



**Corporate Complaints,
Compliments and
Comments
Annual Report
2016/17**

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Introduction

This report provides an analysis of the complaints, compliments and comments received by the Council during 2016/17 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.

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

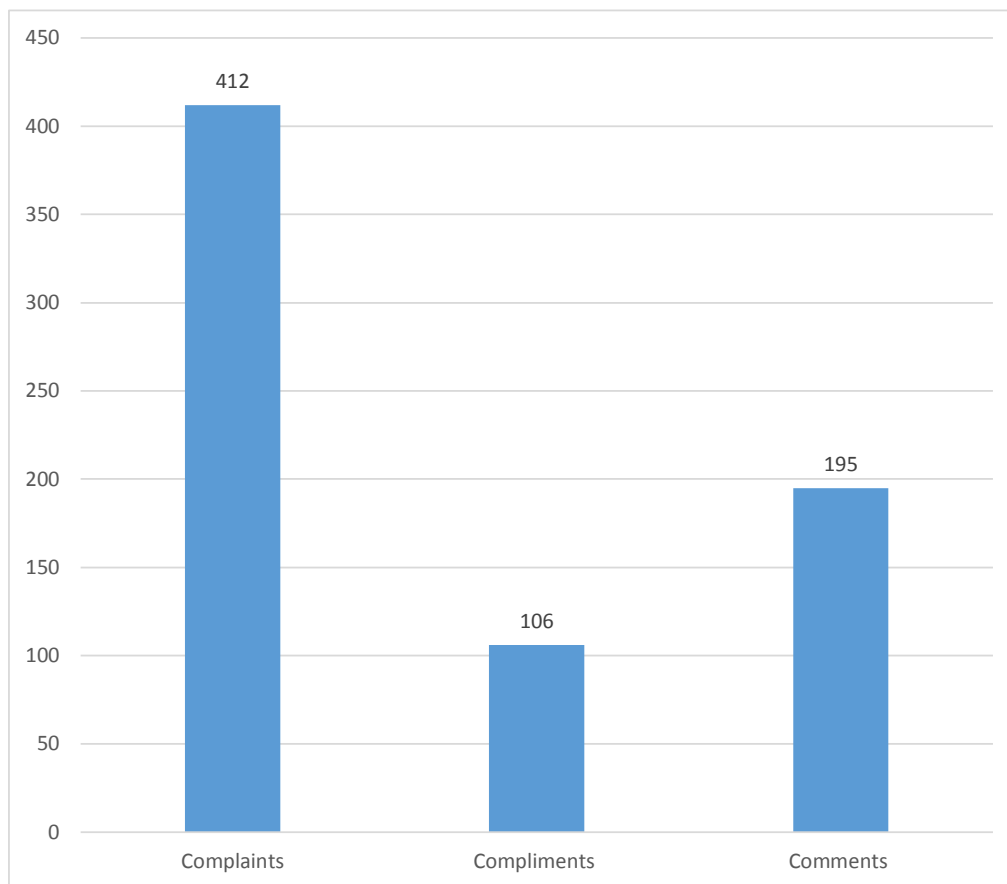
Between 1 April 2016 and 31 March 2017 the Council received a total of 713 representations under the corporate procedure, a decrease from 730 in 2015/16.

The Council received 412 complaints, a decrease from 414 in 2015/16. 402 complaints were initially dealt with at Stage 1 of the corporate procedure, while 10 were initially dealt with at Stage 2. 51 Stage 1 complaints were escalated to Stage 2 following a Stage 1 investigation. In total 61 complaints were investigated at Stage 2, an increase from 58 in 2015/16.

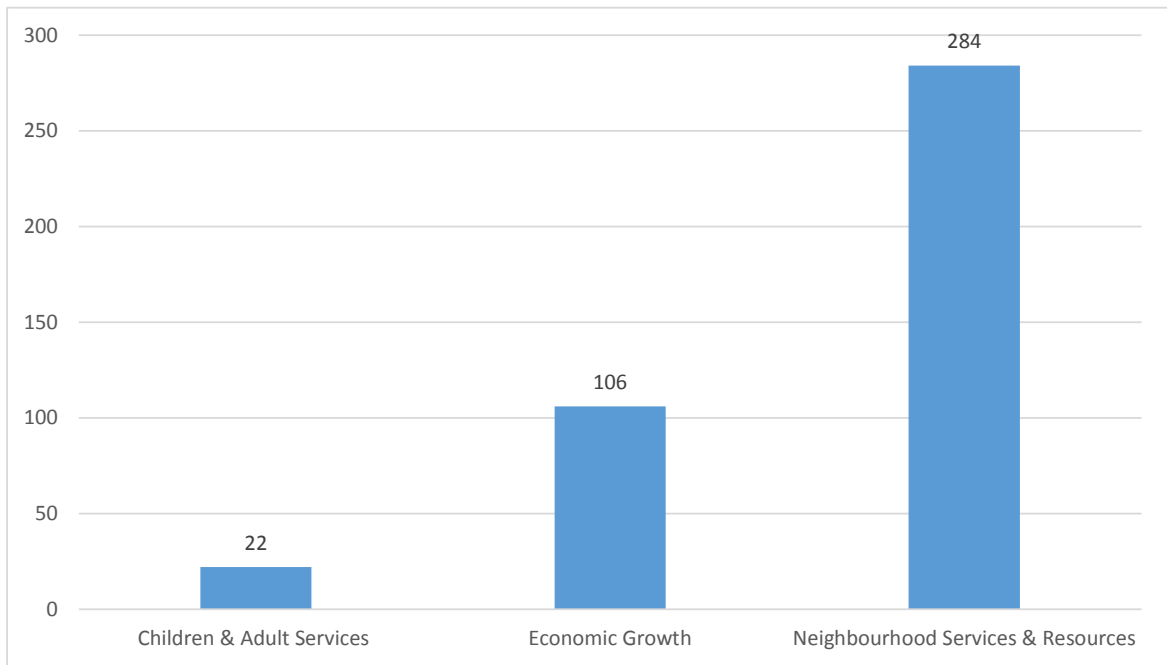
The Council received 106 compliments, a decrease from 173 in 2015/16.

The Council also received 195 comments, an increase from 143 in 2015/16.

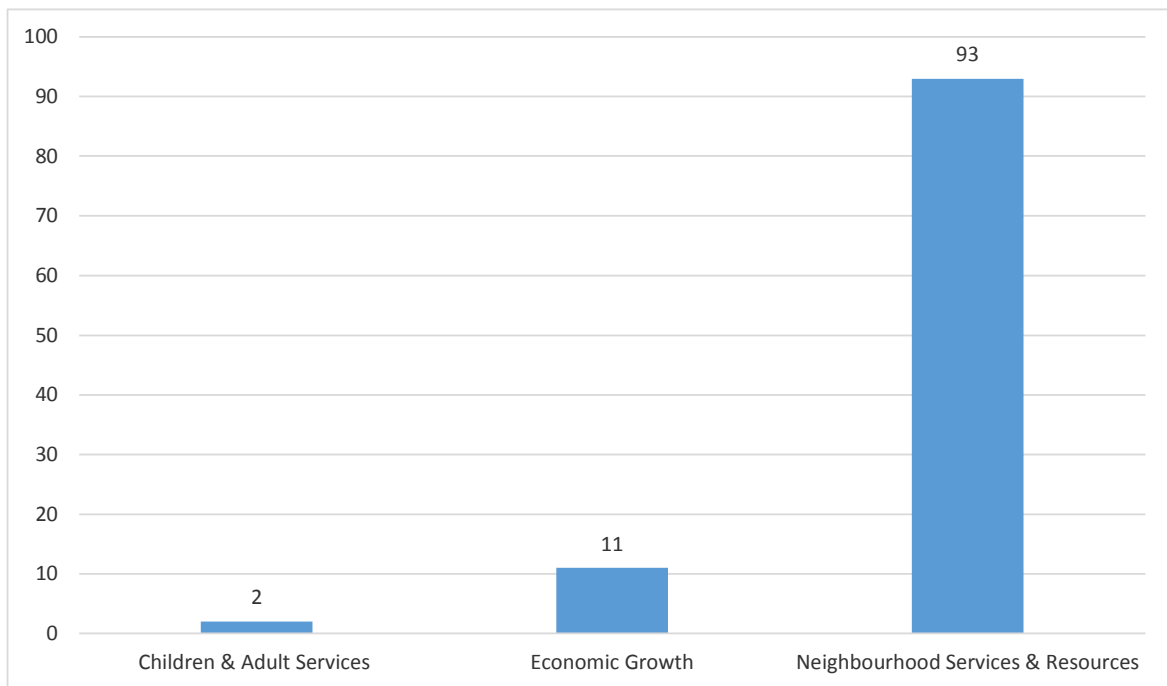
Total Complaints, Compliments and Comments



