

Appendix 1 – Q3 & Q4

As there are some compliments, comments and complaints which cross cut departments, the totals within the tables do not correspond with the actual total received.

A- Compliments 1/10/17 - 31/3/18		Number
Growth	CEO/CEPT	3
	Environmental Health	5
	Planning	19
		27
Operations	Housing	23
	Finance	1
	Revenues & Benefits	17
	Streetscene Services	41
		82
Transformation	Customer Service (& Improvement)	21
	Customer Service (& Improvement)	2
	Leisure	17
		40
Total		149

B - Comments 1/10/17 - 31/3/18		Number
Growth	Partnership Team	1
	Environmental Health	4
	Planning	2
		7
Operations	Housing	17
	Property & Estates	4
	Revenues & Benefits	2
	Streetscene Services	33
		10
Transformation	Leisure	2
		2
Total		42

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C – Number of Frontline Resolution (Stage 1) complaints via Contact Centre 1/10/17 - 31/3/18		Number	Percentage outside of timescale of 3 working days
Growth	Environmental Health	1	0%
		1	
Operations	Housing (repairs)	16	25%
	Housing (other)	2	50%
	Revenues & Benefits	5	20%
	Streetscene Services	50	16%
		73	
Transformation	Customer Service (& Improvement)	4	100%
		4	
Total		78	81%

D – Number of Formal Investigation (Stage 2) complaints 1/10/17 - 31/3/18		Number	Within timescale of 15 working days	Out of timescale
Growth	CEO/CEPT	1	1	
	Environmental Health	11	11	
	Legal, Governance & Elections	7	7	
	Planning	19	19	
	Economic Growth	1	1	
		39	39	
Operations	Finance	1	1	
	Housing	29	29	
	Property & Estates	2	2	
	Revenues & Benefits	9	9	
	Community Safety	1	1	
	Streetscene Services	24	23	1
		66	65	
Transformation	Customer Service (& Improvement)	14	14	
	Leisure	5	5	
	H R & Payroll	1	1	
	I C T	1	1	
	(Customer Service &) Improvement	6	6	
		27	27	
Total		134	133	1

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E – Number of Internal Review (S3) complaints 1/10/17 - 31/3/18		Number	Within timescale of 20 working days	Out of timescale
Growth	Environmental Health	3	3	
	Planning	7	7	
	Legal, Governance & Elections	2	2	
		12	12	
Operations	Housing	5	5	
	Revenues & Benefits	3	3	
	Streetscene Services	6	5	1
		14	13	1
Transformation	Customer Service (& Improvement)	1	1	
	(Customer Service &) Improvement	7	7	
		8	8	
Total		34	33	1

	F - Ombudsman's Summary	Departments Involved	Date Decision Letter Received	Ombudsman Decision
09/10/17	LGSCO Initial enquiries Complains the Council failed to consult him on his neighbour's planning application. He also complains the Council disclosed personal information about him to his neighbour	Planning	09/10/17	Closed after initial enquiries - The Ombudsman will not investigate this complaint as it has not caused significant injustice. With regard to the alleged data protection breach, this would be better directed to the ICO.
01/11/17	LGSCO Initial enquiries The Council granted permission to change a skate park from metal ramps to concrete and is concerned that previous antisocial behaviour will resume	Community Safety Environmental Health Planning	15/11/17	Closed after initial enquiries - no further action - The Ombudsman will not investigate this complaint because there is no evidence of fault by the Council.
01/11/17	HO Initial enquiries Tenant is experiencing antisocial behaviour from a previous tenant who has dementia and still believes they live at the property	Housing		Awaiting further correspondence from HO
29/11/17	LGSCO Complaint that the Council will not replace or repair the through floor lift for her disabled son	Housing	30/01/18	Not upheld: no maladministration - The Council considered the housing needs of a vulnerable adult and his family without fault.
12/02/18	HO Initial enquiries Tenant complains that a leak was not repaired in time causing damage to her flooring	Housing	09/03/18	No maladministration by the council in the way it handled the escape of water in the property. This is because it was reasonable for it to assume that the leak was not uncontrollable and ongoing at the time based on the report and that the tenant had access to the communal facilities.

LGSCO* Local Government & Social Care Ombudsman

HO* Housing Ombudsman