



**Corporate Complaints,  
Compliments and  
Comments  
Annual Report  
2015/16**

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## **Introduction**

This report provides an analysis of the complaints, compliments and comments received by the Council during 2015/16 under the Corporate Complaints, Compliments and Comments Procedure (the corporate procedure). The purpose of the report is to identify topics and trends in relation to complaints; identify areas of organisational learning that have taken place over the past year as a result of the complaints received and make further recommendations based on trend data to improve services. The report also highlights those areas of good practice within the Council and seeks to identify topics and trends in relation to comments made by members of the public so that the Council can also take action where appropriate to improve services. In addition to the statistical information presented in this report it is important to recognise the work of the Complaints and Information Governance (CIG) Team that underpins this in terms of promoting an organisational culture in which complaints are recognised, accepted, owned and resolved as efficiently and as close to the point of service delivery as possible.

## **Corporate Complaints, Compliments and Comments Procedure**

The corporate procedure sets out how the Council will deal with all complaints, compliments and comments received with the exception of those received in relation to adult and children's social care services, social housing, public health and Members which will be dealt with under separate procedures.

The corporate procedure has two stages. Stage 1 is a local resolution stage where we try to resolve those complaints that cannot be resolved immediately as part of our day to day business. Stage 1 complaints are dealt with locally, that is within the service being complained about. We aim to resolve the majority of complaints at Stage 1 of the corporate procedure.

Stage 2 is a formal investigation stage where complaints will usually be investigated by the Complaints and Information Governance Manager or another officer independent of the service being complained about.

If the complainant remains dissatisfied following a Stage 2 investigation they may refer the matter to the Local Government Ombudsman.

## **Public Information and Accessibility**

We are committed to making sure that everyone has equal access to all our services. To help make sure the Council's complaints procedures are easily accessible we have produced two leaflets (one for children and young people and one for adults) covering all Council services to reflect the single point of access for complainants within the Council. The leaflets are available in all Council buildings. They have been written in line with the Plain English Campaign standards. The title is written in the most commonly used community languages and it contains details on how to access the information in other formats, for example, large print, audio and Braille.

Information is available on the Council's website which contains an electronic form people can use to make a complaint, pay someone a compliment or pass comment on

Council services. People may make a complaint in any format they wish. This can be in writing, email, via the web, over the phone, in person or by any other reasonable means.

The Complaints and Information Governance Manager can arrange advocates and interpreters (including British Sign Language interpreters) where appropriate.

# Complaints Information and Organisational Learning

## Overview of Complaints, Compliments and Comments

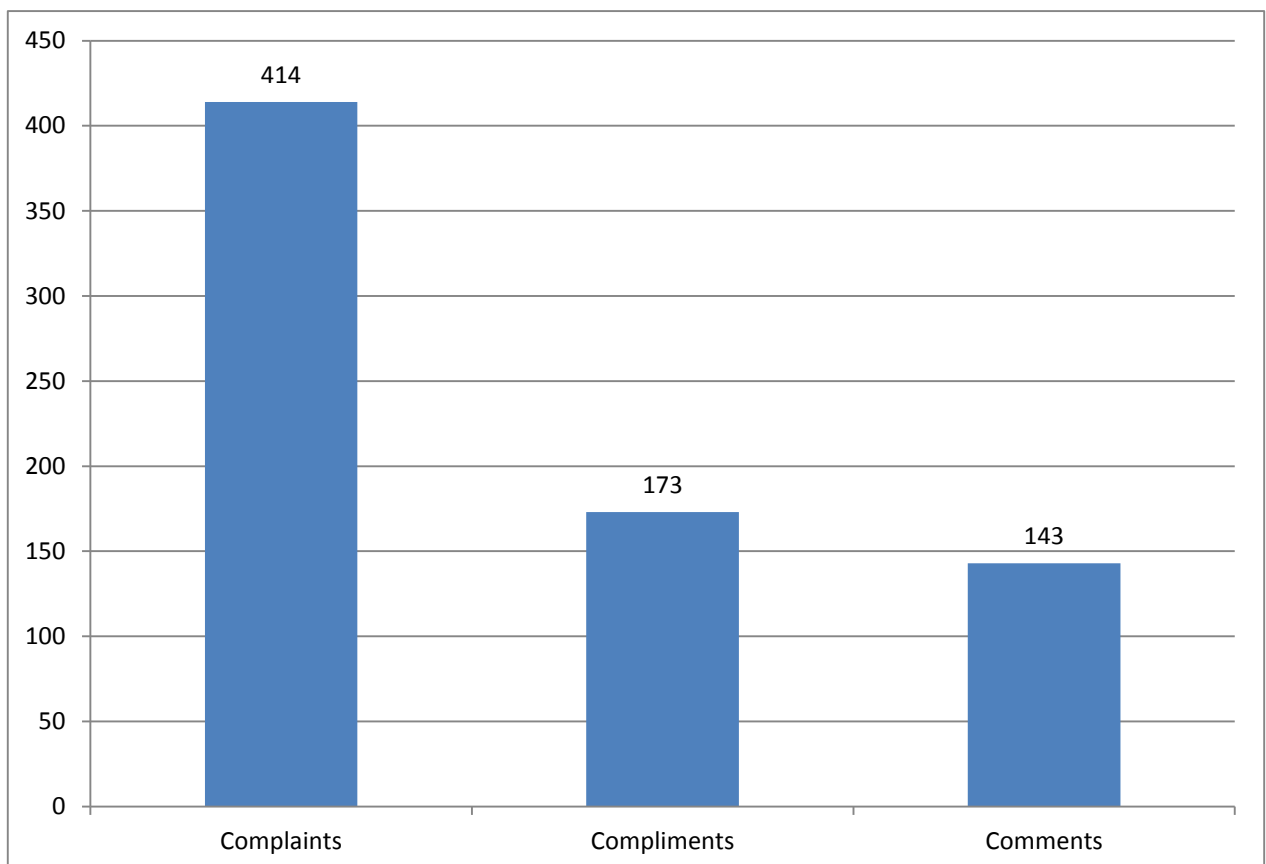
Between 1 April 2015 and 31 March 2016 the Council received a total of 730 representations under the corporate procedure, a decrease from 1,205 in 2014/15.

The Council received 414 complaints, a decrease from 757 in 2014/15. 403 complaints were initially dealt with at Stage 1 of the corporate procedure, while 11 were initially dealt with at Stage 2. 47 Stage 1 complaints were escalated to Stage 2 following a Stage 1 investigation. In total 58 complaints were investigated at Stage 2, a decrease from 99 in 2014/15. This decrease in complaints can be attributed primarily to the reduction in complaints about problems people initially experienced with their refuse and recycling collections following the introduction of alternate weekly collections.

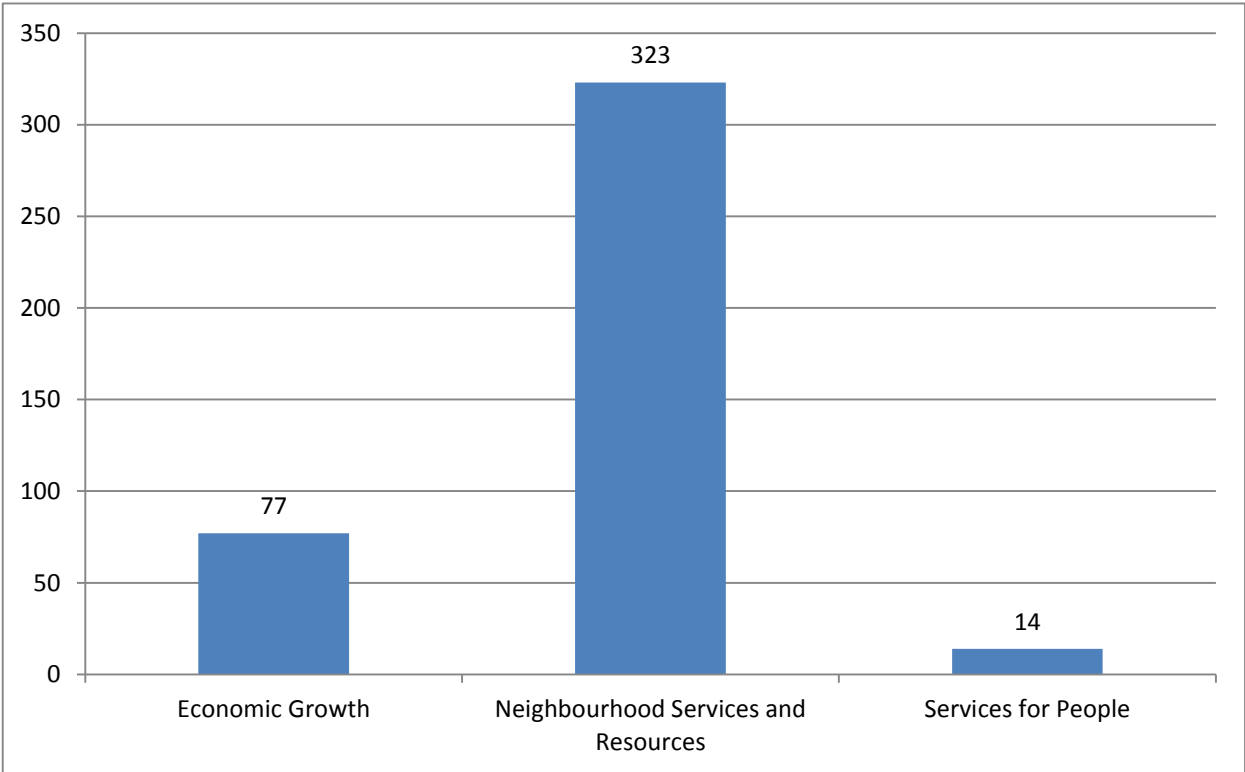
The Council received 173 compliments, a slight decrease from 185 in 2014/15.

The Council also received 143 comments, a decrease from 263 in 2014/15.

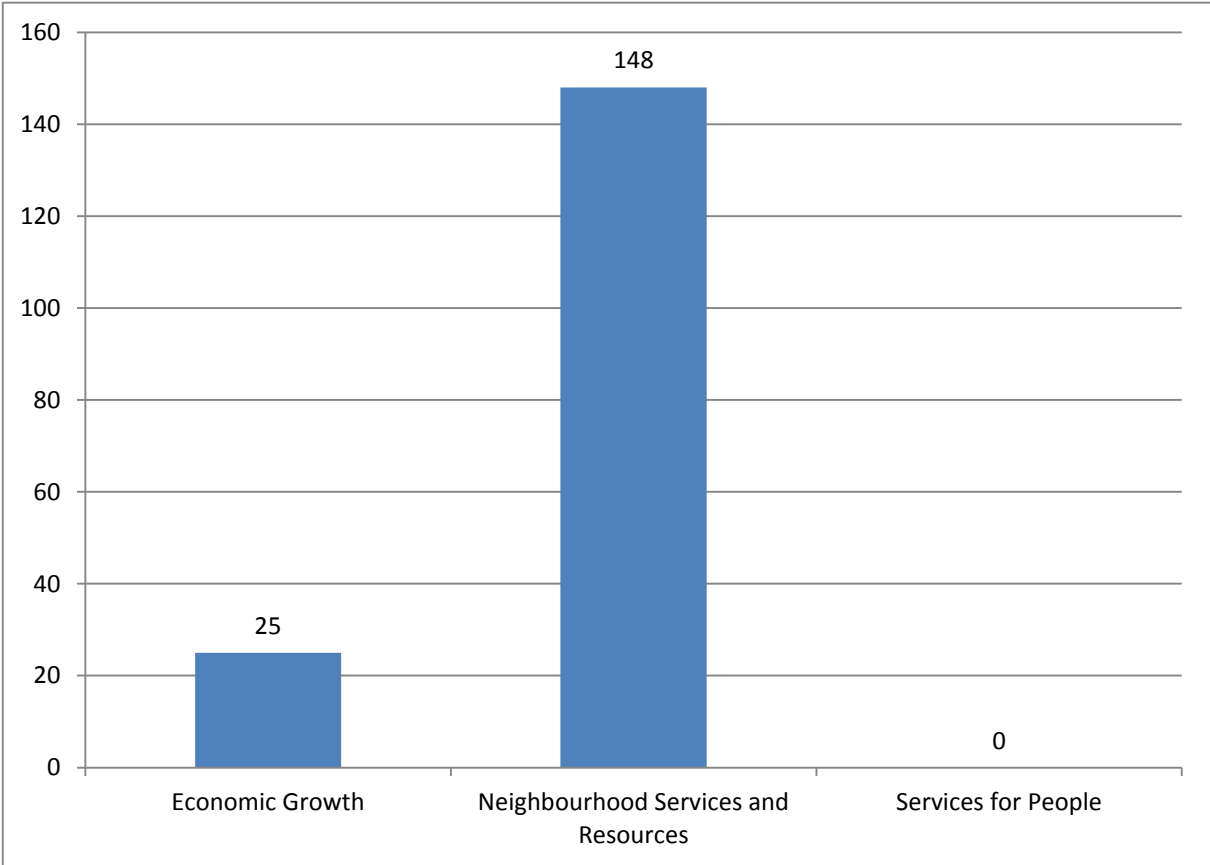
### Total Complaints, Compliments and Comments