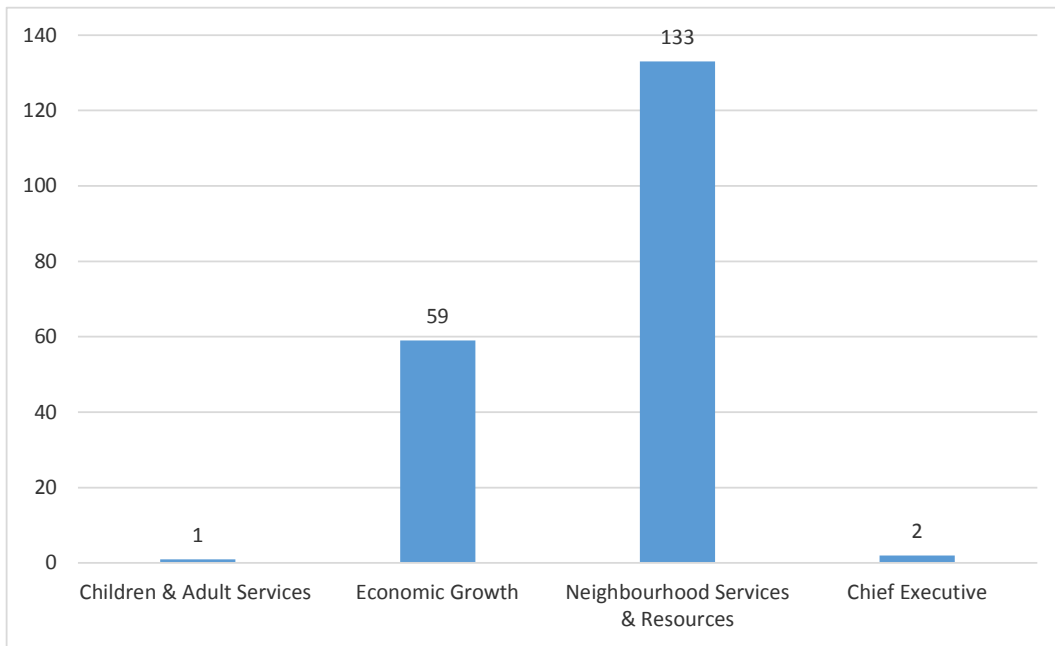
Complaints by Department



Compliments by Department



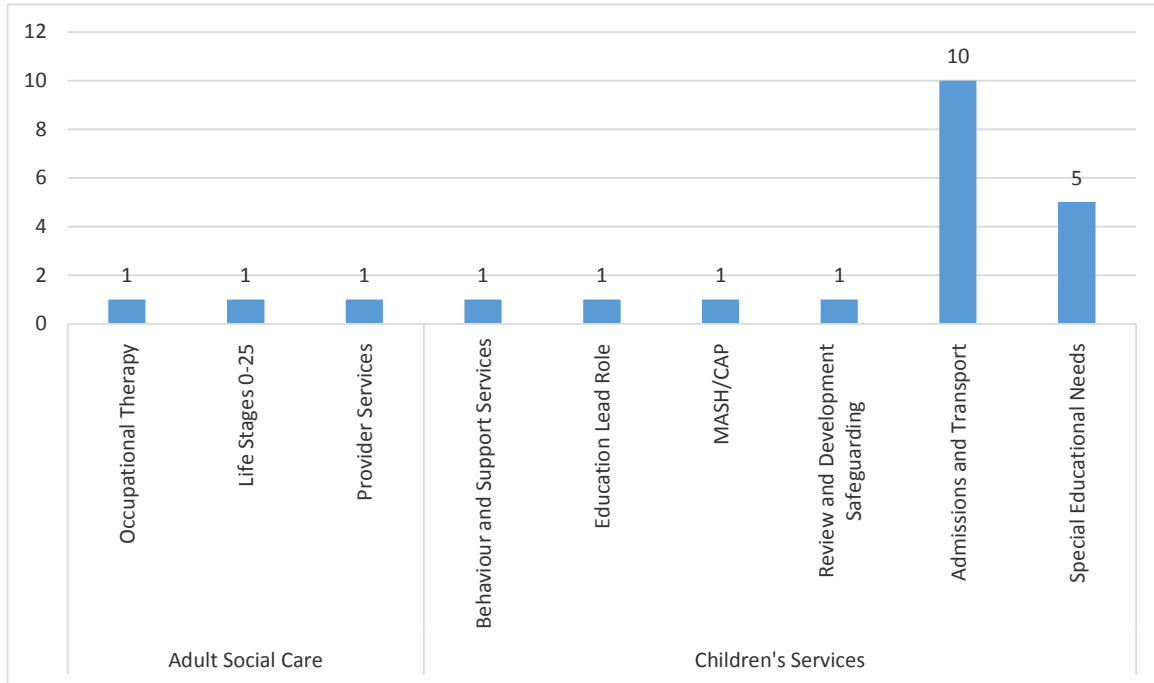
Comments by Department



Complaints, Compliments and Comments by Department Children & Adult Services

Complaints by Service Area/Team

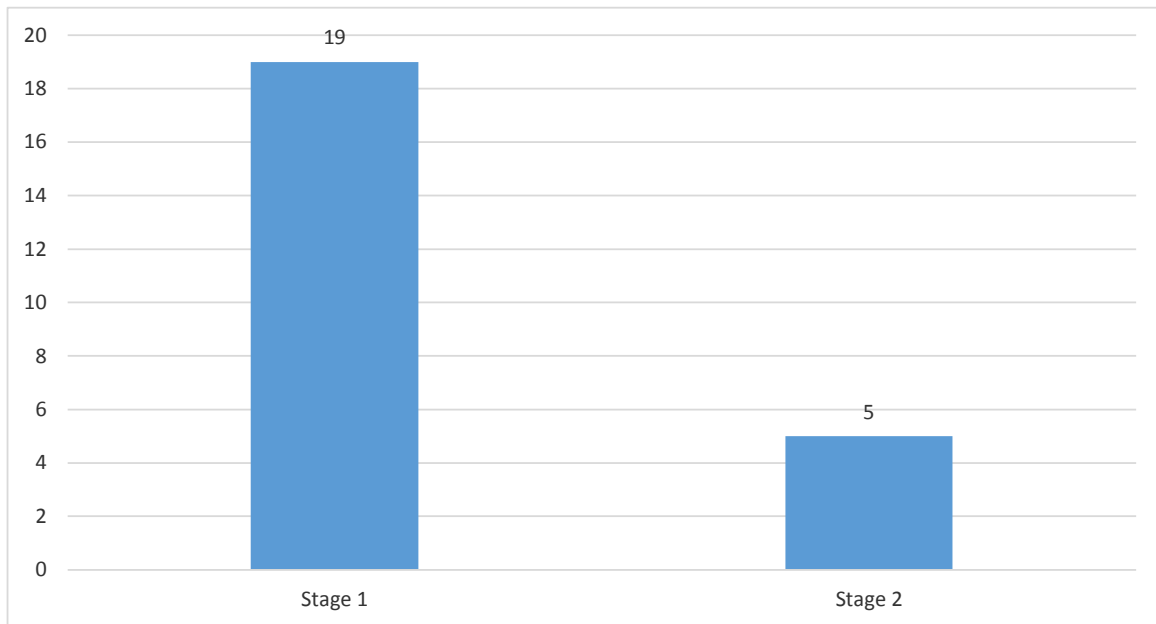
Overview



Children & Adult Services received 22 complaints, an increase from 14 (Services for People) in 2015/16. The largest increase was for Admissions and Transport who received 10 complaints, compared to 3 in 2015/16. 6 complaints concerned the provision of and decisions relating to the provision of school transport. The remaining 4 complaints concerned the Council's administration of the admissions and appeals processes.

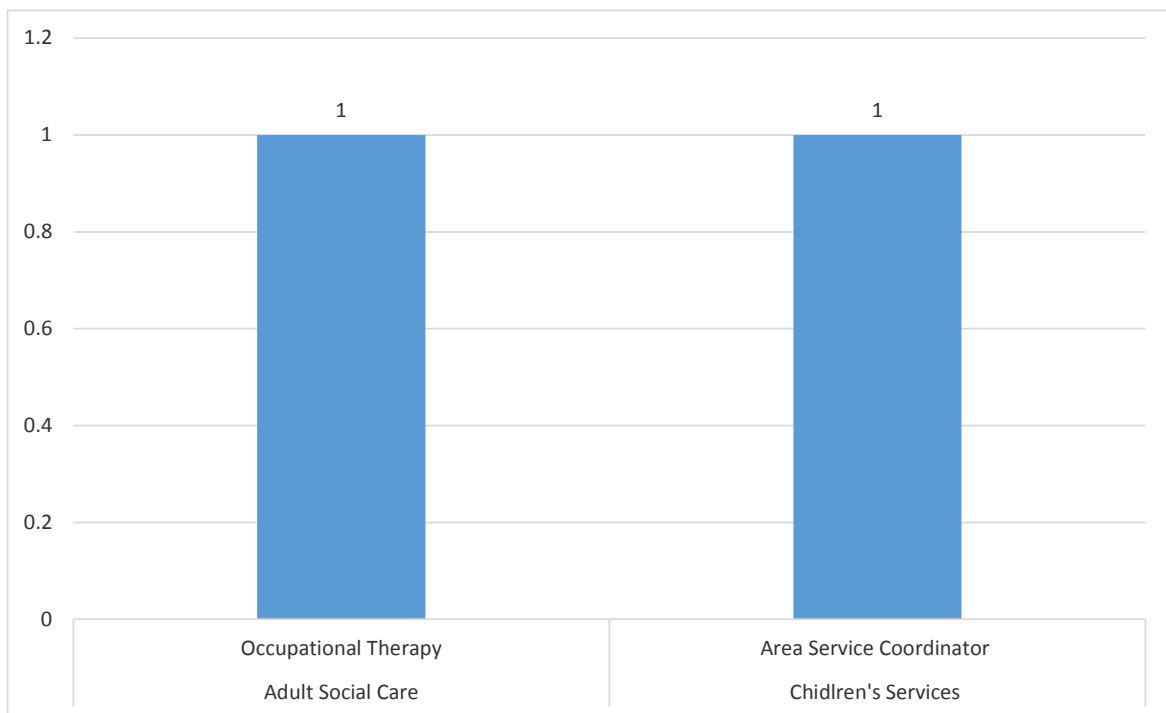
Special Education needs also saw a notable increase in complaints, to 5 from 0 in 2015/16. These primarily concerned poor communication and a lack of support in relation to the provision of EHC plans.

Complaints by Stage



N.B. Three complaints were escalated directly to stage 2.

Compliments by Service Area/Team



Children & Adult Services received two corporate compliments, compared to 0 during 2015/16.

Comments by Service Area/Team

Children & Adult Services received one corporate comment for Admissions & Transport during 2016/17, the same as in 2015/16.

Complaint by Outcome

The below tables show the decisions reached on complaints during 2016/17.

Stage 1

Service Area/Team	Closed With No Response	Escalated to Stage 2 (No S1 Response)	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Children and Adults Services	0	0	0	0	0	0	0	0
Adult Social Care	0	0	0	0	0	0	0	0
Adults	0	0	0	0	0	0	0	0
Operations	0	0	0	0	0	0	0	0
Occupational Therapy	0	0	0	0	0	1	0	1
Total for Operations	0	0	0	0	0	1	0	1
Total for Adults	0	0	0	0	0	1	0	1
Learning Disability and Mental Health	0	0	0	0	0	0	0	0
Learning Disabilities	0	0	0	0	0	0	0	0
Life Stages 0-25	0	0	0	1	0	0	0	1
Provider Services	0	0	0	1	0	0	0	1
Total for Learning Disabilities	0	0	0	2	0	0	0	2
Total for Learning Disability and Mental Health	0	0	0	2	0	0	0	2
Total for Adult Social Care	0	0	0	2	0	1	0	3
Children's Services	0	0	0	0	0	0	0	0
Early Years	0	0	0	0	0	0	0	0
Behaviour and Support Services	0	0	0	0	0	1	0	1
Total for Behaviour and Support Services	0	0	0	0	0	1	0	1
Total for Early Years	0	0	0	0	0	1	0	1
First Contact and Locality	0	0	0	0	0	0	0	0
MASH/CAP	0	0	0	0	0	0	1	1
Total for MASH/CAP	0	0	0	0	0	0	1	1
Total for First Contact and Locality	0	0	0	0	0	0	1	1
School and Pupil Support	0	0	0	0	0	0	0	0

Admissions and Transport	0	0	0	2	2	3	0	7
Total for Admissions and Transport	0	0	0	2	2	3	0	7
Special Educational Needs	0	1	0	0	1	0	0	2
Total for Special Educational Needs	0	1	0	0	1	0	0	2
Total for School and Pupil Support	0	1	0	2	3	3	0	9
Total for Children's Services	0	1	0	2	3	4	1	11
Total for Children and Adults Services	0	1	0	4	3	5	1	14

Stage 2

Service Area/Team	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Children and Adults Services	0	0	0	0	0	0
Children's Services	0	0	0	0	0	0
School and Pupil Support	0	0	0	0	0	0
Admissions and Transport	0	1	1	1	0	3
Total for Admissions and Transport	0	1	1	1	0	3
Special Educational Needs	0	0	1	0	1	2
Total for Special Educational Needs	0	0	1	0	1	2
Total for School and Pupil Support	0	1	2	1	1	5
Total for Children's Services	0	1	2	1	1	5
Total for Children and Adults Services	0	1	2	1	1	5

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 2016/17. Some examples of these are detailed below.

Following a complaint for Admissions and Transport the Council agreed to consider providing details of the existing route(s) to parents so they can make an informed decision about whether or not to apply for a place on non-statutory school transport and to review its procedures to ensure our records are correctly and promptly updated when school routes are changed. The Council also agreed to remind the transport provider about its responsibilities for ensuring the safety of children in its care, in particular where plans appear to have changed.

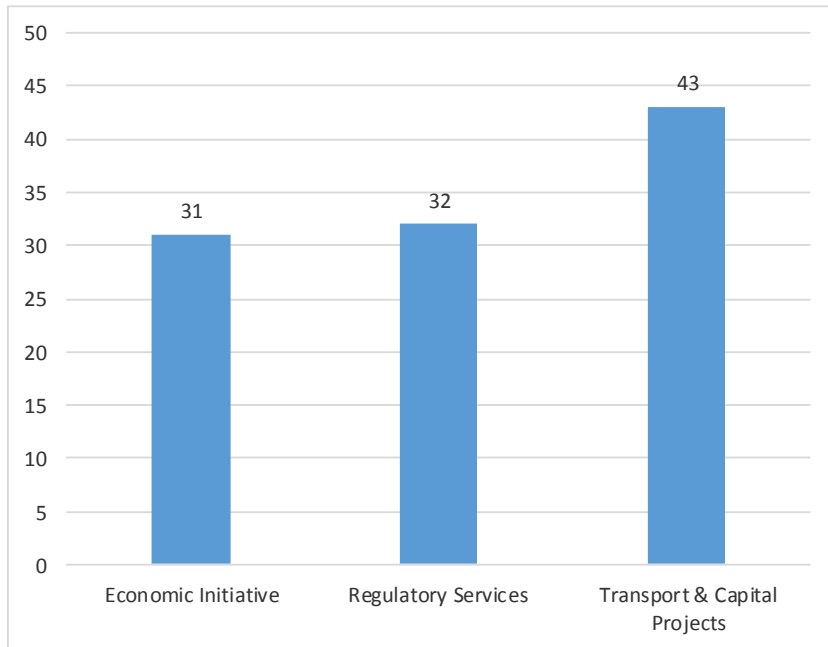
Further recommendations

There are no further recommendations for Children & Adult Services.

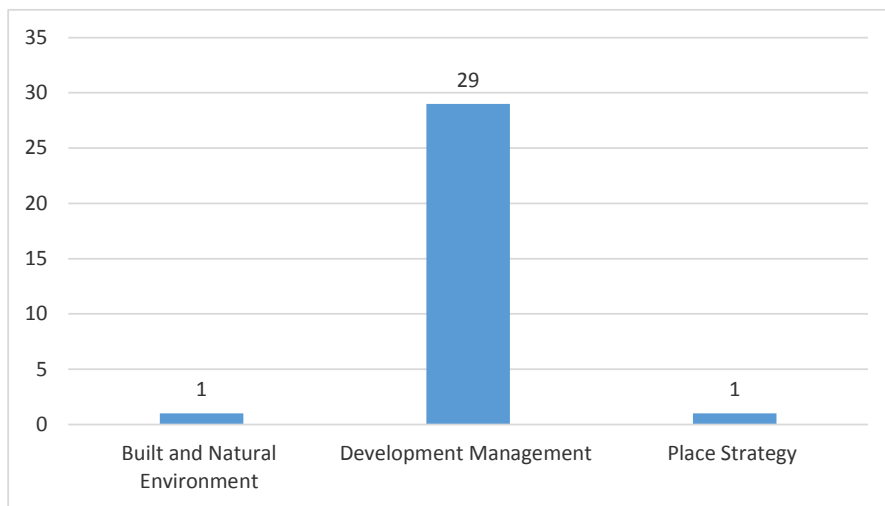
Complaints, Compliments and Comments by Department Economic Growth

Complaints by Service Area/Team

Overview

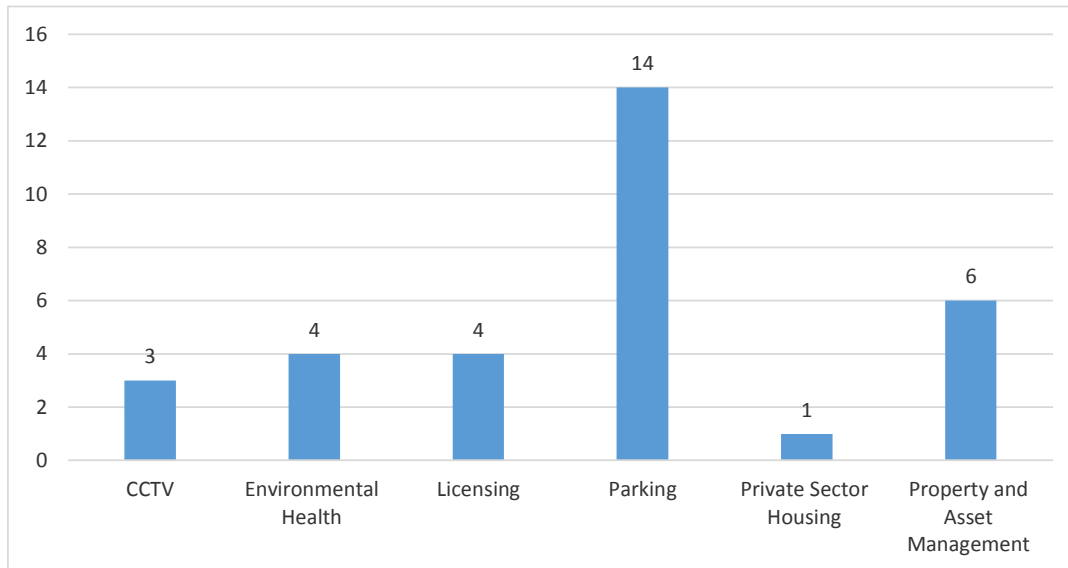


Economic Initiative



Development Management received 29 complaints, an increase from 23 in 2015/16. 14 of these related to the same planning application. A common theme running through these complaints was people's dissatisfaction with not being able to physically observe the meeting due to the size of the venue.

