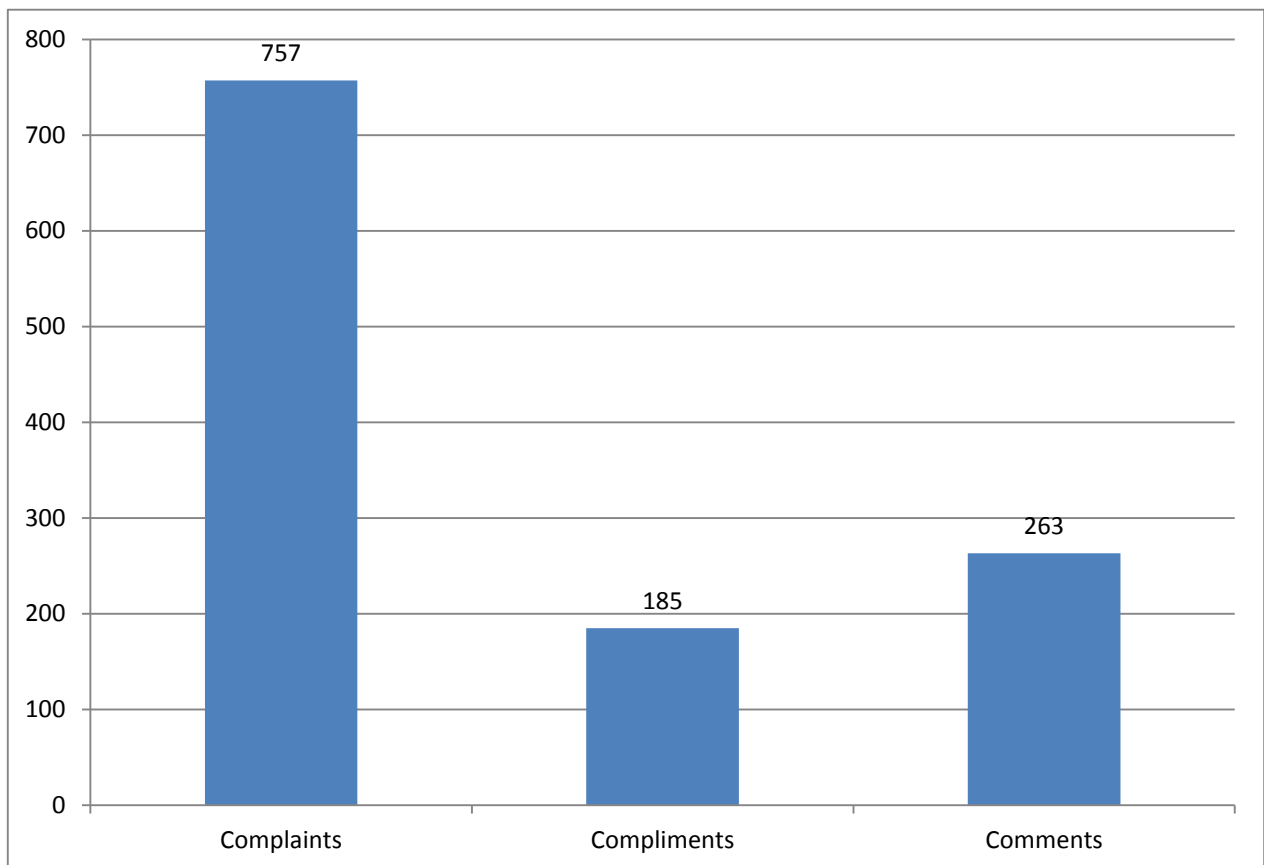
Between 1 April 2014 and 31 March 2015 the Council received a total of 1,205 representations under the corporate procedure, an increase from 1,114 in 2013/14. The Council received 757 complaints, an increase from 672 in 2013/14.

744 complaints were initially dealt with at Stage 1 of the corporate procedure, while 13 were initially dealt with at Stage 2. 86 Stage 1 complaints were escalated to Stage 2 following a Stage 1 investigation. In total 99 complaints were investigated at Stage 2, an increase from 72 in 2013/14.

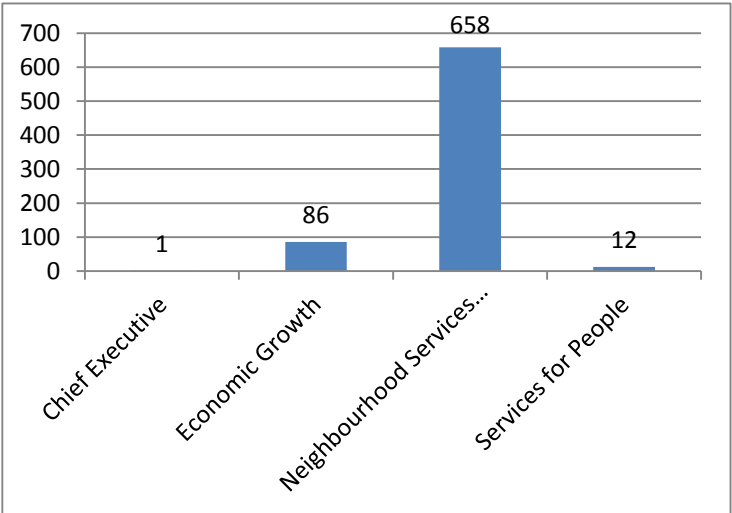
This increase in complaints can be attributed primarily to problems people experienced with their refuse and recycling collections, following the introduction of alternate weekly collections. The Council received 403 complaints relating to refuse and recycling, an increase from 322 in 2013/14.

The Council received 185 compliments, a decrease from 233 in 2013/14. The Council also received 263 comments, an increase from 209 in 2013/14.

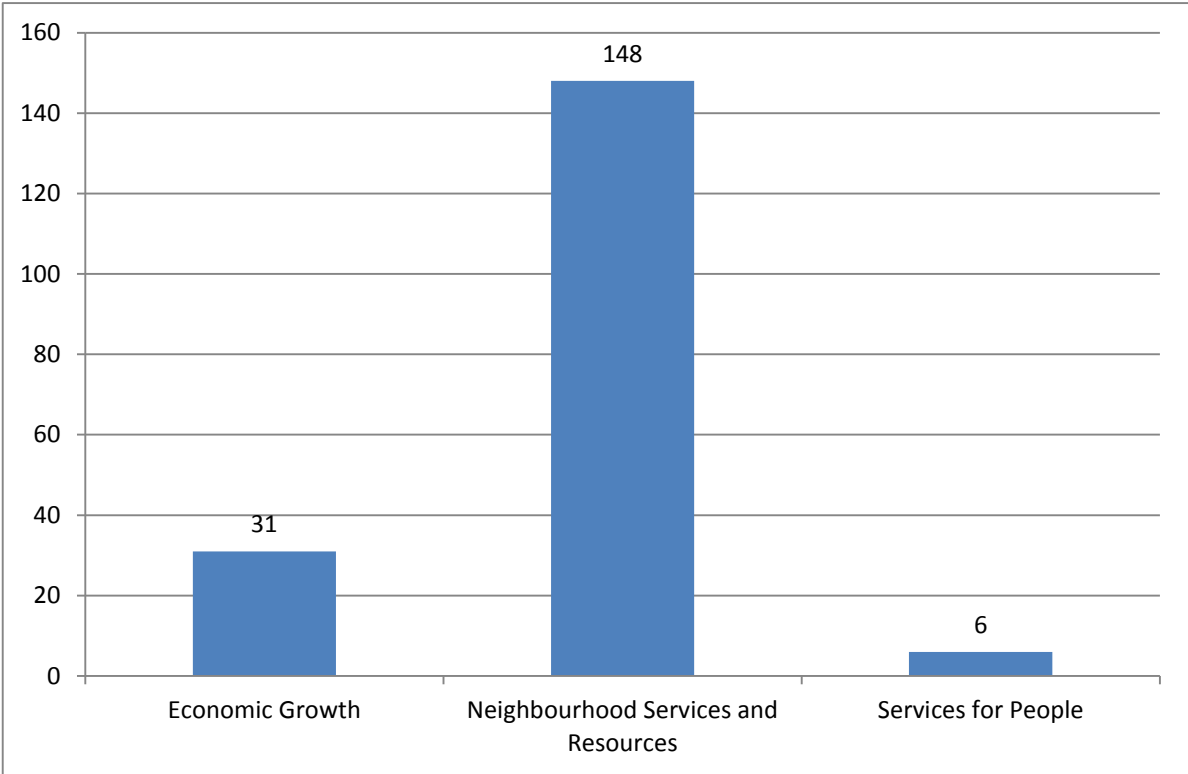
### Total Complaints, Compliments and Comments



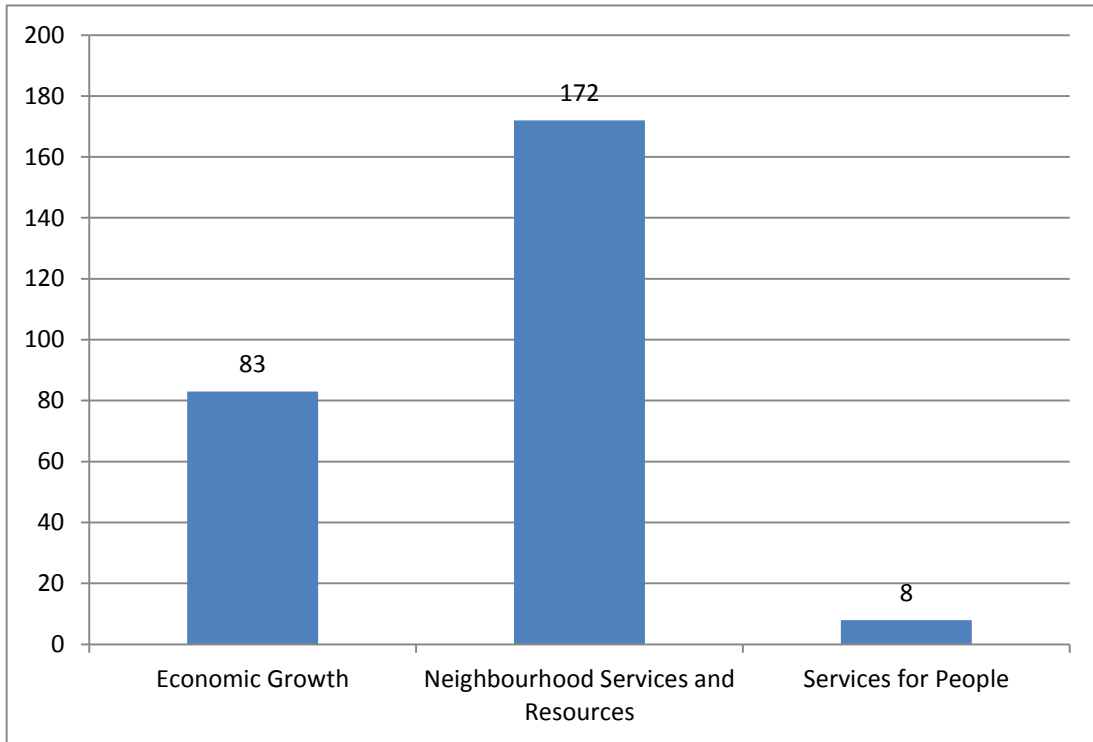
### Complaints by Department



### Compliments by Department



## Comments by Department



## **Complaints, Compliments and Comments by Department**

### **Chief Executive**

#### **Overview**

While not a department, one complaint was received about the Chief Executive not responding to correspondence during 2014/2015. This complaint was escalated directly to stage 2, the outcome was not upheld.

