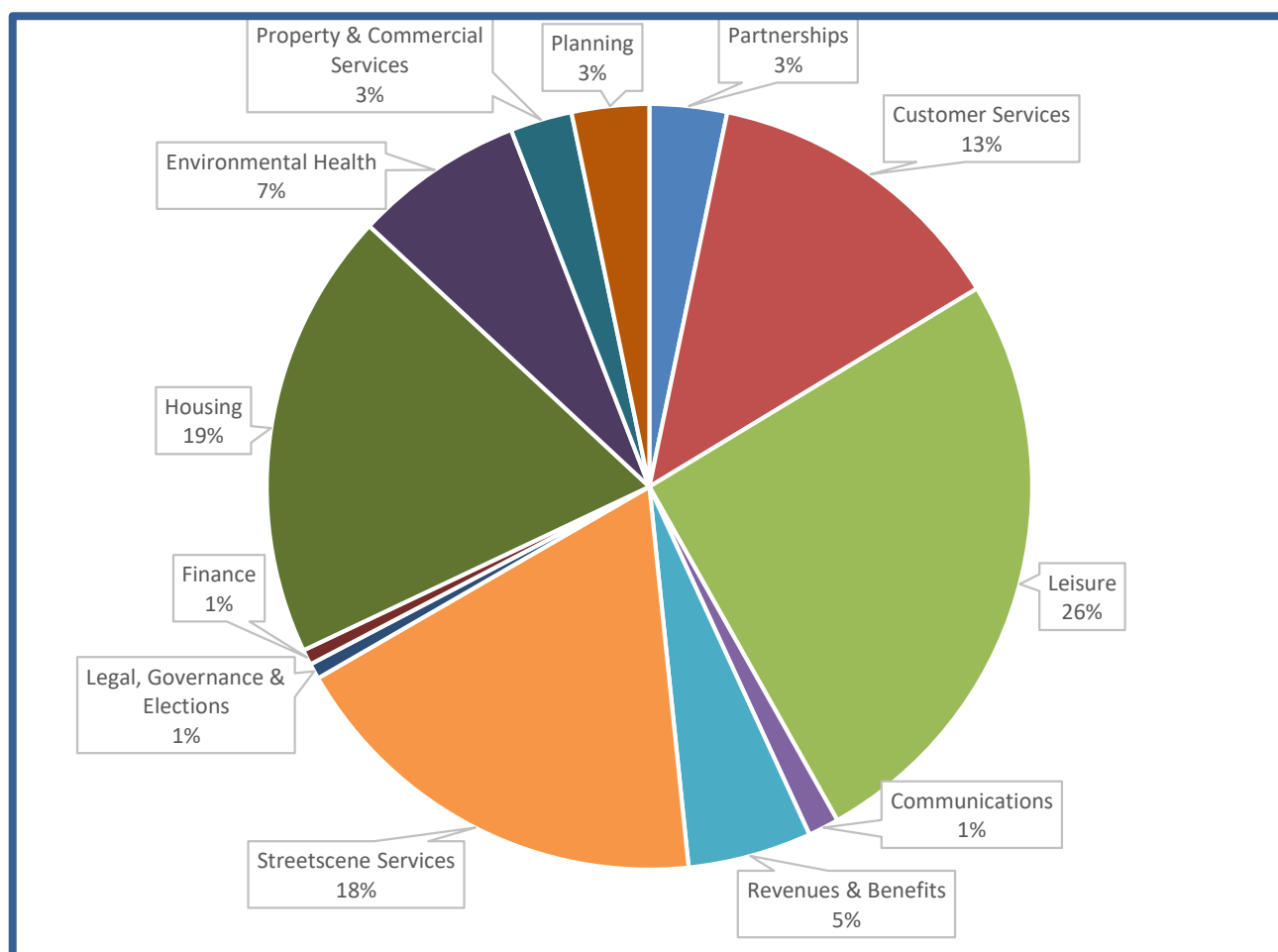


| A- Compliments 1/10/18 - 31/3/19 | | Number |
|---|--------------------------------|---------------|
| People | Partnerships | 5 |
| | Customer Services | 20 |
| | Leisure | 39 |
| | Communications | 2 |
| | Revenues & Benefits | 8 |
| | Streetscene Services | 28 |
| | Legal, Governance & Elections | 1 |
| | Finance | 1 |
| | | 104 |
| Place | Housing | 29 |
| | Environmental Health | 11 |
| | Property & Commercial Services | 4 |
| | Planning | 5 |
| | | 49 |
| Total | | 153 |