Regulatory Services



CCTV received 3 complaints, an increase from 1 in 2015/16.

Environmental Health received 4 complaints, a decrease from 9 in 2015/16.

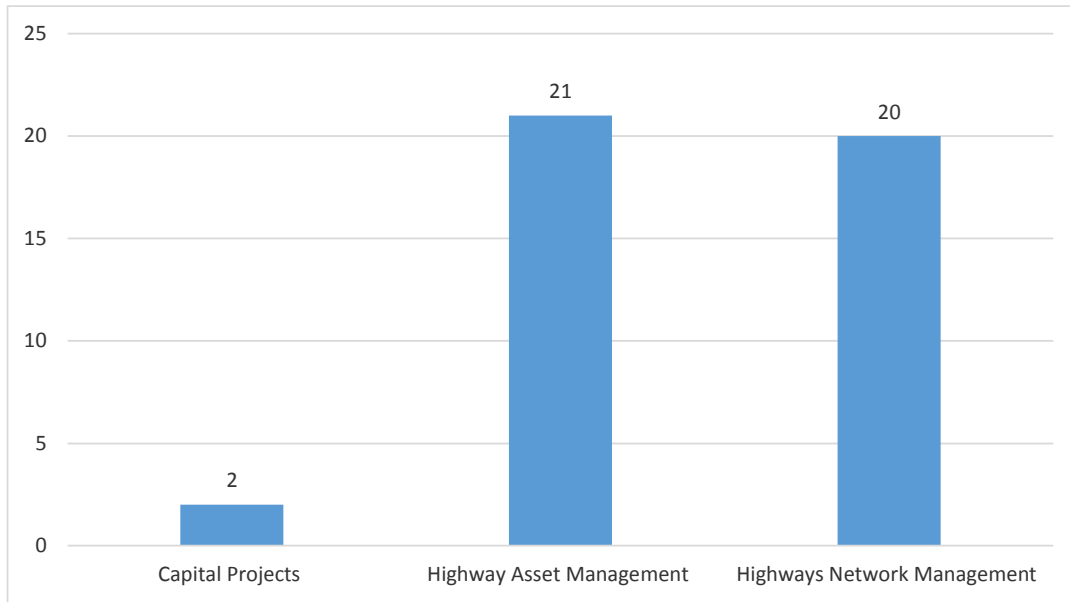
Licensing received 4 complaints, an increase from 3 in 2015/16.

Parking received 14 complaints, an increase from 8 in 2015/16. The most common cause of complaint remained dissatisfaction with staff attitude/behaviour.

Private Sector Housing received the same number of complaints as in 2015/16.

Property and Asset Management received 6 complaints, an increase from 3 in 2015/16.

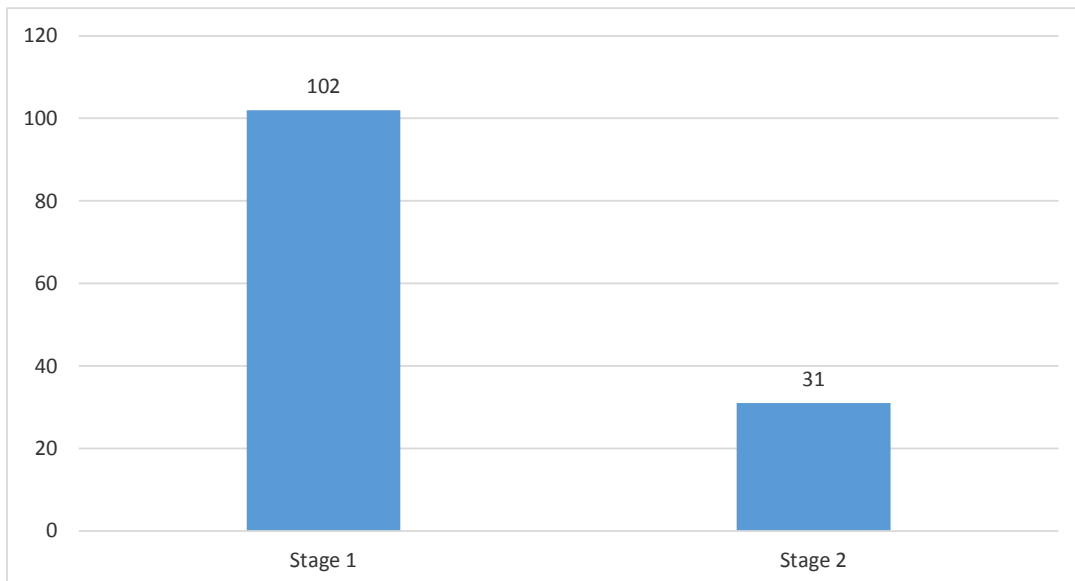
Transport and Capital Projects



Highway Asset Management received 21 complaints, an increase from 16 in 2015/16. There were no discernable themes in the complaints received.

Highway Network Management received 20 complaints, an increase from 10 in 2015/16. The most common theme was people's dissatisfaction with the Council's decision not to renew their concessionary bus pass following the introduction of the new assessment process on 1 April 2016.

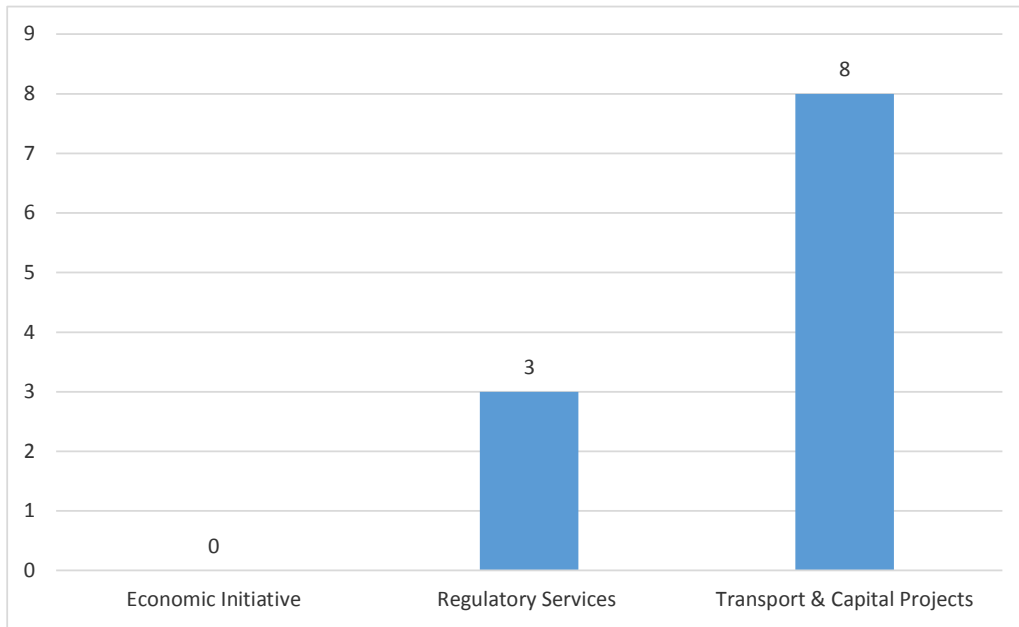
Complaints by Stage



NB. 4 complaints were escalated directly to stage 2.

Compliments by Service Area/Team

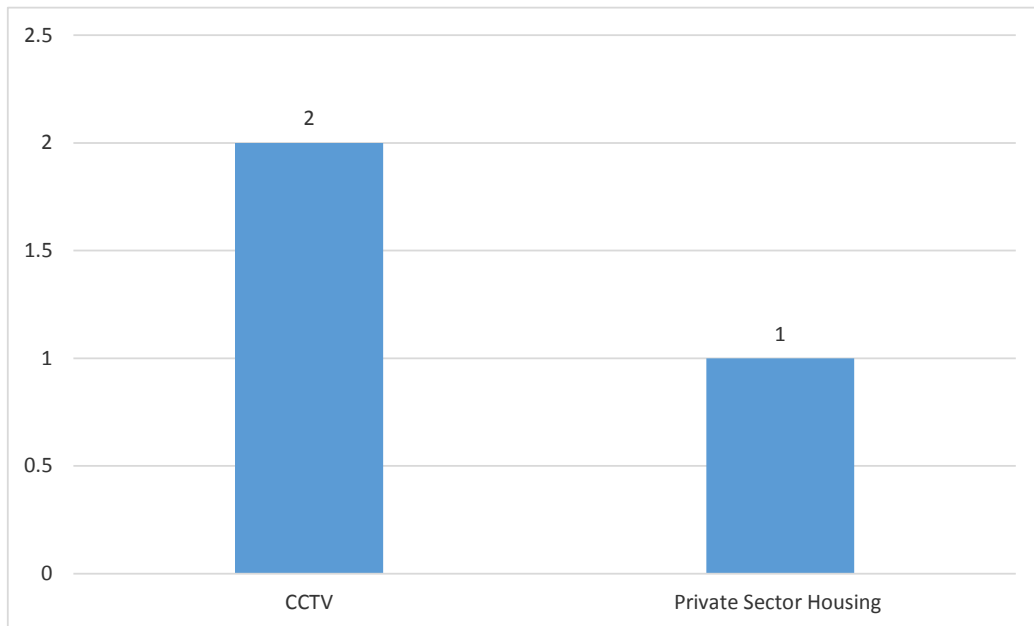
Overview



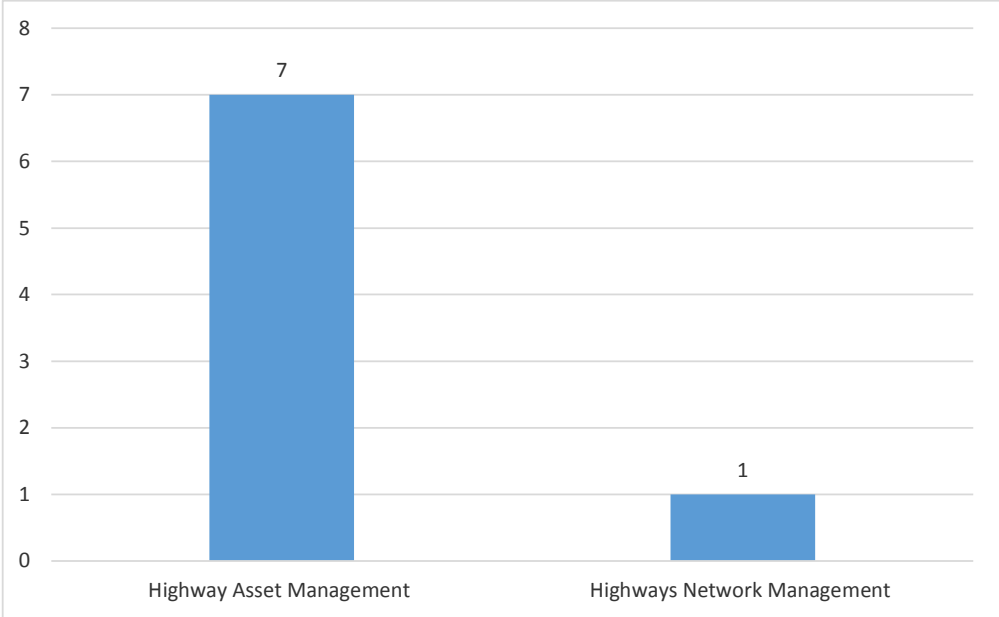
Regulatory Services received 3 compliments, compared to 5 in 2015/16.

Transport & Capital Projects received 8 compliments, compared to 16 in 2015/16.