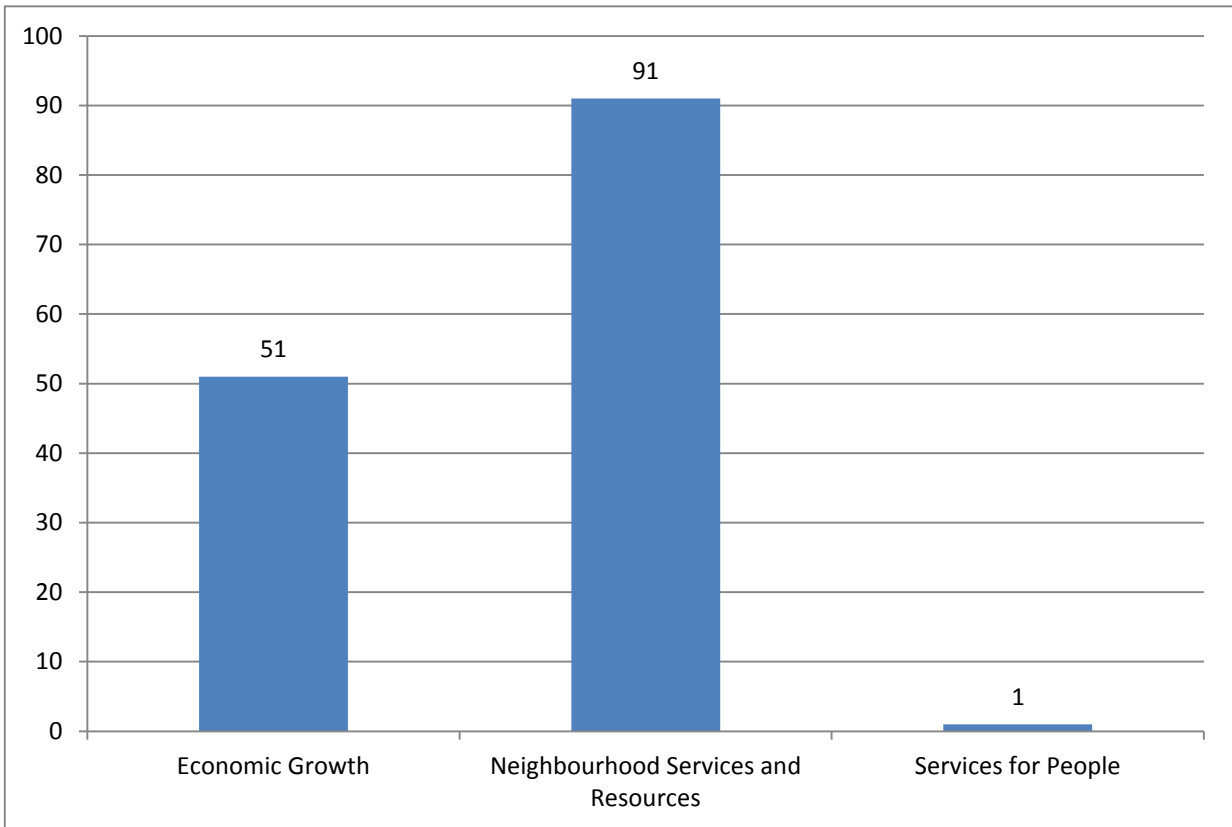
### Complaints by Department



### Compliments by Department



### Comments by Department

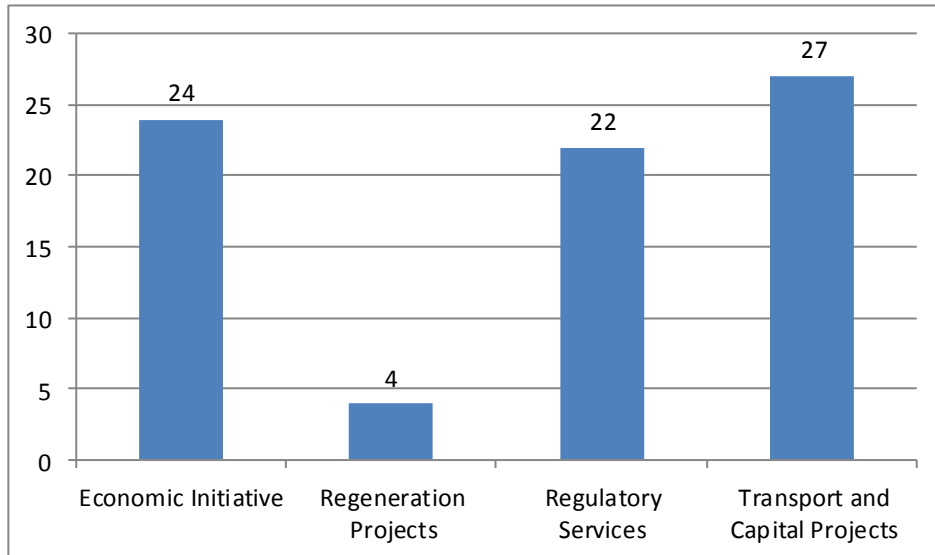


# Complaints, Compliments and Comments by Department

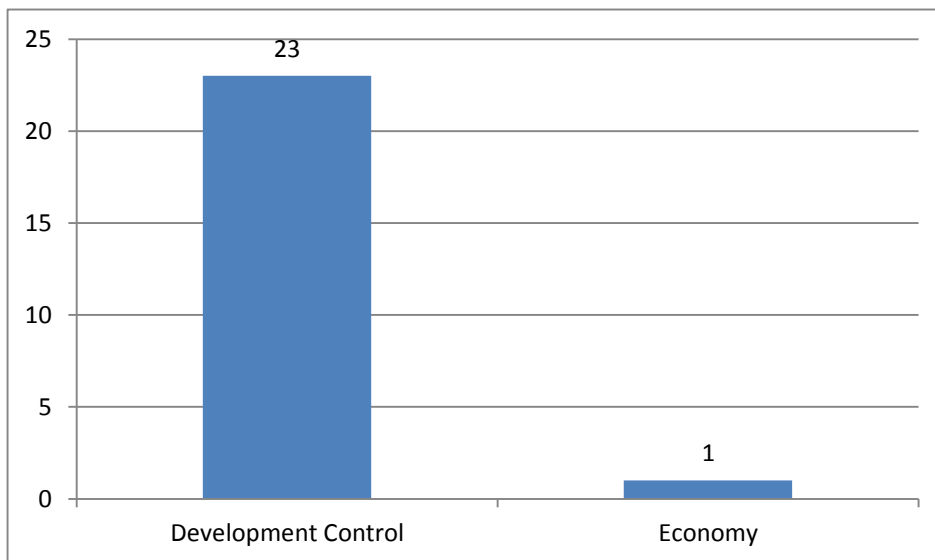
## Economic Growth

### Complaints by Service Area/Team

#### Overview



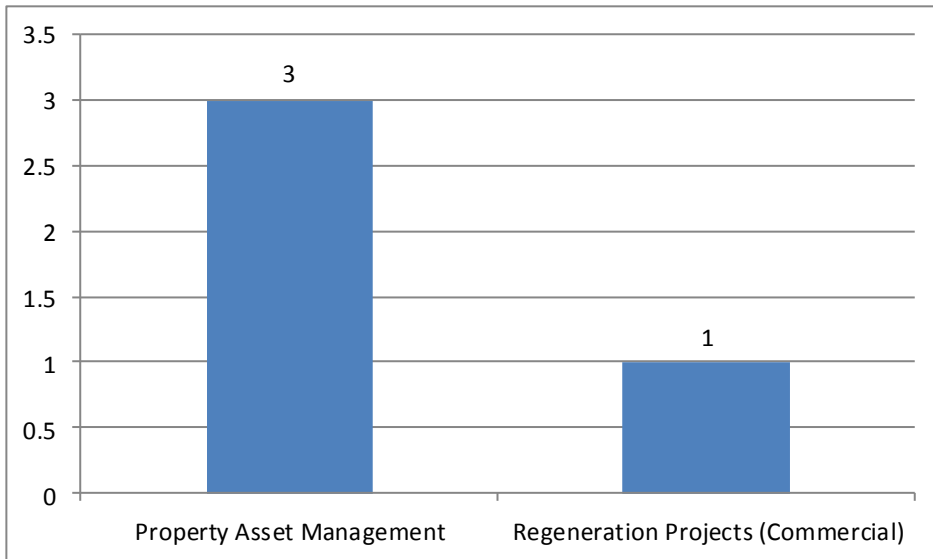
#### Economic Initiative



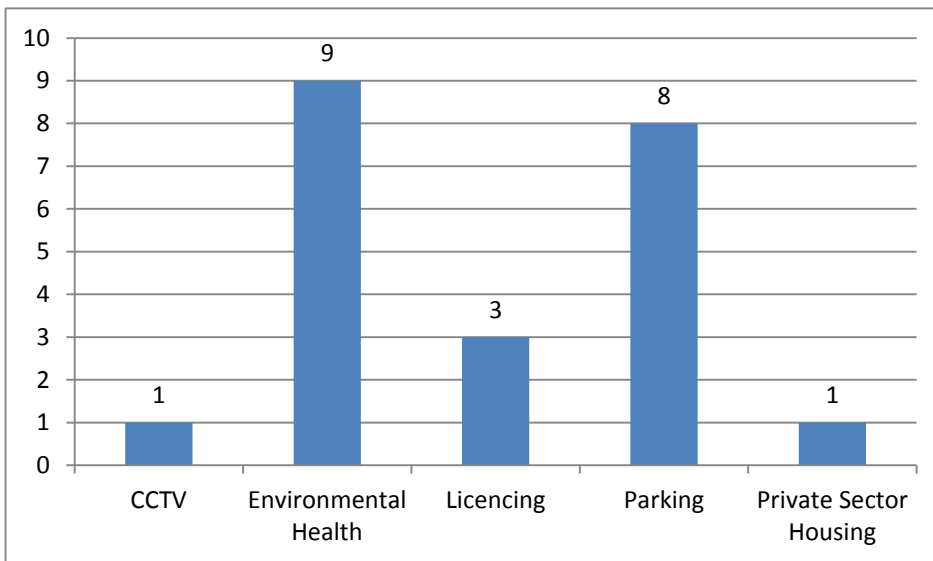
Development Control received 23 complaints, an increase from 19 in 2014/15. 12 of these related to the same planning application. Save for the 12 complaints referred to above there were no discernable themes in the comments received for Development Control.



### Regeneration Projects



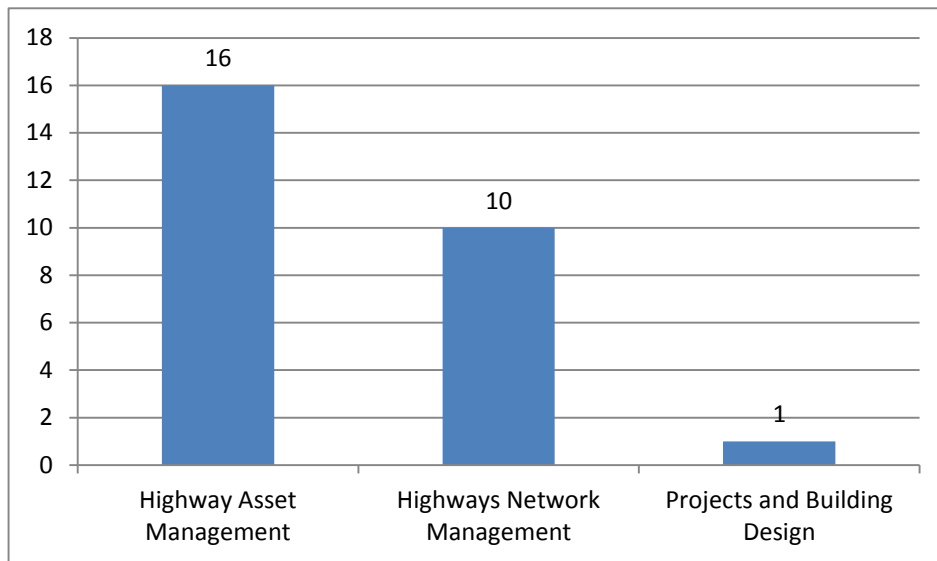
### Regulatory Services



Environmental Health received 9 complaints, an increase from 3 in 2014/15. There were no discernable themes in the complaints received.

Parking received 8 complaints, a decrease from 17 in 2014/15. The most common cause of complaint remained dissatisfaction with staff attitude/behaviour.

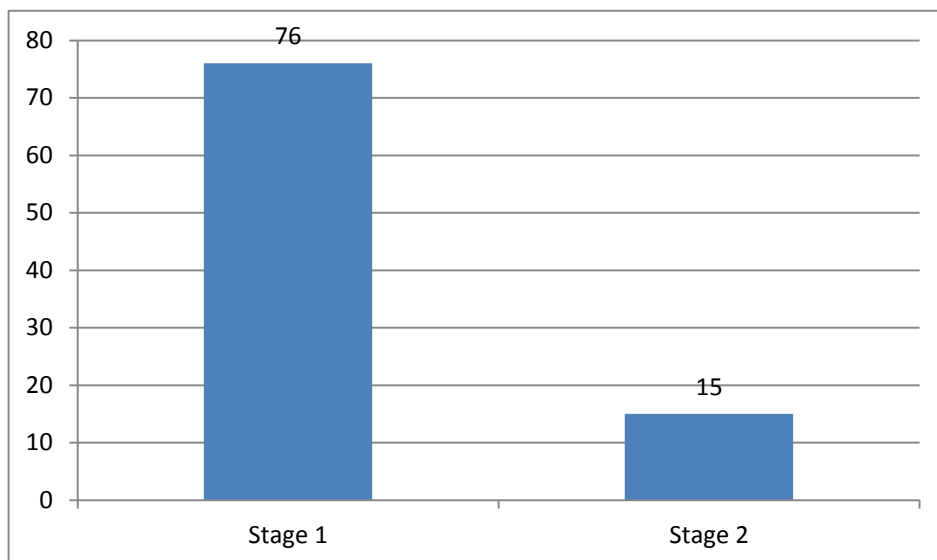
## Transport and Capital Projects



Highway Asset Management received 16 complaints, compared to 15 in 2014/15. The most common cause of complaint was dissatisfaction with the quality of repair work.

