



INFORMATION SHEET

Standards Committee

Issue No: 01/2015

Date Issued: 2 March 2015

Complaints/Comments/Compliments - Information and Improvements Quarter 3 (October-December 2014)

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[DDI: 01494 421202 Tues-Fri 9.00-3.30pm]

Complaints/Comments/Compliments – Quarter 3

The information and charts for the quarter are attached herewith, together with a summarised report on LG Ombudsman complaints to date. The target for complaints to be responded to in target is 90%.

(a) Answering complaints within target (10 working days):

The figure for answering complaints within target has improved to 89% for the 3 months, despite the volume of complaints remaining considerably larger than normal. This is a good improvement from the last quarter – there were only 11 out of the 100 complaints answered out of time, as compared with 24 out of 110 out of target for quarter 2.

(b) Review of Complaints and Improvements as a result of complaints:

No improvements have been logged this quarter.

(c) Complaints to the LG Ombudsman:

There is one ongoing complaint and we are awaiting the final decision.

(d) Compliments Logging:

The total for compliments logged is 62 for this quarter and the service area with the most compliments is Parking Services again with 31, followed by Housing Options with 7. This result for the Parking Services is again very good considering the number of complaints received by the team and it is good to see that Housing Options are now high on the list of services receiving compliments.

Current Issues

A. Number of complaints for Quarter 3

The overall number of complaints has reduced slightly but the Parking Services team is still dealing with a significant amount of complaints about the ANPR system. However, they are dealing with the complaints effectively, with only 3 out of 48 going out of target, and they were also the team with the most number of compliments for the quarter.

B. Complaints to the Joint Waste Team

During this quarter, it has been noted that there have been some repeat complaints regarding waste collections and also difficulties with resolving contractor issues, such as damage caused by waste vehicles to customers' properties. Due to the repeated nature of some of the complaints, the Complaints Officer and Head of Service (Caroline Hughes) have asked that they be dealt with as formal complaints under our procedure. Ms Hughes has also requested regular updates on contractor issues from the senior manager of the team and has raised the matter of complaint handling with the Head of Service at CDC. The Senior Officer has discussed these issues with the Cabinet Member.

C. Webforms available to public

Unfortunately from mid-December through to mid-January there were ongoing IT issues with receipt of webforms to ServiceMail and other WDC computer systems. The FOI and Complaint/Comments web forms were therefore removed from our website for a short period until the matter was resolved with a replacement email address which customers could use.

OMBUDSMAN ONGOING CASES - 2014/15

Service Mail Ref	Date Received	Ombudsman Ref	Summary of complaint	Comments
13603	29.10.14	14 010 319/DS	WDC refused to provide complainant with housing assistance when her family became homeless in April 2013, and suspended her Bucks Home Choice application even though she was previously on the register in 2012.	Response sent by email 26.11.14 Draft Decision received 16.12.14 - 2 WDC errors identified but WDC omments on Draft Decision have been sent 10.01.14 and final decision awaited.

OMBUDSMAN CLOSED CASES - 2014/15

Service Mail Ref	Date Received (Date closed)	Ombudsman Ref	Summary of complaint	Comments	OMBUDSMAN CATEGORY							
					Closed after initial enquiry		Closed after investigation					
					NFA	OJ	NU - NFA	NU - NM	U- MNI	U- MI	Total	
12215	06.02.14 [26.06.14]	13 016 369	The Council introduced a new refuse collection scheme without providing notice of a new collection point or properly considering its suitability or the complainant's circumstances. Complainant states that due to the Council's fault her refuse is not being collected.	Not Upheld/No Further Action [Assisted bin collection applied for and agreed with Joint Waste Team, due to complainant's medical condition]			1					
12799	19.05.14 [10.07.14]	14 000 481	The Council failed to properly investigate and take appropriate action in response to her reports that her neighbour was breaching planning control through building a garage and car port and removing a hedge.	Investigated: Not Upheld/No Maladministration				1				
12352	08.05.14 [05.08.14]	14 000 350/sxp	Council did not consult him prior to approving the erection of a silver chimney against a brick wall to the rear of his property with the exhaust pointing towards his garden. The chimney emitted strong odours and dense smoke and noise; Council made onerous requirements regarding nuisance logging and failure to respond to letters and did not make adequate responses. Council has failed to enforce removal of the chimney.	Investigated: Not Upheld/No Maladministration				1				
12764	19.08.14 [20.08.14]	14 007 551	Complainant complained the Council refused her permission to install a dropped kerb at her home	Closed after initial enquiries: Out of Jurisdiction		1						
12871	7.09.14 [17.09.14]	14 009 018	Complaint regarding planning procedures in relation to neighbour's planning permission for extension.	Closed after initial enquiries - no further action	1							
13406	10.09.14 [10.09.14]	14 007 933	The complainant complained that following his brother's death the Council removed all his belongings from his brother's rented flat and then destroyed them, but should have put his brother's belongings into storage for a period. Complainant wanted compensation for the loss of the destroyed items.	Closed after initial enquiries: Out of Jurisdiction		1						
					1	1	1	2	0	0	0	5