Regulatory Services

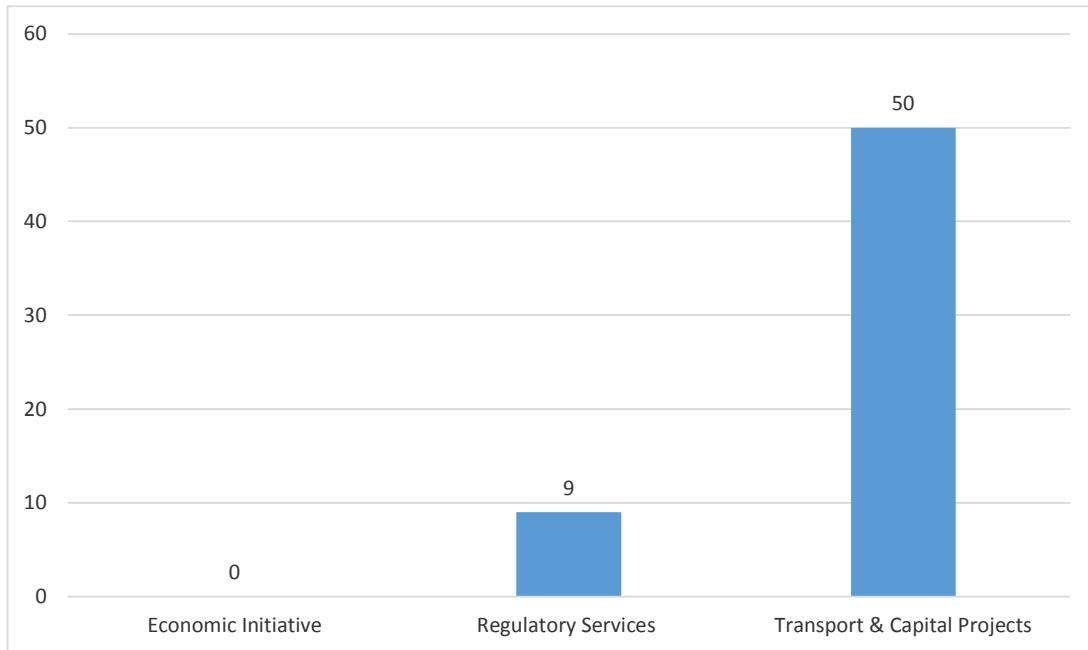


Transport and Capital Projects



Comments by Service Area/Team

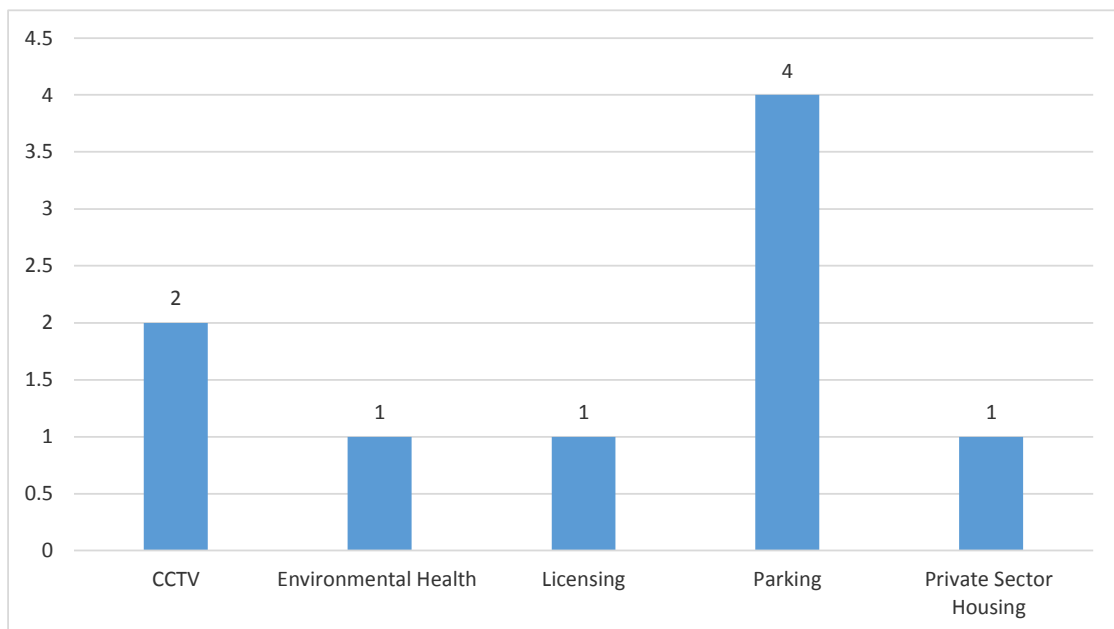
Overview



Regulatory Services received 9 comments, a decrease from 11 in 2015/16.

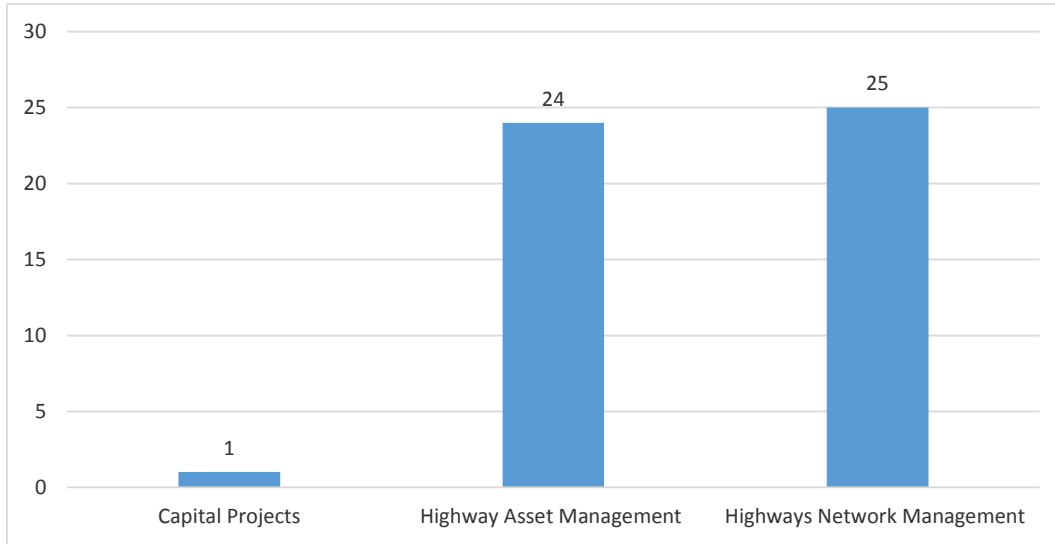
Transport and Capital Projects received 50 comments, an increase from 36 in 2015/16.

Regulatory Services



There were no discernable themes in the comments received for Regulatory Services.

Transport and Capital Projects



Highway Asset Management received 24 comments, an increase from 17 in 2015/16. Common themes included street lighting, signage and dissatisfaction with various road works.

Highways Network Management received 25 comments, an increase from 19 in 2015/16. Residents parking was a common theme in the comments received.

Complaints by Outcome

The below tables show the decisions reached on complaints during 2016/17.

Stage 1

Service Area/Team	Closed With No Response	Escalated to Stage 2 (No S1 Response)	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Economic Growth	0	0	0	0	0	0	0	0
Economic Initiative	0	0	0	0	0	0	0	0
Development Control	0	0	0	0	2	0	0	2
Total for Development Control	0	0	0	0	2	0	0	2
Development Management	0	4	1	16	2	0	1	24
Total for Development Management	0	4	1	16	2	0	1	24
Total for Economic Initiative	0	4	1	16	4	0	1	26
Regulatory Services	0	0	0	0	0	0	0	0
CCTV	0	0	0	1	1	1	0	3
Total for CCTV	0	0	0	1	1	1	0	3
Environmental Health	0	0	1	2	1	0	0	4
Total for Environmental Health	0	0	1	2	1	0	0	4
Licensing	0	0	0	1	1	0	2	4
Total for Licensing	0	0	0	1	1	0	2	4
Parking	0	0	0	7	5	0	0	12
Total for Parking	0	0	0	7	5	0	0	12
Private Sector Housing	0	0	0	0	0	0	1	1
Total for Private Sector Housing	0	0	0	0	0	0	1	1
Property and Asset Management	0	0	0	1	0	2	0	3
Total for Property and Asset Management	0	0	0	1	0	2	0	3
Total for Regulatory Services	0	0	1	12	8	3	3	27
Transport & Capital Projects	0	0	0	0	0	0	0	0
Capital Projects	0	0	0	0	2	0	0	2
Total for Capital Projects	0	0	0	0	2	0	0	2
Highway Asset Management	0	0	1	8	0	10	1	20
Total for Highway Asset Management	0	0	1	8	0	10	1	20
Highways Network Management	1	0	0	16	2	1	1	21
Total for Highways Network Management	1	0	0	16	2	1	1	21
Total for Transport & Capital Projects	1	0	1	24	4	11	2	43
Total for Economic Growth	1	4	3	52	16	14	6	96

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
Development Control	0	1	3	0	0	4
Total for Development Control	0	1	3	0	0	4
Development Management	0	5	6	0	1	12
Total for Development Management	0	5	6	0	1	12
Total for Economic Initiative	0	6	9	0	1	16
Regeneration Projects	0	0	0	0	0	0
Property Asset Management	0	1	0	0	0	1
Total for Property Asset Management	0	1	0	0	0	1
Total for Regeneration Projects	0	1	0	0	0	1
Regulatory Services	0	0	0	0	0	0
Environmental Health	0	0	1	0	0	1
Total for Environmental Health	0	0	1	0	0	1
Parking	0	2	0	0	0	2
Total for Parking	0	2	0	0	0	2
Total for Regulatory Services	0	2	1	0	0	3
Transport & Capital Projects	0	0	0	0	0	0
Highway Asset Management	0	3	0	1	0	4
Total for Highway Asset Management	0	3	0	1	0	4
Highways Network Management	0	5	1	2	0	8
Total for Highways Network Management	0	5	1	2	0	8
Total for Transport & Capital Projects	0	8	1	3	0	12
Total for Economic Growth	0	17	11	3	1	32

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 2016/17. Some examples of these are detailed below.

Following a number of complaints for Highways Network Management regarding the Council decision not to renew concessionary bus passes, the Council amended the Occupational Therapy Assessment form to ensure the decision was made in accordance with the Department for Transport guidance to local authorities on assessing eligibility of disabled people in England for concessionary bus travel.

Following two complaints for Development Management it was agreed that any planning applications and any information material to the consideration of an application would be uploaded to the planning portal in a timely manner.

Following another complaint for Development Management the Council agreed to consider updating the consultation requirements in its Statement of Community Involvement (SCI) for major developments to reflect those set out in the Town and Country Planning (Development Management Procedure) (England) Order 2015.

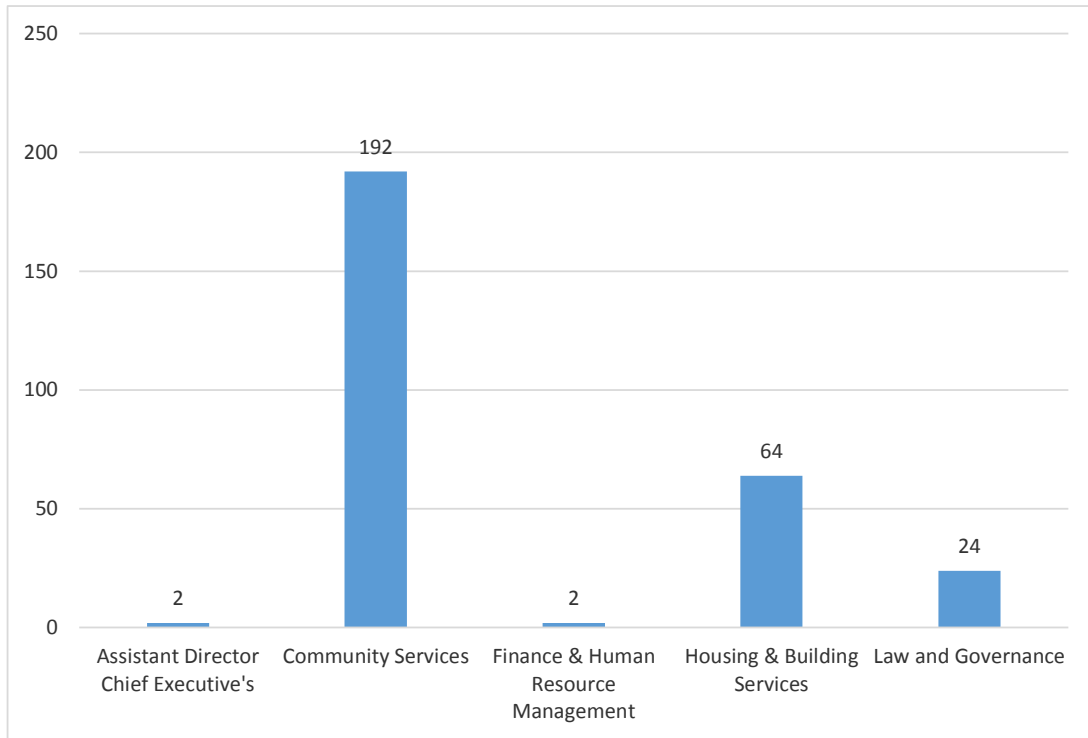
Further recommendations

There are no further recommendations for Economic Growth.