Highway Network Management received 10 complaints, a decrease from 21 in 2014/15. There were no discernable themes in the complaints received.

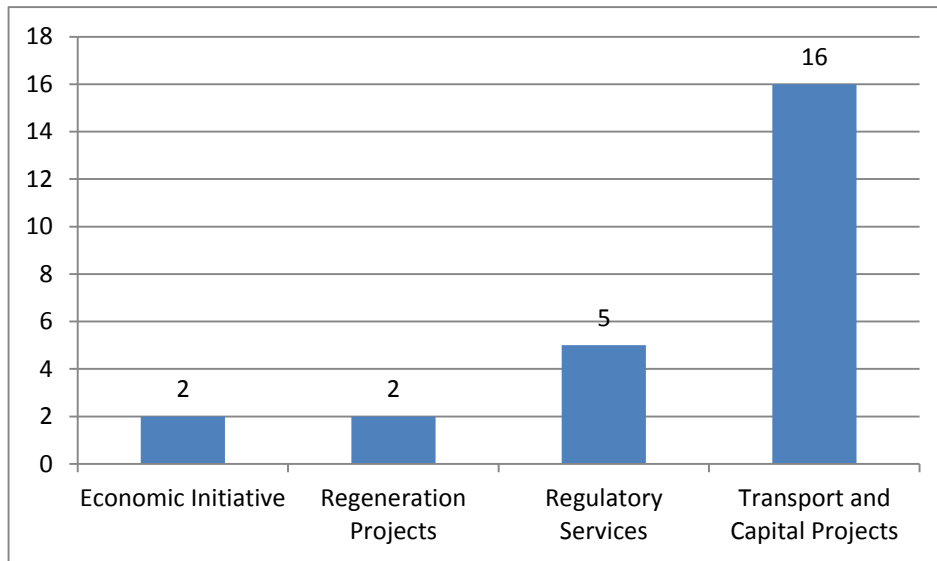
## Complaints by Stage



*NB. One complaint was escalated directly to stage 2.*

## Compliments by Service Area/Team

### Overview



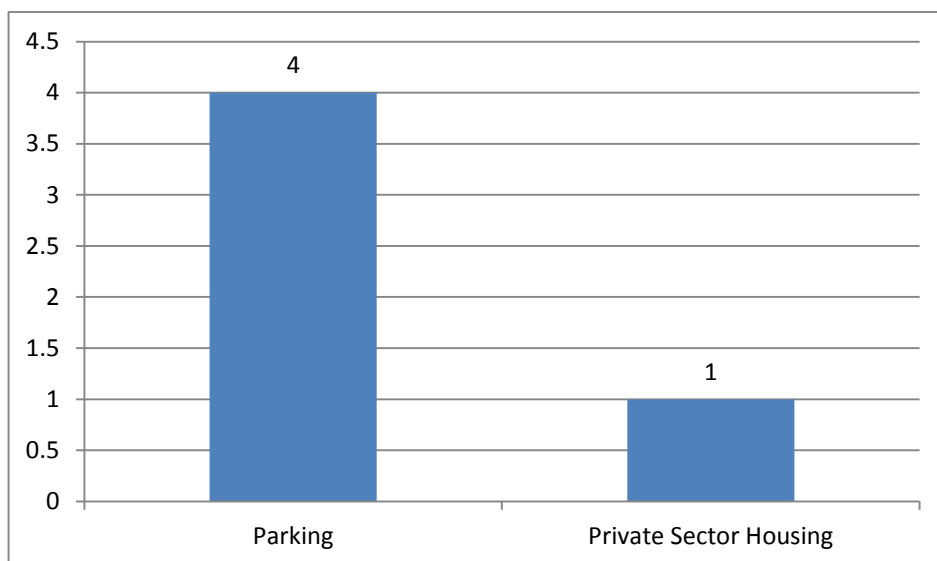
### Economic Initiative

Economic Initiative received two compliments during 2015/16 and both related to Development Control.

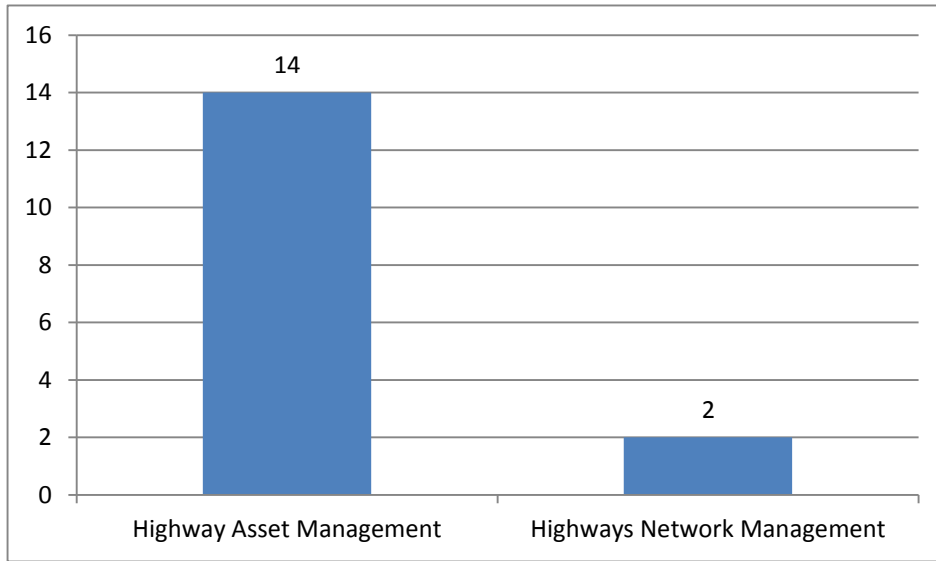
### Regeneration Projects

Regeneration Projects received two compliments during 2015/2016 and both related to Green Economy and Regeneration Projects.

### Regulatory Services



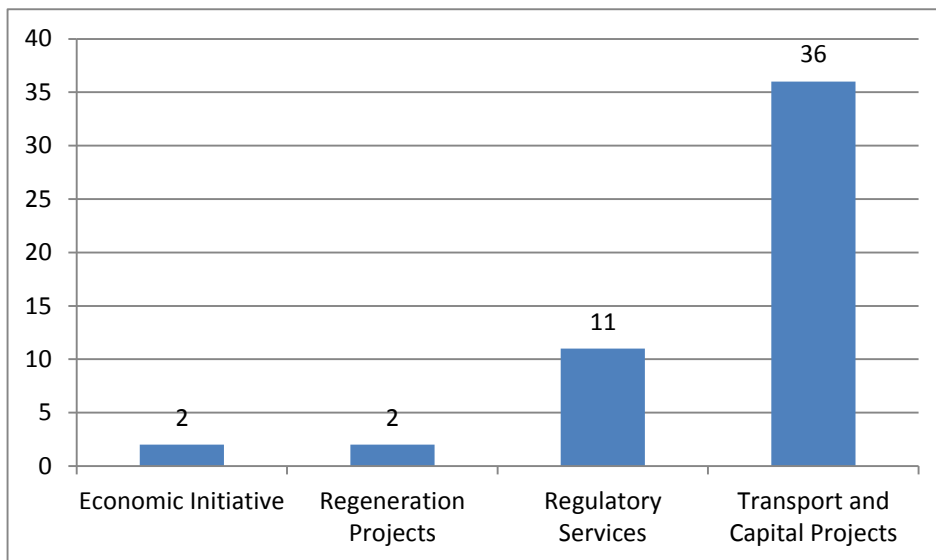
## Transport and Capital Projects



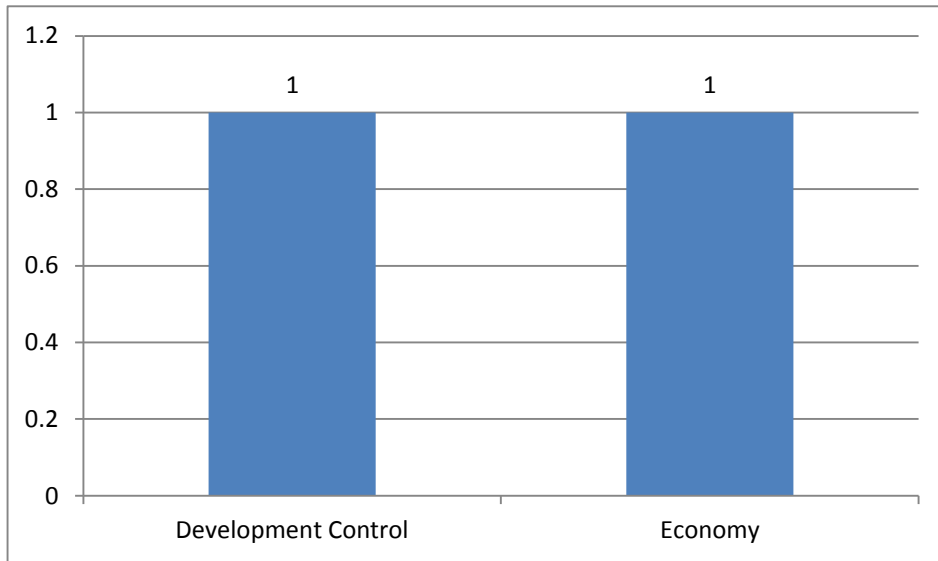
There were no discernable themes in the compliments received for Transport and Capital Projects.

## Comments by Service Area/Team

### Overview



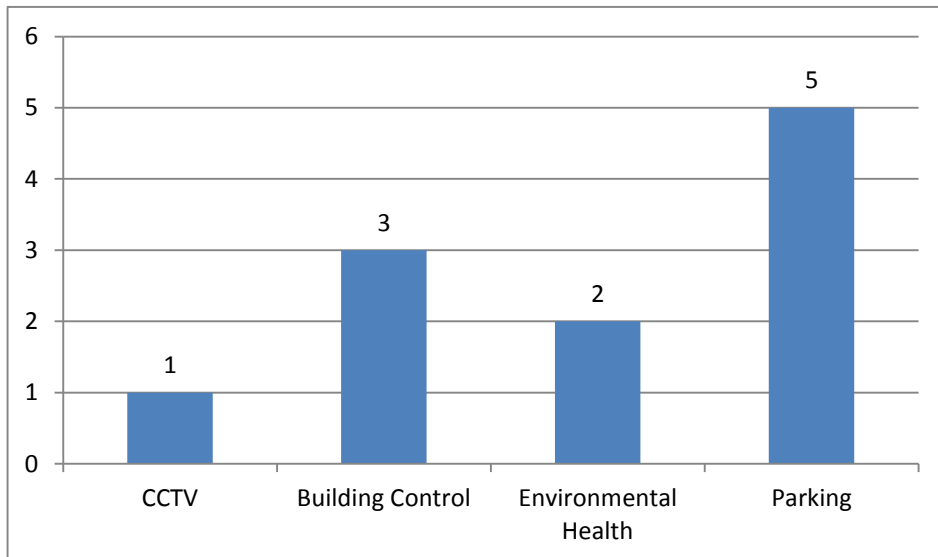
### Economic Initiative



### Regeneration Projects

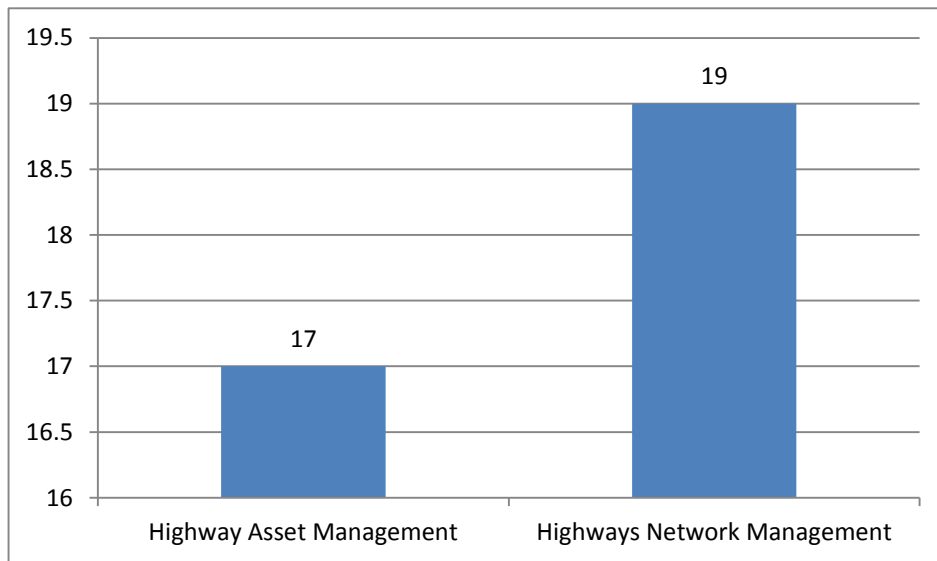
Regeneration Projects received two comments during 2015/16 which related to Green Economy and Regeneration Projects.

### Regulatory Services



Parking received 5 comments, a decrease from 8 in 2014/15. There were no discernable themes in the comments received.

## Transport and Capital Projects



Highway Asset Management received 17 comments, an increase from 11 in 2014/15. There were no discernable themes in the comments received.

Highways Network Management received 19 comments, a decrease from 49 in 2014/15. There were no discernable themes in the comments received.

## Complaints by Outcome

The below tables show the decisions reached on complaints during 2015/16.