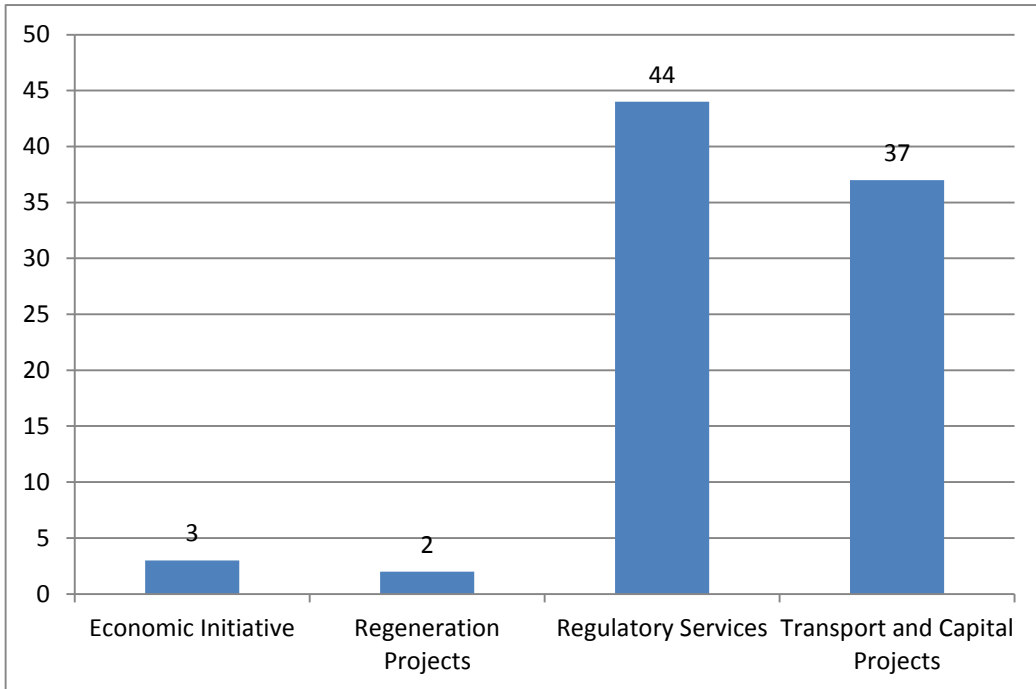


# Complaints, Compliments and Comments by Department

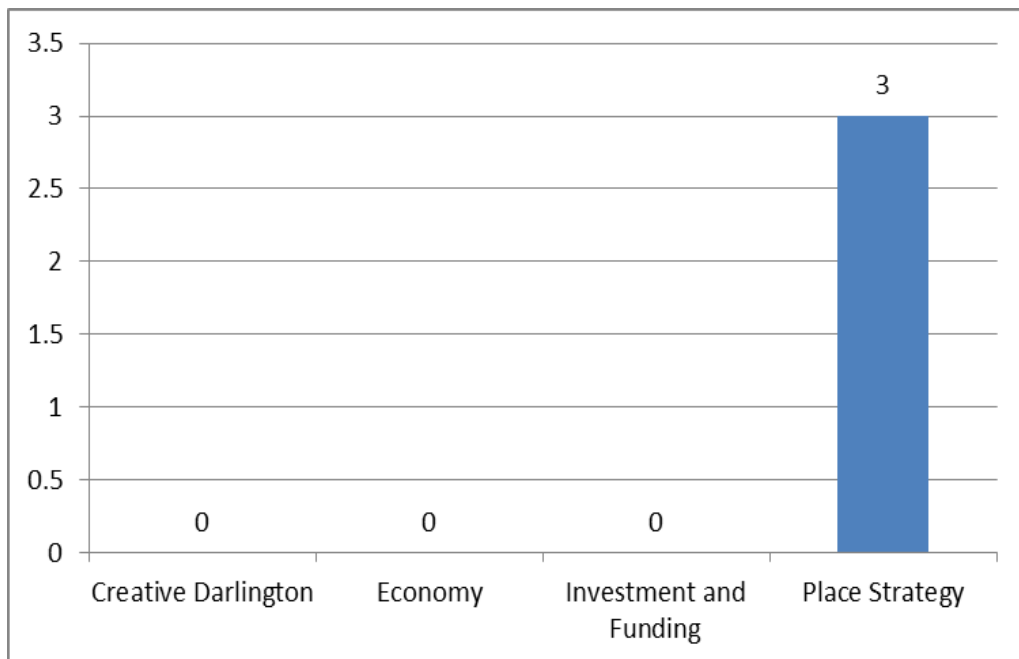
## Economic Growth

### Complaints by Service Area/Team

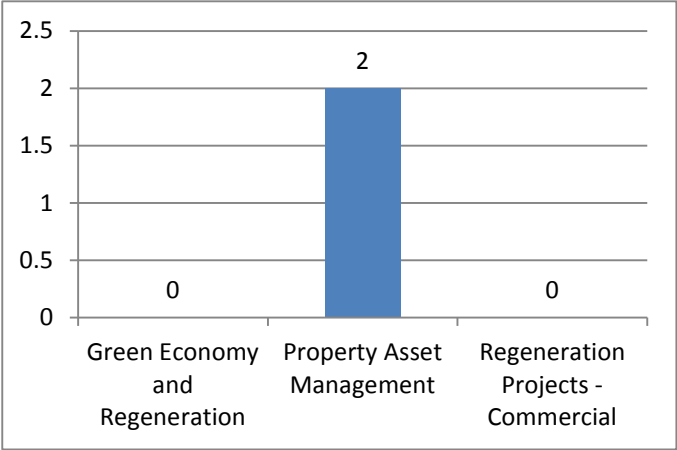
#### Overview



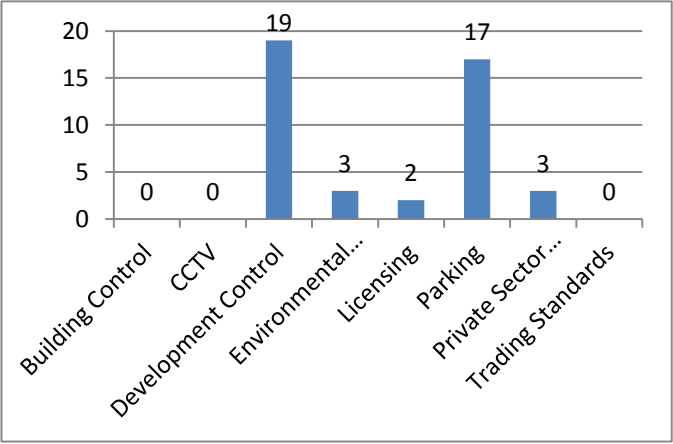
#### Economic Initiative



### Regeneration Projects



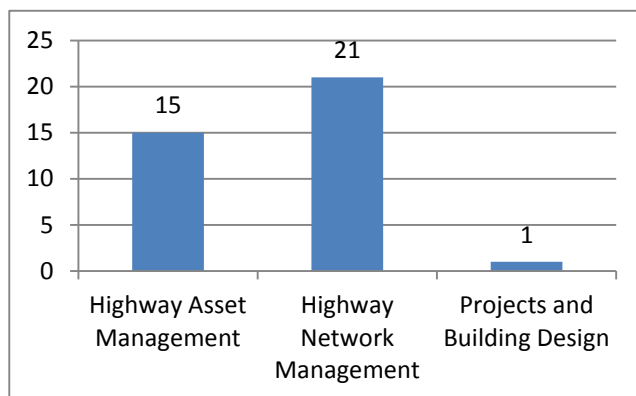
### Regulatory Services



Development Control received 19 complaints, an increase from 10 in 2013/14. The most common complaints were lack of consultation on planning applications and lack of enforcement action.

Parking received 17 complaints, an increase from 14 in 2013/14. The most common cause of complaint remained dissatisfaction with staff attitude/behaviour.

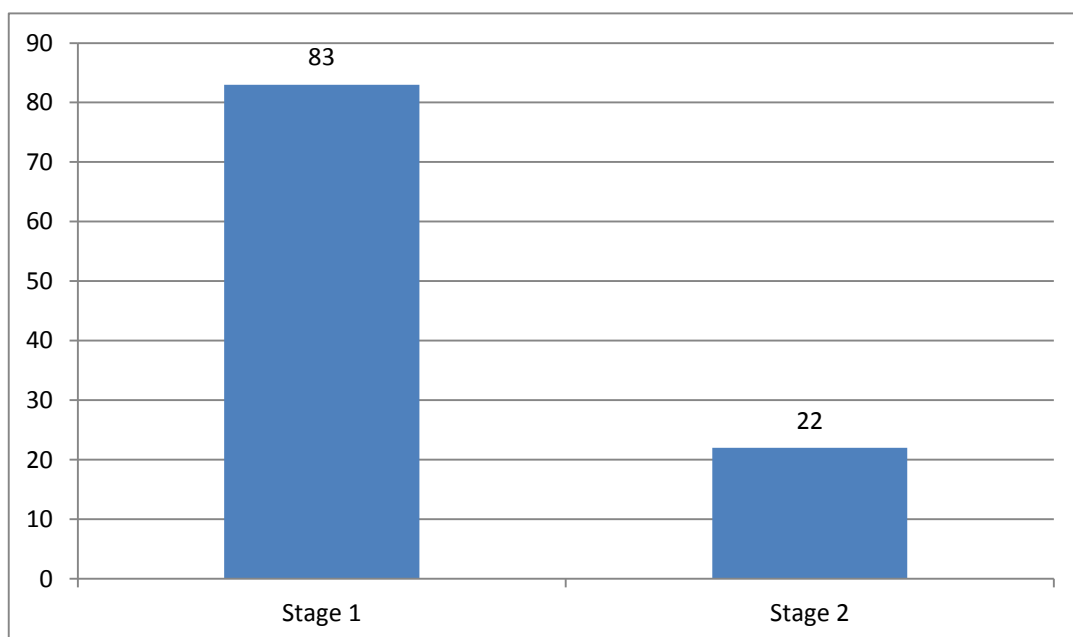
### Transport and Capital Projects



Highway Asset Management received 15 complaints, compared to 12 in 2013/14. The most common cause of complaint was dissatisfaction with the quality of repair work.

Highway Network Management received 21 complaints, compared to nine in 2013/14. While there were no discernable themes complaints ranged from dissatisfaction with a school crossing patrol, to residents parking schemes and a lack of consultation over the placing of white lines.

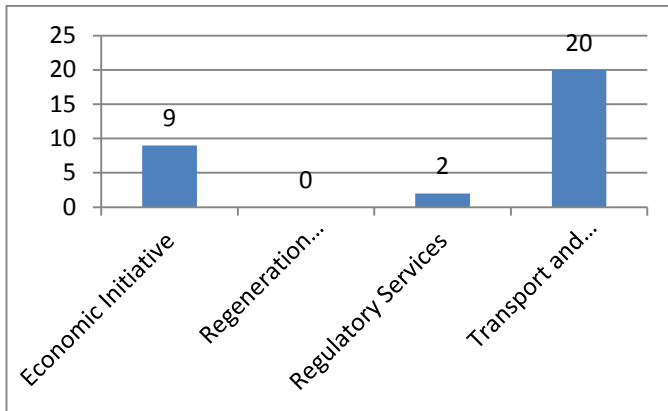
### Complaints by Stage



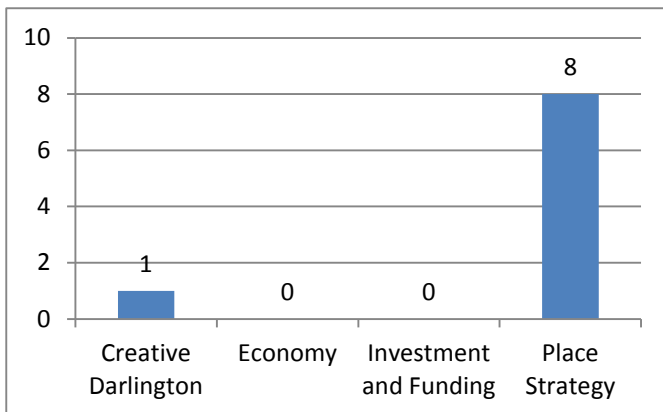
*NB. Three complaints were escalated directly to stage 2.*

## Compliments by Service Area/Team

### Overview



### Economic Initiative

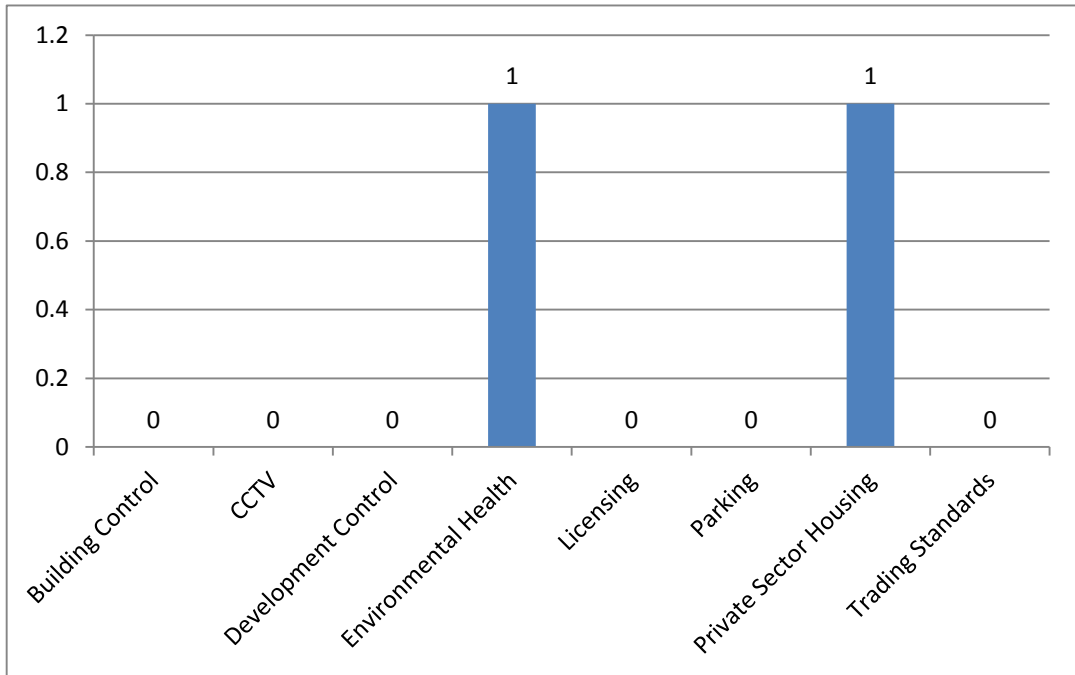


The majority of compliments for Place Strategy related to cycling schemes ran by Local Motion.