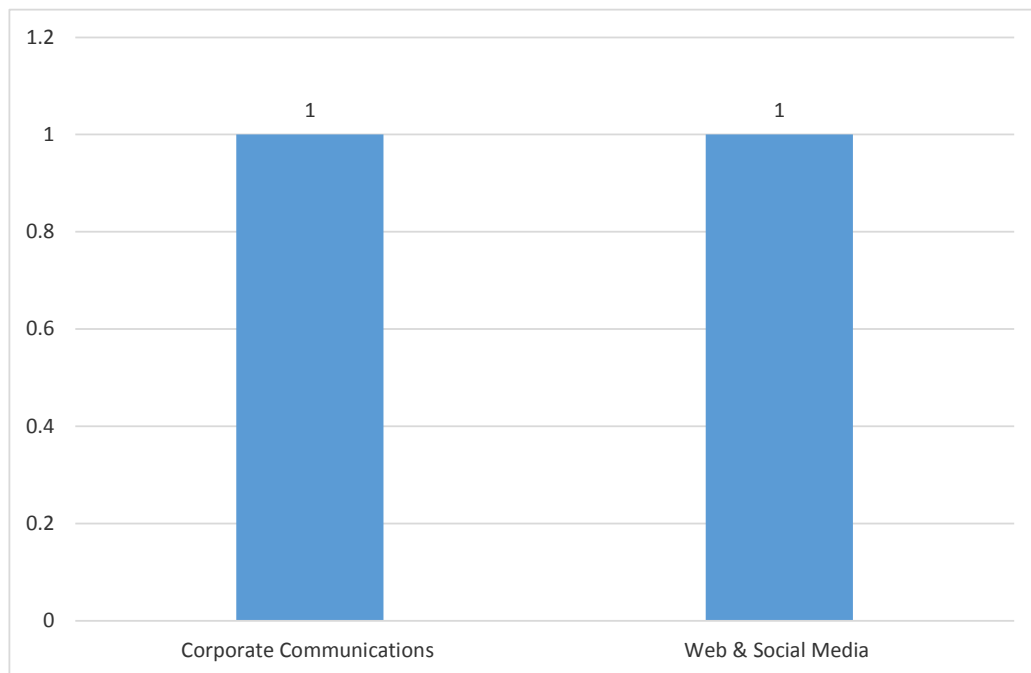
Complaints, Compliments and Comments by Department

Neighbourhood Services and Resources Complaints by Service Area/Team

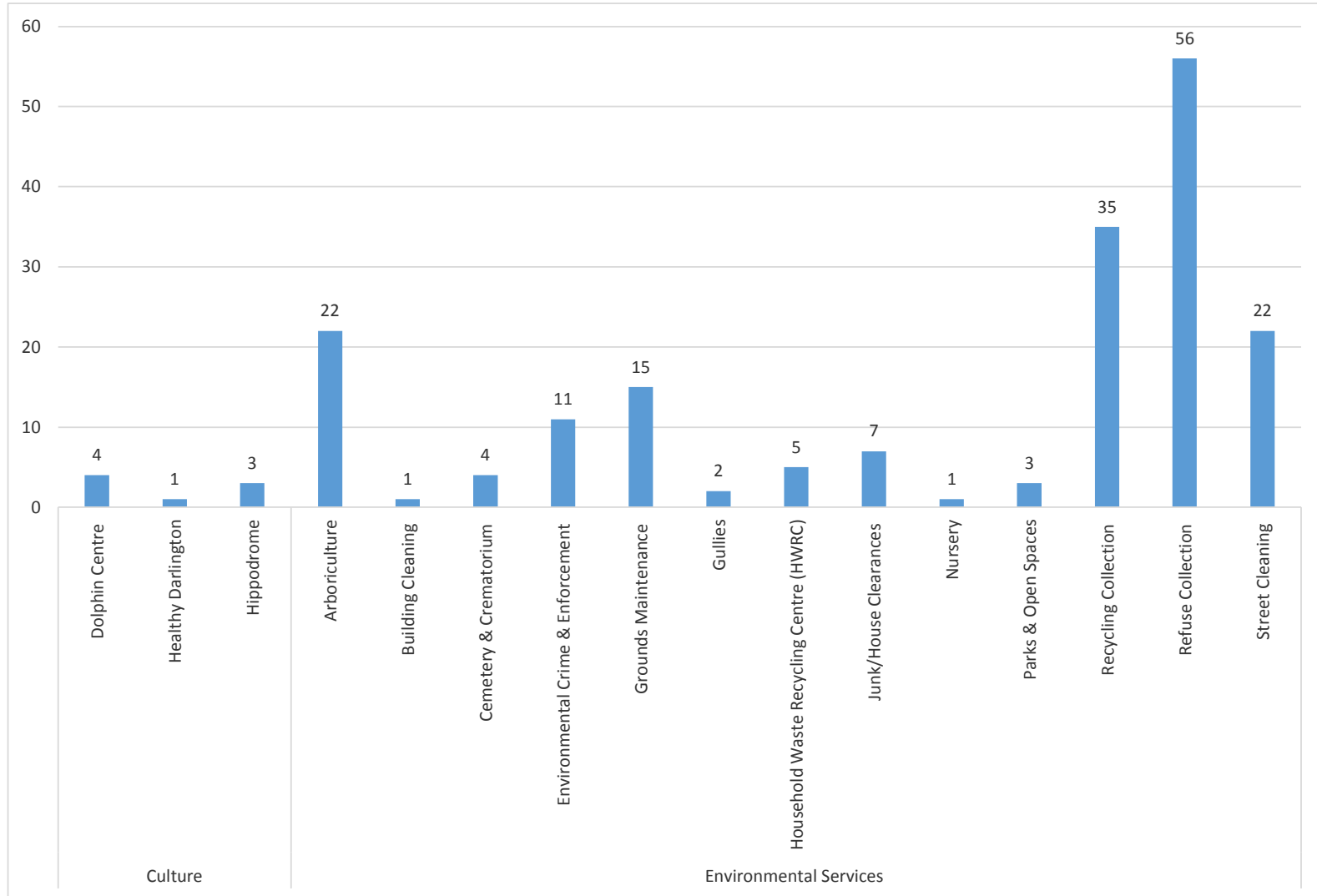
Overview



Assistant Director – Chief Executive's



Community Services



Dolphin Centre received 4 complaints, a decrease from 5 in 2015/16.

Hippodrome received 3 complaints, a decrease from 24 for the Civic Theatre in 2015/16. This is due to the theatre being closed for refurbishment.

Arboriculture received 22 complaints, an increase from 13 in 2015/16. As in 2015/16 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 and Crematorium received 4 complaints, an increase from 2 in 2015/16.

Environmental Crime and Enforcement received 11 complaints, a decrease from 12 in 2015/16. These primarily related to a lack of action and staff attitude.

Grounds Maintenance received 15 complaints, the same as in 2015/16. These primarily related to grass cutting.

Household Waste Recycling Centre (HWRC) received 5 complaints, an increase from 0 in 2015/16.

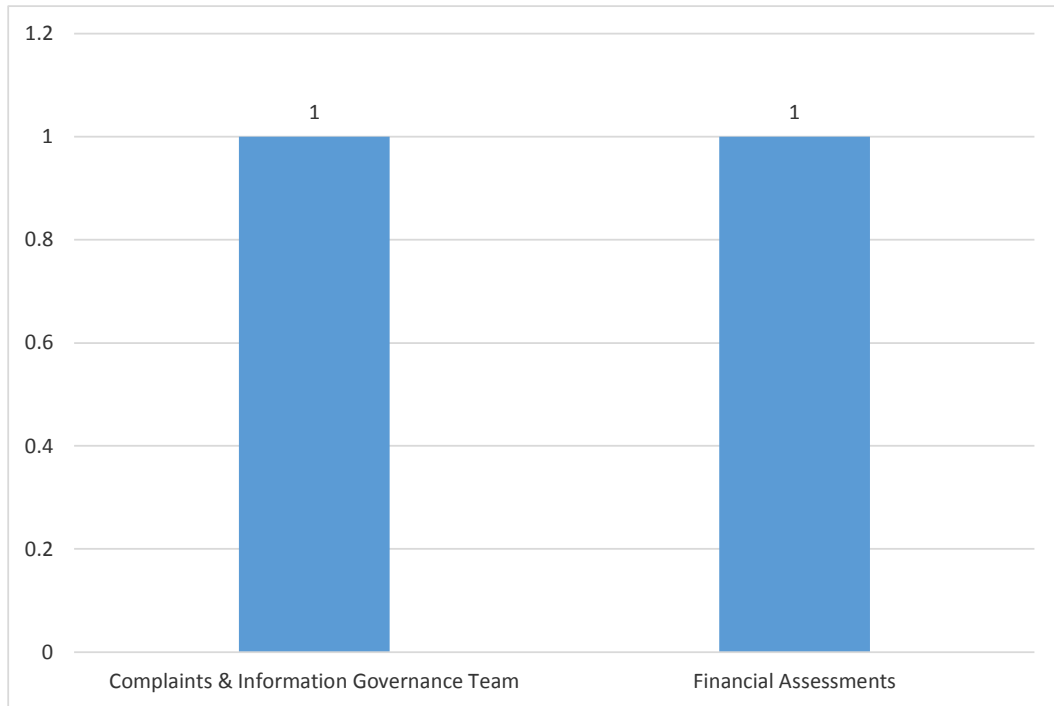
Junk/House Clearances received 7 complaints, a decrease from 8 in 2015/16. Complaint primarily related to collections being missed and all items not being collected.

Recycling Collection received 35 complaints, a decrease from 53 in 2015/16. Complaints primarily related to collections being missed on one or more occasions.

Refuse Collection received 56 complaints, a decrease from 84 in 2015/16. Complaints primarily related to collections being missed on one or more occasions.

Street Cleaning received 22 complaints, an increase from 14 in 2015/16. These primarily related to the lack and quality of street cleaning.

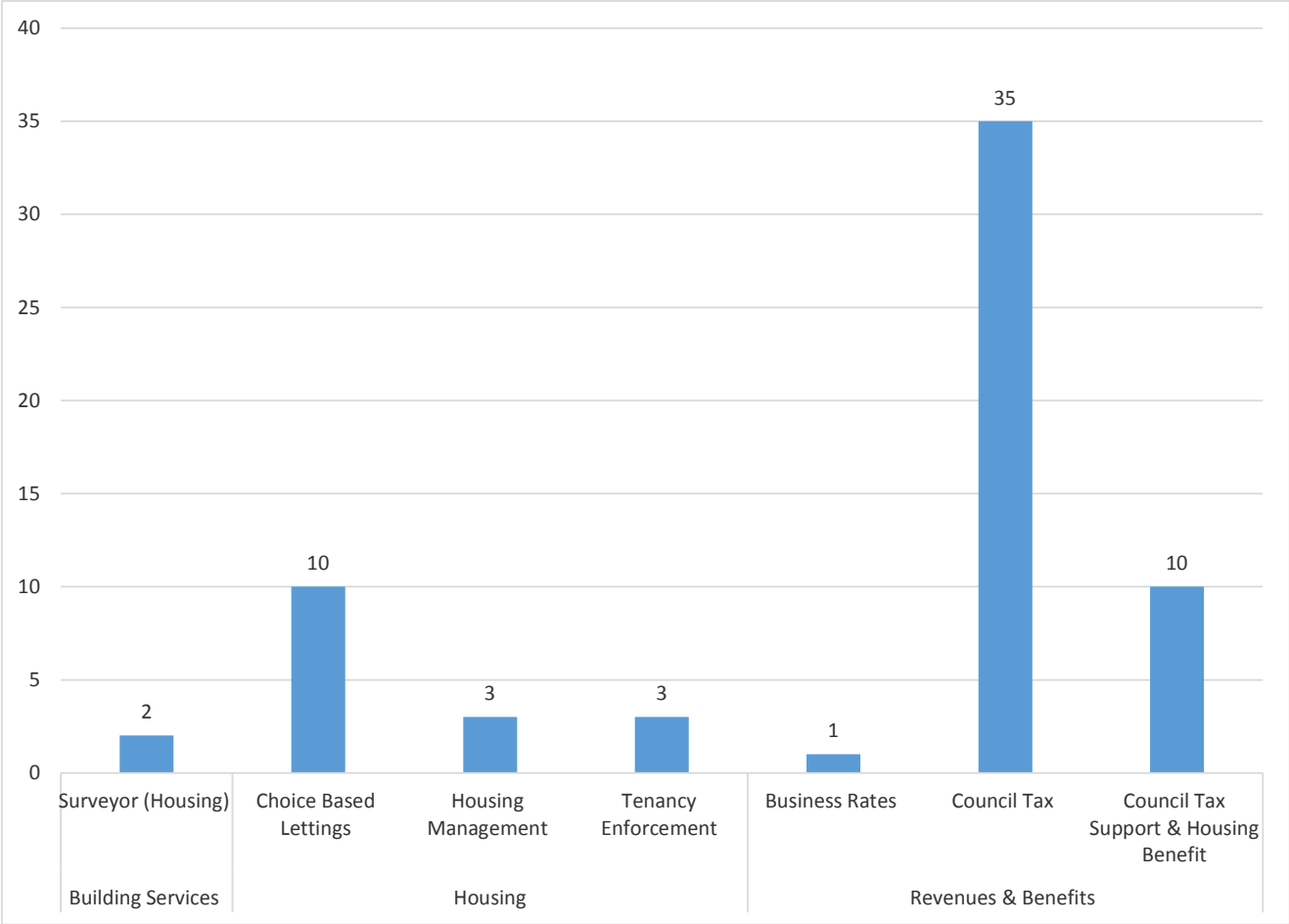
Finance and Human Resource Management



The Complaints and Information Governance Team received 1 complaint, a decrease from 6 in 2015/16.

Financial Assessments received 1 complaint, an increase from 0 in 2015/16.

Housing and Building Services



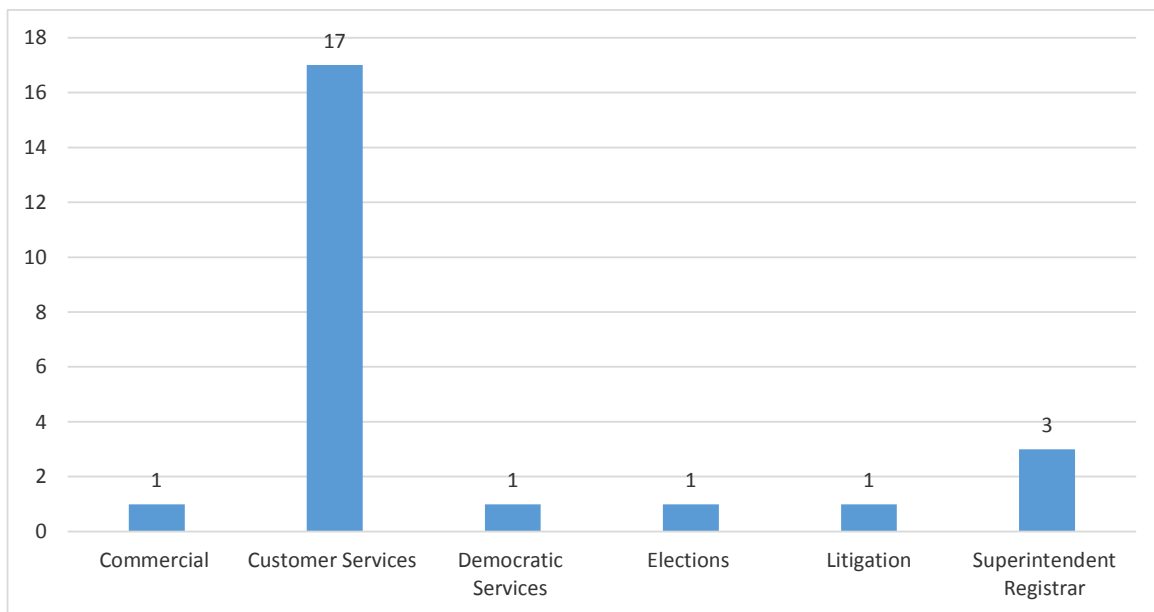
Choice Based Letting received 10 complaints, compared to 1 in 2015/16. The most common cause of complaint was people's dissatisfaction with the way in which their housing application had been processed.