### Stage 1

Service Area/Team	Closed With No Response	Escalated to Stage 2 (No S1 Response)	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Economic Growth	0	0	0	0	0	0	0	0
Economic Initiative	0	0	0	0	0	0	0	0
Development Control	0	0	0	5	15	1	0	21
<b>Total for Development Control</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>15</b>	<b>1</b>	<b>0</b>	<b>21</b>
Economy	0	0	0	0	1	0	0	1
<b>Total for Economy</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for Economic Initiative</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>16</b>	<b>1</b>	<b>0</b>	<b>22</b>
Regeneration Projects	0	0	0	0	0	0	0	0
Property Asset Management	1	0	0	0	1	0	0	2
<b>Total for Property Asset Management</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Management</b>								
Regeneration Projects, Commercial	0	0	0	0	1	0	0	1
<b>Total for Regeneration Projects, Commercial</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Commercial</b>								
<b>Total for Regeneration Projects</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>
Regulatory Services	0	0	0	0	0	0	0	0
CCTV	0	0	0	0	1	0	0	1
<b>Total for CCTV</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
Development Control	0	1	0	0	0	0	0	1
<b>Total for Development Control</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
Environmental Health	0	0	0	6	1	2	1	10
<b>Total for Environmental Health</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>10</b>
Licensing	0	0	0	1	1	1	0	3
<b>Total for Licensing</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>
Parking	0	0	0	5	0	1	1	7
<b>Total for Parking</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>7</b>
Private Sector Housing	0	0	0	0	0	1	0	1
<b>Total for Private Sector Housing</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Total for Regulatory Services</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>12</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>23</b>
Transport & Capital Projects	0	0	0	0	0	0	0	0
Highway Asset Management	0	0	0	5	2	2	4	13
<b>Total for Highway Asset Management</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>13</b>
<b>Management</b>								

Highways Network Management	1	0	1	4	1	1	1	9
<b>Total for Highways Network</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>9</b>
<b>Management</b>								
Projects & Building Design	0	0	0	0	0	1	0	1
<b>Total for Projects &amp; Building Design</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Total for Transport &amp; Capital Projects</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>9</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>23</b>
<b>Total for Economic Growth</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>26</b>	<b>24</b>	<b>10</b>	<b>7</b>	<b>71</b>
<b>Total</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>26</b>	<b>24</b>	<b>10</b>	<b>7</b>	<b>71</b>

## Stage 2

Service Area/Team	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Economic Growth	0	0	0	0	0	0
Economic Initiative	0	0	0	0	0	0
Development Control	0	0	1	1	0	2
<b>Total for Development Control</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>
Economy	0	0	1	0	0	1
<b>Total for Economy</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for Economic Initiative</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>3</b>
Regeneration Projects	0	0	0	0	0	0
Property Asset Management	0	0	1	0	0	1
<b>Total for Property Asset</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Management</b>						
<b>Total for Regeneration Projects</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
Regulatory Services	0	0	0	0	0	0
CCTV	0	0	1	0	0	1
<b>Total for CCTV</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
Development Control	0	1	1	1	0	3
<b>Total for Development Control</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>
Parking	0	1	0	0	0	1
<b>Total for Parking</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for Regulatory Services</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>5</b>
Transport & Capital Projects	0	0	0	0	0	0
Highway Asset Management	0	1	1	0	0	2
<b>Total for Highway Asset</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Management</b>						
Highways Network Management	0	1	0	0	0	1
<b>Total for Highways Network</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Management</b>						
<b>Total for Transport &amp; Capital Projects</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Total for Economic Growth</b>	<b>0</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>12</b>
<b>Total</b>	<b>0</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>12</b>



## **Organisational Learning**

All resolution and organisational learning actions identified as a result of complaints are assigned to a responsible manager and progress against those actions is monitored by the Complaints Manager. In addition to those actions taken to resolve individual complaints, several service improvements were made following complaint investigations during 2015/16. Some examples of these are detailed below.

Following a complaint for Economy it was recommended that in future the Tees Valley Nature Partnership adhere to the DEFRA guidance and consider developing a written process to follow for selecting Local Wildlife Sites.

Following complaint for Development Control a notice was placed on the website warning users that the electronic form for commenting on planning applications will time out after a certain period.

Following a number of complaints for Development Control planning officers were reminded of the need to adhere to the provisions of the Council's Statement of Community Involvement (SCI) when consulting individuals who may be affected by planning applications and that they should interpret SCI in the broadest possible sense.

Following the 12 complaints relating to the same planning application, referred to above, the Council agreed to review the debating, voting and public speaking protocols in relation to the Planning Application Committee and provide training and advice for Members. The process for considering planning applications was reviewed to ensure all relevant parish councils are notified of applications within their parish boundaries. The review has also enabled those applications which may generate significant public interest to be highlighted so that appropriate meeting arrangements can be made and the Chief Planning Officer can consider whether or not to attend the Planning Application Committee. Development Control also agreed to ensure any information that is material to the consideration of an application is uploaded to the planning portal in a timely manner.

Following a complaint for Private Sector Housing both the Private Sector Housing Operational Plan and the Working Procedure "Improving Housing Conditions - Inspection and Regulation" were updated to reflect current working practices.

Following a complaint for Parking the Council agreed to review the clarity of signage when temporary changes to closing times are made to East Street Car Park.

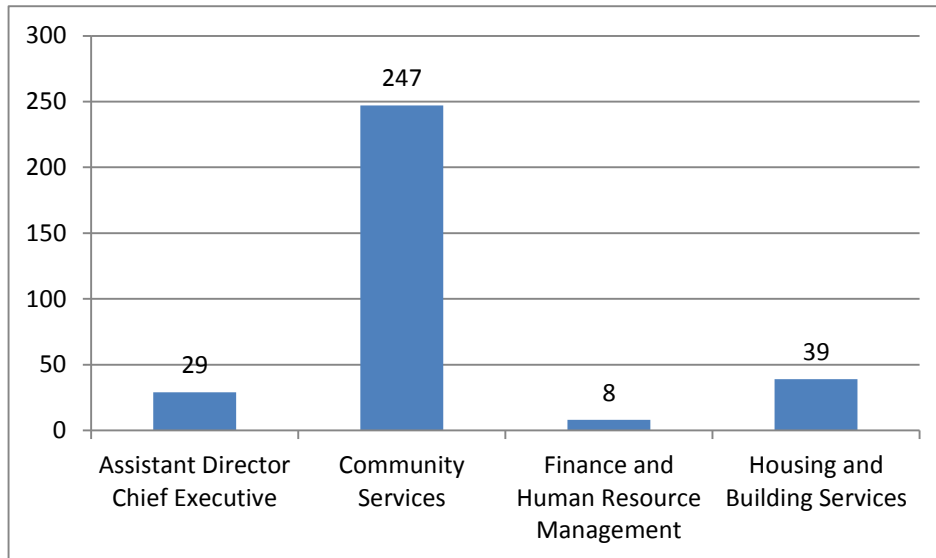
## **Further recommendations**

There are no further recommendations.

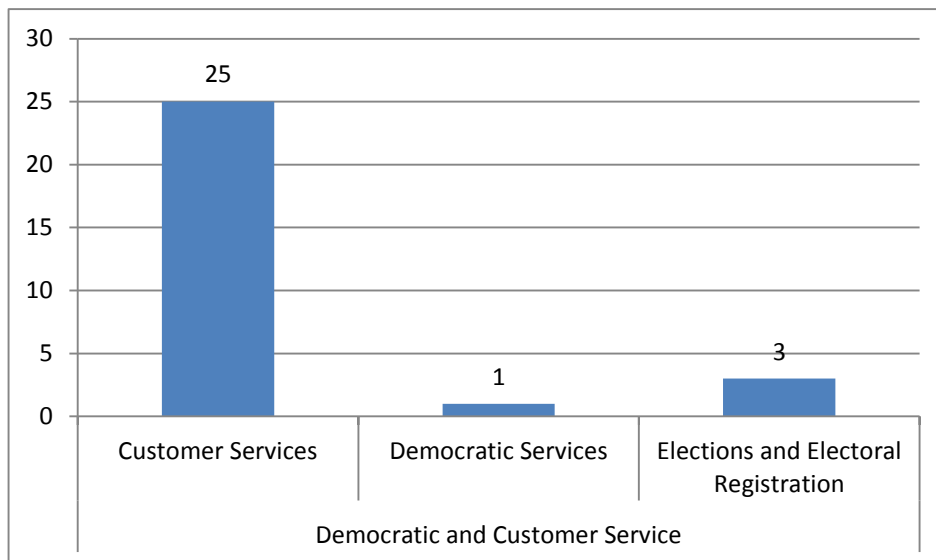
## Complaints, Compliments and Comments by Department

### Neighbourhood Services and Resources Complaints by Service Area/Team

#### Overview

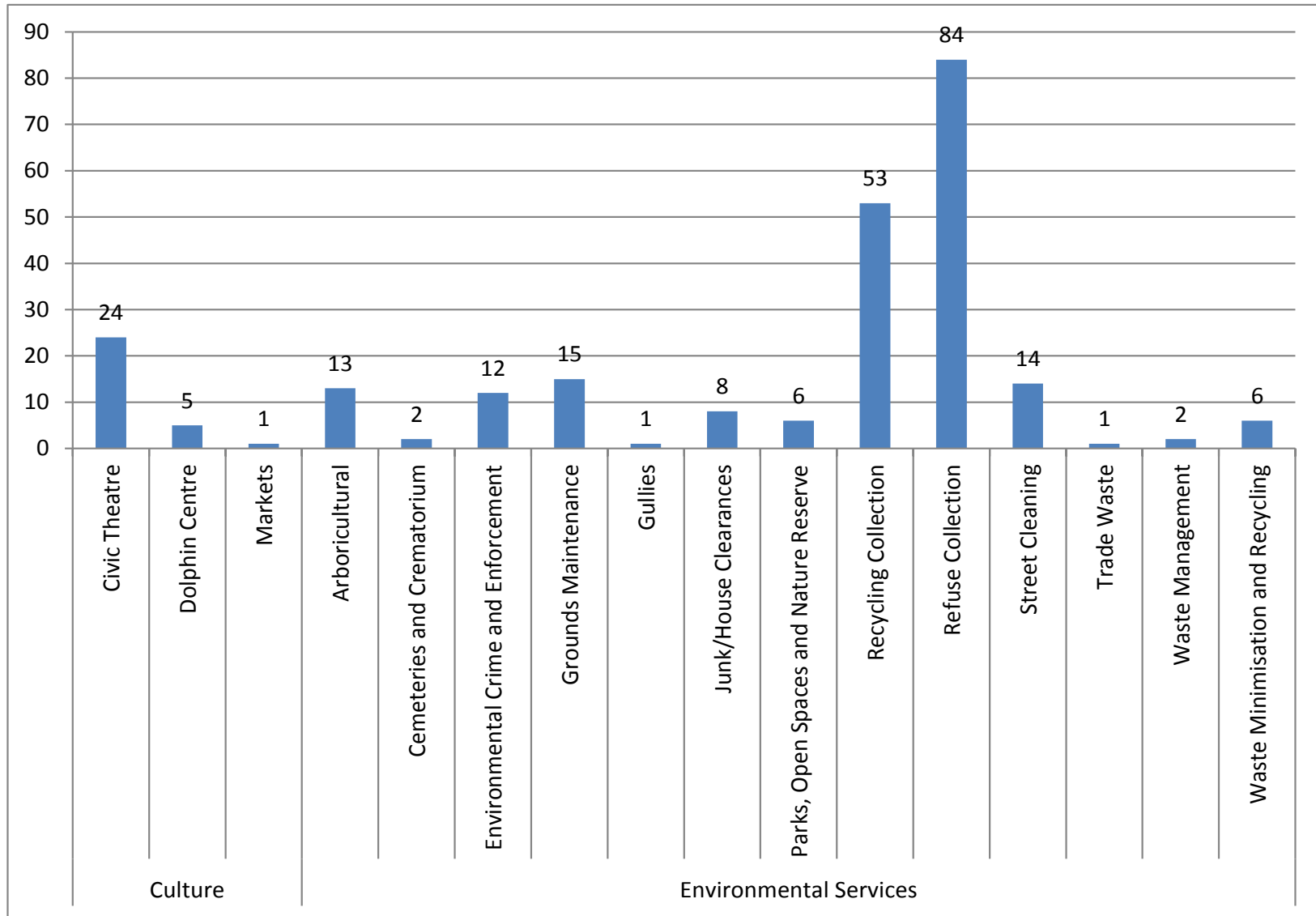


#### Assistant Director – Chief Executives



Customer Services received 25 complaints, a decrease from 35 in 2014/15. The most common causes of complaint were the accuracy of the information provided and staff attitude.

## Community Services



The Civic Theatre received 24 complaints, compared to 23 in 2014/15. Complaints primarily related to customer service and the facilities.

Arboricultural received 13 complaints, a decrease from 23 in 2014/15. As in 2014/15 these complaints generally resulted from a lack of response to initial enquiries and/or dissatisfaction with a decision not to undertake works to a tree for the reasons requested.

Environmental Crime and Enforcement received 12 complaints, an increase from 9 in 2014/15. These primarily related to a lack of action.

Grounds Maintenance received 15 complaints, a decrease from 28 in 2014/15. These primarily related to a lack of maintenance and the quality of works undertaken.

Cemeteries and Crematorium received 2 complaints, a decrease from 10 in 2014/15.

