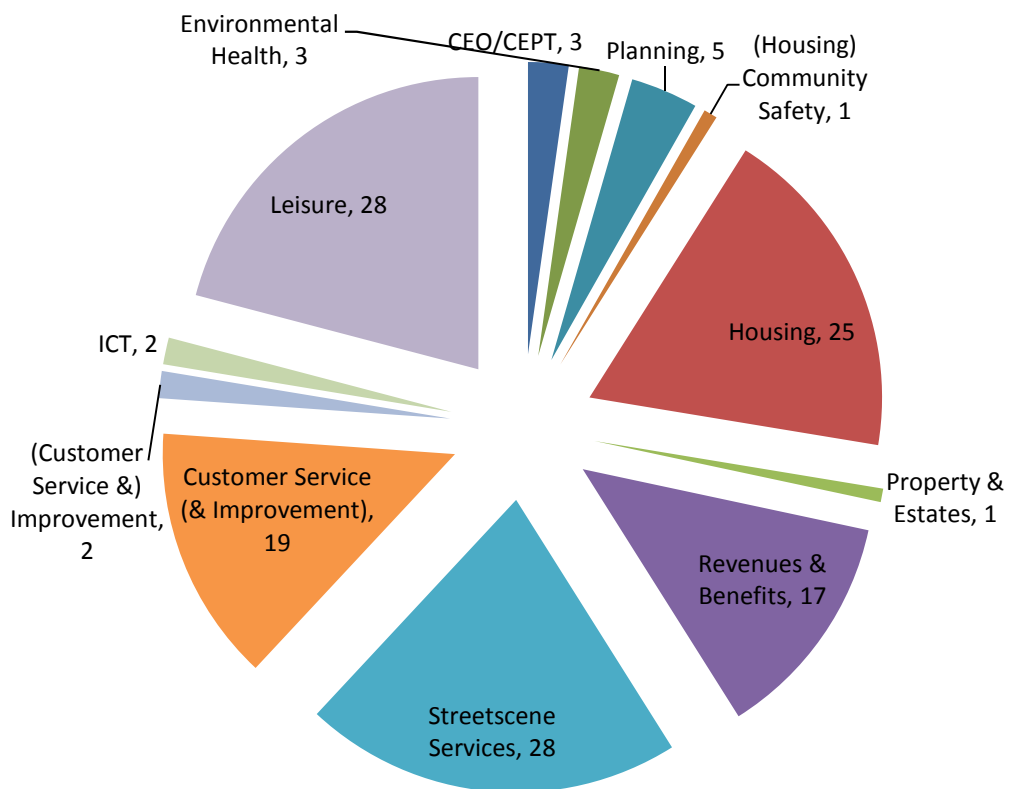


Appendix 3

A- Compliments 1/4/17 - 30/9/17		Number	Percentage of all compliments received
Growth	CEO/CEPT	3	2.25%
	Environmental Health	3	2.25%
	Planning	5	3.7%
		11	8.2%
Operations	(Housing) Community Safety	1	0.7%
	Housing	25	18.7%
	Property & Estates	1	0.7%
	Revenues & Benefits	17	12.7%
	Streetscene Services	28	20.9%
		72	53.7%
Transformation	Customer Service (& Improvement)	19	14.2%
	(Customer Service &) Improvement	2	1.5%
	ICT	2	1.5%
	Leisure	28	20.9%
		51	38.1%
Total		134	100.0%

