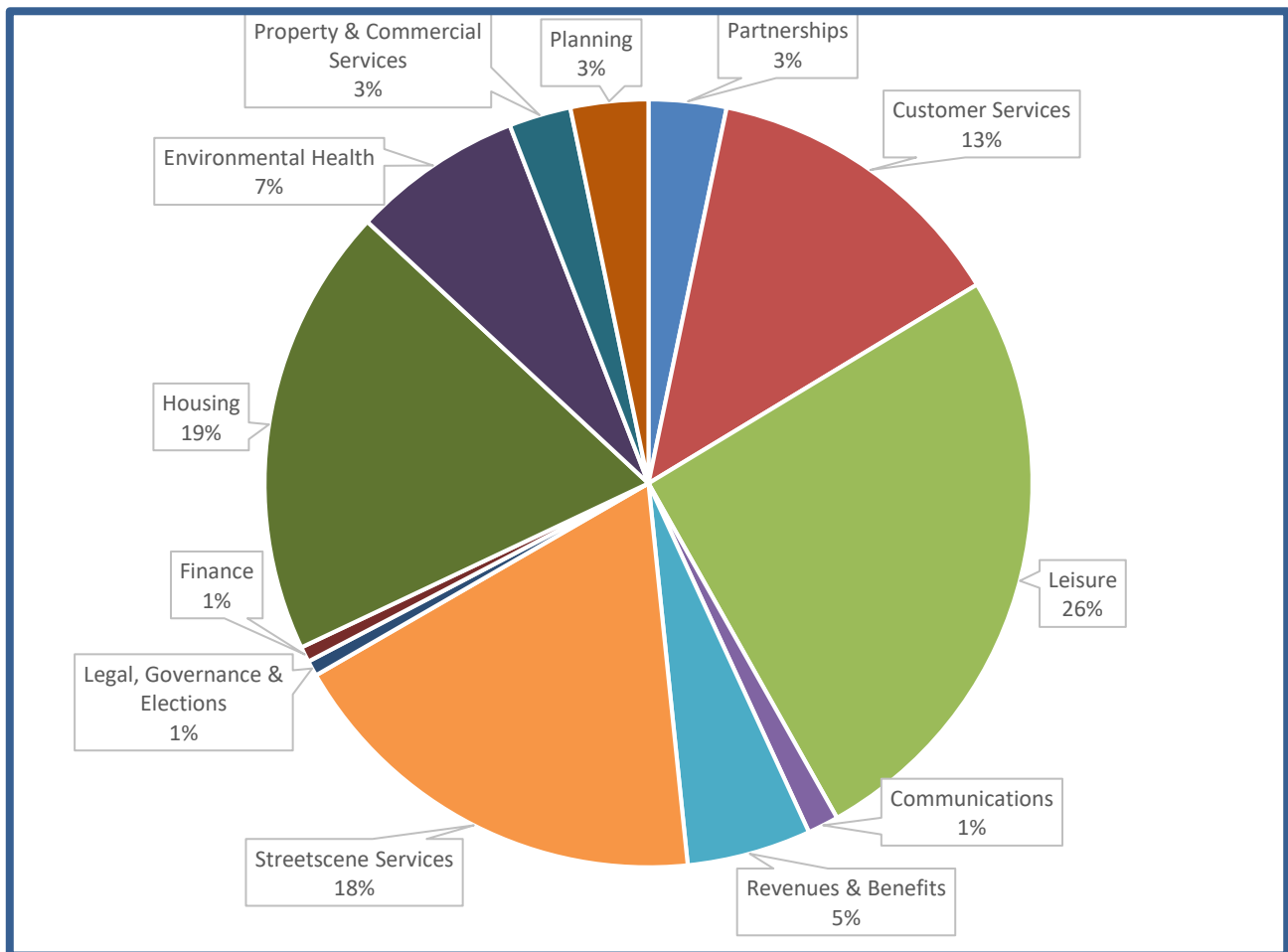


Appendix 3

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

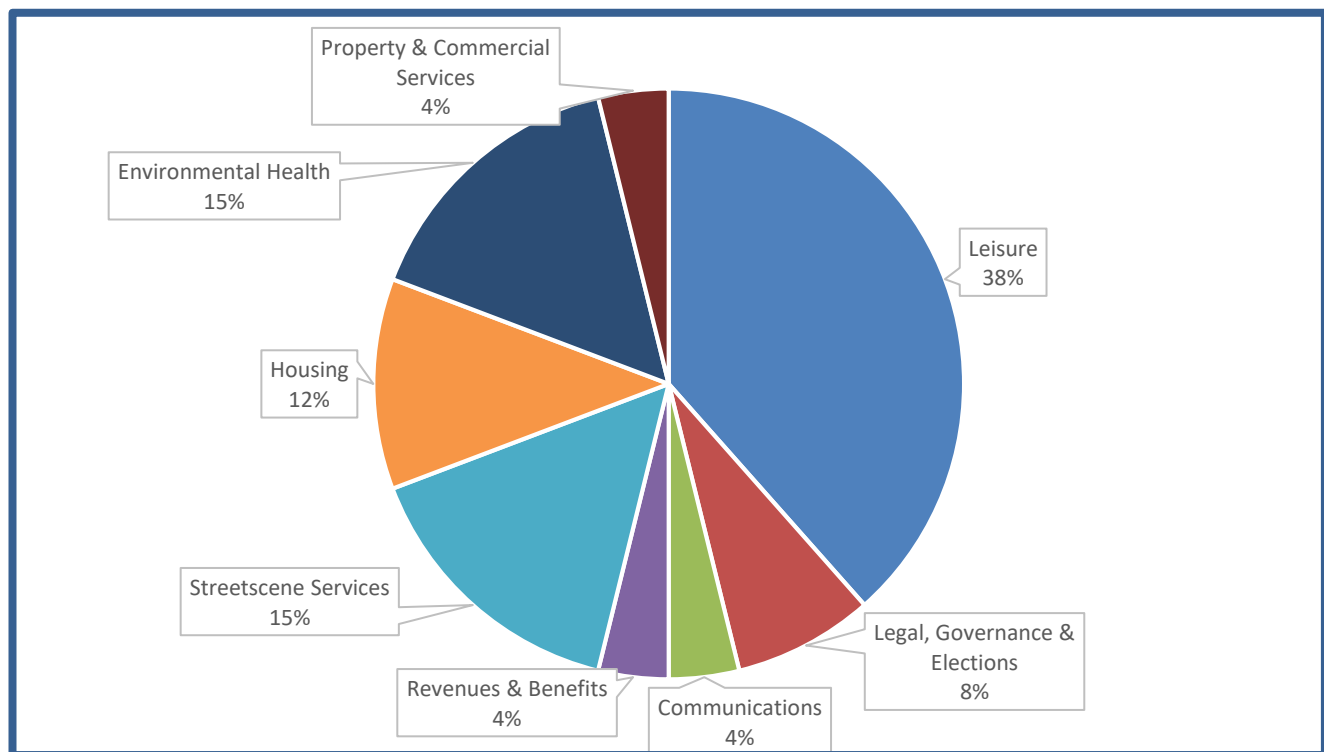


Compliments included:

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 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	Leisure