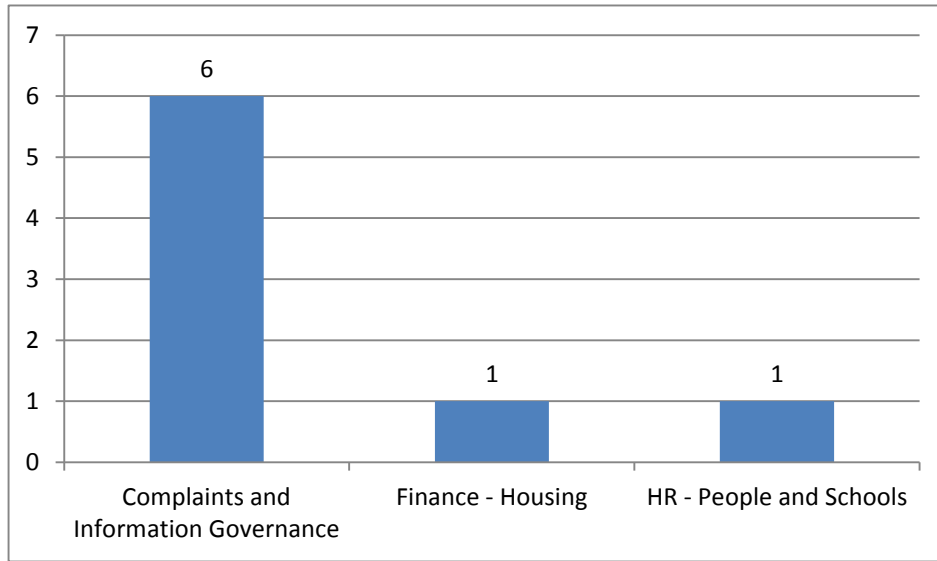
Junk/House clearances received 8, an increase from 1 in 2014/15. Complaint primarily related to collections being missed and all items not being collected.

Recycling Collection received 53 complaints, a significant decrease from 206 in 2014/15. This decrease can be attributed primarily to the reduction in complaints about problems people initially experienced with their recycling collection following the introduction of alternate weekly collections. Complaints primarily related to collections being missed on one or more occasions. Other complaints included assisted collections being missed on one or more occasions and bins/boxes not being returned to where they were put out for collection.

Refuse Collection received 84 complaints, a significant decrease from 197 in 2014/15. Again this decrease can be attributed primarily to the reduction in complaints about problems people initially experienced with their refuse collection following the introduction of alternate weekly collections. Complaints primarily related to collections being missed on one or more occasions. Other complaints included assisted collections being missed on one or more occasions, bins not being returned to where they were put out for collection and delays in receiving replacement bins.

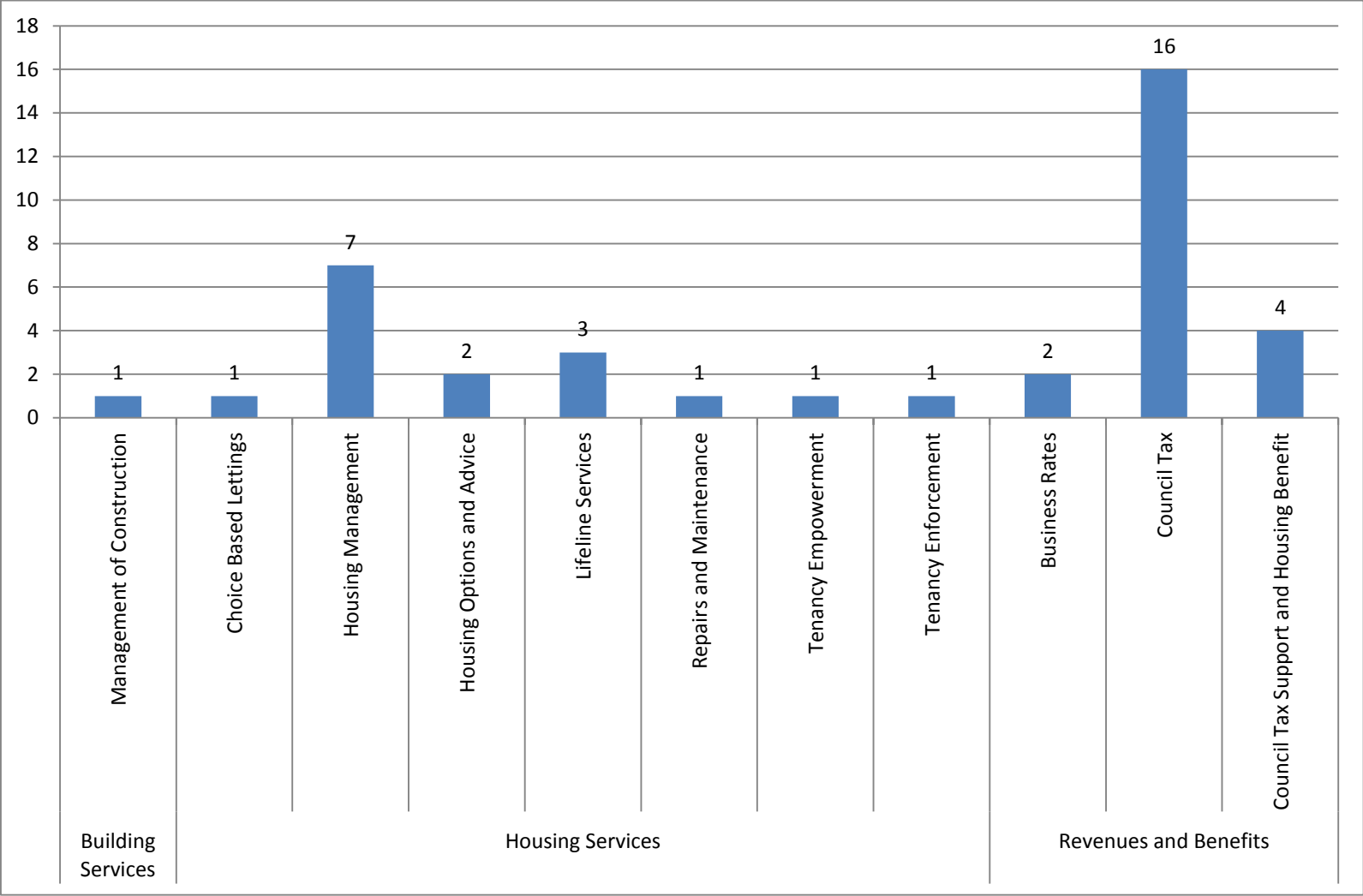
Street Cleaning received 14 complaints, a decrease from 29 in 2014/15. These primarily related to the lack and quality of street cleaning.

## Finance and Human Resource Management



The Complaints and Information Governance Team received 6 complaints, a decrease from 12 in 2014/15. These concerned delays in responding to complaints and subject access requests.

### Housing and Building Services



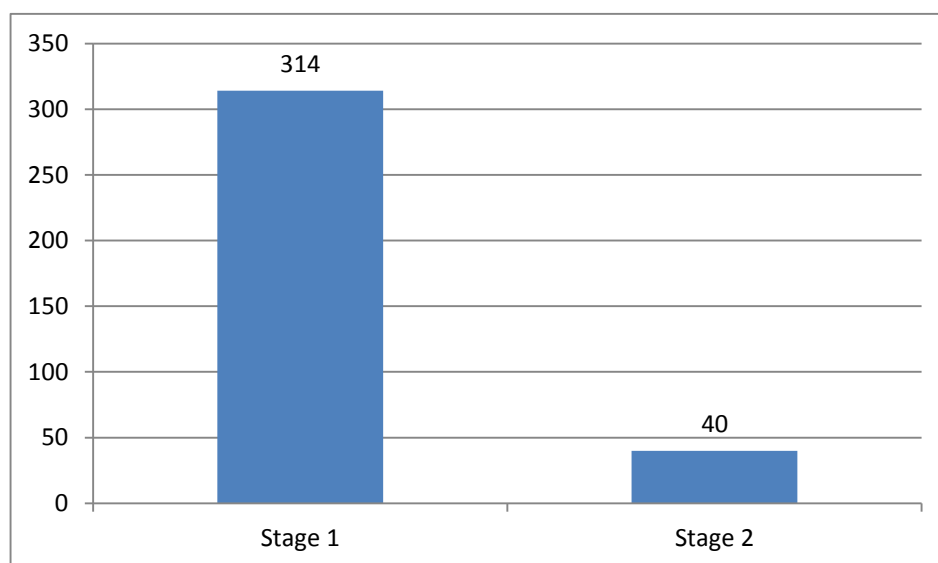
Housing Management received 7 complaints, compared to 5 in 2014/15. There were no discernable themes in the complaints received.

Lifeline received 3 complaints, a decrease from 7 in 2014/15. There were no discernable themes in the complaints received.

Revenues and Benefits received Council Tax received 16 complaints, compared to 17 in 2014/15. These related to administration of Council Tax.

Council Tax Support and Housing Benefit received 4 complaints, a decrease from 15 in 2014/15. There were no discernable themes in the complaints received.

### Complaints by Stage



*N.B. Nine complaints were escalated directly to stage 2.*

## Complaint by Outcome

The below tables show the decisions reached on complaints during 2015/16.

### Stage 1 Outcomes

Service Area/Team	Closed With No Response	Escalated to Stage 2 (No S1 Response)	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Neighbourhood Services & Resources	0	0	0	0	0	0	0	0
Assistant Director Chief Executive's	0	0	0	0	0	0	0	0
Democratic & Customer Services	0	0	0	0	0	0	0	0
Customer Services	0	0	3	5	2	10	1	21
<b>Total for Customer Services</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>10</b>	<b>1</b>	<b>21</b>
Democratic Services	0	0	0	0	1	0	0	1
<b>Total for Democratic Services</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
Elections & Electoral Registration	0	0	0	3	0	0	0	3
<b>Total for Elections &amp; Electoral Registration</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Registration Services</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>8</b>	<b>3</b>	<b>10</b>	<b>1</b>	<b>25</b>
Organisational Planning	0	0	0	0	0	0	0	0
Corporate Communications	1	0	0	0	0	0	0	1
<b>Total for Corporate Communications</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for Organisational Planning</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for Assistant Director Chief Executive's</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>8</b>	<b>3</b>	<b>10</b>	<b>1</b>	<b>26</b>
Community Services	0	0	0	0	0	0	0	0
Culture	0	0	0	0	0	0	0	0
Civic Theatre	3	0	0	5	8	11	0	27
<b>Total for Civic Theatre</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>8</b>	<b>11</b>	<b>0</b>	<b>27</b>
Dolphin Centre	0	0	0	2	2	1	0	5
<b>Total for Dolphin Centre</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>5</b>
Markets	0	0	0	0	1	0	0	1
<b>Total for Markets</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
Special Events	0	0	0	1	0	0	0	1
<b>Total for Special Events</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for Culture</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>11</b>	<b>12</b>	<b>0</b>	<b>34</b>
Environmental Services	0	0	0	0	0	0	0	0



Arboriculture	0	0	0	7	4	0	1	12
<b>Total for Arboriculture</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>12</b>
Cemeteries, Crematorium & Closed Churchyards	0	0	0	0	0	2	0	2
<b>Total for Cemeteries, Crematorium &amp; Closed Churchyards</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>
Environmental Crime & Enforcement	0	0	1	2	3	5	1	12
<b>Total for Environmental Crime &amp; Enforcement</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>12</b>
Grounds Maintenance	0	0	0	3	0	8	0	11
<b>Total for Grounds Maintenance</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>11</b>
Gullies	0	0	0	0	1	0	0	1
<b>Total for Gullies</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
Junk/House Clearances	0	0	2	4	0	1	0	7
<b>Total for Junk/House Clearances</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>7</b>
Parks, Open Spaces & Nature Reserve Management	0	0	0	3	1	1	0	5
<b>Total for Parks, Open Spaces &amp; Nature Reserve Management</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>5</b>
Recycling Collection	0	0	3	8	2	43	2	58
<b>Total for Recycling Collection</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>8</b>	<b>2</b>	<b>43</b>	<b>2</b>	<b>58</b>
Refuse Collection	1	0	1	10	3	70	1	86
<b>Total for Refuse Collection</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>10</b>	<b>3</b>	<b>70</b>	<b>1</b>	<b>86</b>
Street Cleaning	0	0	0	0	8	8	0	16
<b>Total for Street Cleaning</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>8</b>	<b>0</b>	<b>16</b>
Trade Waste	0	0	1	0	0	0	0	1
<b>Total for Trade Waste</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
Waste Management	0	0	0	0	2	1	0	3
<b>Total for Waste Management</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>3</b>
Waste Minimisation & Recycling	0	1	1	1	0	3	0	6
<b>Total for Waste Minimisation &amp; Recycling</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>6</b>
<b>Total for Environmental Services</b>	<b>1</b>	<b>1</b>	<b>9</b>	<b>38</b>	<b>24</b>	<b>142</b>	<b>5</b>	<b>220</b>
<b>Total for Community Services</b>	<b>4</b>	<b>1</b>	<b>9</b>	<b>46</b>	<b>35</b>	<b>154</b>	<b>5</b>	<b>254</b>
Finance & Human Resource Management	0	0	0	0	0	0	0	0
Corporate Assurance	0	0	0	0	0	0	0	0
Audit & Risk Management	0	0	0	1	1	0	0	2
<b>Total for Audit &amp; Risk Management</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>
Complaints & Information Governance Team	0	0	0	1	1	2	0	4