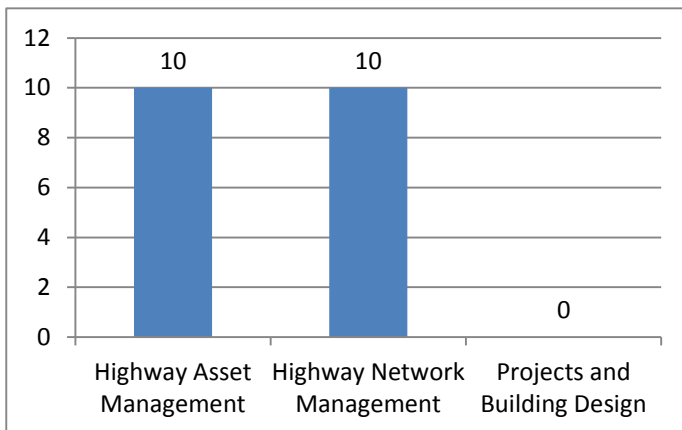
### Regeneration Projects

Regeneration Projects received no compliments during 2014/2015.

## Regulatory Services



## Transport and Capital Projects

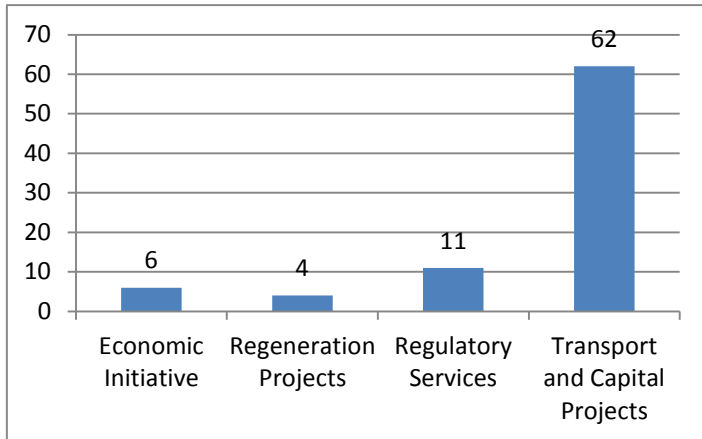


Highway Asset Management received 10 compliments, a decrease from 17 in 2013/14. As in 2013/14 compliments primarily related to the quality and timeliness of repairs.

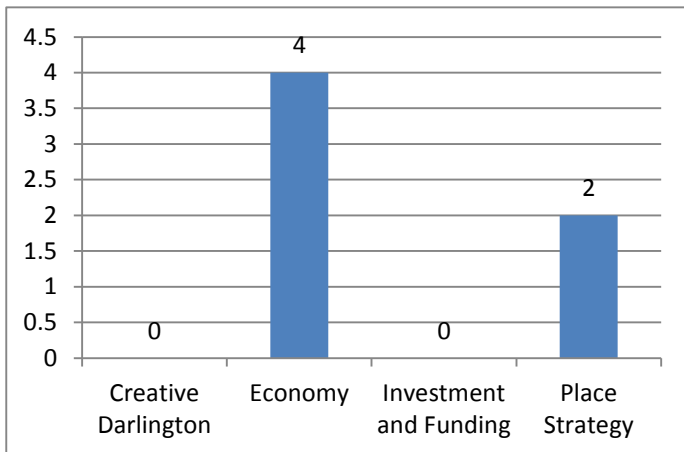
Highway Network Management received 10 compliments, an increase from six in 2013/14. These related to the quality of services provided.

## Comments by Service Area/Team

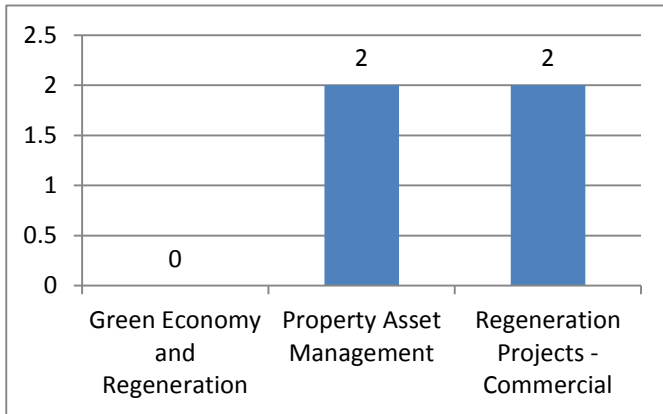
### Overview



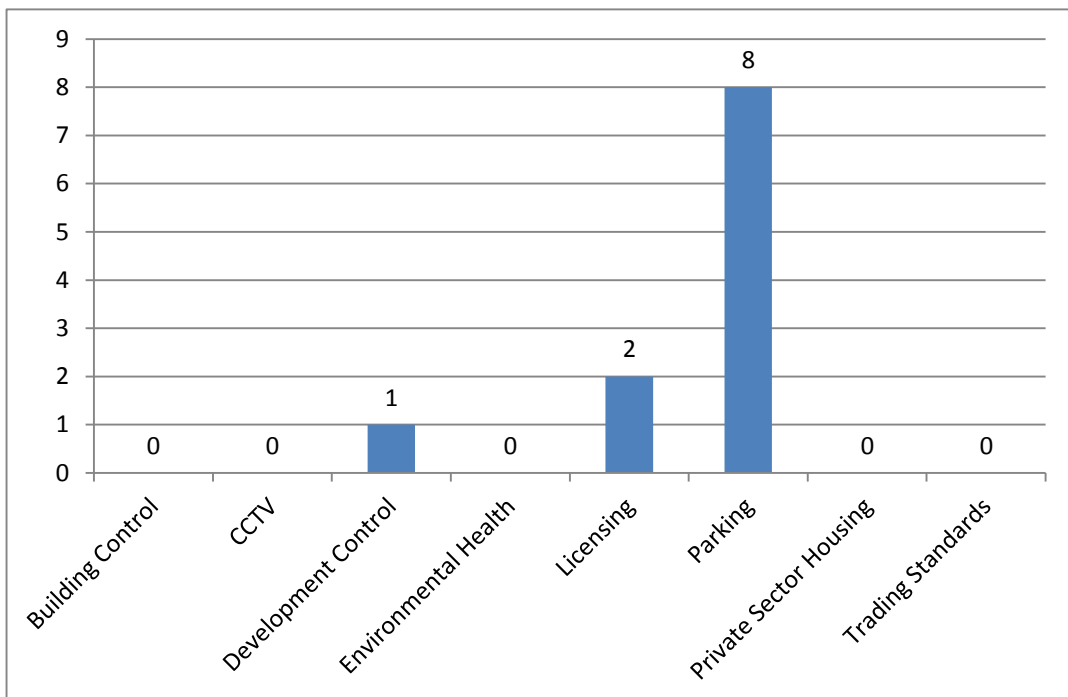
### Economic Initiative



## Regeneration Projects

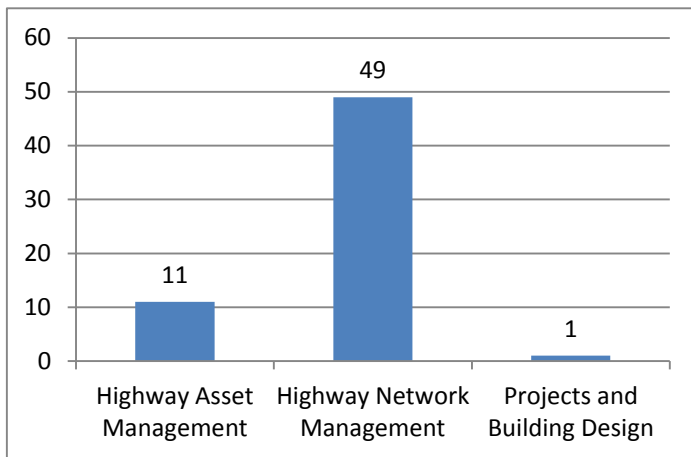


## Regulatory Services



Parking received eight comments, compared to four on 2013/14. As in 2013/14 there were no discernable themes.

## Transport and Capital Projects



Highways Network Management received eleven comments, compared to 10 in 2013/14. As in 2013/14 there were no discernable themes.

Highway Network Management received 49 comments, an increase from 28 in 2013/14. As in 2013/14 there were no discernable themes.



## Complaints by Outcome

The below tables show the decisions reached on complaints during 2014/15.

### Stage 1

Service Area/Team	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Economic Growth	0	0	0	0	0	0
Economic Initiative	0	0	0	0	0	0
Place Strategy	0	1	1	1	0	3
<b>Total for Place Strategy</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>
<b>Total for Economic Initiative</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>
Regeneration Projects	0	0	0	0	0	0
Property Asset Management	0	0	1	1	0	2
<b>Total for Property Asset Management</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>
<b>Total for Regeneration Projects</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>
Regulatory Services	0	0	0	0	0	0
Development Control	0	5	2	7	1	15
<b>Total for Development Control</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>15</b>
Environmental Health	0	0	0	1	0	1
<b>Total for Environmental Health</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
Licensing	0	1	0	1	0	2
<b>Total for Licensing</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>
Parking	0	9	3	5	0	17
<b>Total for Parking</b>	<b>0</b>	<b>9</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>17</b>
Private Sector Housing	1	0	2	0	0	3
<b>Total for Private Sector Housing</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Total for Regulatory Services</b>	<b>1</b>	<b>15</b>	<b>7</b>	<b>14</b>	<b>1</b>	<b>38</b>
Transport & Capital Projects	0	0	0	0	0	0
Highway Asset Management	1	2	4	6	1	14
<b>Total for Highway Asset Management</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>1</b>	<b>14</b>
Highways Network Management	1	6	5	8	0	20
<b>Total for Highways Network Management</b>	<b>1</b>	<b>6</b>	<b>5</b>	<b>8</b>	<b>0</b>	<b>20</b>
Projects & Building Design	0	0	0	1	0	1
<b>Total for Projects &amp; Building Design</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Total for Transport &amp; Capital Projects</b>	<b>2</b>	<b>8</b>	<b>9</b>	<b>15</b>	<b>1</b>	<b>35</b>
<b>Total for Economic Growth</b>	<b>3</b>	<b>24</b>	<b>18</b>	<b>31</b>	<b>2</b>	<b>78</b>
<b>Total</b>	<b>3</b>	<b>24</b>	<b>18</b>	<b>31</b>	<b>2</b>	<b>78</b>

## Stage 2

Service Area/Team	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Economic Growth	0	0	0	0	0	0
Economic Initiative	0	0	0	0	0	0
Place Strategy	0	0	0	1	0	1
<b>Total for Place Strategy</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Total for Economic Initiative</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
Regulatory Services	0	0	0	0	0	0
Development Control	0	1	1	3	0	5
<b>Total for Development Control</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>5</b>
Parking	0	1	0	0	0	1
<b>Total for Parking</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for Regulatory Services</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>6</b>
Transport & Capital Projects	0	0	0	0	0	0
Highways Network Management	0	3	1	3	0	7
<b>Total for Highways Network</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>7</b>
<b>Management</b>						
<b>Total for Transport &amp; Capital Projects</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>7</b>
<b>Total for Economic Growth</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>0</b>	<b>14</b>
<b>Total</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>0</b>	<b>14</b>

## **Organisational Learning**

All resolution and organisational learning actions identified as a result of complaints are assigned to a responsible manager and progress against those actions is monitored by the Complaints Manager. In addition to those actions taken to resolve individual complaints, several service improvements were made following complaint investigations during 2014/15. Some examples of these are detailed below.

Following a complaint for Highway Network Management staff were reminded of the importance of ensuring complaints are dealt with in accordance with the corporate procedure.

Following a complaint for Private Sector Housing it was agreed that the Council would update the Private Sector Housing Operational Plan and the Working Procedure "Improving Housing Conditions - Inspection and Regulation" to accurately reflect current working practice.

Following a complaint for Parking, it was agreed that the Council would review the clarity of signage relating to temporary changes to car park closing times.

Following a complaint for Development Control the case officer was reminded of the need to adhere to the provisions of the Council's Statement of Community Involvement (SCI) when consulting individuals who may be affected by planning applications.

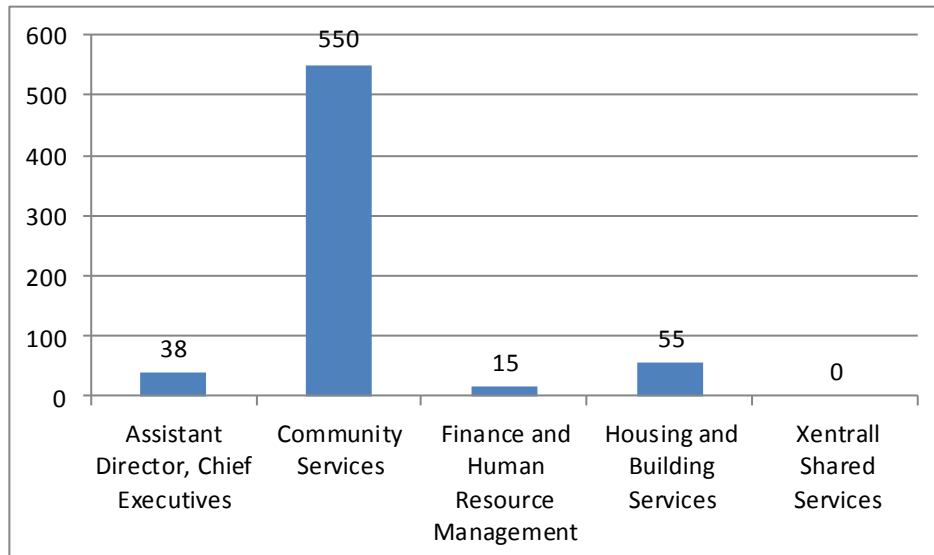
## **Further recommendations**

There are no further recommendations for Economic Growth.