Housing Management received 3 corporate complaints, compared to 7 in 2015/16. There were no discernable themes in the complaints received.

Council Tax received 35 complaints, compared to 16 in 2015/16. These related to the administration of Council Tax and people's dissatisfaction with the service and information provided.

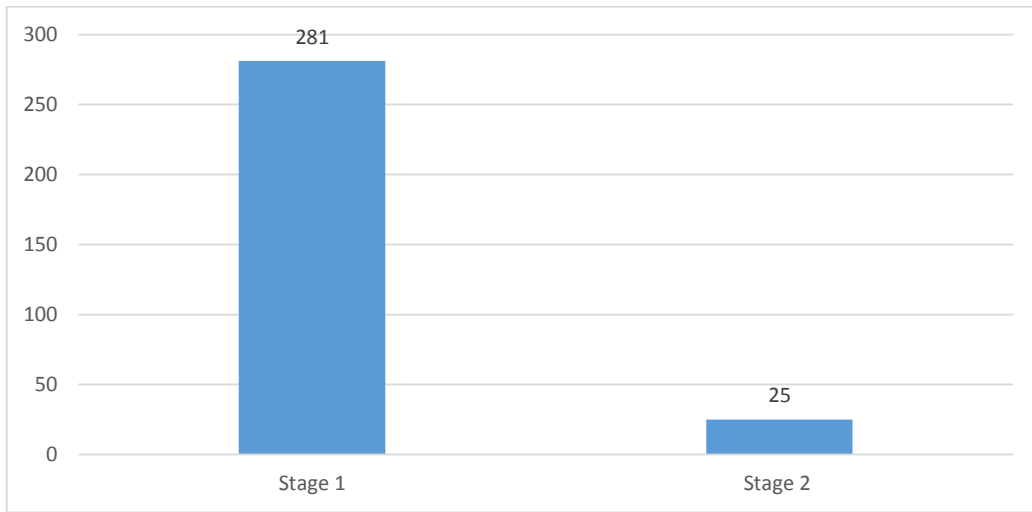
Council Tax Support and Housing Benefit received 10 complaints, an increase from 4 in 2015/16. These related to people's dissatisfaction with the service and information provided.

Law and Governance



Customer Services received 17 complaints, a decrease from 25 in 2015/16.

Complaints by Stage



N.B. 3 complaints were escalated directly to stage 2.

Complaint by Outcome

The below tables show the decisions reached on complaints during 2016/17.

Stage 1 Outcomes

Service Area/Team	Closed With No Response	Escalated to Stage 2 (No S1 Response)	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Neighbourhood Services & Resources	0	0	0	0	0	0	0	0
Assistant Director Chief Executive's	0	0	0	0	0	0	0	0
Democratic & Customer Services	0	0	0	0	0	0	0	0
Customer Services	1	0	0	0	1	1	0	3
Total for Customer Services	1	0	0	0	1	1	0	3
Total for Democratic & Customer Services	1	0	0	0	1	1	0	3
Organisational Planning	0	0	0	0	0	0	0	0
Corporate Communications	0	0	0	0	0	1	0	1
Total for Corporate Communications	0	0	0	0	0	1	0	1
Total for Organisational Planning	0	0	0	0	0	1	0	1
Total for Assistant Director Chief Executive's	1	0	0	0	1	2	0	4
Community Services	0	0	0	0	0	0	0	0
Culture	0	0	0	0	0	0	0	0
Dolphin Centre	1	0	0	0	1	0	0	2
Total for Dolphin Centre	1	0	0	0	1	0	0	2
Hippodrome	0	0	0	2	1	1	0	4
Total for Hippodrome	0	0	0	2	1	1	0	4
Total for Culture	1	0	0	2	2	1	0	6
Environmental Services	0	0	0	0	0	0	0	0
Arboriculture	0	1	1	15	2	0	0	19
Total for Arboriculture	0	1	1	15	2	0	0	19
Building Cleaning	0	0	0	1	0	0	0	1
Total for Building Cleaning	0	0	0	1	0	0	0	1
Cemetery & Crematorium	0	0	0	3	0	1	0	4
Total for Cemetery & Crematorium	0	0	0	3	0	1	0	4
Environmental Crime & Enforcement	0	0	4	3	2	1	0	10
Total for Environmental Crime & Enforcement	0	0	4	3	2	1	0	10

Grounds Maintenance	0	0	2	4	2	7	0	15
Total for Grounds Maintenance	0	0	2	4	2	7	0	15
Gullies	0	0	0	0	0	2	0	2
Total for Gullies	0	0	0	0	0	2	0	2
HWRC	0	0	0	1	0	3	0	4
Total for HWRC	0	0	0	1	0	3	0	4
Junk/House Clearances	0	0	2	1	0	3	0	6
Total for Junk/House Clearances	0	0	2	1	0	3	0	6
Nursery	0	0	0	1	0	0	0	1
Total for Nursery	0	0	0	1	0	0	0	1
Parks, Open Spaces & Nature Reserve Management	0	0	0	2	0	1	0	3
Total for Parks, Open Spaces & Nature Reserve Management	0	0	0	2	0	1	0	3
Recycling Collection	0	0	3	13	0	19	0	35
Total for Recycling Collection	0	0	3	13	0	19	0	35
Refuse Collection	0	0	3	19	1	32	3	58
Total for Refuse Collection	0	0	3	19	1	32	3	58
Street Cleaning	0	0	1	6	2	10	0	19
Total for Street Cleaning	0	0	1	6	2	10	0	19
Total for Environmental Services	0	1	16	69	9	79	3	177
Total for Community Services	1	1	16	71	11	80	3	183
Finance & Human Resource Management	0	0	0	0	0	0	0	0
Finance Adults/Housing	0	0	0	0	0	0	0	0
Financial Assessments	0	0	0	0	0	1	0	1
Total for Financial Assessments	0	0	0	0	0	1	0	1
Total for Finance Adults/Housing	0	0	0	0	0	1	0	1
Total for Finance & Human Resource Management	0	0	0	0	0	1	0	1
Housing & Building Services	0	0	0	0	0	0	0	0
Building Services	0	0	0	0	0	0	0	0
Management of Construction	1	0	0	0	0	0	0	1
Total for Management of Construction	1	0	0	0	0	0	0	1
Surveyor (Housing)	0	0	0	2	0	0	0	2
Total for Surveyor (Housing)	0	0	0	2	0	0	0	2
Total for Building Services	1	0	0	2	0	0	0	3
Housing Services	0	0	0	0	0	0	0	0
Choice Based Lettings	1	0	0	3	1	4	1	10
Total for Choice Based Lettings	1	0	0	3	1	4	1	10

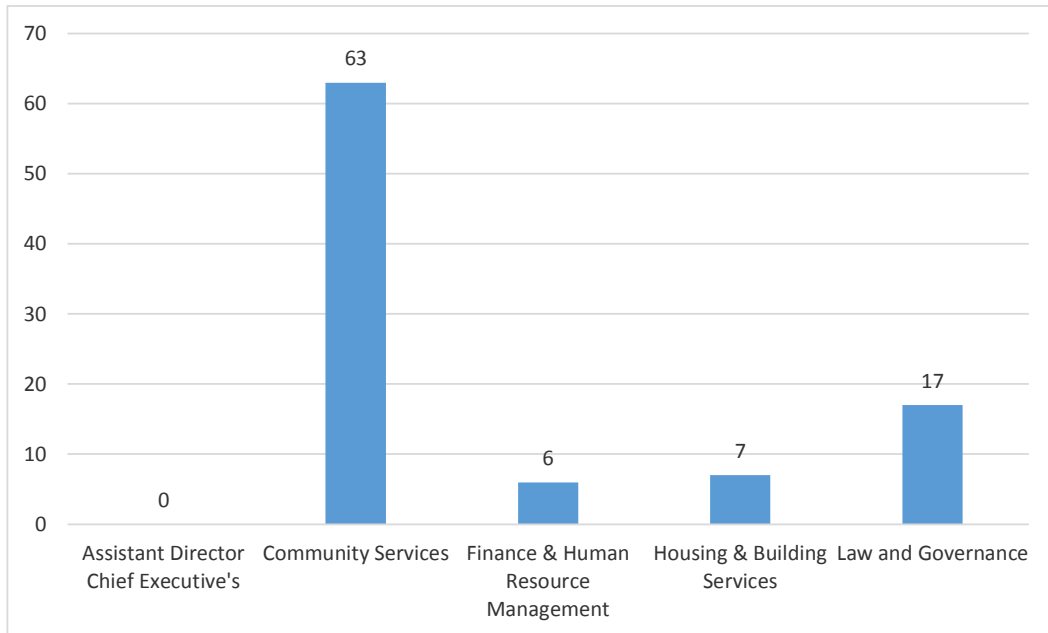
Housing Management	0	0	0	0	0	0	2	2
Total for Housing Management	0	0	0	0	0	0	2	2
Tenancy Enforcement	1	0	0	1	1	1	0	4
Total for Tenancy Enforcement	1	0	0	1	1	1	0	4
Total for Housing Services	2	0	0	4	2	5	3	16
Revenues & Benefits	0	0	0	0	0	1	0	1
Business Rates	0	0	0	0	0	1	0	1
Total for Business Rates	0	0	0	0	0	1	0	1
Council Tax	0	0	2	15	5	9	0	31
Total for Council Tax	0	0	2	15	5	9	0	31
Council Tax Support & Housing Benefit	0	0	0	4	2	4	0	10
Total for Council Tax Support & Housing Benefit	0	0	0	4	2	4	0	10
Total for Revenues & Benefits	0	0	2	19	7	15	0	43
Total for Housing & Building Services	3	0	2	25	9	20	3	62
Law and Governance	0	0	0	0	0	0	0	0
Democratic and Customer Services	0	0	0	0	0	0	0	0
Customer Services	0	0	0	0	8	7	0	15
Total for Customer Services	0	0	0	0	8	7	0	15
Elections	0	0	0	1	0	0	0	1
Total for Elections	0	0	0	1	0	0	0	1
Superintendent Registrar	0	0	0	2	1	0	0	3
Total for Superintendent Registrar	0	0	0	2	1	0	0	3
Total for Democratic and Customer Services	0	0	0	3	9	7	0	19
Litigation	0	0	0	0	0	1	0	1
Total for Litigation	0	0	0	0	0	1	0	1
Total for Law and Governance	0	0	0	3	9	8	0	20
Total for Neighbourhood Services & Resources	5	1	18	99	30	111	6	270

Stage 2 Outcomes

Service Area/Team	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Neighbourhood Services & Resources	0	0	0	0	0	0
Community Services	0	0	0	0	0	0
Environmental Services	0	0	0	0	0	0
Arboriculture	0	3	2	0	0	5
Total for Arboriculture	0	3	2	0	0	5
Cemetery & Crematorium	0	0	0	1	0	1
Total for Cemetery & Crematorium	0	0	0	1	0	1
Environmental Crime & Enforcement	0	2	0	0	0	2
Total for Environmental Crime & Enforcement	0	2	0	0	0	2
Grounds Maintenance	0	0	1	0	0	1
Total for Grounds Maintenance	0	0	1	0	0	1
Junk/House Clearances	0	1	0	0	0	1
Total for Junk/House Clearances	0	1	0	0	0	1
Parks, Open Spaces & Nature Reserve Management	0	0	0	0	1	1
Total for Parks, Open Spaces & Nature Reserve Management	0	0	0	0	1	1
Recycling Collection	0	0	0	1	0	1
Total for Recycling Collection	0	0	0	1	0	1
Street Cleaning	0	1	1	0	0	2
Total for Street Cleaning	0	1	1	0	0	2
Total for Environmental Services	0	7	4	2	1	14
Total for Community Services	0	7	4	2	1	14
Finance & Human Resource Management	0	0	0	0	0	0
Corporate Assurance	0	0	0	0	0	0
Complaints & Information Governance Team	0	1	1	0	0	2
Total for Complaints & Information Governance Team	0	1	1	0	0	2
Total for Corporate Assurance	0	1	1	0	0	2
Total for Finance & Human Resource Management	0	1	1	0	0	2
Housing & Building Services	0	0	0	0	0	0
Housing Services	0	0	0	0	0	0
Choice Based Lettings	0	0	1	0	0	1
Total for Choice Based Lettings	0	0	1	0	0	1

Tenancy Enforcement	0	0	1	0	0	1
Total for Tenancy Enforcement	0	0	1	0	0	1
Total for Housing Services	0	0	2	0	0	2
Revenues & Benefits	0	0	0	0	0	0
Council Tax	0	1	0	0	1	2
Total for Council Tax	0	1	0	0	1	2
Council Tax Support & Housing Benefit	0	1	0	0	0	1
Total for Council Tax Support & Housing Benefit	0	1	0	0	0	1
Total for Revenues & Benefits	0	2	0	0	1	3
Total for Housing & Building Services	0	2	2	0	1	5
Law and Governance	0	0	0	0	0	0
Commercial (Procurement)	0	1	0	0	0	1
Total for Commercial (Procurement)	0	1	0	0	0	1
Democratic and Customer Services	0	0	0	0	0	0
Customer Services	0	0	1	1	0	2
Total for Customer Services	0	0	1	1	0	2
Total for Democratic and Customer Services	0	0	1	1	0	2
Total for Law and Governance	0	1	1	1	0	3
Total for Neighbourhood Services & Resources	0	11	8	3	2	24

