

## APPENDIX 1

### COMPLAINTS MONITORING

October-Dec 2010-2011 (4<sup>th</sup> Quarter)

#### Formal Complaints (Stage 1)

|                         | Number of complaints | Target met (response within 10 working days) | Complaint Justified | Complaint Partly Justified | Complaint Not Justified |
|-------------------------|----------------------|--|---------------------|----------------------------|-------------------------|
| 1 <sup>st</sup> Quarter | 14                   | 11 (79%)                                     | 5                   | 1                          | 8                       |
| 2 <sup>nd</sup> Quarter | 26                   | 20 (77%)                                     | 6                   | 5                          | 15                      |
| 3 <sup>rd</sup> Quarter | 18                   | 17 (95%)                                     | 3                   | 4                          | 11                      |
| 4 <sup>th</sup> Quarter | 22                   | 17 (77%)                                     | 6                   | 8                          | 8                       |
| <b>Full Year</b>        | <b>80</b>            | <b>65 (81%)</b>                              | <b>20</b>           | <b>18</b>                  | <b>42</b>               |

Of the 22 Stage One complaints, details of the 14 that were Justified or Partly Justified:

| Service                 | Nature of Complaint                                    | Justified/ Partly Justified | Action Taken or explanation  | Service Improvement  |
|-------------------------|--|-----------------------------|--|--|
| ICT                     | Lack of email acknowledgement for Council Tax Payment. | Justified                   | Apology given for the delay in fixing the on line payment problem.   | This has now been tested and rectified.  |
| Waste Collection        | Refuse and recycling bins not emptied for 2 weeks.     | Justified                   | Complainant contacted and advised of reasons for delay in collection due to bad weather. All bins now collected and returned to normal scheduled.  | All collections now back to normal (delays due to snow).   |
| Repairs and Maintenance | Problem with delay in plastering works to property.    | Justified                   | The original work ticket did not accommodate for the amount of work to be carried out, so a new appointment was made to ensure the complete job was carried out. Also on post inspection, it was found that the plastering work was not up to standard. This work has now been completed to the tenant's satisfaction. | Repeated incidents of below standard work would be highlighted to the R&M Manager in order for it to be addressed. |

|                  |   |                  |  |  |
|------------------|---|------------------|--|--|
| Benefits         | Discrepancy in benefit payment  | Justified        | Claim form indicated that payments should be made to landlord. Claim reviewed and correct rent figure used.  | Liaise with Redditch Operative to advise that a new claim form is not required to change payments. Brought to the attention of the Officers concerned but an oversight rather than a training issue. |
| Tenancy          | Delay in clearing back garden of the property   | Justified        | It was first thought that the Probation Service could assist with clearing the back garden, however, this was not possible. Arrangements have now been made with the Council's contractors to complete these works as a priority. Apologies given for the delay. | Item to be added to the 'First Visit tick list' for Tenancy Officer to ensure all works have been carried out/ordered from the void works.   |
| Waste Collection | Green bin not emptied for 5 weeks (has 3 babies/family of 5). Grey bin did not get emptied and waiting for a larger grey bin. | Partly Justified | Work being undertaken at property which caused difficulty in emptying bin and delivery of larger grey bin. Resident agreed to put her bin where it could be accessed by crew. Bin not always presented at address.   | After speaking to resident believe the issues will now have been resolved.   |
| OSS              | Lack of privacy when visiting the OSS at the Town Hall  | Justified        | The system at the Town Hall was being trialled on the Saturday the customer came in. Apology given for the lady's experience.  | Will look to provide more private interviews and review the system.  |

|                         |  |                  |   |   |
|-------------------------|--|------------------|---|---|
| Waste Collection        | Complaint that bin not emptied for 4 weeks over Christmas period. (Complaint sent into WCC and only received on 28 Jan). | Partly Justified | Explanation given of problems experienced due to severe weather conditions.   | -   |
| Repairs and Maintenance | Rear Fencing to property   | Partly Justified | On inspection, side and rear fence work was required, however, due to undergrowth needing to be cleared at the rear, only side fencing replaced and rear fencing work cancelled until undergrowth cleared. In the meantime tenants got the rear fencing replaced themselves. This latter work was not highlighted until complaint received. | A diary system has now been implemented for supervisors to both chase up connecting orders and to also follow up with tenants where follow up works are required. |
| Repairs and Maintenance | Continuing problem with mould in property  | Partly Justified | Insulation works to be carried out to roof and walls. Advice given on how to alleviate the problem of condensation in the property.   | Advice given to tenant.   |
| OSS/HR                  | Applying for jobs/Eviction/ Racial discrimination/ Housing Benefit problem.  | Partly Justified | Explanation given regarding recruitment policy / treatment in OSS was fair and with respect / information regarding benefit claim - small delay in reply to DHP but urgency was not made clear by the resident, ideally DHP request would have triggered intervention from Housing Options.   | Review how DHPs are awarded - mandatory check with Housing Options on all requests to jointly consider best solution - April 2011.                                |

