

## APPENDIX 2

### COMPLIMENTS AND CHIEF EXECUTIVE REVIEW COMPLAINTS – 2022/23

#### Compliments received by the Council

The total number of compliments received in 2022/23, as outlined below, is 276:-

Benefits	19
Bins and recycling	93
Births, deaths and marriage	3
Business	1
Council	48
Council Tax	12
CSU	27
Environmental issues and parks	55
Housing	2
Leisure culture and events	3
Parking, roads and transport	8
Planning or building control	4
Schools learning and childcare	1
<b>TOTAL</b>	<b>276</b>

There were 284 compliments received by the Council in 2021/22 and 150 in 2020/21.

#### Chief Executive Review of complaints – 2022/23

Complainants who are dissatisfied with the outcome of complaints can request that a Chief Executive Review of their complaints be undertaken. The Chief Executive undertook 57 reviews of complaints in 2022/23. Details of the complaints are outlined below:-

SERVICES	COMPLAINT SUBJECT	UPHELD
Housing, Environment and Healthy Communities	- Housing issues	Upheld – compensation of £1,550
	- Tree issues (3)	Not upheld
	- Barriers on public rights of way	Not upheld
	- Housing repairs (3)	Not upheld
	- Housing repairs (17)	Upheld – compensation of £2,000, £150, £400, £450, £6,500, £100, £400, £250, £650, £600, £350, £600, £650, £600, £400, £500, £500
	- Housing warden issues	Not upheld
	- Driveway damage	Not Upheld
	- Wiring and bathroom replacement	Upheld – compensation of £150
	- Bin collections (2)	Not upheld
	- Public space protection order	Not upheld
- Tree and plant removal	Not upheld	

	<ul style="list-style-type: none"> <li>- Road resurfacing</li> <li>- Private landlord enforcement (3)</li> <li>- Anti-social behaviour</li> <li>- Fly tipping enforcement</li> <li>- Domestic vehicle crossing application</li> <li>- Hoist design</li> <li>- Boundary fence</li> <li>- Road signage</li> <li>- Homeless application</li> <li>- Noise abatement notice</li> </ul>	<p>Not upheld</p> <p>Not upheld</p> <p>Not upheld</p> <p>Not upheld</p> <p>Not upheld</p> <p>Not upheld</p> <p>Not upheld</p> <p>Not upheld</p> <p>Upheld – compensation of £650</p> <p>Upheld – compensation of £150</p>
Economy, Innovation and Growth	<ul style="list-style-type: none"> <li>- Planning application issues (3)</li> <li>- Building works issues</li> <li>- Parking and loss of trees</li> <li>- Planning breach</li> <li>- Prior approval application</li> </ul>	<p>Not upheld</p> <p>Not upheld</p> <p>Not upheld</p> <p>Not upheld</p> <p>Not upheld</p>
Public Health and Wellbeing	<ul style="list-style-type: none"> <li>- Allotment hedge (2)</li> </ul>	<p>Not upheld</p>
Childrens Social Care and Lifelong Learning	<ul style="list-style-type: none"> <li>- School application and assessment</li> <li>- Child safety issues</li> <li>- Education provision</li> </ul>	<p>Not upheld</p> <p>Not upheld</p> <p>Not upheld</p>
Integrated Adults and Social Care Services	<ul style="list-style-type: none"> <li>- School transport</li> </ul>	<p>Not upheld</p>

Of the 57 Chief Executive Reviews undertaken in 2022/23, 21 (36.8%) were upheld, and 36 (63.2%) were not upheld.

53 Chief Executive Reviews were undertaken in 2021/2, 10 (18.9%) were upheld and 43 (81.1%) were not upheld.

### **Using Complaints to improve performance**

The information gained through the monitoring of complaints is used to improve the provision of the services reflecting the overall approach to value for money and continuous improvement. Additional instructions to employees to reinforce existing procedures or changes to the provision of services could be made as a result of complaints received or the opportunity to improve has been identified.

#### Examples of service improvements

- The Council's repairs staff was reminded of the importance of keeping a clear audit trail of all repairs and the complaints policy's timescales and exclusions.

- Record keeping and communication with care home residents and their families have been improved.
- Improvements to informing members of the public who have reported planning consent breaches that the investigations have been closed and why have been made.
- Training has been delivered to staff responsible for recording or investigating complaints against the Council as social landlord and new training materials developed.