<b>Total for Complaints &amp; Information Governance Team</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>4</b>
<b>Total for Corporate Assurance</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>6</b>
Finance Adults/Housing	0	0	0	0	0	0	0	0
Housing	0	1	0	0	0	0	0	1
<b>Total for Housing</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for Finance Adults/Housing</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
HR People & Schools	0	0	0	0	0	1	0	1
<b>Total for HR People &amp; Schools</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Total for Finance &amp; Human Resource Management</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>8</b>
Housing & Building Services	0	0	0	0	0	0	0	0
Building Services	0	0	0	0	0	0	0	0
Planned Repairs & Maintenance	1	0	0	0	0	0	0	1
<b>Total for Planned Repairs &amp; Maintenance</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for Building Services</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
Housing Services	0	0	0	0	0	0	0	0
Choice Based Lettings	0	0	0	1	0	0	0	1
<b>Total for Choice Based Lettings</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
Housing Management	2	0	1	4	1	0	0	8
<b>Total for Housing Management</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>8</b>
Housing Options & Advice	2	0	0	2	0	0	0	4
<b>Total for Housing Options &amp; Advice</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>
<b>Advice</b>								
Lifeline Services	1	0	1	1	0	1	0	4
<b>Total for Lifeline Services</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>4</b>
Repairs & Maintenance	0	0	0	0	0	1	0	1
<b>Total for Repairs &amp; Maintenance</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
Tenancy Empowerment	0	0	0	1	0	0	0	1
<b>Total for Tenancy Empowerment</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for Housing Services</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>9</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>19</b>
Revenues & Benefits	0	0	0	0	0	0	0	0
Business Rates	0	0	0	0	0	2	0	2
<b>Total for Business Rates</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>
Council Tax	0	0	1	8	2	6	0	17
<b>Total for Council Tax</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>8</b>	<b>2</b>	<b>6</b>	<b>0</b>	<b>17</b>
Council Tax Support & Housing Benefit	0	0	0	0	4	1	0	5
<b>Total for Council Tax Support &amp; Housing Benefit</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>5</b>
<b>Total for Revenues &amp; Benefits</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>8</b>	<b>6</b>	<b>9</b>	<b>0</b>	<b>24</b>

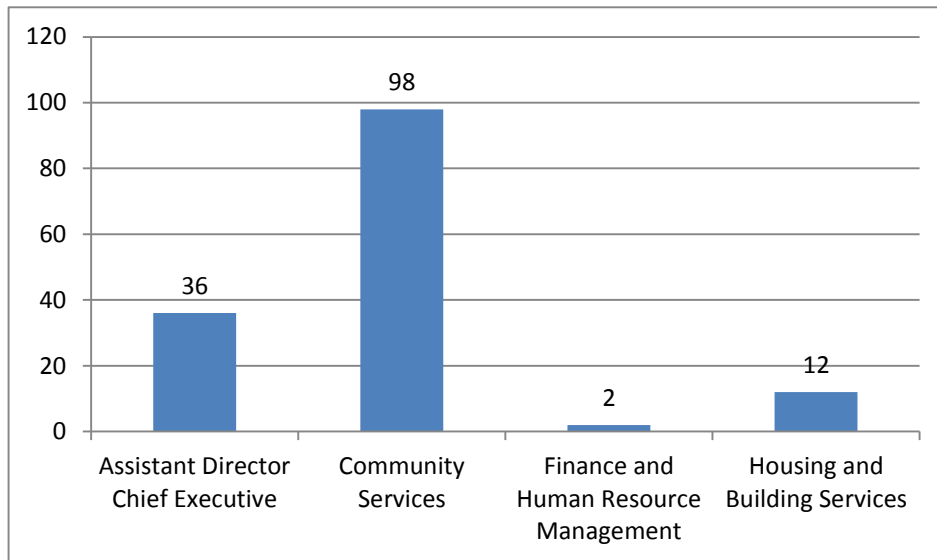
<i>Total for Housing &amp; Building Services</i>	6	0	3	17	7	11	0	44
<i>Total for Neighbourhood Services &amp; Resources</i>	11	2	15	73	47	178	6	332
<b>Total</b>	11	2	15	73	47	178	6	332

## Stage 2 Outcomes

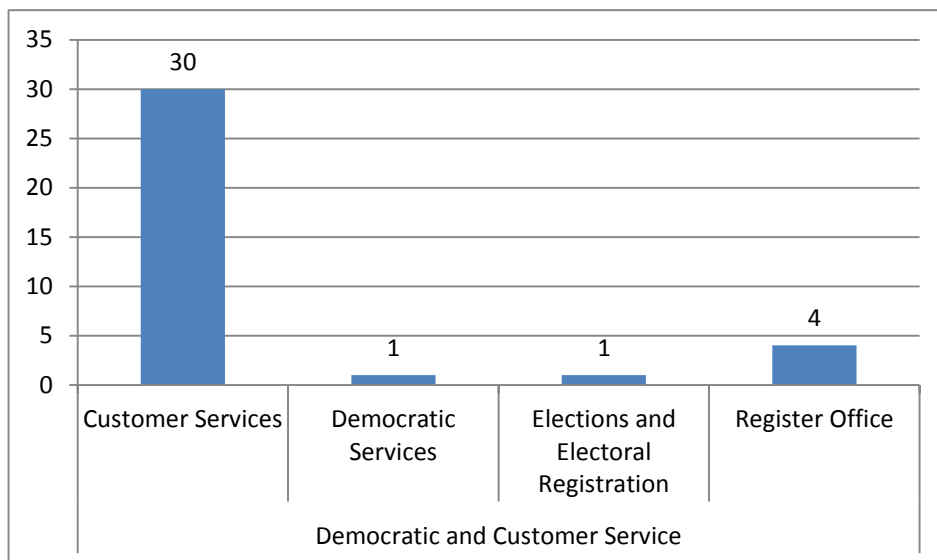
Service Area/Team	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Neighbourhood Services & Resources	0	0	0	0	0	0
Assistant Director Chief Executive's	0	0	0	0	0	0
Democratic & Customer Services	0	0	0	0	0	0
Customer Services	0	1	2	1	1	5
<b>Total for Customer Services</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>5</b>
Elections & Electoral Registration	0	1	0	0	0	1
<b>Total for Elections &amp; Electoral Registration</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Registration</b>						
<b>Total for Democratic &amp; Customer Services</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>6</b>
<b>Total for Assistant Director Chief Executive's</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>6</b>
Community Services	0	0	0	0	0	0
Environmental Services	0	1	1	0	0	2
Arboriculture	0	3	1	1	0	5
<b>Total for Arboriculture</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>5</b>
Environmental Crime & Enforcement	0	0	2	1	0	3
<b>Total for Environmental Crime &amp; Enforcement</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>3</b>
Grounds Maintenance	0	1	0	1	0	2
<b>Total for Grounds Maintenance</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>
Parks, Open Spaces & Nature Reserve Management	0	1	0	0	0	1
<b>Total for Parks, Open Spaces &amp; Nature Reserve Management</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
Recycling Collection	0	0	1	1	1	3
<b>Total for Recycling Collection</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>
Refuse Collection	1	2	2	2	0	7
<b>Total for Refuse Collection</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>7</b>
Trade Waste	0	1	0	0	0	1
<b>Total for Trade Waste</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
Waste Management	0	1	0	0	0	1
<b>Total for Waste Management</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
Waste Minimisation & Recycling	0	0	1	0	0	1
<b>Total for Waste Minimisation &amp; Recycling</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for Environmental Services</b>	<b>1</b>	<b>10</b>	<b>8</b>	<b>6</b>	<b>1</b>	<b>26</b>
<b>Total for Community Services</b>	<b>1</b>	<b>10</b>	<b>8</b>	<b>6</b>	<b>1</b>	<b>26</b>

Finance & Human Resource Management	0	0	0	0	0	0
Corporate Assurance	0	0	0	0	0	0
Complaints & Information Governance Team	0	1	0	0	0	1
<b>Total for Complaints &amp; Information Governance Team</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for Corporate Assurance</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
Finance Adults/Housing	0	0	0	0	0	0
Housing	0	0	1	0	0	1
<b>Total for Housing</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for Finance Adults/Housing</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for Finance &amp; Human Resource Management</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>
Housing & Building Services	0	0	0	0	0	0
Housing Services	0	0	0	0	0	0
Housing Options & Advice	0	1	0	0	0	1
<b>Total for Housing Options &amp; Advice</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
Lifeline Services	0	0	0	1	0	1
<b>Total for Lifeline Services</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
Repairs & Maintenance	0	0	1	0	0	1
<b>Total for Repairs &amp; Maintenance</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for Housing Services</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>
Revenues & Benefits	0	0	0	0	0	0
Council Tax	0	3	1	1	0	5
<b>Total for Council Tax</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>5</b>
<b>Total for Revenues &amp; Benefits</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>5</b>
<b>Total for Housing &amp; Building Services</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>8</b>
<b>Total for Neighbourhood Services &amp; Resources</b>	<b>1</b>	<b>17</b>	<b>13</b>	<b>9</b>	<b>2</b>	<b>42</b>
<b>Total</b>	<b>1</b>	<b>17</b>	<b>13</b>	<b>9</b>	<b>2</b>	<b>42</b>

## Compliments by Service Area/Team Overview

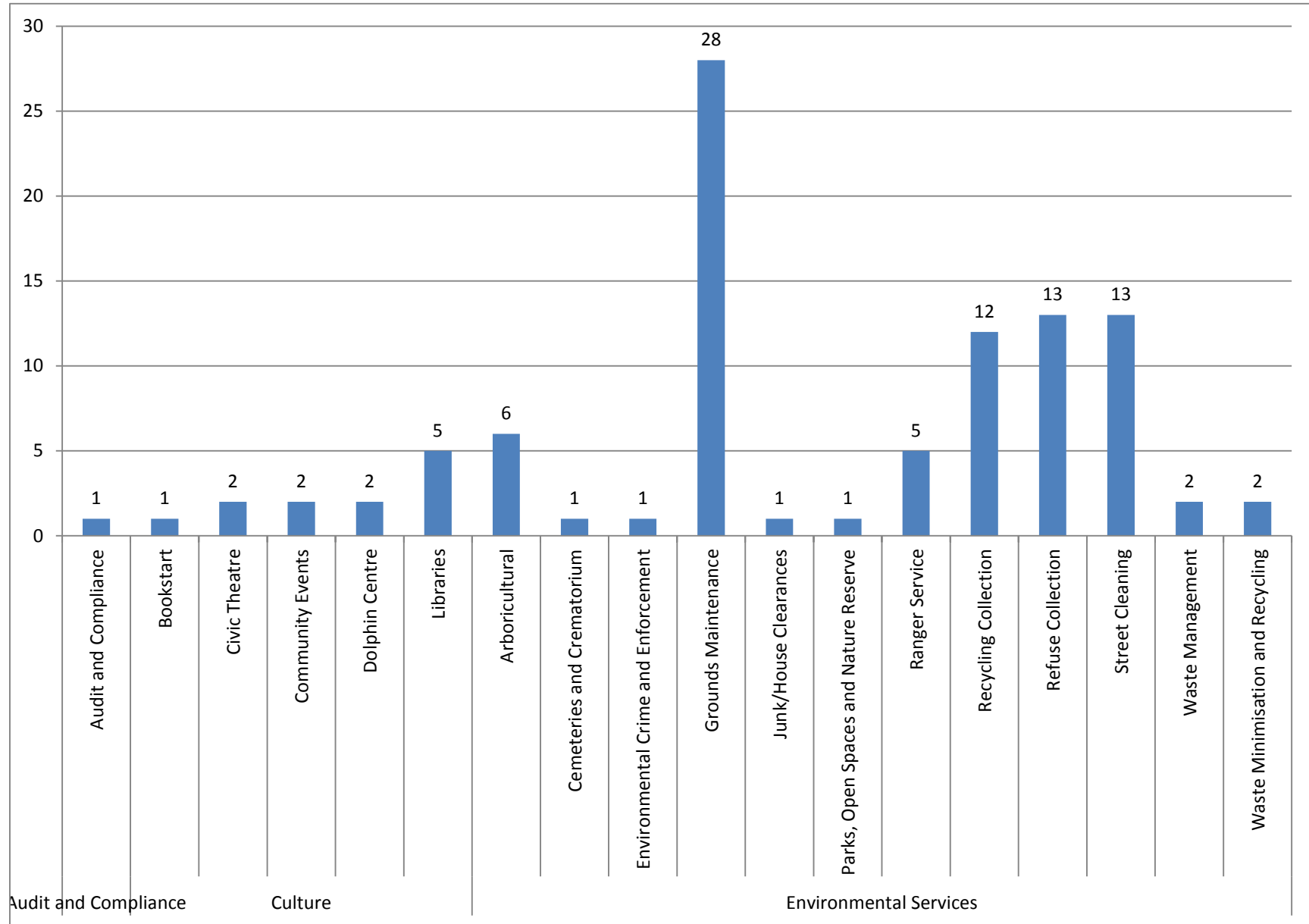


## Assistant Director – Chief Executives



Customer Services received 30 compliments, an increase from 27 in 2014/15. The compliments for Customer Services related to the prompt, professional and helpful service provided and the new Customer Contact Centre.

## Community Services



Libraries received 5 compliments, a decrease from 9 in 2014/15.

Arboriculture received 6 compliments, an increase from 1 in 2014/15.

Cemeteries and Crematorium received 1 compliment, a decrease from 7 in 2014/15.

Environmental Crime and Enforcement received 1 compliment, a decrease from 6 in 2014/15.

Grounds Maintenance received 28 compliments, an increase from 13 in 2014/15. These predominantly related to the quality of the works undertaken and wildflower meadows.

Recycling Collection received 12 compliments, an increase from 10 in 2014/15. These primarily related to the excellent service provided.

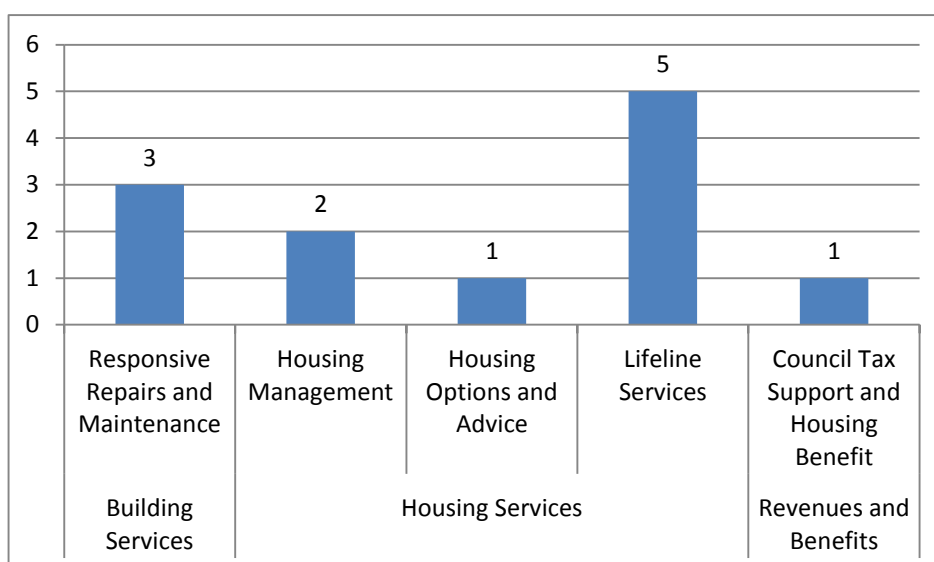
Refuse Collection received 13 compliments, a decrease from 17 in 2014/15. These primarily related to the excellent service provided.