Percentage of Compliments by department



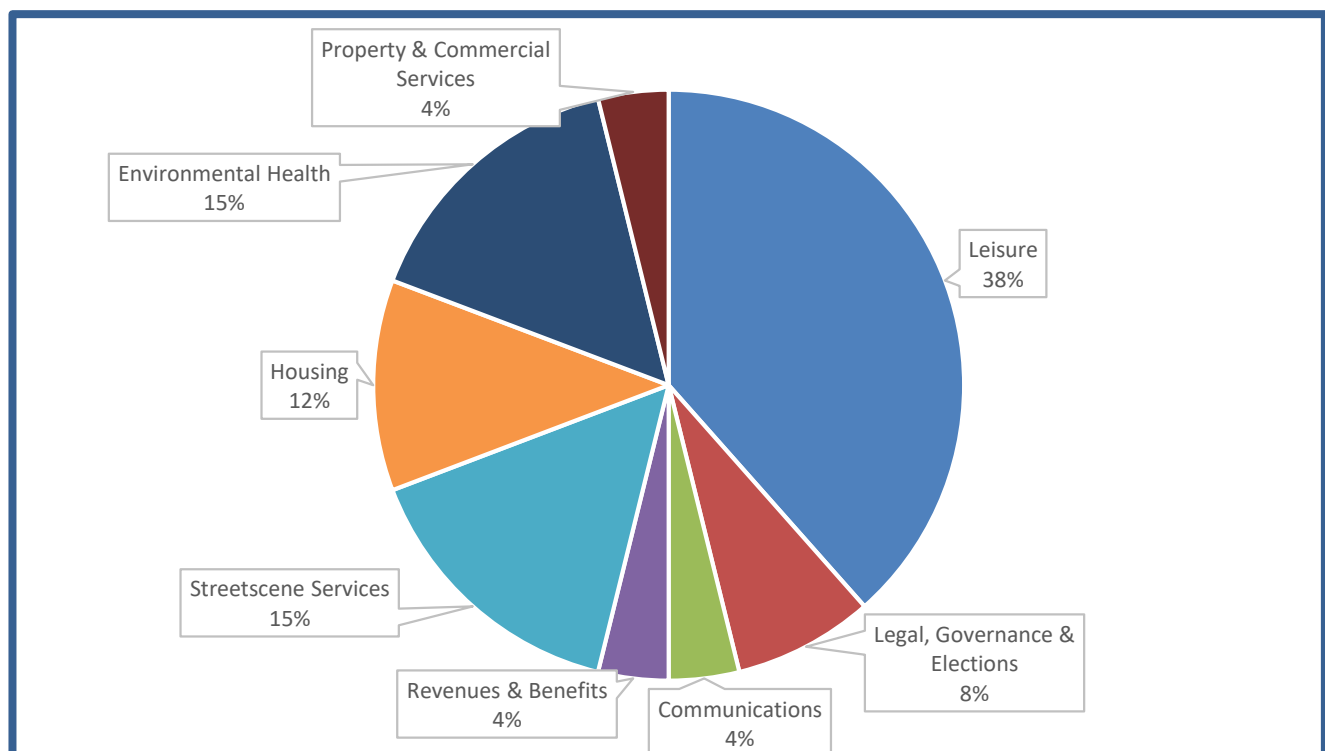
Compliments included:

| | |
|---|--|
| Thank you for everything you have done for us, I will never forget it and don't know what I would have done without your support and understanding. | Revenues & Benefits |
| My two children have just completed the balanceability course and the instructors Tom and Ben we're both fantastic. My daughter was in the level 2 class with no confidence and is now fully riding by herself. My son who is only 2yrs old with no concentration span completed the level 1 and can fully glide with both his feet up (when he wants to of course). | Leisure |
| Tenant has recently had a new roof on her property and she wanted to compliment all the workmen and contractors who have been party to this. She says the works have been carried out with minimal disruption and everyone has been polite and courteous. | Housing |
| Resident is very pleased with the actions of the Council regarding securing the Criminal Behaviour Order for the perpetrator of antisocial behaviour and criminal damage. He says he has been critical of the Council in the past but is happy with the result. He now understands the action the Council had to take and how we had to carry it out. | Streetscene Services Housing Legal Environmental Health |
| Resident would like to say the Customer Advisor has been absolutely outstanding with Universal Credits online. She couldn't have done it without her, she who went over and above her duties, she is very grateful for all her help and advice | Customer Services |
| I would like to thank you from the bottom of my heart for not only understanding the noise problem caused by my neighbours but also for the swift response and settling the problem for me too as it was driving me insane and THANK YOU SO MUCH! 1ST CLASS SERVICE! | Environmental Health Customer Services |
| Resident spoke to a very helpful Officer who sorted his single occupier discount out for him. | Revenues & Benefits |
| Well done to the Partnership Manager and the Team! Fab achievement. | Partnership Strategy |
| Just a word of appreciation for the Planner's patience and perseverance in connection with the recent Reserved Matters Application, he trusts that most of her work is somewhat less complicated and more straightforward. | Planning |
| Resident would like to thank the crew who cut the tree outside his home. They made a great job, cleared up well and were very pleasant. Very much appreciated. | Streetscene Services |
| Officer put on a good presentation and very informative regarding the UK Coaching Safeguarding and Protecting Children's course | Leisure |
| Resident would like to thank Streetscene Services and Customer Advisors - her bin was repaired the day after she reported it | Customer Services Streetscene Services |
| Having been off the gym scene for a good 10 years and into my second year of early retirement winter times were getting tedious with little exercise and 4 walls so decided this year things will change after reading some reviews I was a bit apprehensive but took the plunge and went down and had a look round. I was very impressed with the gym and the amount of equipment so decided to join. Everyone I have met there has been really friendly especially the instructors and staff, can't fault them in any way they are always there if you need any advice or | Leisure |