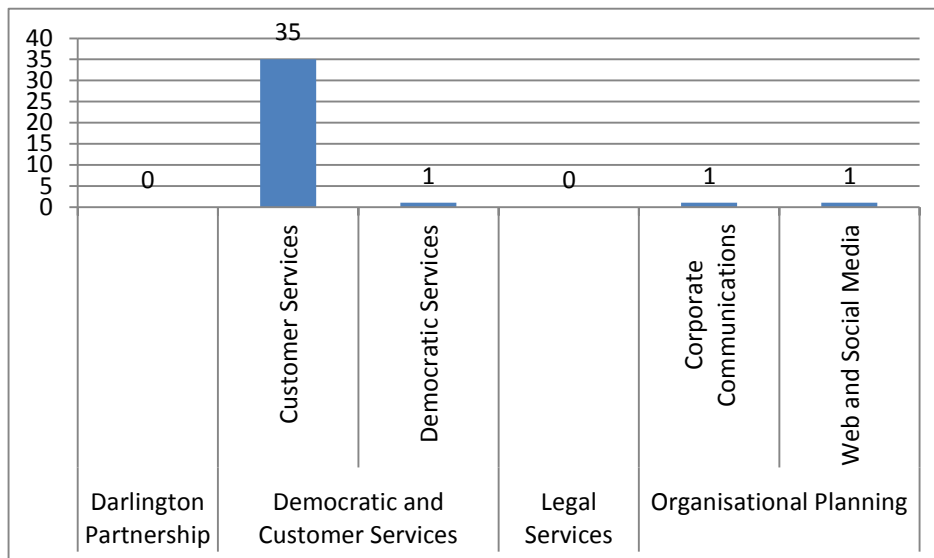
## Complaints, Compliments and Comments by Department

### Neighbourhood Services and Resources Complaints by Service Area/Team

#### Overview

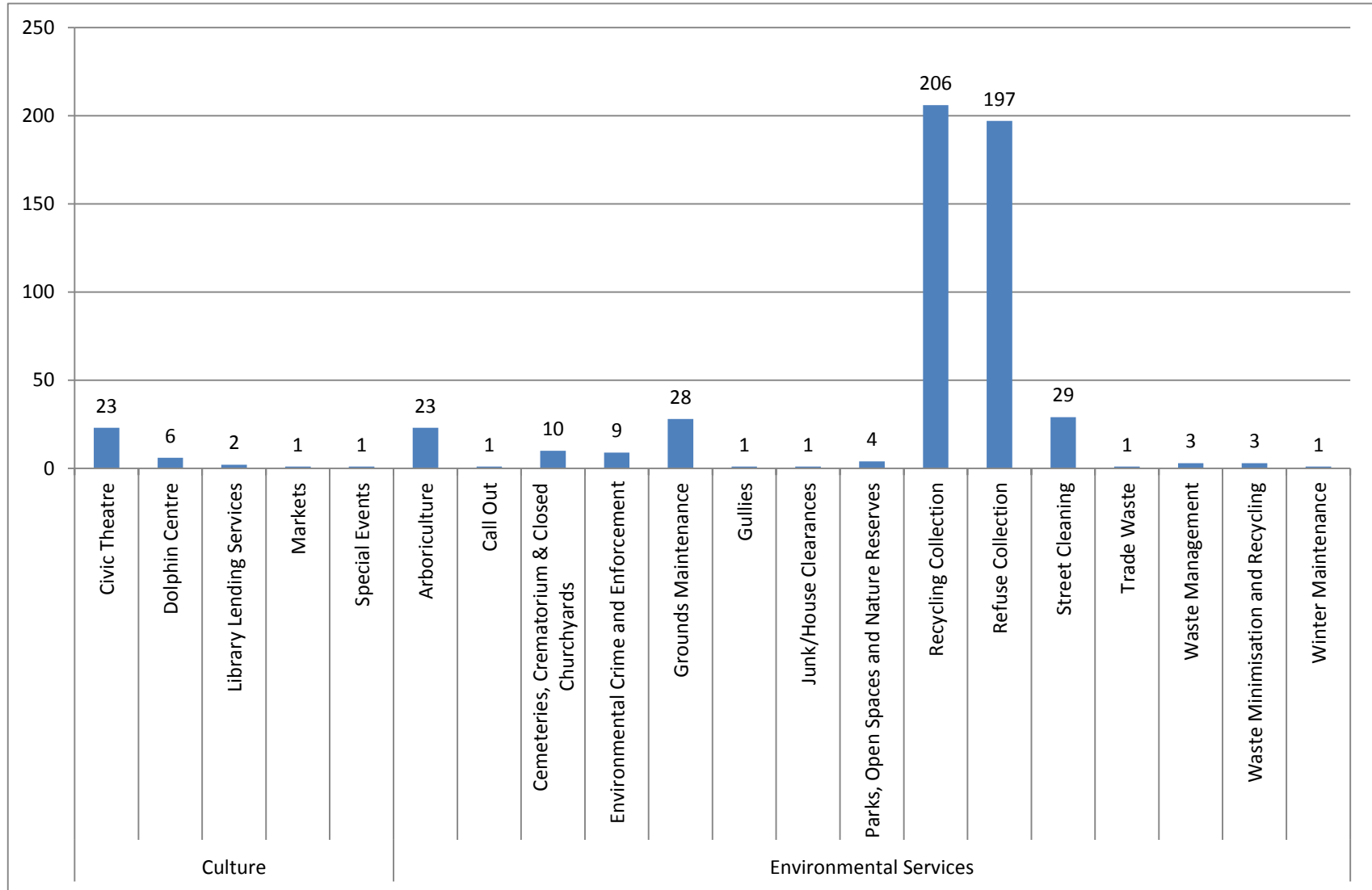


#### Assistant Director – Chief Executives



Customer Services received 35 complaints, an increase from 31 in 2013/14. The most common cause of complaint was waiting times. Other complaints were about staff attitude and the level of service provided.

## Community Services



The Civic Theatre received 23 complaints, a decrease from 27 in 2013/14. The most common cause of complaint was the quality of performances, other complaints concerned the attitude of theatre staff and the facilities.

The Dolphin Centre received six complaints, a decrease from 12 in 2013/14.

Arboriculture received 23 complaints, a decrease from 24 in 2013/14. As in 2013/14 these complaints generally resulted from a lack of response to initial enquiries and/or dissatisfaction with a decision not to undertake works to a tree for the reasons requested.

Cemeteries, Crematorium & Closed Churchyards received 10 complaints, the same number as in 2013/14. As in 2013/14 the majority of complaints related to grounds maintenance within cemeteries.

Environmental Crime and Enforcement received nine complaints, an increase from four in 2013/14. These primarily related to a lack of response or action.

Grounds Maintenance received 28 complaints, a decrease from 31 in 2013/14. These primarily related to a lack of maintenance and the quality of works undertaken.

Refuse Collection and Recycling Collection received a combined total of 403 complaints, an increase from 322 in 2013/14 (As Refuse and Recycling was one team for part of 2013/14 it is not possible to make a direct comparison). Of the 403 complaints received the vast majority related to collections and assisted collections being missed on one or more occasions. Other complaints concerned wheeled bins/green boxes not being returned to the position they were put out for collection, poor written and verbal communication in relation to alternate weekly collections and the attitude and behaviour of staff.

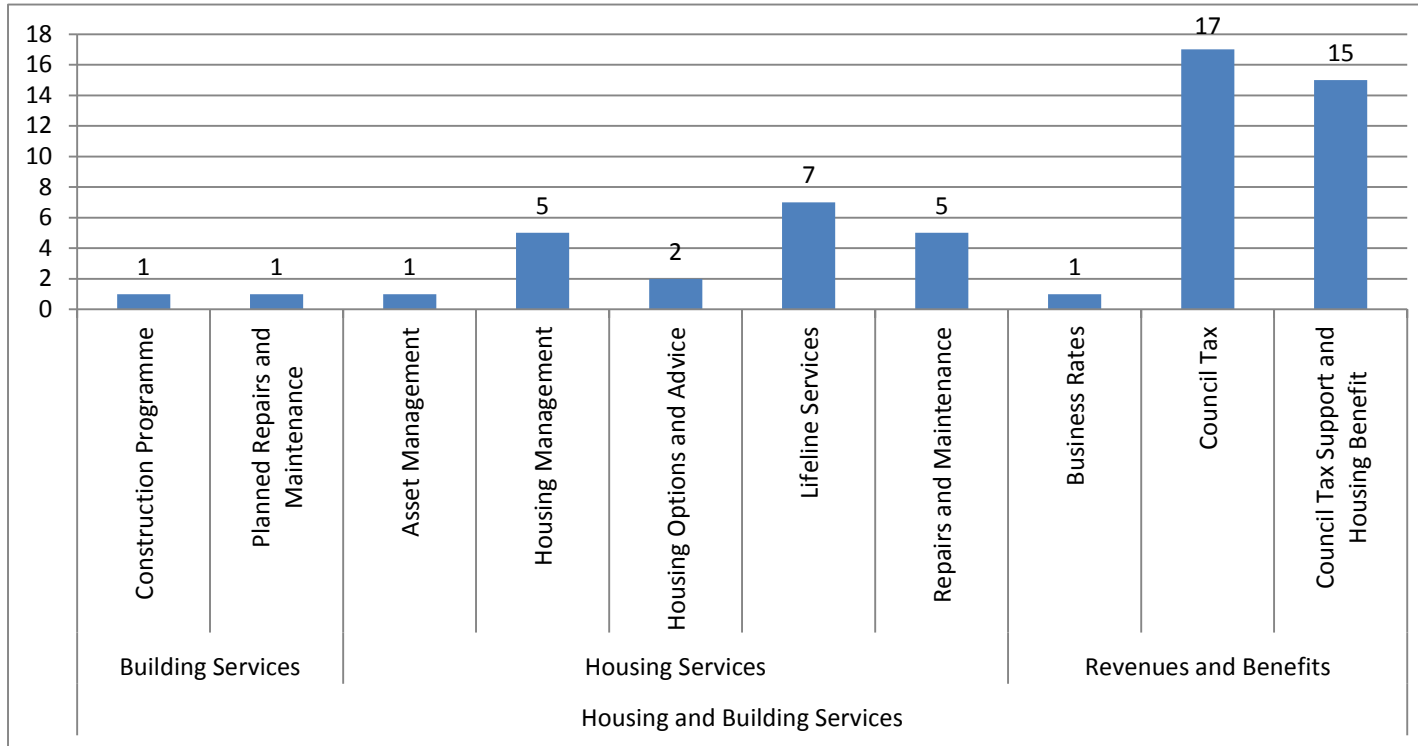
Street Cleaning received 29 complaints, a decrease from 34 in 2013/14. These primarily related to the lack and quality of street cleaning.

## Finance and Human Resource Management



The Complaints and Information Governance Team received 12 complaints, an increase from nine in 2013/14. These concerned delays in responding to complaints and subject access requests.

## Housing and Building Services

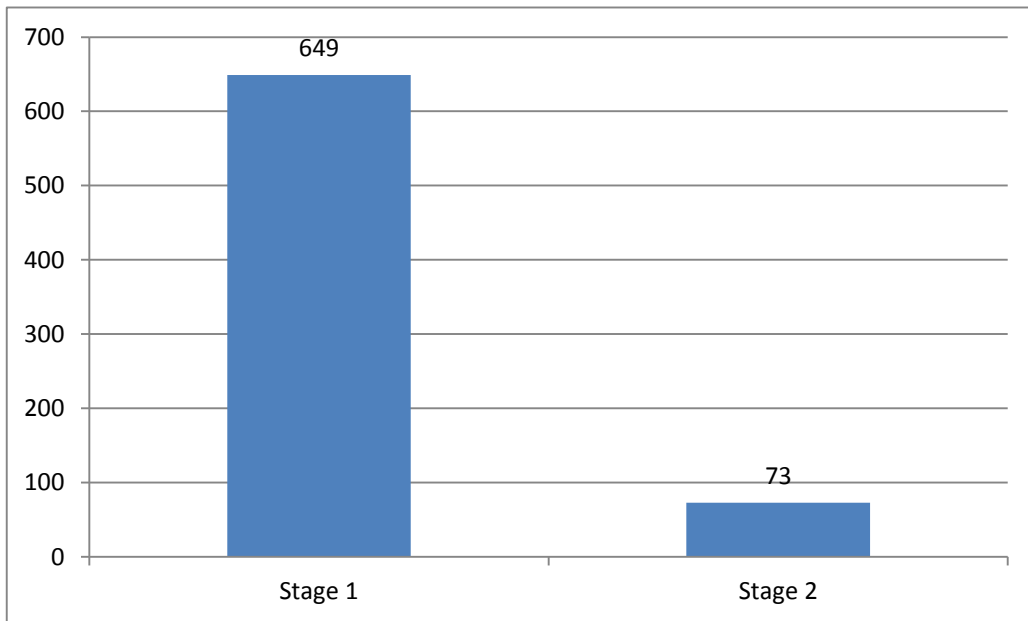


Lifeline Services received seven complaints, an increase from zero in 2013/14. These primarily related to the service provided and the attitude/behaviour of staff.