Street Cleaning received 13 compliments, a decrease from 26 in 2014/15. There were no discernable themes in the compliments received.

### Finance and Human Resource Management

Finance and Human Resource Management received two compliments during 2015/2016, both of which related to Complaints and Information Governance.

### Housing and Building Services



The compliments for Responsive Repair and Maintenance and Housing Management should have been logged under the Housing Complaints, Compliments and Comments Procedure.

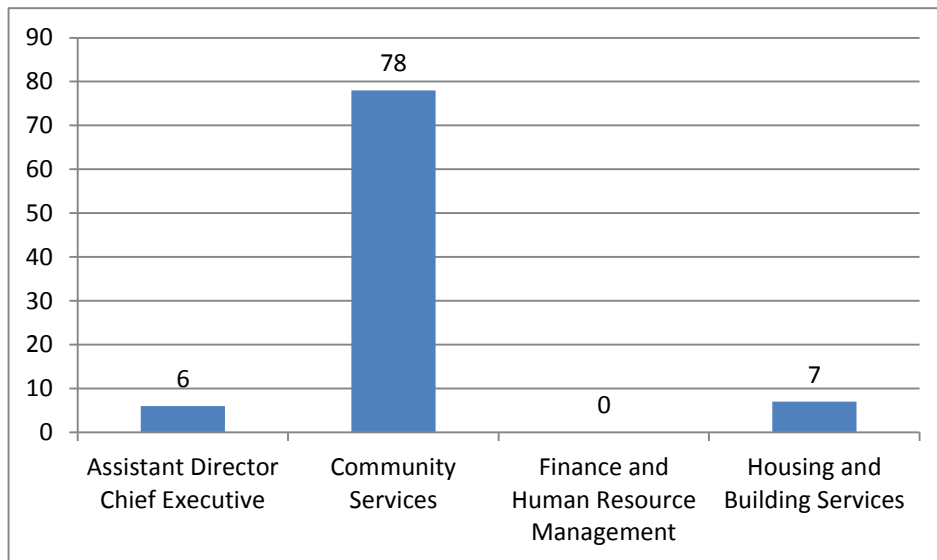


Housing Options and Advice received 1 compliment, a decrease from 4 in 2014/15.

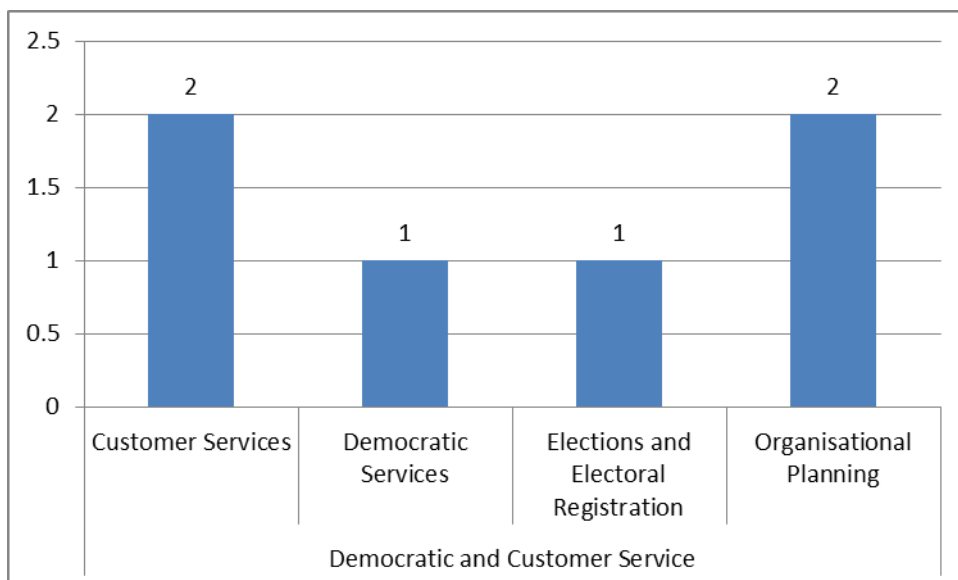
Lifeline received 5 compliments, an increase from 0 in 2014/15.

## Comments by Service Area/Team

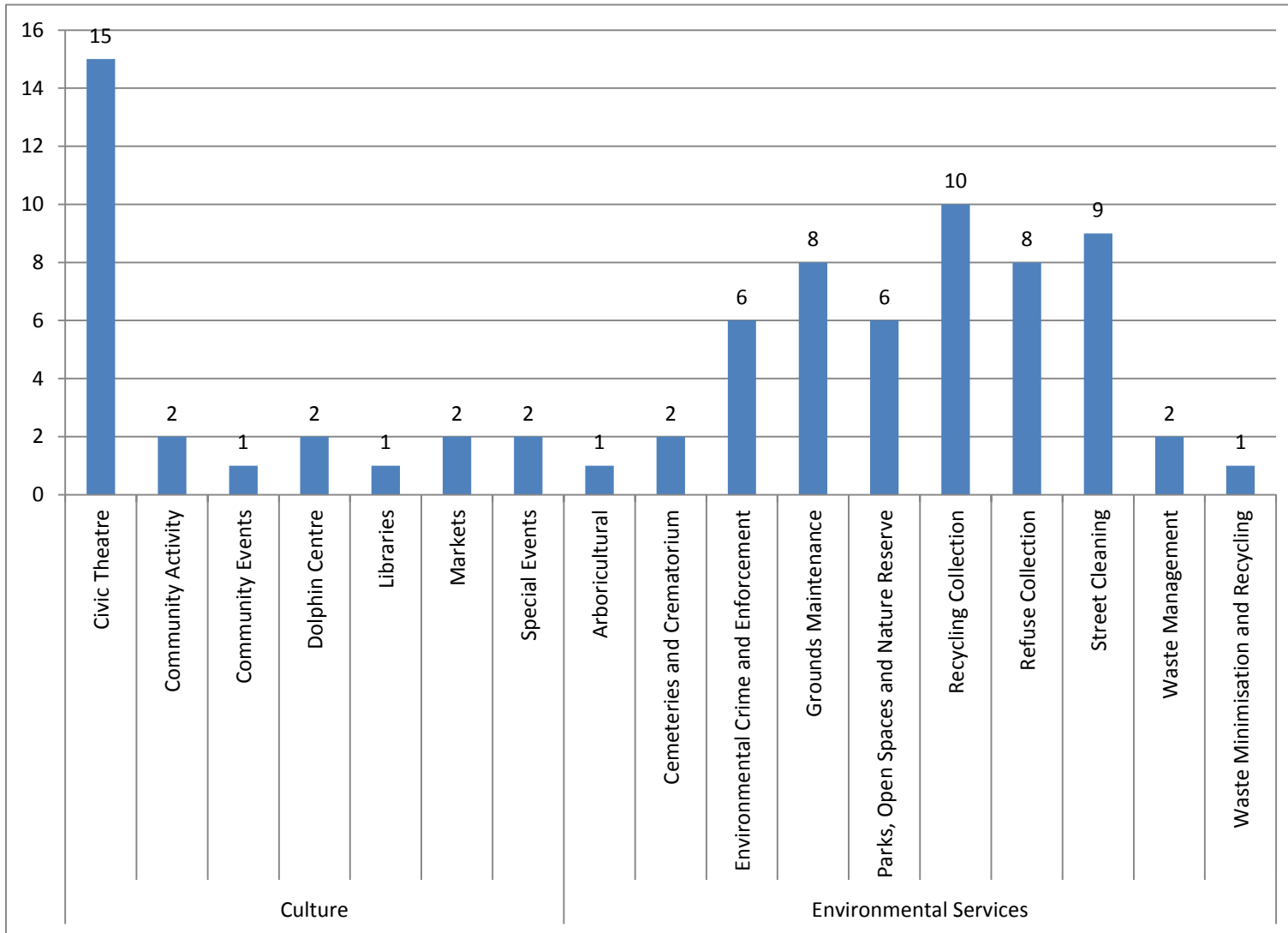
### Overview



### Assistant Director – Chief Executive



## Community Services



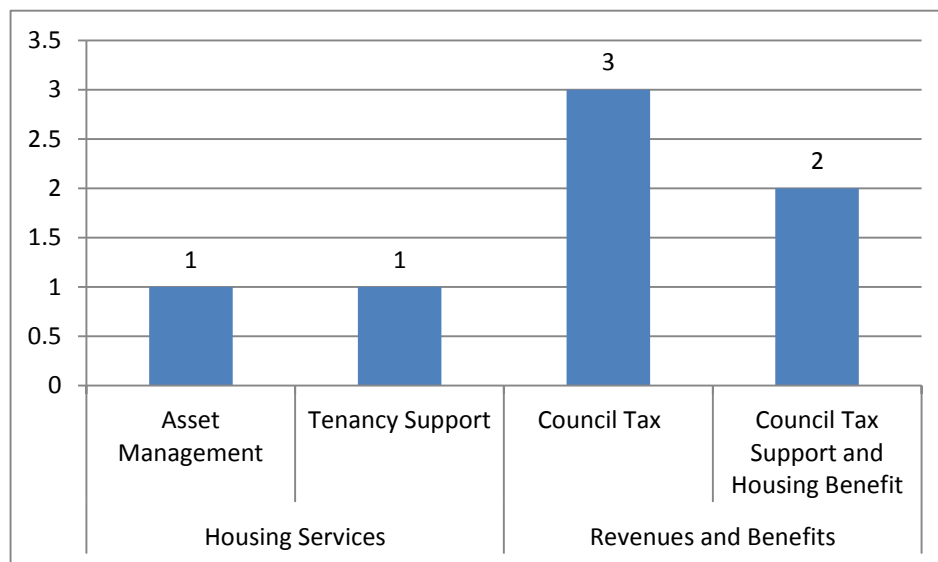
Civic Theatre received 15 comments, a decrease from 19 in 2014/15. The majority of comments concerned dissatisfaction with the quality of productions, customer service and the facilities.

Grounds Maintenance received 8 comments, a decrease from 20 in 2014/15. There were no discernable themes in the comments received.

Recycling Collection received 10 comments, a decrease from 46 in 2014/15. There were no discernable themes in the comments received.

Refuse Collection received 8 comments, a decrease from 20 in 2014/15. There were no discernable themes in the comments received.

### Housing and Building Services



Council Tax received 3 comments, a decrease from 14 in 2014/15.

## **Organisational Learning**

All resolution and organisational learning actions identified as a result of complaints are assigned to a responsible manager and progress against those actions is monitored by the Complaints Manager. In addition to those actions taken to resolve individual complaints, several service improvements were made following complaint investigations during 2015/16. Some examples of these are detailed below.

Following a complaint for Council Tax the Council developed a report and process to ensure customers paying their Council Tax by direct debit are not falling into arrears.

Following a complaint for Customer Services, staff were reminded what can be deposited at the Household Waste Recycling Centre (HWRC).

Following a complaint for Street Cleaning all staff were advised they should not drive across the field behind Winchester Way in order to empty dog bins.

Following a complaint for Environmental Crime & Enforcement about fly tipping in a lane a gate was installed.

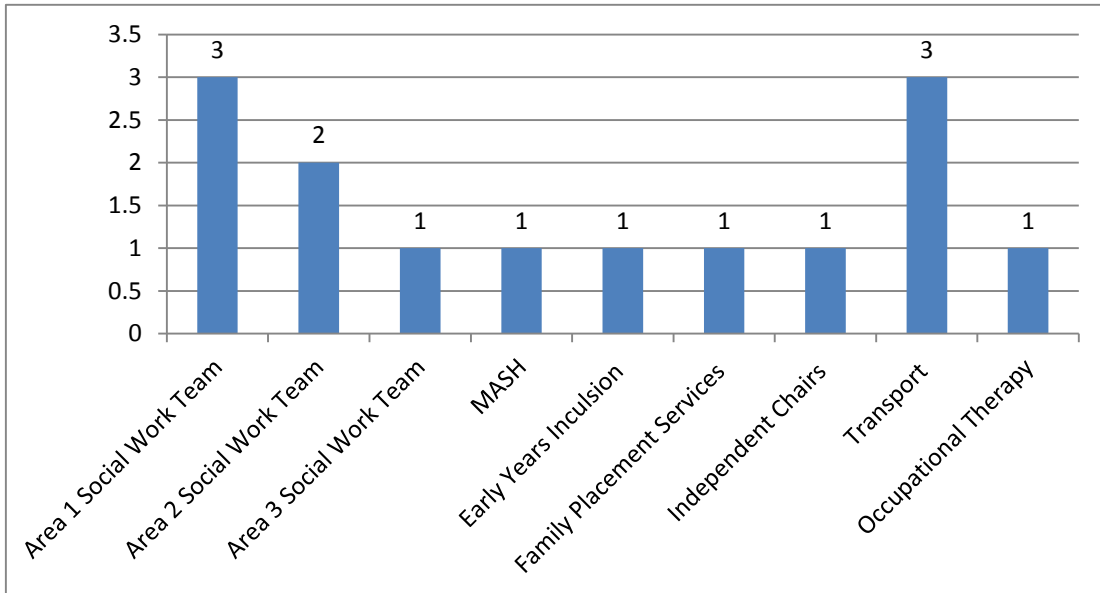
## **Further recommendations**

There are no further recommendations for Neighbourhood Services and Resources.