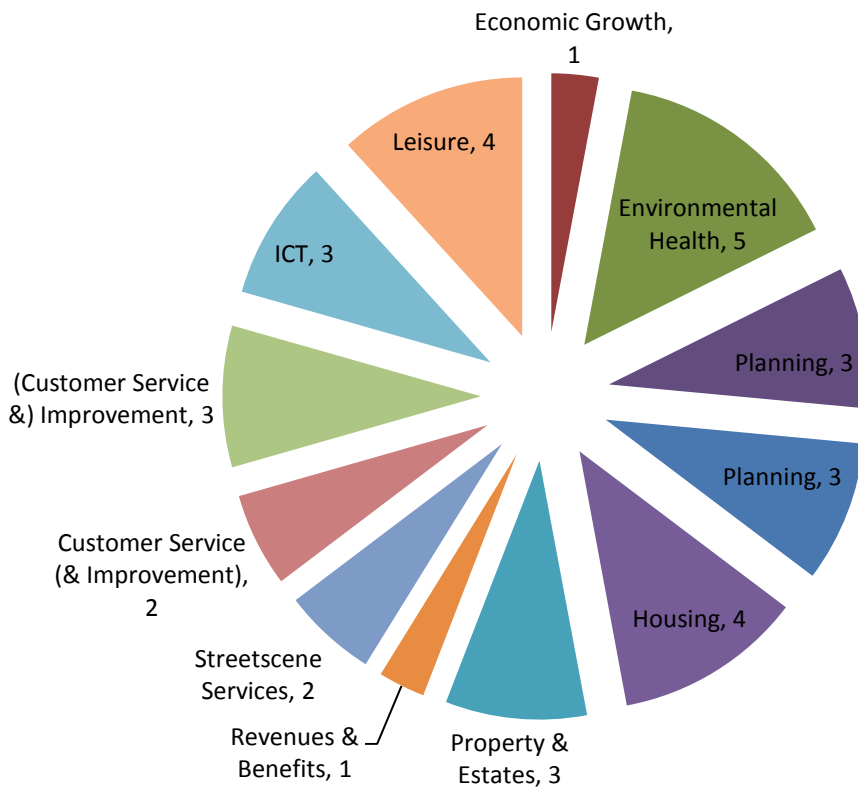


Compliments included:

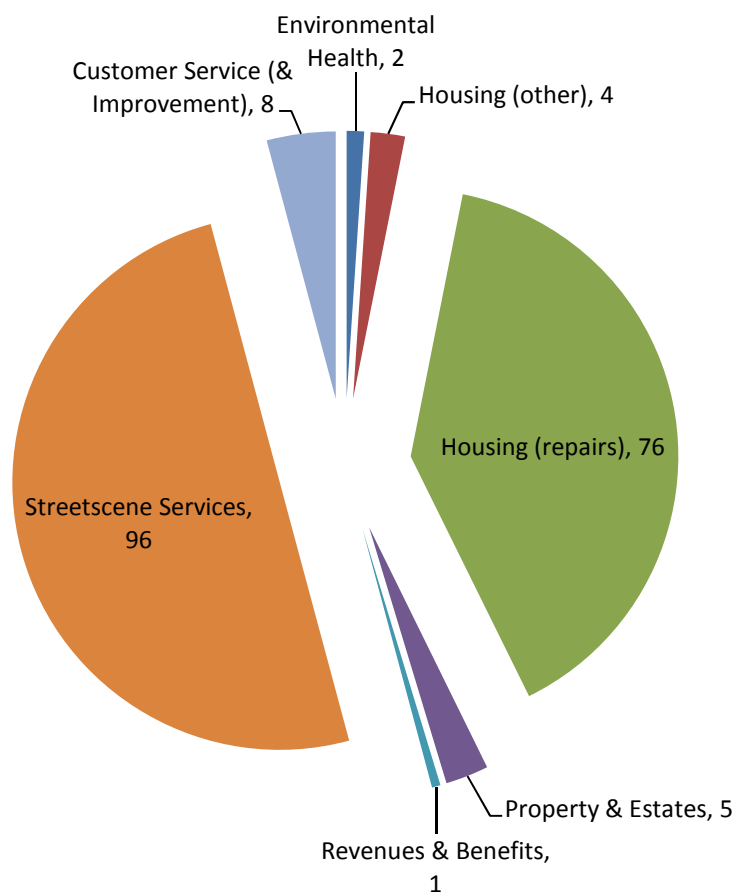
Road sweeper on Oxcroft Lane did a superb job he got out the vehicle and used a shovel and brush and completely cleared the lane of leaves etc.	Streetscene Services
Tenant would like to express how happy she is with the repair to her taps. She says the repairs operative was very pleasant and polite and a credit to the Council. She would like to thank him	Housing
Fab Pilates class today! Very knowledgeable, talks you through each move and explains it well, reminds you about breathing and posture, and made sure the room was warm enough so we could participate effectively. Used a different routine to last week too which keeps it interesting and is always a sign of good planning. Please pass on my compliments - great class.	Leisure
Resident wishes to thank Customer Advisor for her help in contacting CISWO for him. CISWO are now in contact with him and they are assisting him so he wanted to pass on his thanks	Customer Service (& Improvement)
I would like to thank everyone in the office who I have spoken to over these last few weeks for their help and assistance in getting my issues resolved - Housing Benefit, Valuation Office, Council Tax and Recovery.	Revenues & Benefits
Resident would like to thank Streetscene Services. She had reported several instances of flytipping and was pleased to see bins had been placed in the areas concerned and 4 out of the 5 sites had been cleared.	Streetscene Services
Residents wanted to say thank you to Housing Needs Officer and Assistant for being so helpful in relation to applicant and obtaining a property for her. If it wasn't for them they would not be in the situation they are in today as they needed her to be nearer to them for her safety. They are grateful they were for all the help, support and professionalism they have showed towards them.	Housing