help with anything it's the best positive step I have made this winter for myself and body I would recommend anyone who is thinking of taking some exercise to go and have a look round and judge by yourselves

| B - Comments 1/10/18 - 31/3/19 | | Number |
|---------------------------------------|--------------------------------|---------------|
| People | Leisure | 10 |
| | Legal, Governance & Elections | 2 |
| | Communications | 1 |
| | Revenues & Benefits | 1 |
| | Streetscene Services | 4 |
| | | 18 |
| Place | Housing | 3 |
| | Environmental Health | 4 |
| | Property & Commercial Services | 1 |
| | | 8 |
| Total | | 26 |

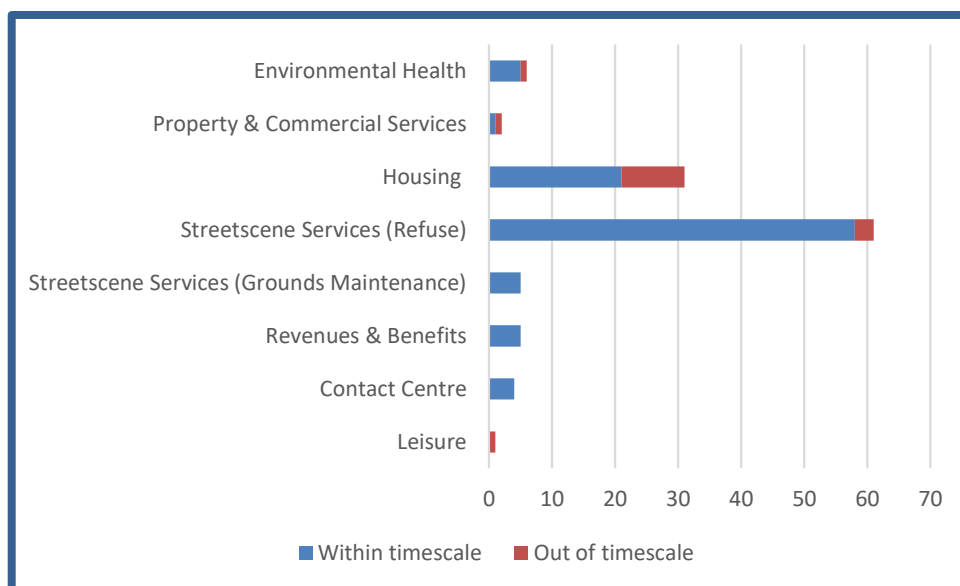
Percentage of Comments by department



| C - Number of Frontline Resolution (Stage 1) complaints via Contact Centre 1/10/18 - 31/3/19 | | Number | Out of timescale (3 working days) |
|---|--|---------------|--|
| People | Leisure | 1 | 1 |
| | Contact Centre | 4 | |
| | Revenues & Benefits | 5 | |
| | Streetscene Services (Grounds Maintenance) | 5 | |
| | Streetscene Services (Refuse) | 61 | 3 |
| | | 76 | 4 |