# Complaints, Compliments and Comments by Department Services for People

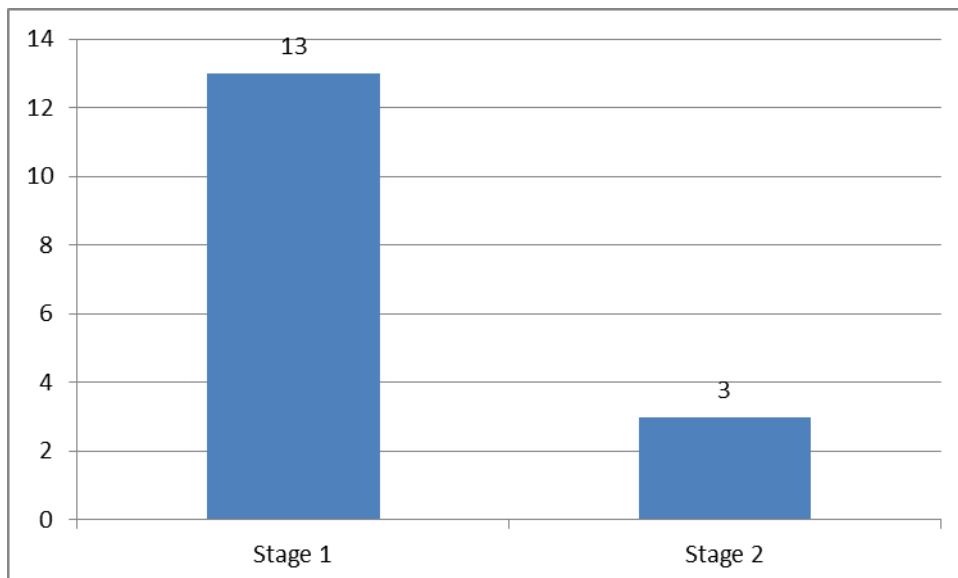
## Complaints by Service Area/Team

### Overview



The most common cause of complaint was alleged breach of data protection.

### Complaints by Stage



*N.B. One complaint was escalated directly to stage 2.*

## **Compliments by Service Area/Team**

Services for People received no corporate compliments during 2015/2016.

## **Comments by Service Area/Team**

Services for People received one corporate comment during 2015/2016, which related to Transport.

## Complaint by Outcome

The below tables show the decisions reached on complaints during 2015/16.

### Stage 1

Service Area/Team	Closed With No Response	Escalated to Stage 2 (No S1 Response)	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Services for People	0	0	0	0	0	0	0	0
Children, Families & Learning	0	0	0	0	0	0	0	0
Early Years	0	0	0	0	0	0	0	0
Early Years Inclusion	0	0	0	0	1	0	0	1
<b>Total for Early Years Inclusion</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for Early Years</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for Children, Families &amp; Learning</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
Children's Services	0	0	0	0	0	0	0	0
First Contact and Locality Services	0	0	0	0	0	0	0	0
Area 1	0	0	0	1	0	0	1	2
<b>Total for Area 1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>
Area 2	0	0	0	0	0	2	0	2
<b>Total for Area 2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>
<b>Total for First Contact and Locality Services</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>4</b>
Review and Development	0	0	0	0	0	0	0	0
Safeguarding	0	0	0	0	0	0	1	1
<b>Total for Independent Chairs</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
<b>Total for Review and Development Safeguarding</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
School and Pupil Support	0	0	0	0	0	0	0	0
Transport	0	0	0	0	1	1	0	2
<b>Total for Transport</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>
<b>Total for School and Pupil Support</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>
<b>Total for Children's Services</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>7</b>
<b>Total for Services for People</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>8</b>
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>8</b>

## Stage 2

Service Area/Team	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Services for People	0	0	0	0	0	0
Children, Families & Learning	0	0	0	0	0	0
Early Years	0	0	0	0	0	0
Early Years Inclusion	0	1	0	0	0	1
<b>Total for Early Years Inclusion</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for Early Years</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
School & Pupil Support Services	0	0	0	0	0	0
Special Education Needs	0	0	1	0	0	1
<b>Total for Special Education</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Needs</b>						
<b>Total for School &amp; Pupil Support Services</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Services</b>						
<b>Total for Children, Families &amp; Learning</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>
Children's Services	0	0	0	0	0	0
First Contact and Locality Services	0	0	0	0	0	0
Area 2	0	0	1	0	0	1
<b>Total for Area 2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for First Contact and Locality Services</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Services</b>						
<b>Total for Children's Services</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total for Services for People</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Total</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>



## **Organisational Learning**

All resolution and organisational learning actions identified as a result of complaints are assigned to a responsible manager and progress against those actions is monitored by the Complaints Manager. In addition to those actions taken to resolve individual complaints, several service improvements were made following complaint investigations during 2015/16. Some examples of these are detailed below.

Following a complaint for Area 2 Social Work Team staff attended training in relation to private law proceedings (section 7 reports) and data protection training. Staff were also reminded of the importance of dealing with complaints in accordance with the Council's complaints procedures.

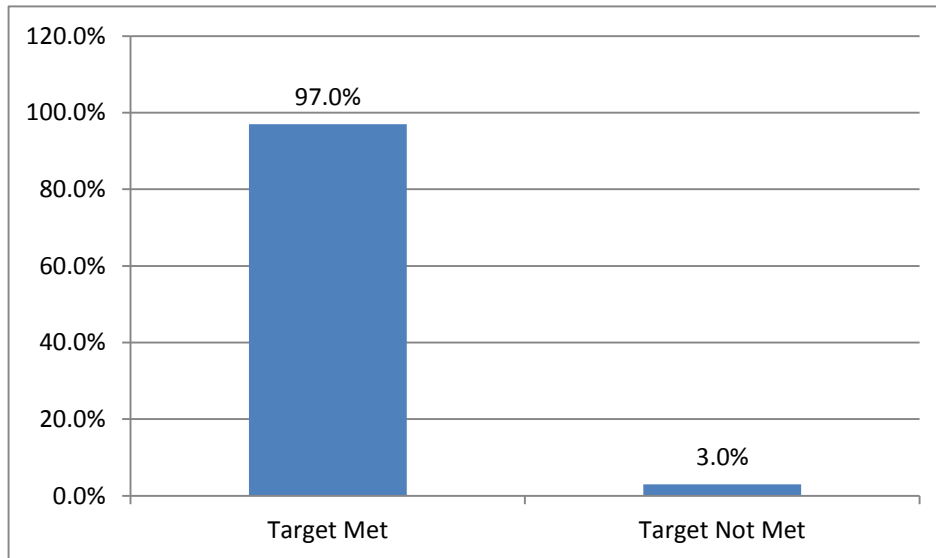
## **Further recommendations**

There are no further recommendations for Services for People.

# Performance against the Corporate Complaints, Compliments and Comments Procedure

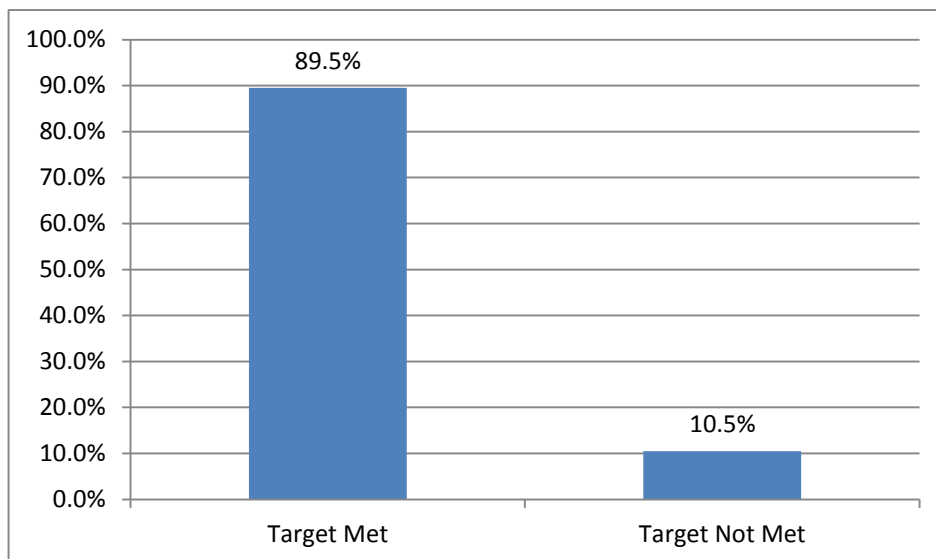
## Stage 1

### Performance against Stage 1 acknowledgement target (3 working days)



The most common reason that the Stage 1 acknowledgement target was not met was because the complaint was not forwarded to the CIG Team on the day of receipt. Information is provided in the procedure practice guidance on how officers can ensure complaints reach the CIG Team in time to be acknowledged and the CIG Team addresses the issue individually with officers each time it occurs.

### Performance against Stage 1 response target (25 working days)

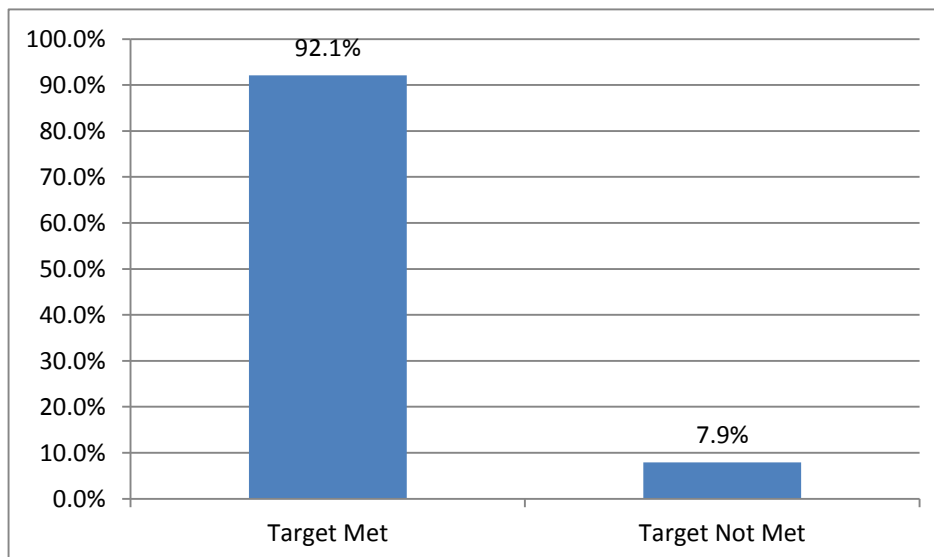


Performance against the Stage 1 response target was 89.5%, an increase from 59.7% in 2014/15. This can be attributed to the Stage 1 response target being increased to 25

working days, from 20 working days and the reduction in the overall number of complaints received.

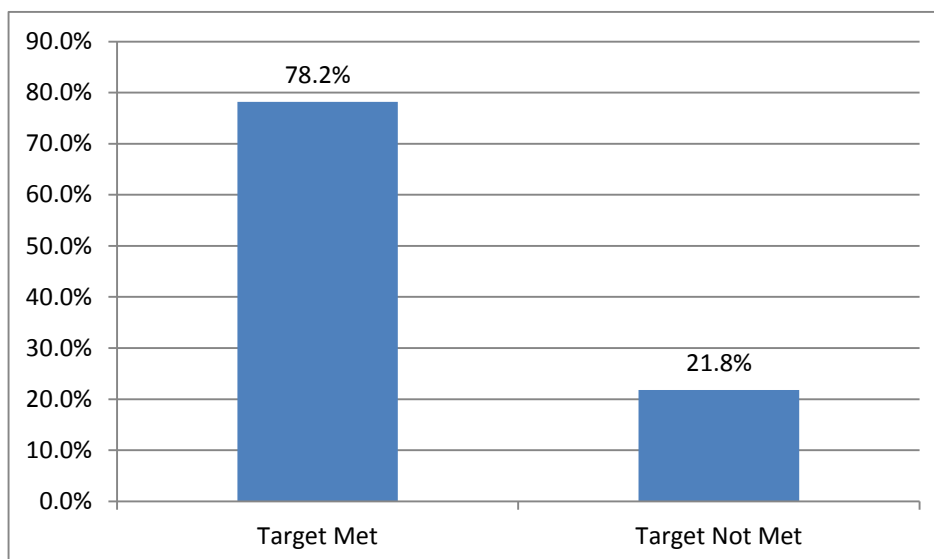
## Stage 2

### Performance against Stage 2 acknowledgement target (3 working days)



Performance against the Stage 2 response target was 92.1%, a decrease from 93.8% in 2014/15.

### Performance against Stage 2 response target (30 working days)



Performance against the Stage 2 response target was 78.2%, an increase from 67.7% in 2014/15. This can be attributed to the Stage 2 response target being increased to 30 working days, from 25 working days and the reduction in the overall number of complaints received. In the majority of cases where it was not possible to respond within timescale the Complaints and Information Governance Manager agreed an extension with the complainant in accordance with the provisions of the corporate procedure.

## **Performance against Local Performance Indicators**

Number of maladministration decisions by the Local Government Ombudsman, in relation to corporate complaints.

Target for 2015/16 - 0

Actual for 2015/16 - 1

Full details of those complaints determined by the LGO are included in the Cabinet reports of 8 December 2015 and 14 June 2016 entitled [Review of Outcome of Complaints Made to Ombudsman](#).