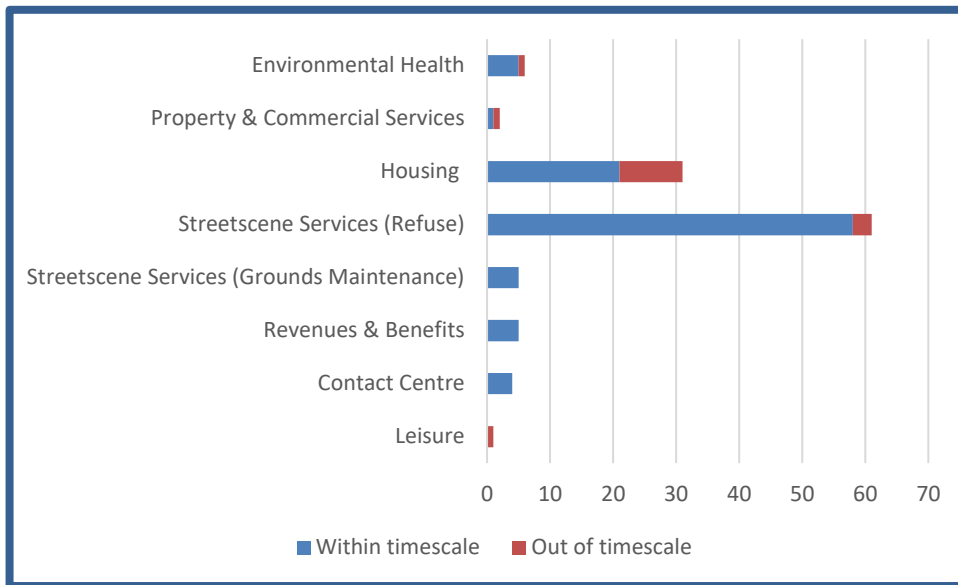
B - Comments 1/10/18 - 31/3/19		Number
People	Leisure	10
	Legal, Governance & Elections	2
	Communications	1
	Revenues & Benefits	1
	Streetscene Services	4
		18
Place	Housing	3
	Environmental Health	4
	Property & Commercial Services	1
		8
Total		26

Percentage of Comments by department



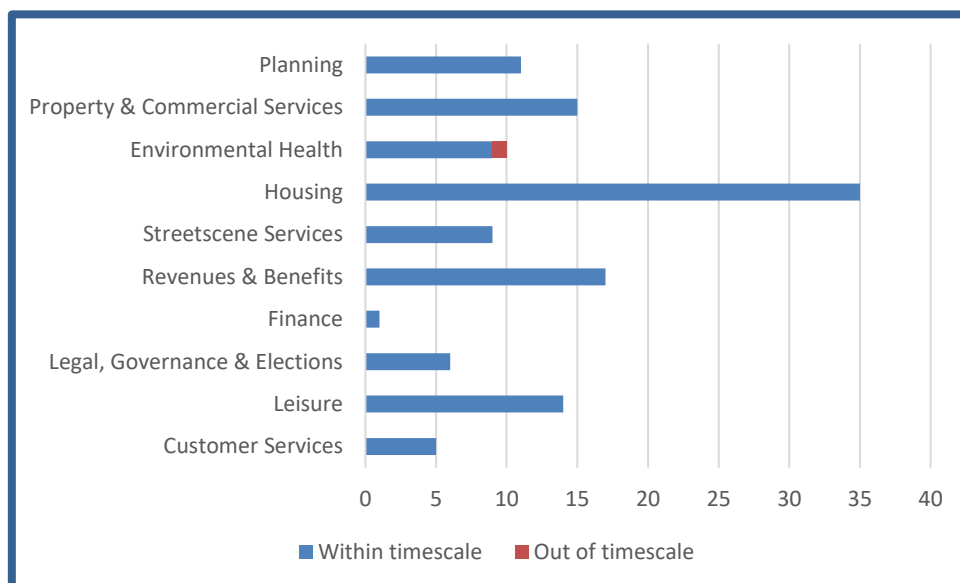
C - Number of Frontline Resolution (Stage 1) complaints via Contact Centre 1/10/18 - 31/3/19		Number	Out of timescale (3 working days)
People	Leisure	1	1
	Contact Centre	4	
	Revenues & Benefits	5	
	Streetscene Services (Grounds Maintenance)	5	
	Streetscene Services (Refuse)	61	3
		76	4
Place	Housing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

Appendix 3

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