Revenues and Benefits received 33 complaints, a decrease from 39 in 2013/14. Again the most common cause of complaint was the administration of Council Tax. The second most common case of complaint was the administration of Council Tax Support and Housing Benefit.



### Complaints by Stage



*N.B. Nine complaints were escalated directly to stage 2.*

## Complaint by Outcome

The below tables show the decisions reached on complaints during 2014/15.

### Stage 1 Outcomes

Service Area/Team	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Neighbourhood Services & Resources	0	0	0	0	0	0
Assistant Director Chief Executive's	0	0	0	0	0	0
Democratic & Customer Services	0	0	0	0	0	0
Customer Services	6	3	2	18	5	34
<b>Total for Customer Services</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>18</b>	<b>5</b>	<b>34</b>
Register Office	0	1	0	0	0	1
<b>Total for Register Office</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for Democratic &amp; Customer Services</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>18</b>	<b>5</b>	<b>35</b>
Organisational Planning	0	0	0	0	0	0
Web & Social Media	0	0	0	1	0	1
<b>Total for Web &amp; Social Media</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Total for Organisational Planning</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Total for Assistant Director Chief Executive's</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>19</b>	<b>5</b>	<b>36</b>
Community Services	0	0	0	0	0	0
Culture	0	0	0	0	0	0
Civic Theatre	0	0	7	8	1	16
<b>Total for Civic Theatre</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>8</b>	<b>1</b>	<b>16</b>
Dolphin Centre	0	1	0	4	1	6
<b>Total for Dolphin Centre</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>6</b>
Library Lending Services	0	2	0	0	0	2
<b>Total for Library Lending Services</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
Markets	0	0	1	0	0	1
<b>Total for Markets</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for Culture</b>	<b>0</b>	<b>3</b>	<b>8</b>	<b>12</b>	<b>2</b>	<b>25</b>
Environmental Services	0	0	0	0	0	0
Arboriculture	1	5	4	7	0	17
<b>Total for Arboriculture</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>0</b>	<b>17</b>
Call Out	0	0	0	0	1	1

<b>Total for Call Out</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
Cemeteries, Crematorium & Closed Churchyards	1	2	1	6	0	10
<b>Total for Cemeteries, Crematorium &amp; Closed Churchyards</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>10</b>
Environmental Crime & Enforcement	0	2	2	3	1	8
<b>Total for Environmental Crime &amp; Enforcement</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>8</b>
Grounds Maintenance	0	4	11	12	1	28
<b>Total for Grounds Maintenance</b>	<b>0</b>	<b>4</b>	<b>11</b>	<b>12</b>	<b>1</b>	<b>28</b>
Gullies	0	1	0	0	0	1
<b>Total for Gullies</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
Junk/House Clearances	0	1	0	0	0	1
<b>Total for Junk/House Clearances</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
Parks, Open Spaces & Nature Reserve Management	0	1	0	2	0	3
<b>Total for Parks, Open Spaces &amp; Nature Reserve Management</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>3</b>
Recycling Collection	3	7	2	138	10	160
<b>Total for Recycling Collection</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>138</b>	<b>10</b>	<b>160</b>
Refuse Collection	2	9	3	129	6	149
<b>Total for Refuse Collection</b>	<b>2</b>	<b>9</b>	<b>3</b>	<b>129</b>	<b>6</b>	<b>149</b>
Street Cleaning	1	4	6	15	0	26
<b>Total for Street Cleaning</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>15</b>	<b>0</b>	<b>26</b>
Waste Management	0	0	0	2	0	2
<b>Total for Waste Management</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>
Waste Minimisation & Recycling	0	1	1	1	0	3
<b>Total for Waste Minimisation &amp; Recycling</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>
<b>Recycling</b>						
Winter Maintenance	0	1	0	0	0	1
<b>Total for Winter Maintenance</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for Environmental Services</b>	<b>8</b>	<b>38</b>	<b>30</b>	<b>315</b>	<b>19</b>	<b>410</b>
<b>Total for Community Services</b>	<b>8</b>	<b>41</b>	<b>38</b>	<b>327</b>	<b>21</b>	<b>435</b>
Finance & Human Resource Management	0	0	0	0	0	0
Corporate Assurance	0	0	0	0	0	0
Audit & Risk Management	0	0	1	0	0	1
<b>Total for Audit &amp; Risk Management</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Management</b>						
Complaints & Information Governance Team	0	1	1	7	1	10

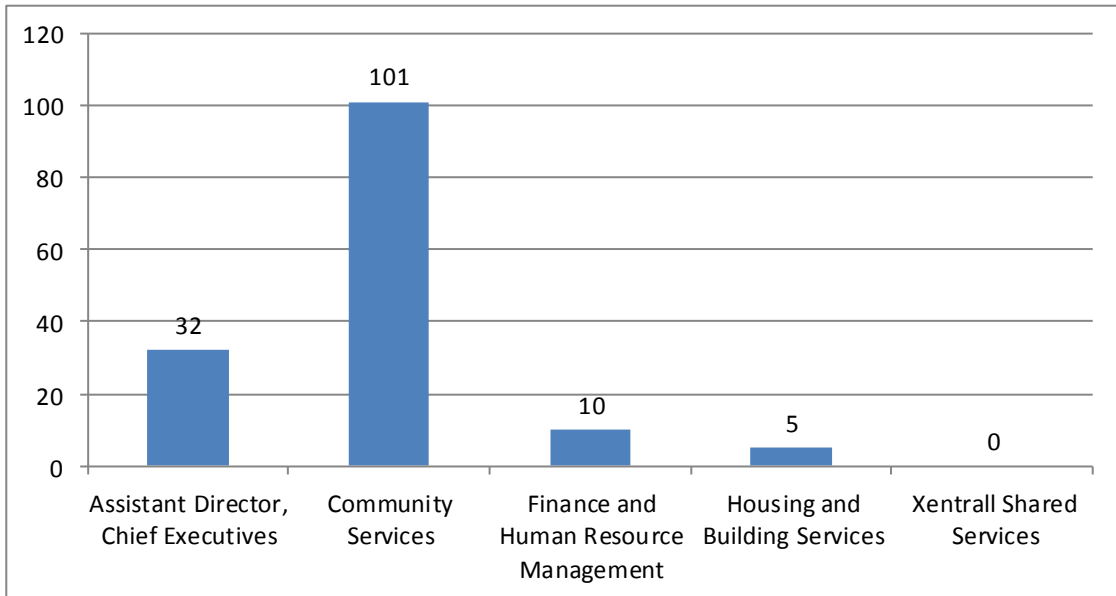
<b>Total for Complaints &amp; Information Governance Team</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>10</b>
<b>Total for Corporate Assurance</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>11</b>
<b>Total for Finance &amp; Human Resource Management</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>11</b>
Housing & Building Services	0	0	0	0	0	0
Building Services	0	0	0	0	0	0
Construction Programme	0	0	0	1	0	1
<b>Total for Construction Programme</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Total for Building Services</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
Housing Services	0	0	0	0	0	0
Asset Management	0	1	0	0	0	1
<b>Total for Asset Management</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
Housing Management	0	0	0	2	0	2
<b>Total for Housing Management</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>
Lifeline Services	0	3	0	3	0	6
<b>Total for Lifeline Services</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>6</b>
Repairs & Maintenance	0	1	0	2	1	4
<b>Total for Repairs &amp; Maintenance</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>4</b>
<b>Total for Housing Services</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>7</b>	<b>1</b>	<b>13</b>
Revenues & Benefits	0	0	0	0	0	0
Business Rates	0	0	0	1	0	1
<b>Total for Business Rates</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
Council Tax	0	7	2	7	0	16
<b>Total for Council Tax</b>	<b>0</b>	<b>7</b>	<b>2</b>	<b>7</b>	<b>0</b>	<b>16</b>
Council Tax Support & Housing Benefit	0	1	2	10	1	14
<b>Total for Council Tax Support &amp; Housing Benefit</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>10</b>	<b>1</b>	<b>14</b>
<b>Total for Revenues &amp; Benefits</b>	<b>0</b>	<b>8</b>	<b>4</b>	<b>18</b>	<b>1</b>	<b>31</b>
<b>Total for Housing &amp; Building Services</b>	<b>0</b>	<b>13</b>	<b>4</b>	<b>26</b>	<b>2</b>	<b>45</b>
<b>Total for Neighbourhood Services &amp; Resources</b>	<b>14</b>	<b>59</b>	<b>46</b>	<b>379</b>	<b>29</b>	<b>527</b>
<b>Total</b>	<b>14</b>	<b>59</b>	<b>46</b>	<b>379</b>	<b>29</b>	<b>527</b>

## Stage 2 Outcomes

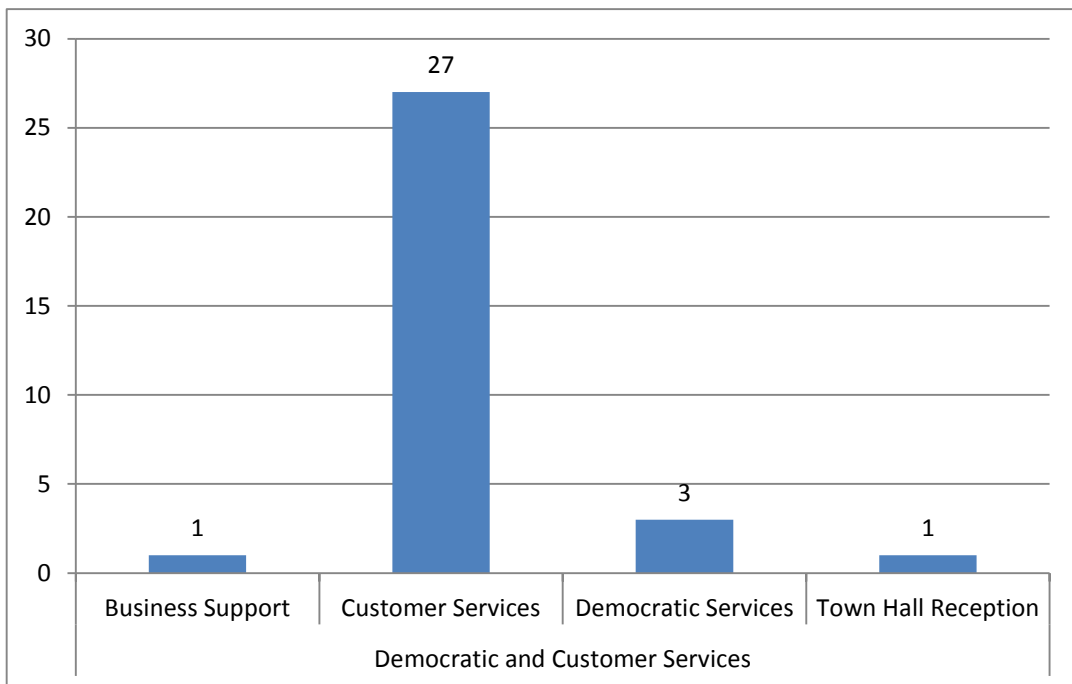
Service Area/Team	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Neighbourhood Services & Resources	0	0	0	0	0	0
Assistant Director Chief Executive's	0	0	0	0	0	0
Democratic & Customer Services	0	0	0	0	0	0
Customer Services	0	2	0	1	1	4
<b>Total for Customer Services</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>4</b>
<b>Total for Democratic &amp; Customer Services</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>4</b>
<b>Total for Assistant Director Chief Executive's</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>4</b>
Community Services	0	0	0	0	0	0
Culture	0	0	0	0	0	0
Civic Theatre	0	1	2	0	0	3
<b>Total for Civic Theatre</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Total for Culture</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>
Environmental Services	0	0	0	0	0	0
Arboriculture	0	5	2	2	0	9
<b>Total for Arboriculture</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>9</b>
Cemeteries, Crematorium & Closed Churchyards	0	1	0	0	0	1
<b>Total for Cemeteries, Crematorium &amp; Closed Churchyards</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
Environmental Crime & Enforcement	0	1	0	0	0	1
<b>Total for Environmental Crime &amp; Enforcement</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
Grounds Maintenance	0	0	0	2	0	2
<b>Total for Grounds Maintenance</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>
Parks, Open Spaces & Nature Reserve Management	0	0	0	1	0	1
<b>Total for Parks, Open Spaces &amp; Nature Reserve Management</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
Recycling Collection	0	0	4	6	1	11
<b>Total for Recycling Collection</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>6</b>	<b>1</b>	<b>11</b>
Refuse Collection	0	1	1	16	0	18
<b>Total for Refuse Collection</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>16</b>	<b>0</b>	<b>18</b>
Street Cleaning	0	1	1	1	0	3
<b>Total for Street Cleaning</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>