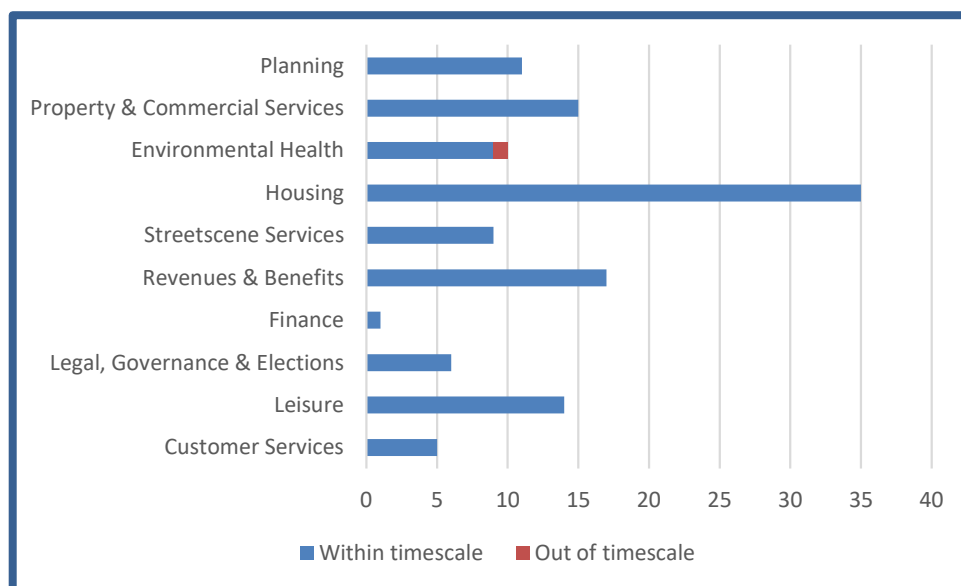
| | | | |
|--------------|--------------------------------|------------|-----------------|
| Place | Housing | 31 | 10 |
| | Property & Commercial Services | 2 | 1 |
| | Environmental Health | 6 | 1 |
| | | 39 | 12 |
| Total | | 115 | 16 (14%) |

Informal complaints (Stage 1) within target (3 working days) by department



| D – Number of Formal Investigation (Stage 2) complaints 1/10/18 - 31/3/19 | | Number | Within timescale of 15 working days | Out of timescale |
|--|--------------------------------|---------------|--|-------------------------|
| People | Customer Services | 5 | 5 | |
| | Leisure | 14 | 14 | |
| | Legal, Governance & Elections | 6 | 6 | |
| | Finance | 1 | 1 | |
| | Revenues & Benefits | 17 | 17 | |
| | Streetscene Services | 9 | 9 | |
| | | 52 | 52 | |
| Place | Housing | 35 | 35 | |
| | Environmental Health | 10 | 9 | 1 |
| | Property & Commercial Services | 15 | 15 | |
| | Planning | 11 | 11 | |
| | | 71 | 70 | 1 |
| Total | | 113 | 112 | 1 |

Formal Investigation (Stage 2) within target (15 working days) by department



| E – Number of Internal Review (S3) complaints 1/10/18 - 31/3/19 | | Number | Within timescale of 20 working days | Out of timescale |
|--|--------------------------------|---------------|--|-------------------------|
| People | Contact Centre | 1 | 1 | |
| | Leisure | 1 | 1 | |
| | Legal, Governance & Elections | 3 | 3 | |
| | Performance | 4 | 4 | |
| | Revenues & Benefits | 3 | 3 | |
| | | 12 | 12 | |
| Place | Housing | 6 | 5 | 1 |
| | Environmental Health | 3 | 3 | |
| | Property & Commercial Services | 1 | 1 | |
| | Planning | 3 | 3 | |
| | | 13 | 12 | |
| Total | | 25 | 24 | 1 |

| F - Ombudsman's Summary | | Departments Involved | Date Decision Letter Received | Ombudsman Decision |
|--|--|----------------------|-------------------------------|---|
| 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 | 26/09/18 | Service failure in the Council's handling of this matter with regard to updating the complainant. |
| 12/09/18 | LGSCO Not happy with response regarding the difference between Planning Applications and the Local Plan | Planning | 01/10/18 | Closed after initial enquiries - no further action. |
| 09/10/18 | LGSCO Initial enquiries. Complaint that the weedspraying programme has damaged their beech hedge | Streetscene Services | 24/10/18 | Closed after initial enquiries - out of jurisdiction. This is because it is reasonable for the complainant to seek a remedy in the courts if the Council denies liability for negligence |
| 03/12/18 13/02/19 4/3/19 | LGSCO Initial enquiries. LGSCO (intention to investigate) LGSCO Investigation. Complainant unhappy with noise nuisance outcome | Environmental Health | | Carried forward |
| 13/02/19 | LGSCO Initial enquiries. Not happy that 'grime' is not being cleaned | Streetscene Services | 14/03/19 | Closed after initial enquiries - no further action. |
| 05/03/19 | LGSCO (intention to investigate) Ms X on behalf of son, wants an adapted Council property | Housing | | Carried forward |
| 20/03/19 | LGSCO Initial enquiries - wants a thorough investigation into conduct of a Parish Councillor | Legal | 28/03/19 | 'Closed after initial enquiries - out of jurisdiction' . Complainant complains from his position as a councillor and so the complaint is outside the Ombudsman's legal remit. |
| 20/03/19 | LGSCO Initial enquiries - wants an investigation into why a Parish Council meeting was made exempt | Legal | 03/04/19 | Closed after initial enquiries - no further action' . Complainant is not caused a significant, personal injustice from his complaint. |

LGSCO* Local Government Ombudsman

HO* Housing Ombudsman