

Appendix 3

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

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

<b>C – Number of Frontline Resolution (Stage 1) complaints via Contact Centre 1/10/17 - 31/3/18</b>		<b>Number</b>	<b>Percentage outside of timescale of 3 working days</b>
<b>Growth</b>	Environmental Health	1	0%
		<b>1</b>	
<b>Operations</b>	Housing (repairs)	21	25%
	Housing (other)	2	50%
	Revenues & Benefits	5	20%
	Streetscene Services	70	16%
		<b>98</b>	
<b>Transformation</b>	Customer Service (& Improvement)	4	0%
		<b>4</b>	
<b>Total</b>		<b>103</b>	<b>18%</b>

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

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

Appendix 3

	<b>F - Ombudsman's Summary</b>	<b>Departments Involved</b>	<b>Date Decision Letter Received</b>	<b>Ombudsman Decision</b>
09/10/17	<b>LGSCO Initial enquiries</b> 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	<b>Closed after initial enquiries</b> - 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	<b>LGSCO Initial enquiries</b> 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	<b>Closed after initial enquiries - no further action</b> - The Ombudsman will not investigate this complaint because there is no evidence of fault by the Council.
01/11/17	<b>HO Initial enquiries</b> Tenant is experiencing antisocial behaviour from a previous tenant who has dementia and still believes they live at the property	Housing		<b>Awaiting further correspondence from HO</b>
29/11/17	<b>LGSCO</b> Complaint that the Council will not replace or repair the through floor lift for her disabled son	Housing	30/01/18	<b>Not upheld: no maladministration</b> - The Council considered the housing needs of a vulnerable adult and his family without fault.
12/02/18	<b>HO Initial enquiries</b> Tenant complains that a leak was not repaired in time causing damage to her flooring	Housing	09/03/18	<b>No maladministration</b> 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**