<b>Total for Environmental Services</b>	<b>0</b>	<b>9</b>	<b>8</b>	<b>28</b>	<b>1</b>	<b>46</b>
<b>Total for Community Services</b>	<b>0</b>	<b>10</b>	<b>10</b>	<b>28</b>	<b>1</b>	<b>49</b>
Finance & Human Resource Management	0	0	0	0	0	0
Corporate Assurance	0	0	0	0	0	0
Complaints & Information Governance Team	0	0	0	3	0	3
<b>Total for Complaints &amp; Information Governance Team</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>3</b>
<b>Total for Corporate Assurance</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>3</b>
<b>Total for Finance &amp; Human Resource Management</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>3</b>
Housing & Building Services	0	0	0	0	0	0
Housing Services	0	0	0	0	0	0
Housing Management	0	0	0	1	0	1
<b>Total for Housing Management</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
Repairs & Maintenance	0	0	1	0	0	1
<b>Total for Repairs &amp; Maintenance</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for Housing Services</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>
Revenues & Benefits	0	0	0	0	0	0
Council Tax	0	0	1	0	1	2
<b>Total for Council Tax</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>
Council Tax Support & Housing Benefit	0	0	0	1	1	2
<b>Total for Council Tax Support &amp; Housing Benefit</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>
<b>Total for Revenues &amp; Benefits</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>
<b>Total for Housing &amp; Building Services</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>6</b>
<b>Total for Neighbourhood Services &amp; Resources</b>	<b>0</b>	<b>12</b>	<b>12</b>	<b>34</b>	<b>4</b>	<b>62</b>
<b>Total</b>	<b>0</b>	<b>12</b>	<b>12</b>	<b>34</b>	<b>4</b>	<b>62</b>

## Compliments by Service Area/Team Overview

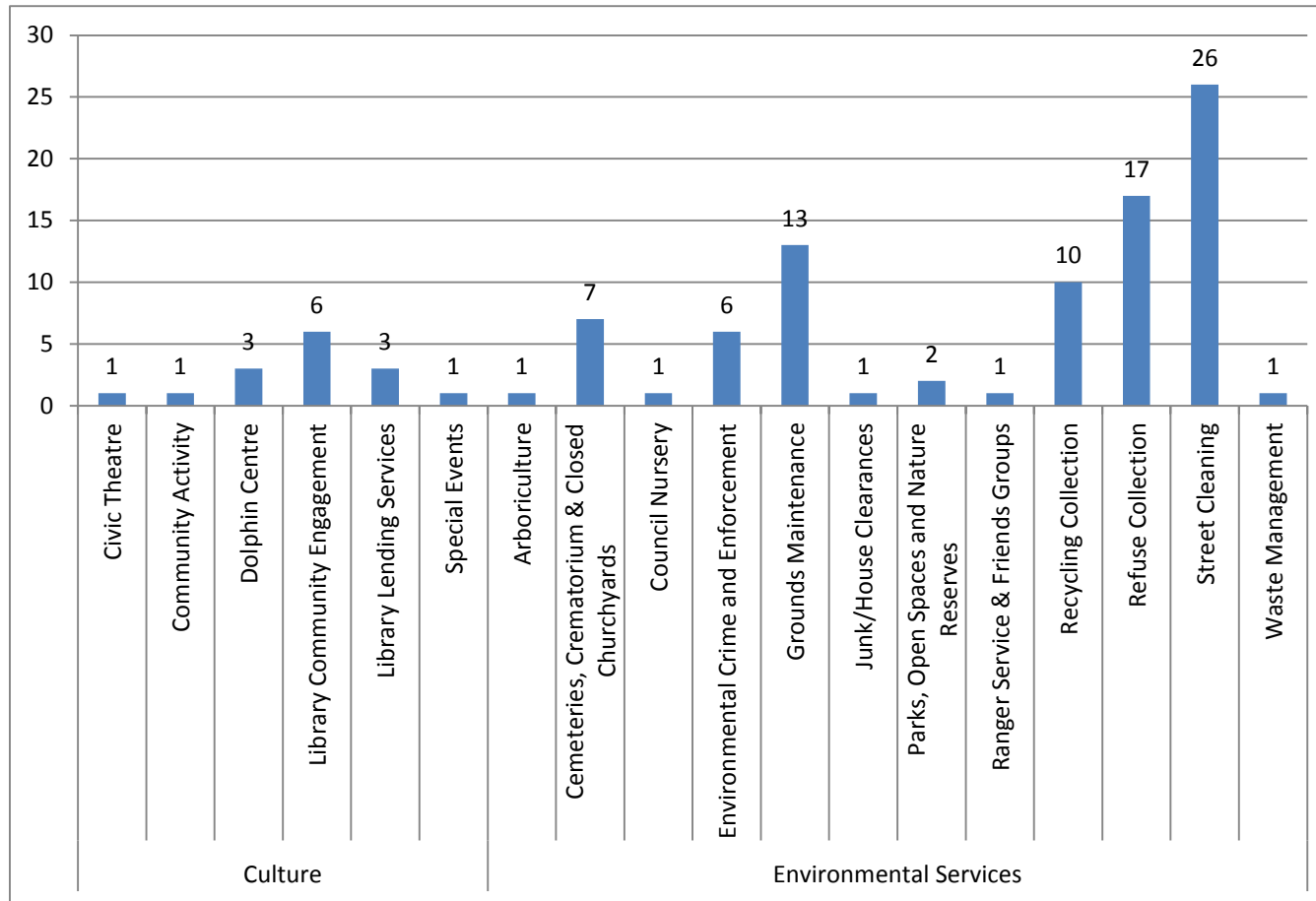


### Assistant Director – Chief Executives



Customer Services received 27 compliments, a decrease from 28 in 2013/14. The compliments for Customer Services related to the prompt, professional and helpful service provided and the new Customer Contact Centre.

## Community Services



The Library Service received a combined total of nine compliments, an increase from zero in 2013/14. These related to the quality of the service and the helpfulness of staff.

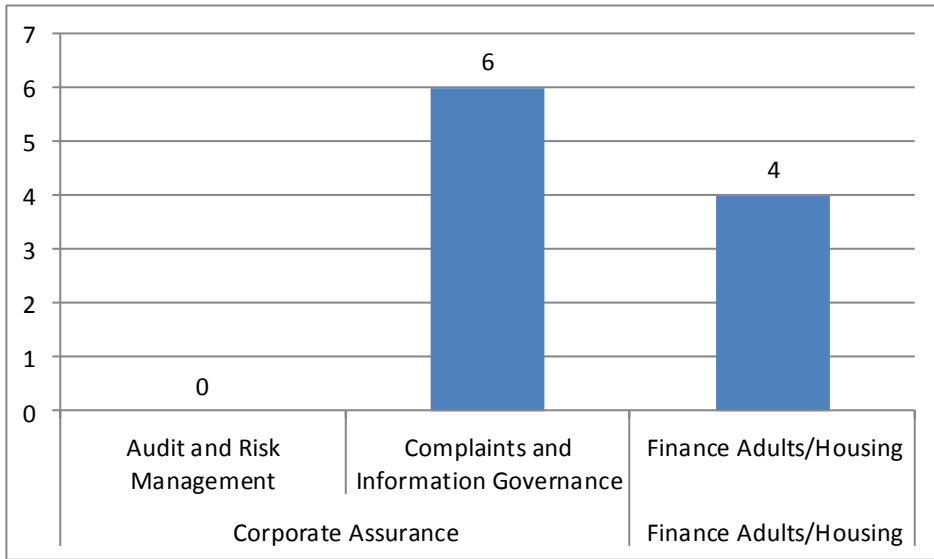


Grounds Maintenance received 13 compliments, an increase from zero in 2013/14. These predominantly related to the quality of the works undertaken.

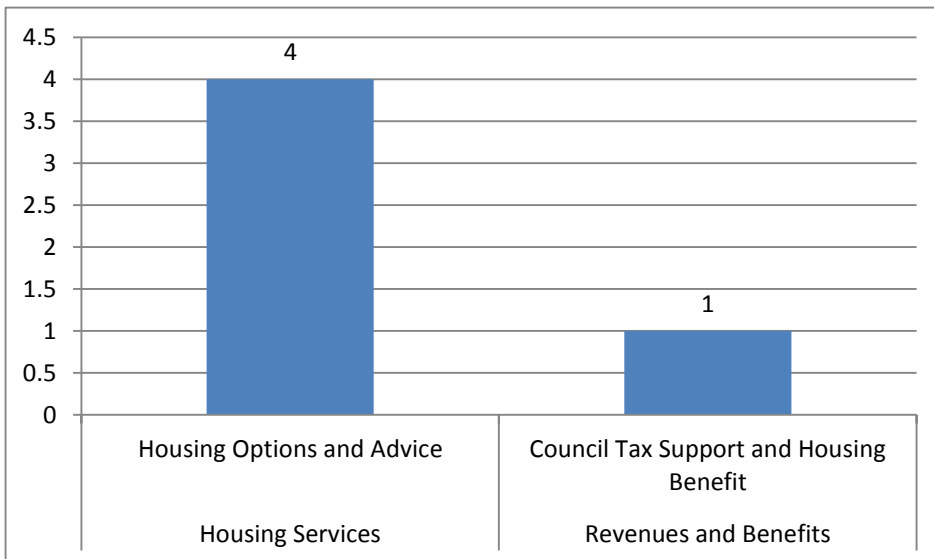
Refuse and Recycling Collection received a combined total of 27 compliments, an increase from 21 in 2013/14. These primarily related to the quality of service provided and new recycling scheme.

Street Cleaning received 26 compliments, a decrease from 27 in 2013/14. These were predominantly for the speed and quality of service provided.