OMBUDSMAN SERVICE AREA									
P/BC	Local Tax	ASB	Hsg	Env Services/ Pub Protect/ & Reg	Hsg	Benefits	Transport & Highways	Licensing	Corp & Other
				1					
	1								
	1								
						1			
3	0	0	0	1	1	0	0	0	0

Items by Type by Council Service by In Target between 01/10/2014 and 31/12/2014

		Total
Comments		
Planning - Development Management & Enforcement	In Target	2
Planning - Environment & Infrastructure, Trees	In Target	1
Total for Comments		3
Complaint		
Benefits Services	Out of Target	1
	In Target	1
Bucks CC - Highways	In Target	1
Building Control	In Target	1
Council Tax & Business Rates	Out of Target	3
	In Target	9
Customer Services	In Target	4
Environmental Health - Control of Pollution	In Target	1
Environmental Health - Public Health	In Target	1
Fraud	In Target	1
Housing Development & Right to Buy	In Target	1
Housing Options (applications) & Temporary Housing	In Target	3
ICT & Business Systems	In Target	1
Joint Waste Team [Stage 1]	Out of Target	4
	In Target	10
Joint Waste Team [Stage 2]	In Target	2
Off-Street Parking & Car Parks	Out of Target	3
	In Target	45
Planning - Development Management & Enforcement	In Target	6
Planning - Environment & Infrastructure, Trees	In Target	1
Procurement	In Target	1

Items by Type by Council Service by In Target between 01/10/2014 and 31/12/2014

		Total
Total for Complaint		100
Compliment		
Building Control	In Target	1
Community Safety	In Target	1
Council Tax & Business Rates	In Target	1
Environmental Health - Commercial	In Target	1
Environmental Health - Control of Pollution	In Target	2
Green Space contracts	In Target	1
Housing Development & Right to Buy	In Target	1
Housing Options (applications) & Temporary Housing	In Target	7
Leisure Contracts Client	In Target	1
Licensing (Establishments, Taxis, etc)	In Target	1
Off-Street Parking & Car Parks	In Target	31
Planning - Development Management & Enforcement	In Target	6
Planning - Environment & Infrastructure, Trees	In Target	1
Planning Policy	In Target	1
Sports Development	In Target	6
Total for Compliment		62
Internal Client Compliment		
Business Unit		Total
Facilities Management	In Target	1
Planning - Development Management & Enforcement	In Target	1
Total for Internal Client Compliment		2

Complaint Feedback from 01/10/2014 to 31/12/2014

Business Unit: Benefits Services

Speed - Yes:	1	Speed - No:	0
Easily Understood - Yes:	1	Easily Understood - No:	0
Outcome - Yes:	1	Outcome - No:	0
Complaint Handling - Yes:	1	Complaint Handling - No:	0

Business Unit: Council Tax & Business Rates

Speed - Yes:	8	Speed - No:	0
Easily Understood - Yes:	8	Easily Understood - No:	0
Outcome - Yes:	8	Outcome - No:	0
Complaint Handling - Yes:	8	Complaint Handling - No:	0