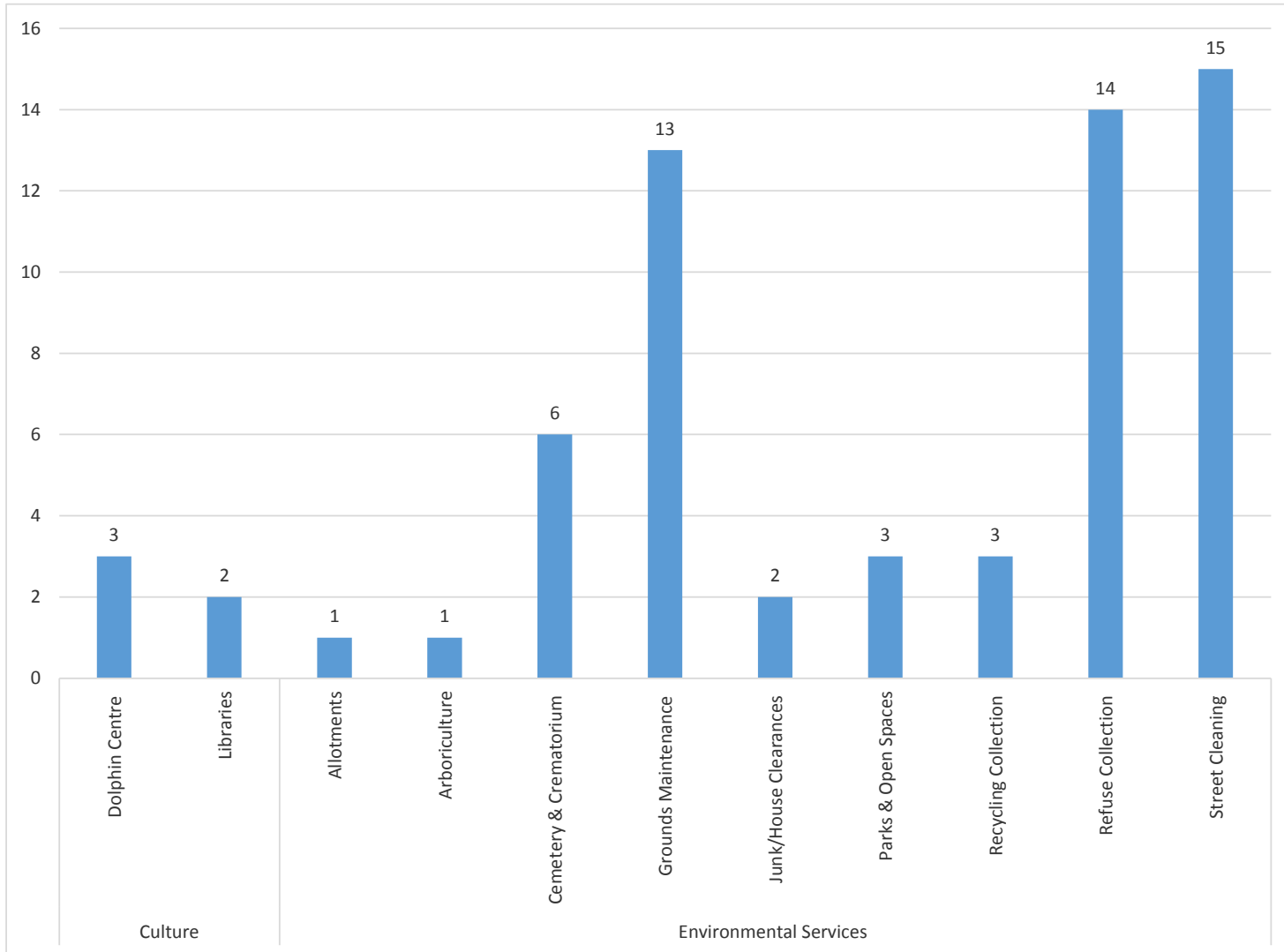
Compliments by Service Area/Team Overview



Assistant Director – Chief Executives

Received 0 compliments, a decrease from 36 in 2015/16. This was as a result of Customer Services moving to Law and Governance.

Community Services



Cemeteries and Crematorium received 6 compliments, an increase from 1 in 2015/16.

Grounds Maintenance received 13 compliments, a decrease from 28 in 2015/16.

Recycling Collection received 3 compliments, a decrease from 12 in 2015/16.

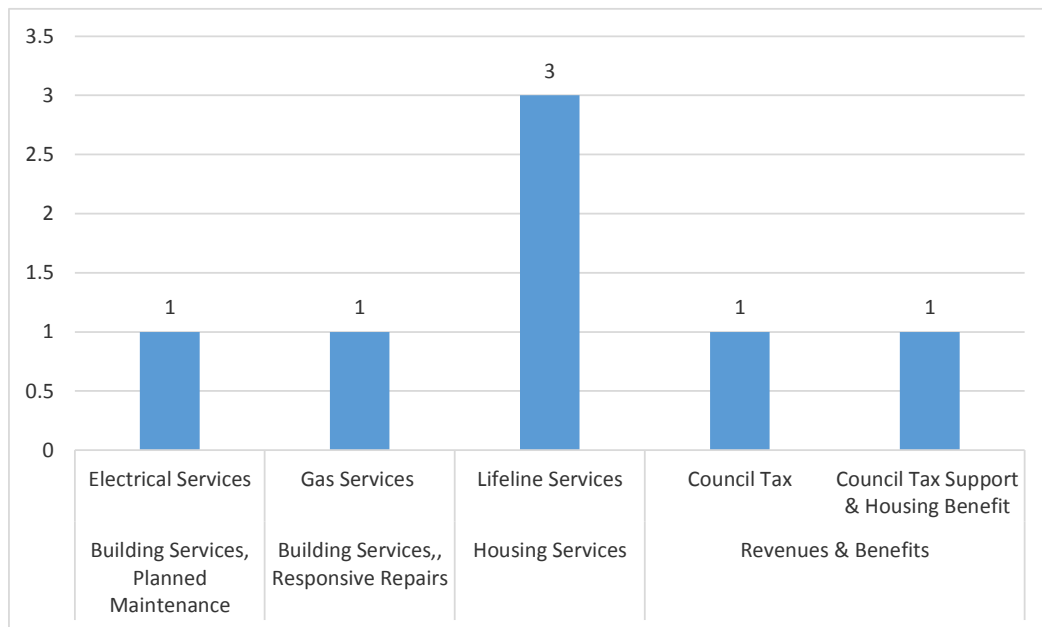
Refuse Collection received 14 compliments, an increase from 13 in 2015/16.

Street Cleaning received 15 compliments, an increase from 13 in 2015/16.

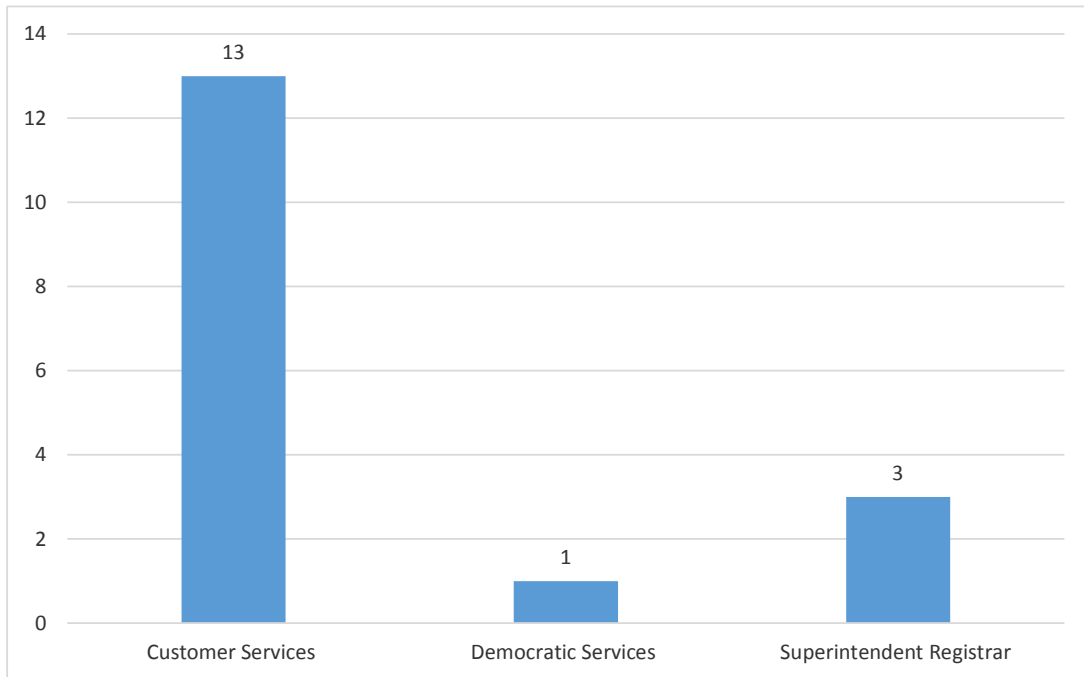
Finance and Human Resource Management

Complaint & Information Governance Team received 6 compliments, an increase from 2 in 2015/16.

Housing and Building Services

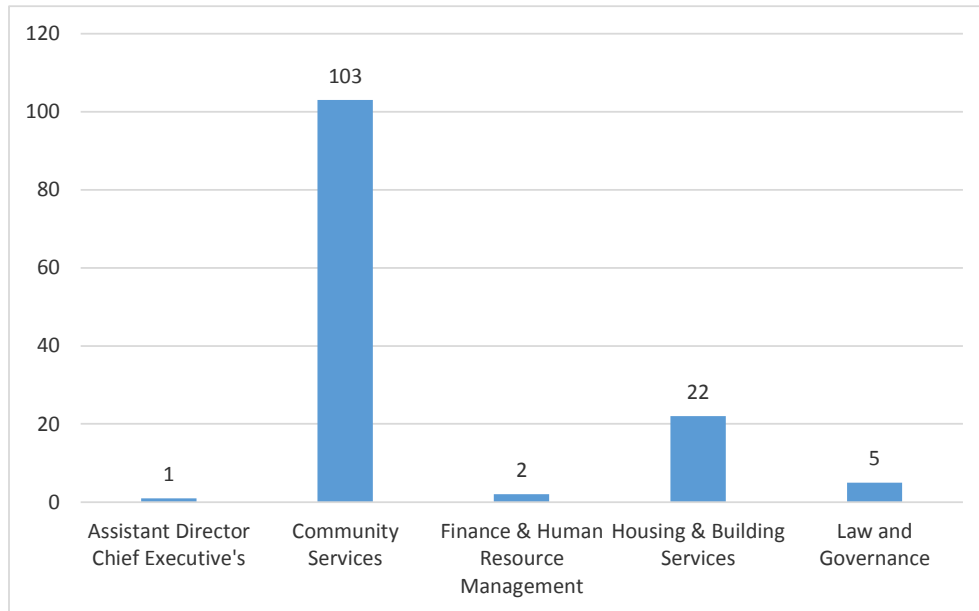


Law and Governance



Customer Services received 13 compliments, a decrease from 30 in 2015/16. The compliments for Customer Services related to the prompt, professional and helpful service primarily in relation to Blue Badges and Council Tax.

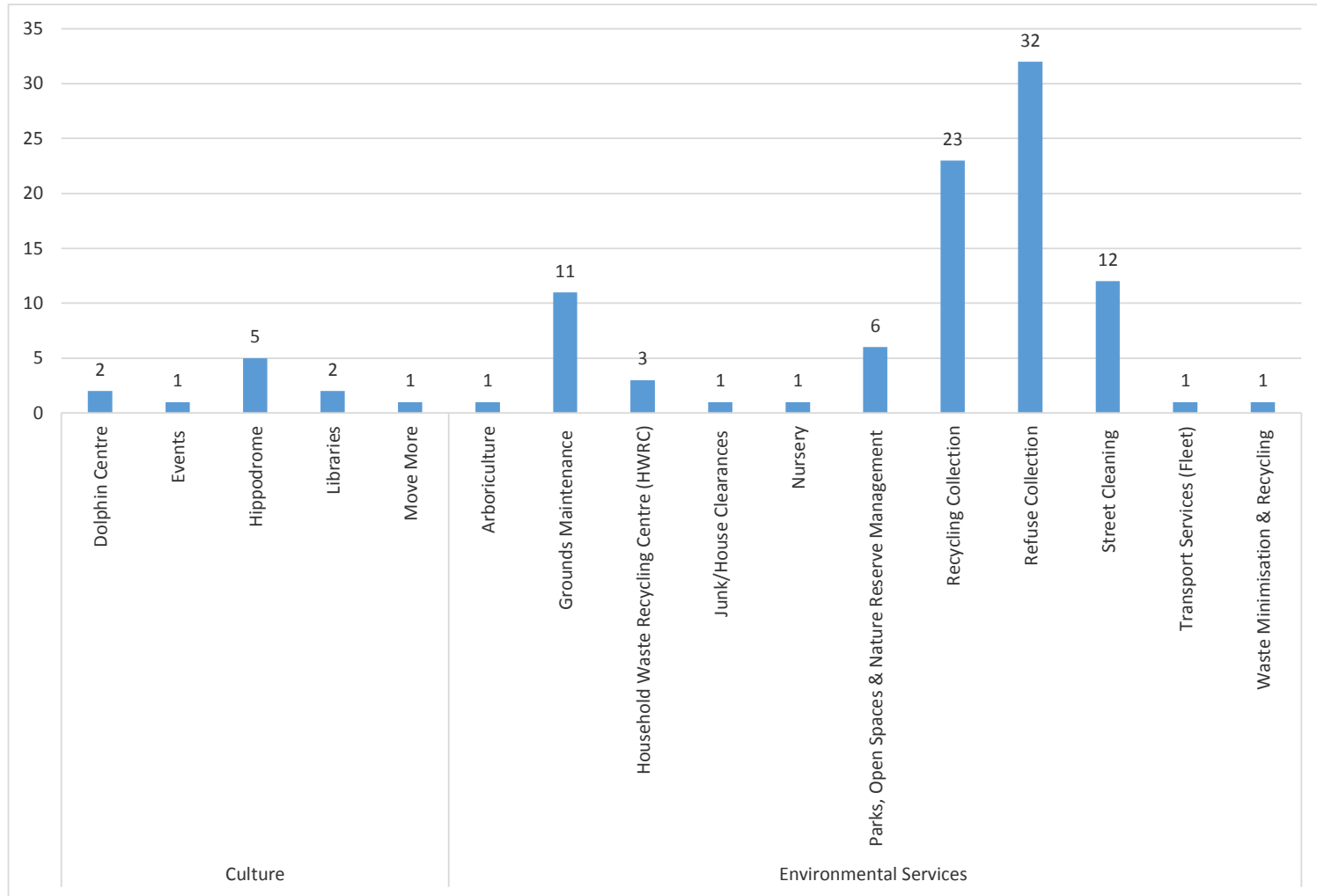
Comments by Service Area/Team Overview



Assistant Director – Chief Executive

Assistant Director Chief Executive received 1 comment, a decrease from 6 in 2015/16.