## Finance and Human Resource Management

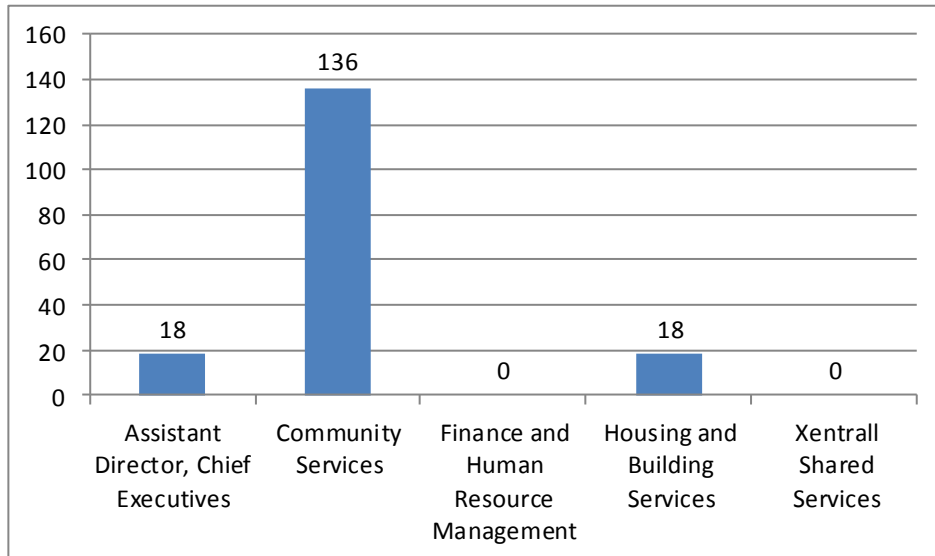


## Housing and Building Services

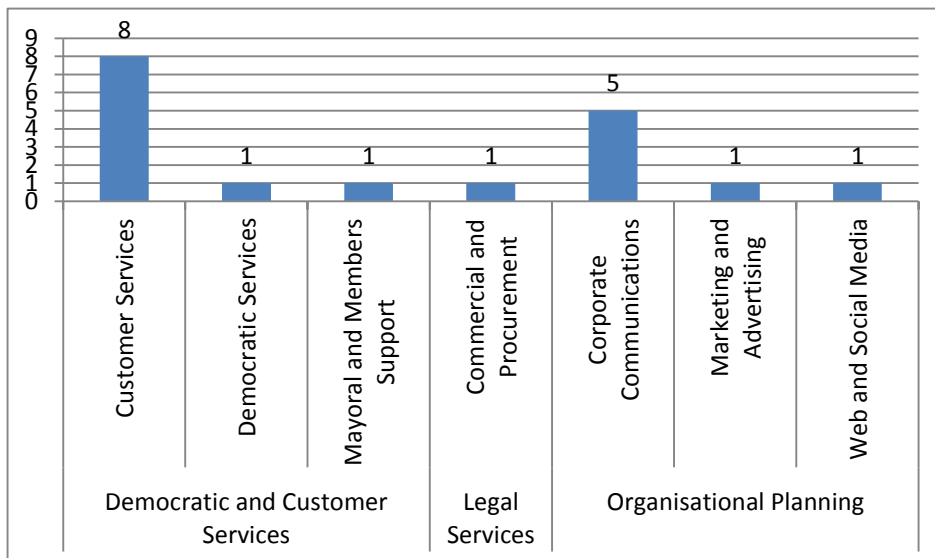


## Comments by Service Area/Team

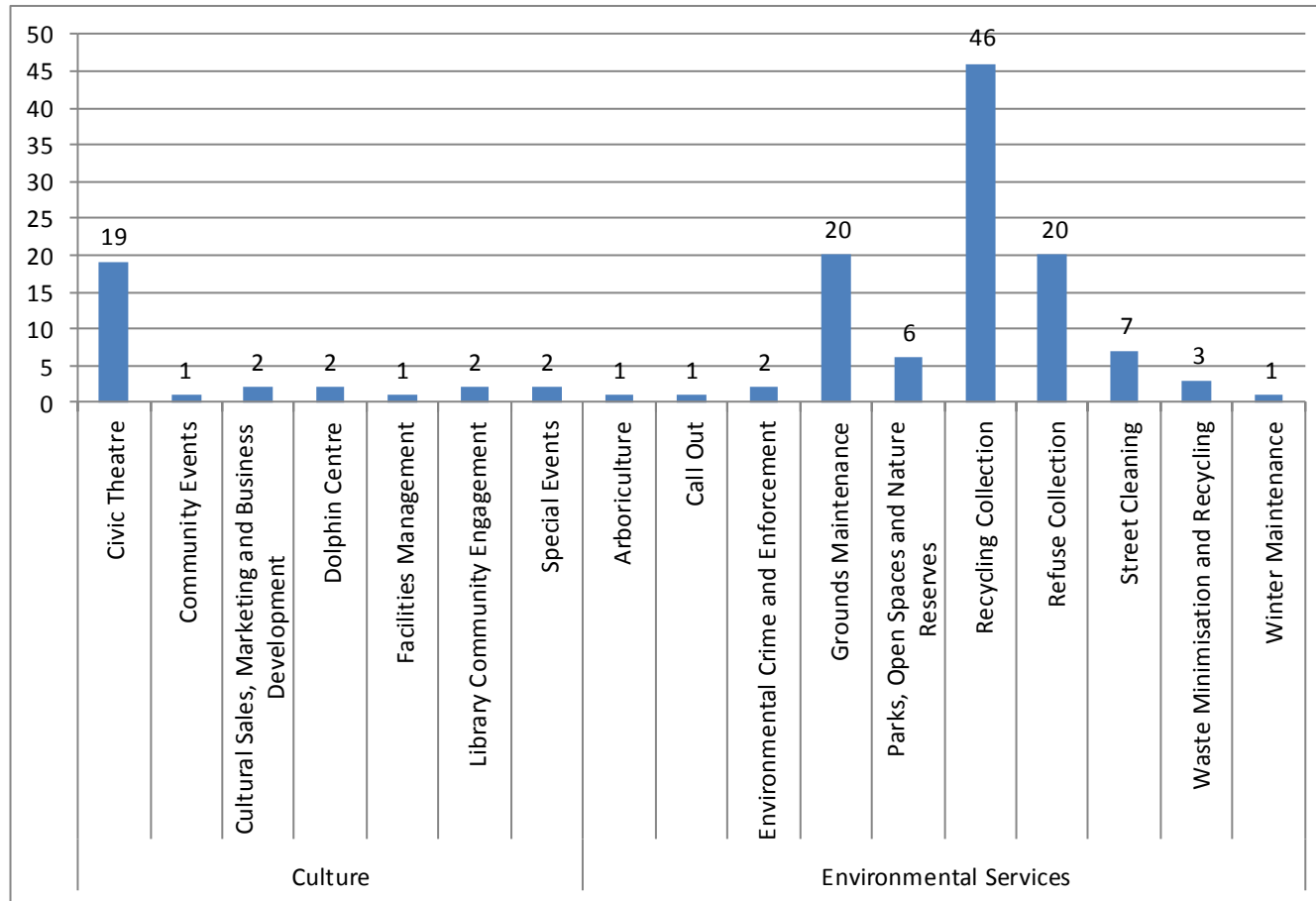
### Overview



### Assistant Director – Chief Executive



## Community Services

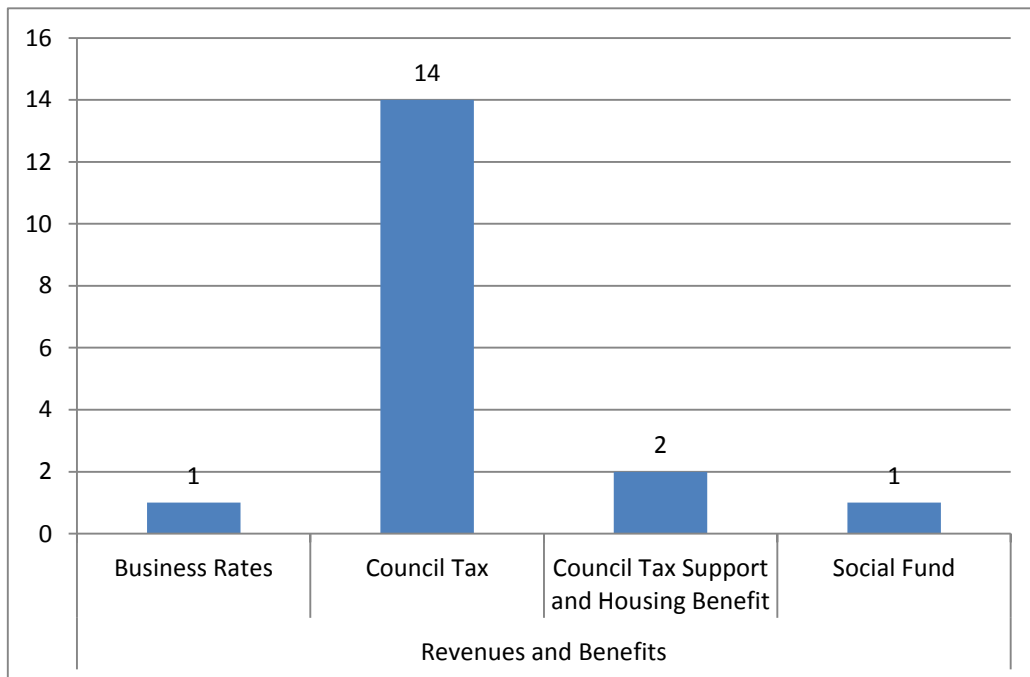


The Civic Theatre received 19 comments, an increase from 10 in 2013/14. The majority of comments concerned dissatisfaction with the quality of productions.

Grounds Maintenance received 20 comments, an increase from 10 in 2013/14. Again the majority of comments for Grounds Maintenance related to grass cutting.

Refuse and Recycling Collection received a combined total of 66 comments, an increase from 48 in 2013/14. The majority of the comments received related to people's dissatisfaction with the introduction of alternate weekly collections.

## Housing and Building Services



Revenues and Benefits received a total of 14 comments, the same number as in 2013/14. Again the most common issue was people's dissatisfaction with the changes to the Council Tax exemption for unoccupied properties.

## **Organisational Learning**

All resolution and organisational learning actions identified as a result of complaints are assigned to a responsible manager and progress against those actions is monitored by the Complaints Manager. In addition to those actions taken to resolve individual complaints, several service improvements were made following complaint investigations during 2014/15. Some examples of these are detailed below.

Following a complaint for Lifeline, staff were made aware of the importance of ensuring consultation events are accessible for everyone.

Following a complaint for Housing Repairs & Maintenance we put measures in place to ensure we communicate more effectively with private owners in neighbouring properties. We also made provisions to stagger similar work programmes to reduce the impact on private owners where their property is between two Council properties.

Following a complaint for Council Tax we decided to revise the on-line change of address form to include questions that will allow a single occupancy discount to be awarded at the same time. We also decided to develop an on-line single occupancy discount form.

Following another complaint for Council Tax we agreed to review our website and update the information about empty property premiums and changes to be notified to the Council.

Following numerous complaints for Refuse Collection and Recycling Collection crews were reminded to return wheeled bins and boxes to the point they were put out for collection.

## **Further recommendations**

There are no further recommendations for Neighbourhood Services and Resources.

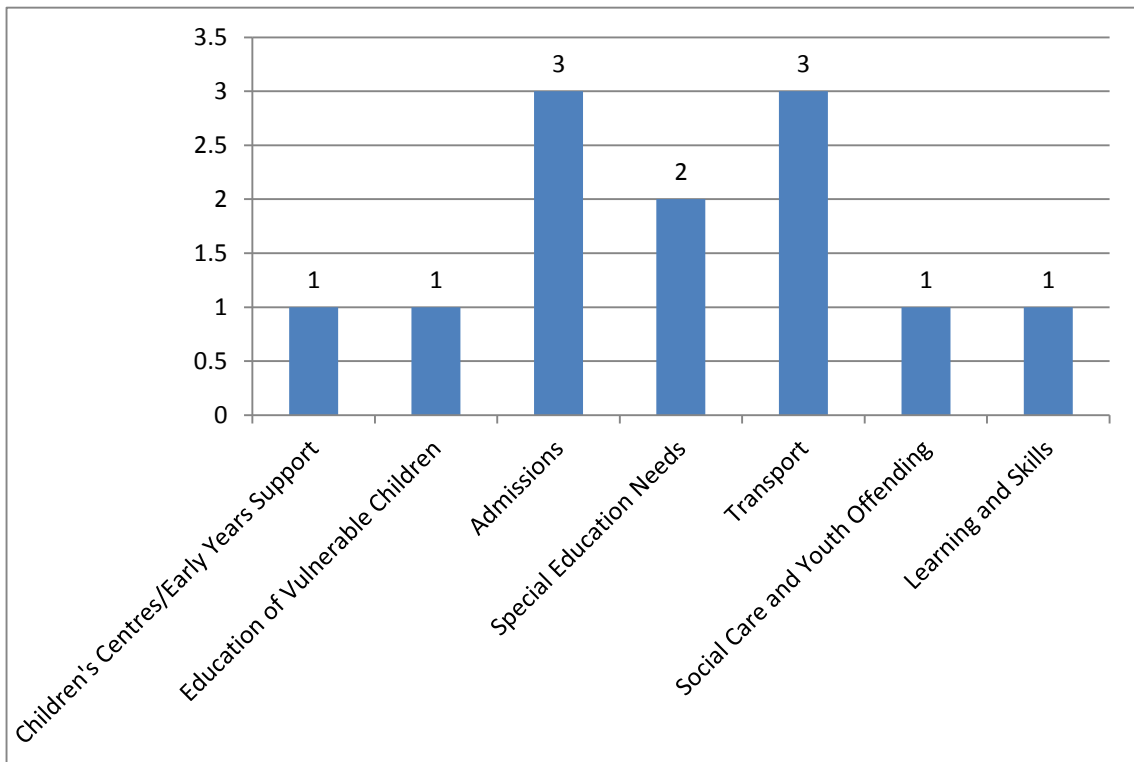
# Complaints, Compliments and Comments by Department