Resident would very much like to thank the Planning Technician for his help and information in relation to the request for planning advice.	Planning
When I went in to your office today I was really upset and annoyed but the lady at the desk was very welcoming and friendly. We spoke for a while and she calmed me down as I was in quite a state. She gave me the answers I needed with no hassle in an easy to understand way and took the time to keep explaining the things I didn't understand in different ways till I did understand. She was so lovely, friendly and knowledgeable and thanks to her I will be able to get a good nights' sleep tonight! Please pass on my thanks to this lady as this has been making me ill I have been so worried and she has completely resolved the issue and advised the next steps in one simple but effective conversation.	Customer Service (& Improvement)
Great Balanceability course, highly recommended. Thank you for getting my child to pedal, he loved learning with his friends ☺	Leisure
Please accept my deepest gratitude for your assistance as I am going through a very upsetting period and any assistance is gratefully received.	Revenues & Benefits
When I needed to report something to the council I found the site clear, helpful and easy to navigate. The user interface is simple, efficient and uncluttered, and the site loads very quickly	ICT Customer Service & Improvement
Thanks to the Consultant Programme Manager in CEPT for her ongoing support	CEPT
Reported a noise complaint, customer thinks the service was marvellous from reporting it to the Contact Centre to Environmental Health dealing with this	Environmental Health Customer Service (& Improvement)
Customer wanted to say how excellent a job the street cleaner did on the Valley Park estate in the last two days. She has said they have done a superb and sterling job. He's done the job properly and has taken pride in his job. The weeds and moss have all been removed and the area looks great. Thank	Streetscene Services