Community Services



Hippodrome received 5 comments, a decrease from 15 for the Civic Theatre in 2015/16. This is due to the theatre being closed for refurbishment.

Grounds Maintenance received 11 comments, an increase from 8 in 2015/16. There were no discernable themes in the comments received.

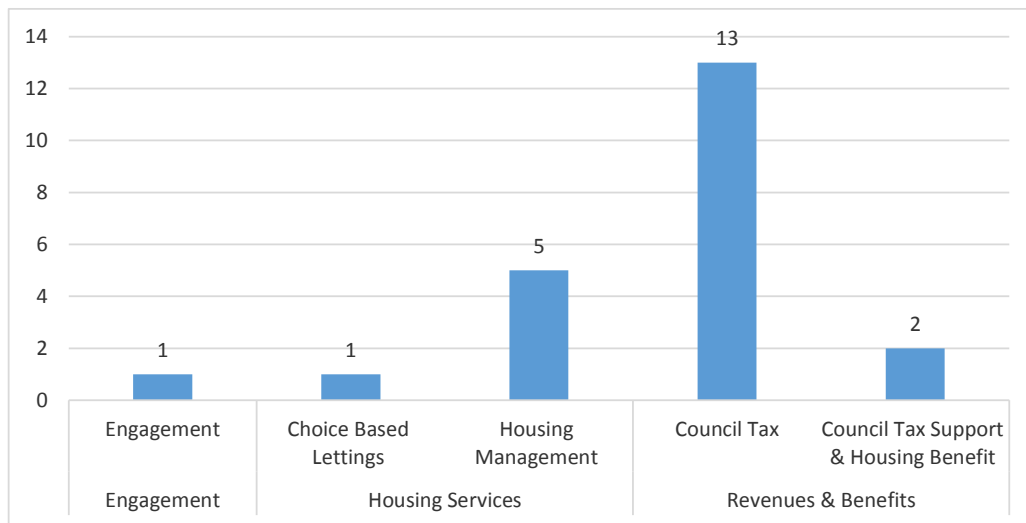
Parks, Open Spaces & Nature Reserve Management received 6 comments, an increase from 1 in 2015/16.

Recycling Collection received 23 comments, an increase from 10 in 2015/16. A common theme was people’s dissatisfaction with having to pay for a replacement bin or caddy.

Refuse Collection received 32 comments, an increase from 8 in 2015/16. The most common theme was people’s dissatisfaction with having to pay for a replacement bin or caddy. People were also dissatisfied with the Council’s policy to no longer provide a recollection following a collection being missed and not collecting the resulting side waste at the next collection.

Street Cleaning received 12 comments, an increase from 9 in 2015/16. These related to peoples dissatisfaction with the overall level of street cleaning in various locations around the town.

Housing and Building Services



Housing Management received 5 comments, an increase from 0 in 2015/16.

Council Tax received 13 comments, an increase from 3 in 2015/16. A common theme was people’s dissatisfaction with the change to the Council’s policy on empty 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 2016/17. Some examples of these are detailed below.

Following a complaint for Grounds Maintenance operatives should be reminded to err on the side of caution when spraying weed killer to avoid inadvertently spraying when the wind speed is in excess of 10 mph.

Following a complaint for Choice Based Lettings the Council's information was updated to ensure all adverts are explicit about our letting criteria.

Following another complaint for Choice Based Lettings it was agreed the Council would update the Darlington Local Lettings Policy to include details of who is/is not eligible to bid on two bedroom houses.

Following a complaint for Tenancy Enforcement it was agreed that a Restorative Justice closure letter would be introduced confirming the outcome and next steps.

Following a complaint for Council Tax Support & Housing Benefit, a review of advice given and records kept was undertaken.

Following a complaint for Council Tax staff were made aware of the changes to process for recording level of notional income for single customers.

Following a further complaint for Council Tax the process for uploading information to the Council's website was reviewed to ensure information is available on the website in future when the council tax bills are dispatched.

Following a complaint for Customer Services it was agreed that upon request the Customer Service Advisors should give their full name.

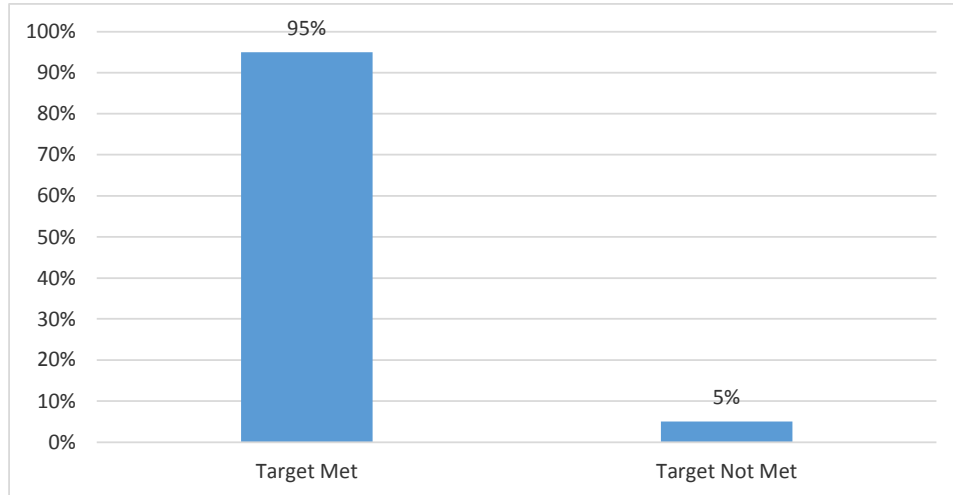
Further recommendations

There are no further recommendations for Neighbourhood Services and Resources.

Performance against the Corporate Complaints, Compliments and Comments Procedure

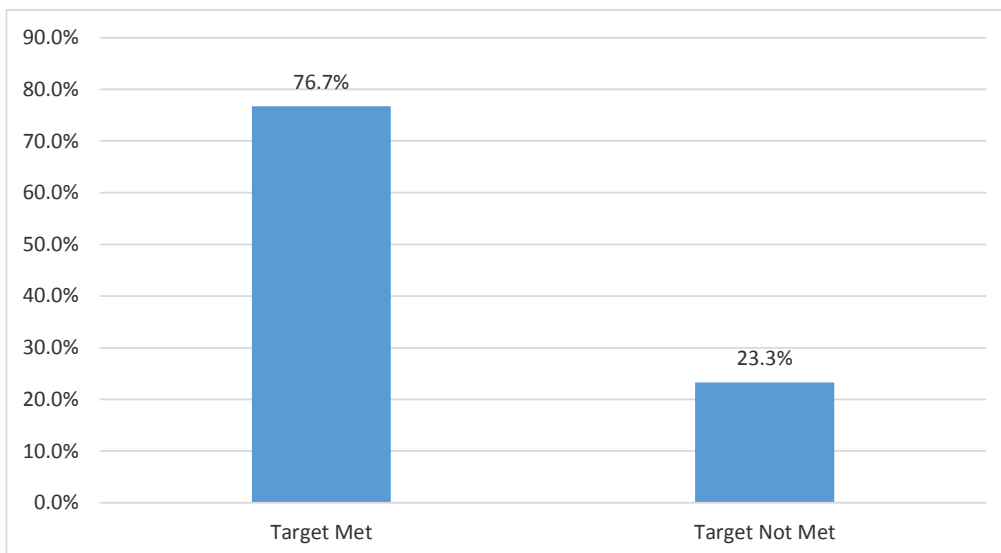
Stage 1

Performance against Stage 1 acknowledgement target (3 working days)



This was a reduction in performance from 97% in 2015/16. The most common reason that the Stage 1 acknowledgement target was not met remains complaints not being 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.

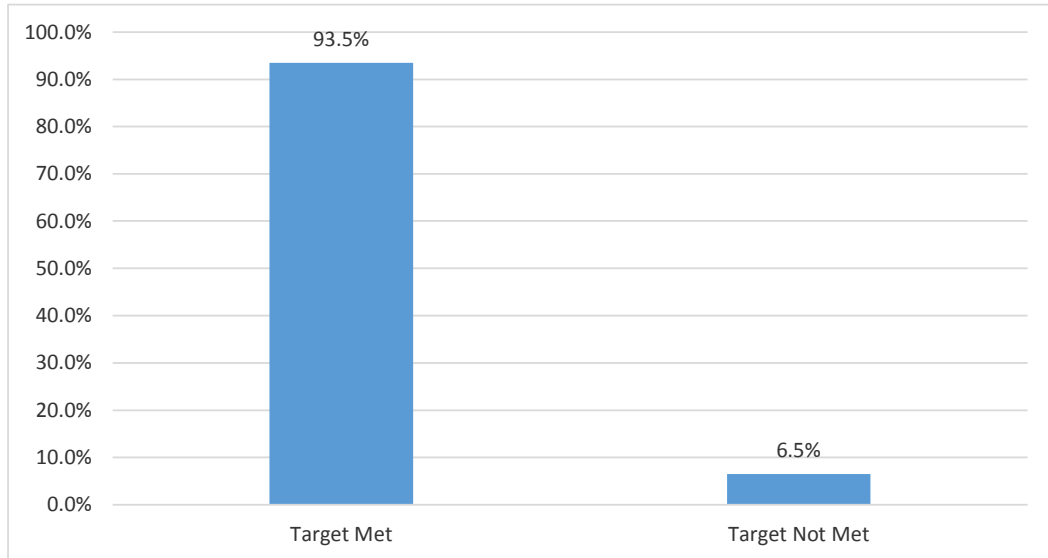
Performance against Stage 1 response target (25 working days)



Performance against the Stage 1 response target was 76.7%, a decrease from 89.5% in 2015/16.

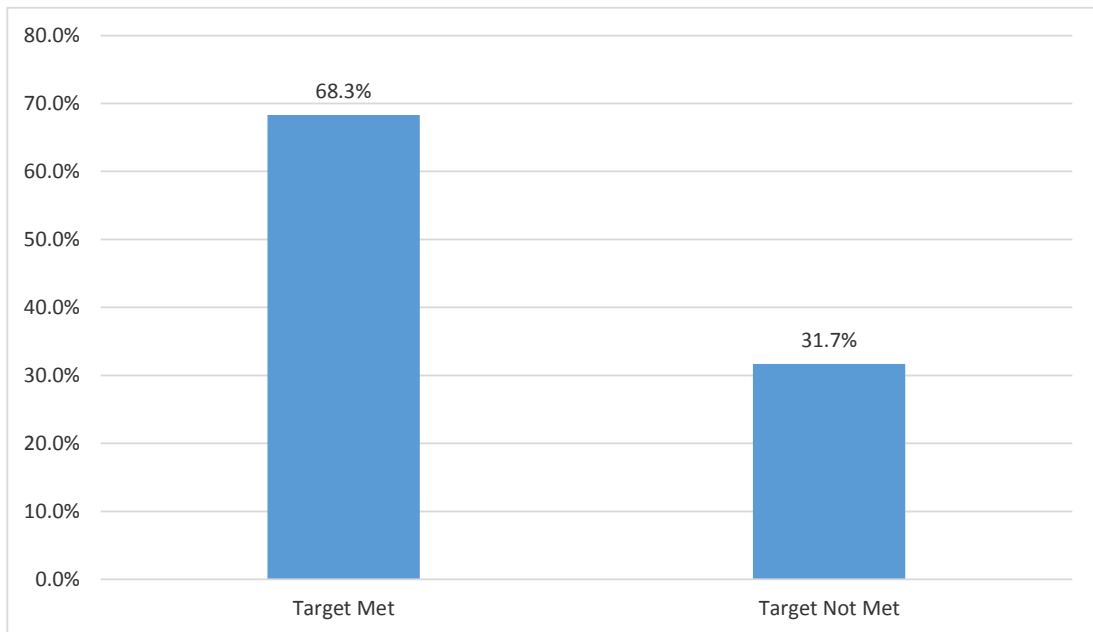
Stage 2

Performance against Stage 2 acknowledgement target (3 working days)



Performance against the Stage 2 response target was 93.5%, an increase from 92.1% in 2015/16.

Performance against Stage 2 response target (30 working days)



Performance against the Stage 2 response target was 68.3%, a decrease from 78.2% in 2015/16. 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 procedure.

Performance against Local Performance Indicators

In relation to corporate complaints the Council's key performance indicator is the number of maladministration decisions received from the Local Government Ombudsman. The Council received 1 maladministration decision during 2016/17, the same number as in 2015/16.

Full details of those complaints determined by the LGO are included in the Cabinet reports of 6 December 2016 and 6 June 2017 entitled [Review of Outcome of Complaints Made to Ombudsman](#).