## Services for People

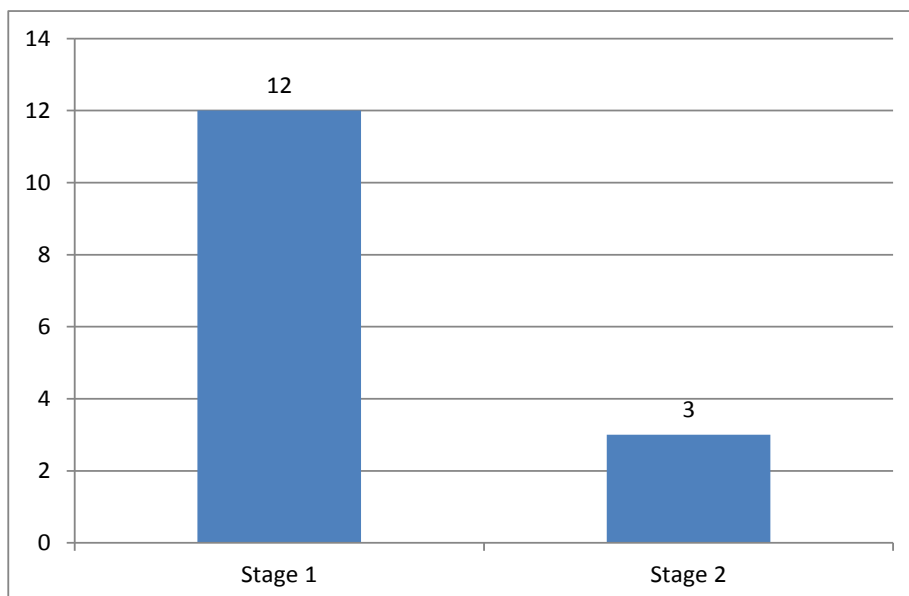
### Complaints by Service Area/Team

#### Overview

#### Children, Families and Learning



#### Complaints by Stage

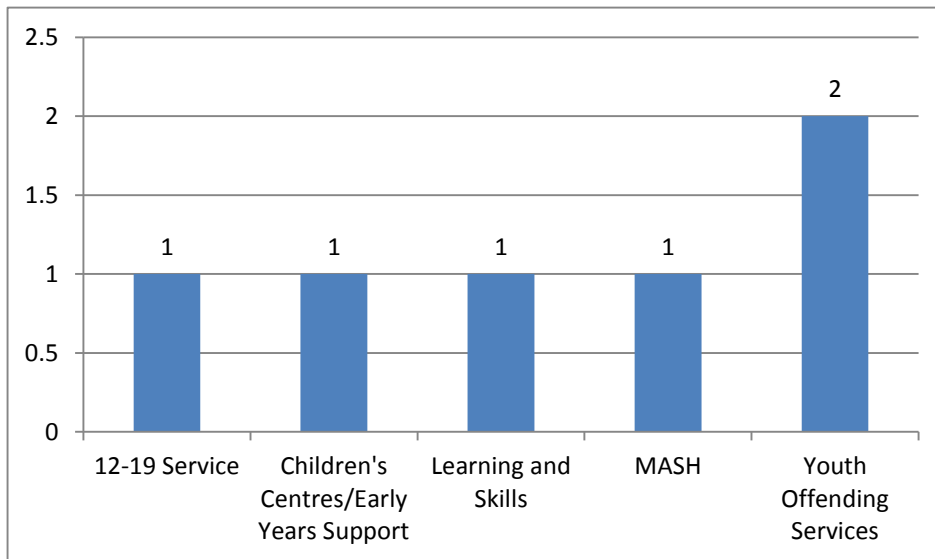




## Compliments by Service Area/Team

### Overview

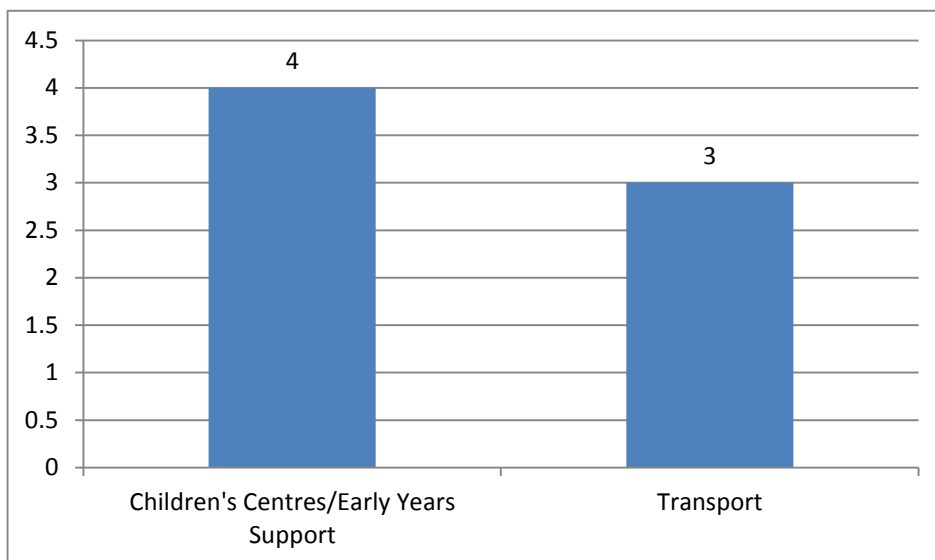
#### Children, Families and Learning



## Comments by Service Area/Team

### Overview

#### Children, Families and Learning



The three comments for Transport related to the School Transport Policy. The four comments for Children's Centres/Early Years Support related to changes to the pram/push chair store at Mount Pleasant Children's Centre.

### Children's Services

There was one comment for Anti-Social Behaviour.

## Complaint by Outcome

The below tables show the decisions reached on complaints during 2014/15.

### Stage 1

Service Area/Team	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Services for People	0	0	0	0	0	0
Children, Families & Learning	0	0	0	0	0	0
Family Support	0	0	0	0	0	0
Children's Centres/Early Years Support	0	0	1	0	0	1
<b>Total for Children's Centres/Early Years Support</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for Family Support</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
Learning & Skills	0	0	0	0	0	0
Learning & Skills	0	0	0	0	1	1
<b>Total for Learning &amp; Skills</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
<b>Total for Learning &amp; Skills</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
Pupil Referral Unit	0	0	0	0	0	0
Education of Vulnerable Children	0	0	0	1	0	1
<b>Total for Education of Vulnerable Children</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Children</b>						
<b>Total for Pupil Referral Unit</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
School & Pupil Support Services	0	0	0	0	0	0
Admissions	0	1	2	0	0	3
<b>Total for Admissions</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>
Special Education Needs	0	1	0	0	0	1
<b>Total for Special Education Needs</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Needs</b>						
Transport	1	1	1	0	0	3
<b>Total for Transport</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Total for School &amp; Pupil Support Services</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>7</b>
<b>Services</b>						
Social Care & Youth Offending	0	0	0	1	0	1
<b>Total for Social Care &amp; Youth Offending</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Offending</b>						
<b>Total for Children, Families &amp; Learning</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>11</b>
<b>Total for Services for People</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>11</b>
<b>Total</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>11</b>

## Stage 2

Service Area/Team	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Services for People	0	0	0	0	0	0
Children, Families & Learning	0	0	0	0	0	0
School & Pupil Support Services	0	0	0	0	0	0
Admissions	0	0	0	1	0	1
<b>Total for Admissions</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Total for School &amp; Pupil Support Services</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Total for Children, Families &amp; Learning</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Total for Services for People</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>

## **Organisational Learning**

All resolution and organisational learning actions identified as a result of complaints are assigned to a responsible manager and progress against those actions is monitored by the Complaints Manager. In addition to those actions taken to resolve individual complaints, several service improvements were made following complaint investigations during 2014/15. Some examples of these are detailed below.

Following a complaint for Admissions which was accepted in error the Complaints and Information Governance Manager reminded staff of process in relation to education appeals.

Following another complaint for Admissions the Council agreed to change the Common Application Form to include a data protection clause.

Following a complaint for Social Care and Youth Offending the Council considered implementing appropriate technical and organisational measures to prevent against damage to personal data.

Following a complaint for Children's Centres/Early Years Support the Parental Engagement Officer reviewed all parent led groups in Darlington Children's Centres.

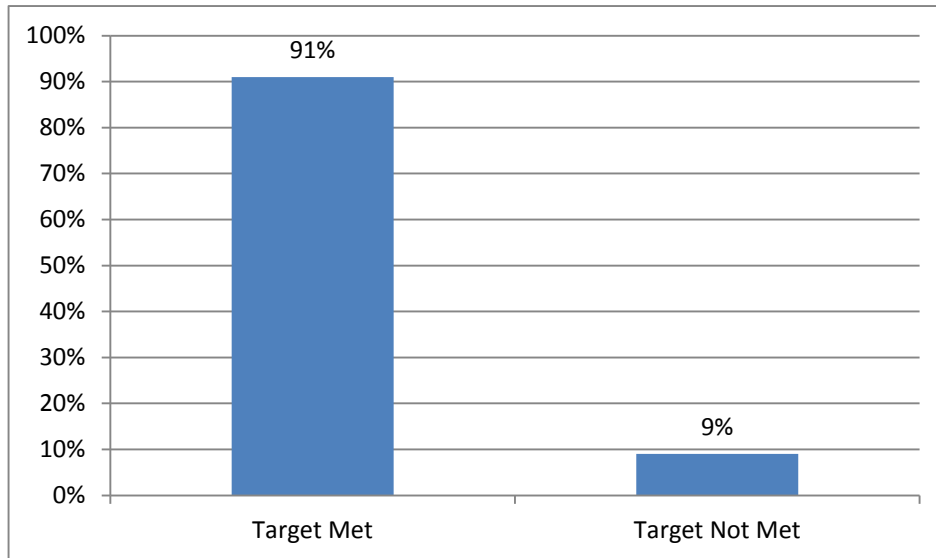
## **Further recommendations**

There are no further recommendations for Services for People.

## Performance against the Corporate Complaints, Compliments and Comments Procedure

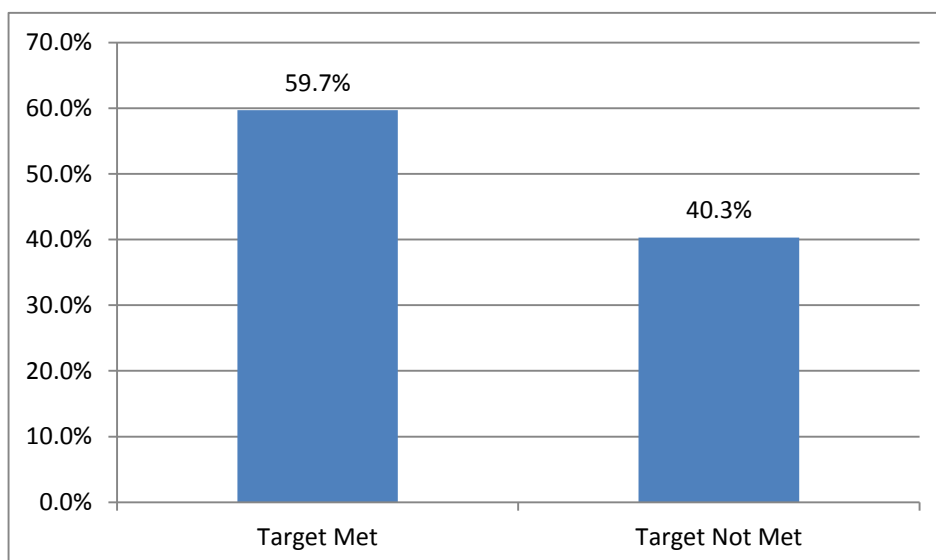
### Stage 1

#### Performance against Stage 1 acknowledgement target (3 working days)



The most common reason that the Stage 1 acknowledgement target was not met was because the complaint was not forwarded to the CIG Team on the day of receipt. Information is provided in the procedure practice guidance on how officers can ensure complaints reach the CIG Team in time to be acknowledged and the CIG Team addresses the issue individually with officers each time it occurs.

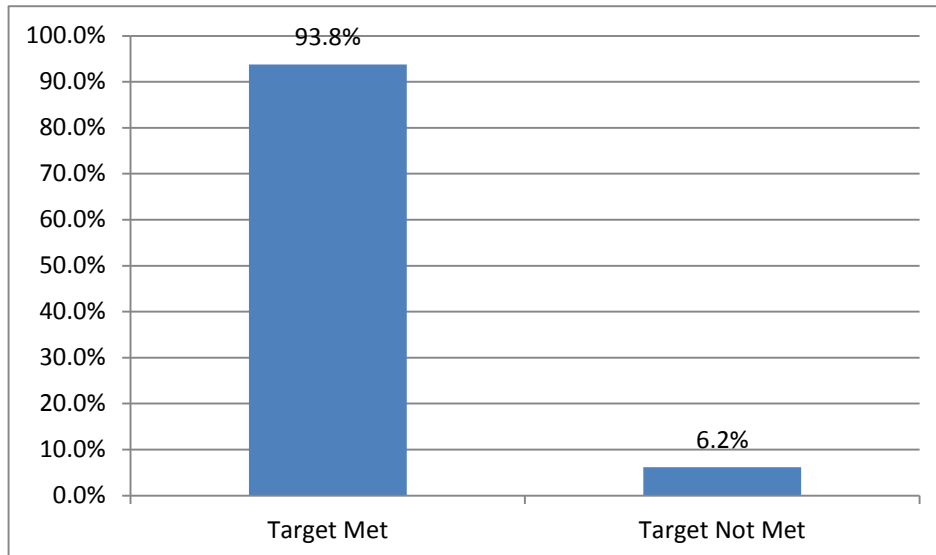
#### Performance against Stage 1 response target (20 working days)



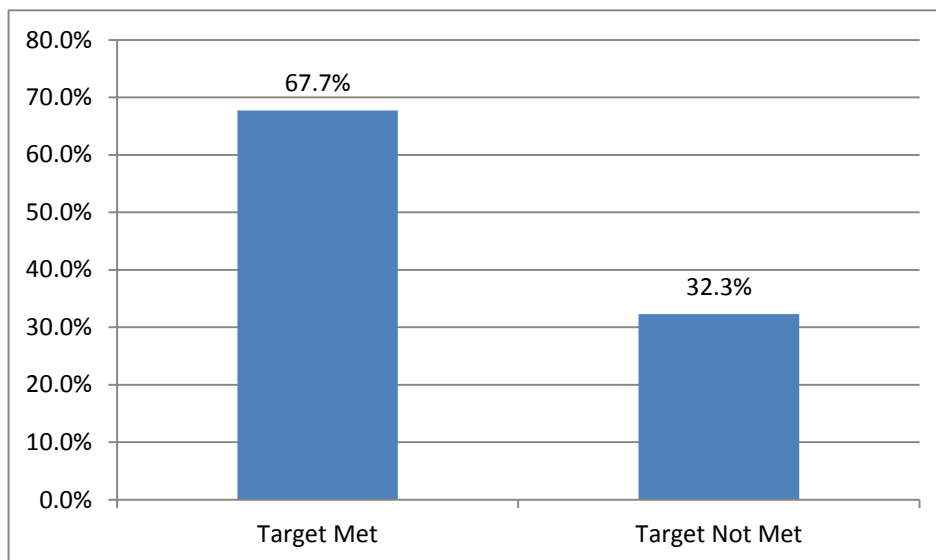
The significant upward trend in the number of complaints received, against a backdrop of reduced resources has made it increasingly difficult for officers to respond to complaints within timescale.

## Stage 2

### Performance against Stage 2 acknowledgement target (3 working days)



### Performance against Stage 2 response target (25 working days)



Again the significant upward trend in the number of stage 2 complaints received, against a backdrop of reduced resources has made it increasingly difficult for the Complaints and Information Governance Manager to respond to complaints within timescale. In the majority of cases where it was not possible to respond within timescale the Complaints and Information Governance Manager agreed an extension with the complainant in accordance with the provisions of the corporate procedure.

## **Performance against Local Performance Indicators**

### **Number of maladministration decisions by the Local Government Ombudsman**

Target for 2014/15 - 0

Actual for 2014/15 - 3

**Target met - *X***

*Full details of decisions made by the Local Government Ombudsman during 2014/15 were reported separately to Cabinet 2 December 2014 and 16 June 2015.*