you.

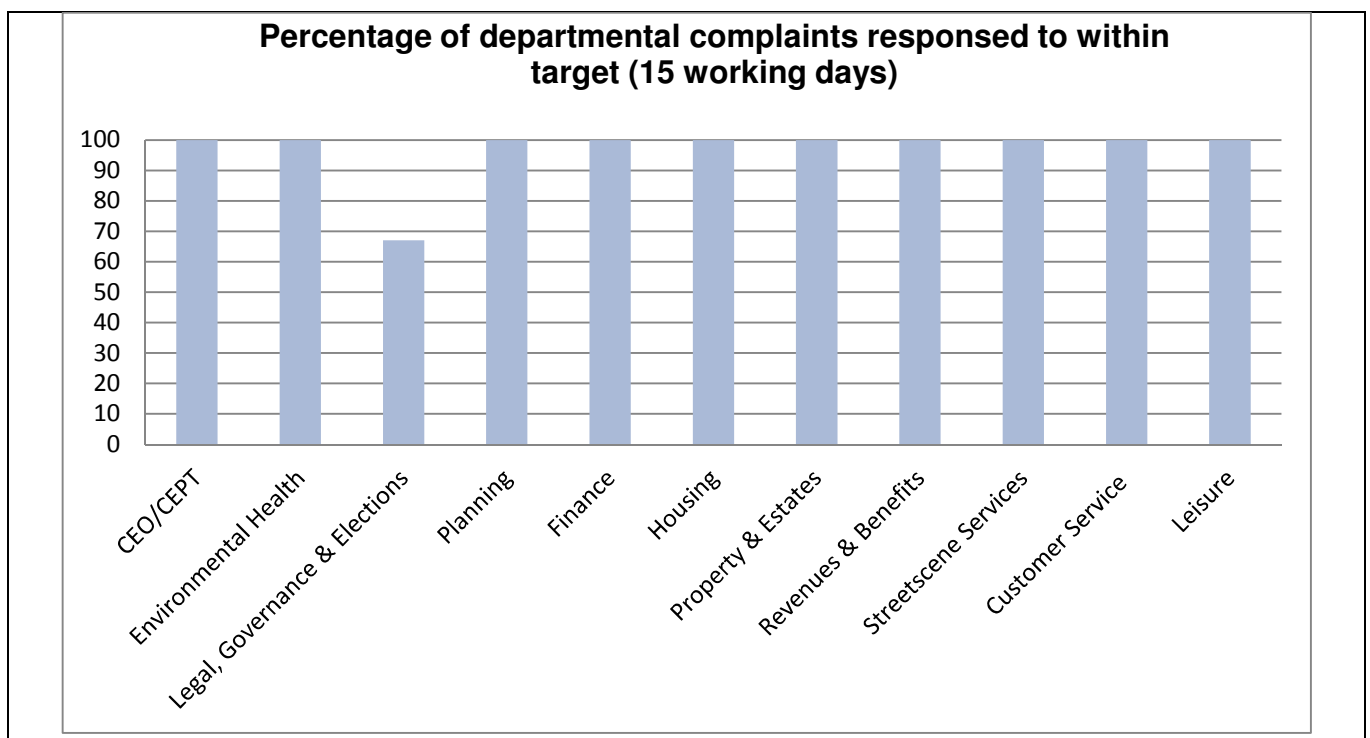
B - Comments 1/4/17 - 30/9/17		Number	Percentage of all comments received
Growth	Economic Growth	1	2.9%
	Environmental Health	5	14.7%
	Planning	3	8.8%
		9	29%
Operations	Housing	4	11.8%
	Property & Estates	3	8.8%
	Revenues & Benefits	1	2.9%
	Streetscene Services	2	5.9%
		10	32%
Transformation	Customer Service (& Improvement)	2	5.9%
	(Customer Service &) Improvement	3	8.8%
	ICT	3	8.8%
	Leisure	4	11.8%
		12	39%
Total		31	100.0%



C – Number of Frontline Resolution (Stage 1) complaints via Contact Centre 1/4/17 - 30/9/17		Number	Percentage outside of timescale of 3 working days
Growth	Environmental Health	2	50%
		2	
Operations	Housing (repairs)	76	42%
	Housing (other)	4	25%
	Property & Estates	5	0%
	Revenues & Benefits	1	0%
	Streetscene Services	96	37%
		182	
Transformation	Customer Service (& Improvement)	8	12%
		8	
Total		192	40%



D – Number of Formal Investigation (Stage 2) complaints 1/4/17 - 30/9/17		Number	Within timescale of 15 working days	Out of timescale
Growth	CEO/CEPT	1	1	
	Environmental Health	8	8	
	Legal, Governance & Elections	3	2	1 (extension applied)
	Planning	5	5	
		17	16	1
Operations	Finance	1	1	
	Housing	30	30	
	Property & Estates	5	5	
	Revenues & Benefits	12	12	
	Streetscene Services	27	27	
		75	75	
Transformation	Customer Service (& Improvement)	8	8	
	Leisure	11	11	
		19	19	
Total		111	110	1



E – Number of Internal Review (S3) complaints 1/4/17 - 30/9/17		Number	Within timescale of 20 working days	Out of timescale
Growth	Environmental Health	5	5	
	Planning	2	2	
		7	7	
Operations	Housing	9	9	
	Property & Estates	2	2	
	Streetscene Services	5	5	
		16	16	
Transformation	Customer Service (& Improvement)	1	1	
	(Customer Service & Improvement	1	1	
	Leisure	4	4	
		6	6	
Total		29	29	

Appendix 3

	F - Ombudsman's Summary	Departments Involved	Date Decision Letter Received	Ombudsman Decision
9/10/17	LGO* 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	9/10/17	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.

LGO* Local Government Ombudsman