|          |   |                  |  |  |
|----------|---|------------------|--|--|
| OSS      | Wrong advice given by OSS when providing copy of tenancy agreement.                       | Partly Justified | Advice CSA how customer felt, and discuss any individual training or awareness with them. Monitor during observation/ assessment with CSA in the future. Discuss with Benefits how system notes could identify if there are options which are open to resolve the enquiry. | None.  |
| OSS      | Siting of Tax Office gives no privacy. OSS/Benefits could do with some attitude training. | Partly Justified | OSS Manager phoned complainant and advised tax office only recently moved and settled in. Apology given regarding how Advisor had made him feel.   | Customer Service Skills for CSAs – refresher in April.                     |
| Lifeline | Written before do not need/use Lifeline service, so should not be paying.                 | Partly Justified | Mr Jenkins complaint was mainly a request for info. However information requested not received by Lifeline. Therefore he was unhappy his questions had not been acknowledged or answered.  | None. Cannot establish why his original request/letters were not received. |

### **Complaints Appeals (Stage 2)**

|                         | Number    | Target Met (response within 10 working days) | Complaints Upheld  |
|-------------------------|-----------|--|--|
| 1 <sup>st</sup> Quarter | 4         | 3 (75%)                                      | 2<br>(Stage 1 response had classed as complaint as justified – so agreeing that was still the case ie not overturning previous decision) |
| 2 <sup>nd</sup> Quarter | 10        | 9 (90%)                                      | 2 (Stage 1 response classed as Justified/Partly Justified – so agreeing that was still the case ie not overturning previous decision)    |
| 3 <sup>rd</sup> Quarter | 2         | 1 (50%)                                      | 1 – partly (Stage 1 response classed as Partly Justified – so agreeing that was still the case ie not overturning previous decision)     |
| 4 <sup>th</sup> Quarter | 3         | 2 (66%)                                      | 0  |
| <b>FULL YEAR</b>        | <b>19</b> | <b>15 (79%)</b>                              |  |

### Member Complaint Appeals (Stage 3)

|                         | Number   | Dismissed Cases |
|-------------------------|----------|-----------------|
| 1 <sup>st</sup> Quarter | 1        | 1               |
| 2 <sup>nd</sup> Quarter | 2        | 2               |
| 3 <sup>rd</sup> Quarter | 1        | 1               |
| 4 <sup>th</sup> Quarter | 0        | -               |
| <b>Full Year</b>        | <b>4</b> | <b>4</b>        |

### OMBUDSMAN MONITORING – 2010/11 Response times & Outcomes

| Complaint (service)            | Quarter Received | Info requested on | Target for response | Letter sent on (by e-mail) | Response time  | Average Response time - to date | Outcome  |
|--------------------------------|------------------|-------------------|---------------------|----------------------------|----------------|---------------------------------|--|
| a) Housing                     | 2 <sup>nd</sup>  | 120710            | <b>060810</b>       | <b>20 07 10</b>            | <b>11 days</b> | 11 days                         | No Maladministration – case closed.  |
| b) Property/ WETT              | 2 <sup>nd</sup>  | 100910            | <b>011010</b>       | <b>14 10 10</b>            | <b>35 days</b> | 23 days                         | Local Settlement – pay £50 per couple (time and trouble) and offer to cover cost of further planning application (£350 approx) |
| c) Environmental Services      | 3 <sup>rd</sup>  | 051110            | <b>291110</b>       | <b>101110</b>              | <b>5 days</b>  | 17 days                         | No Maladministration – case closed.  |
| d) Housing – Communal Cleaning | 3 <sup>rd</sup>  | 151210            | <b>281210</b>       | <b>14 01 11</b>            | <b>30 days</b> | 20.25 days                      | No Maladministration – case closed.  |
| e) Parking/OSS/ Equalities     | 4 <sup>th</sup>  | 160311            |                     | <b>18 03 11</b>            | <b>2 days</b>  | 16.6 days                       | No Maladministration – case closed.  |

NB – note difference in LGO figures as LGO enquiry (b) was counted twice (one complaint but two complainants) and they have not included complaint (e) which was dealt with outside of normal procedure. Therefore the LGO formal statistics give an average response time for year of 23.2 days (not 16.6 as above).

| Year  | Number of Enquiries | RBC average days |
|-------|---------------------|------------------|
| 06/07 | 8                   | 39.6 days        |
| 07/08 | 6                   | 26.7 days        |
| 08/09 | 5                   | 14.6 days        |
| 09/10 | 6                   | 23.8 days        |

| 2009/10 STATS FOR DISTRICT COUNCILS |            |                 |
|-------------------------------------|------------|-----------------|
| Less than 28 days                   | 29-35 days | 36 days or more |
| 61%                                 | 22%        | 17%             |