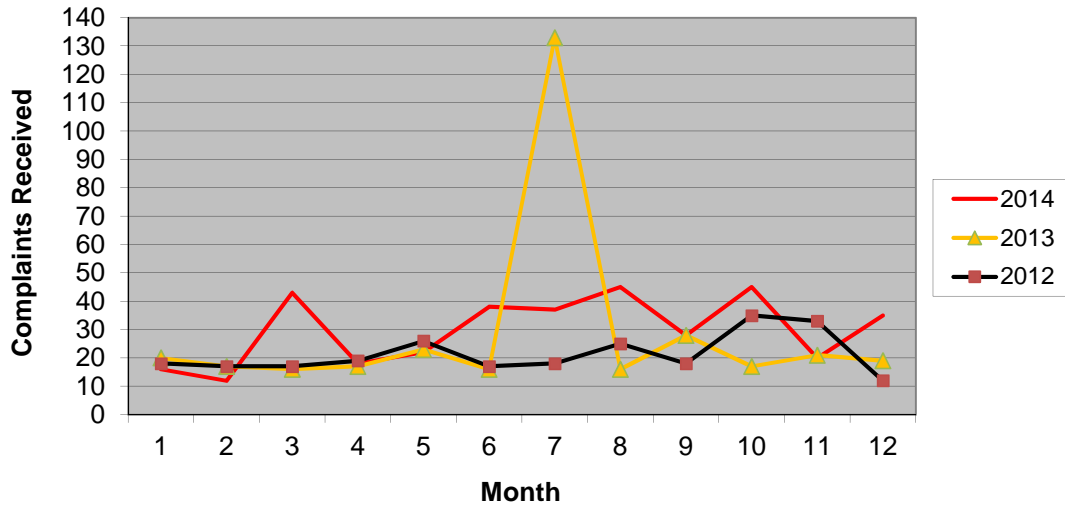
Business Unit: Procurement

Speed - Yes:	1	Speed - No:	0
Easily Understood - Yes:	1	Easily Understood - No:	0
Outcome - Yes:	1	Outcome - No:	0
Complaint Handling - Yes:	1	Complaint Handling - No:	0

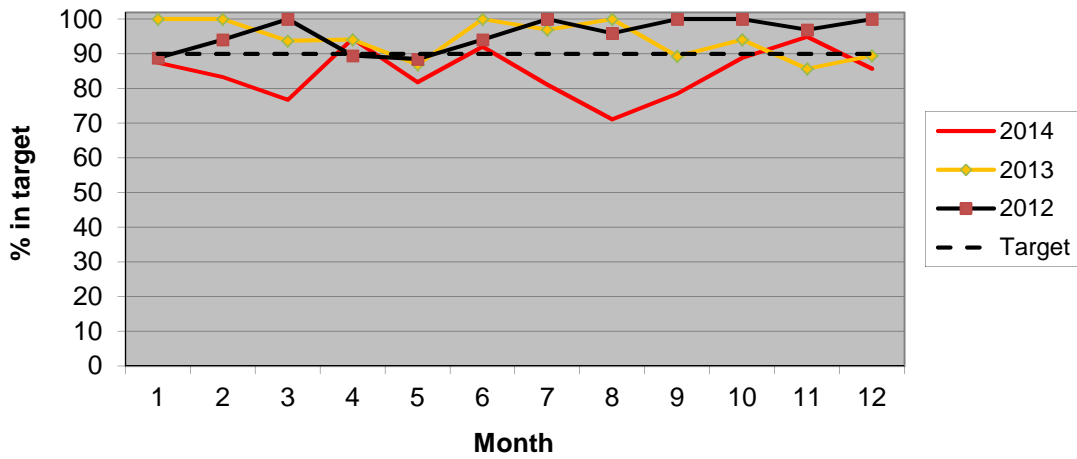
Total:

Speed - Yes:	10	Speed - No:	0
Easily Understood - Yes:	10	Easily Understood - No:	0
Outcome - Yes:	10	Outcome - No:	0
Complaint Handling - Yes:	10	Complaint Handling - No:	0

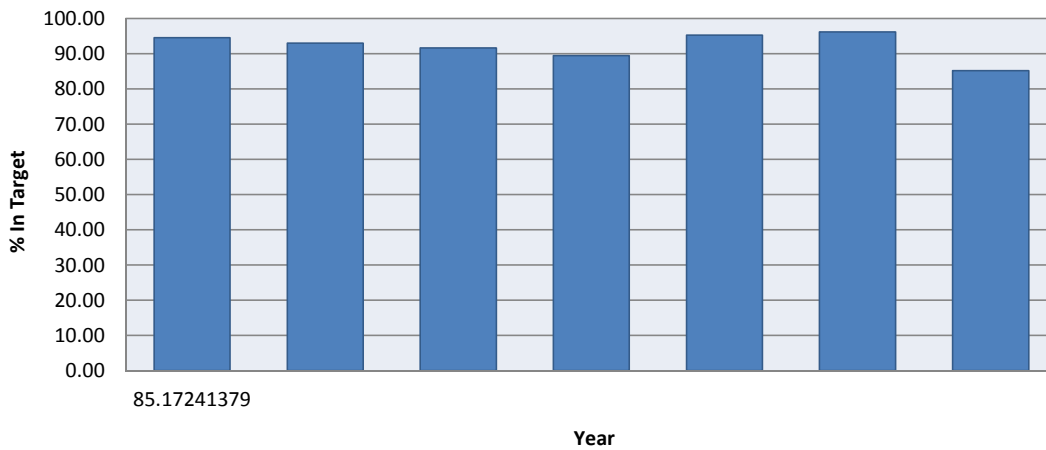
WDC Complaints Received by Month 2012-2014



WDC Complaints in target 2012-2014






WDC Complaints In Target 2008 - 2014






**Wycombe District Council
Complaints/Compliments - Year on Year
Comparison**

		Quarter 1			Quarter 2			Quarter 3			Quarter 4			
		Target for Q1	Outturn Apr - Jun	▲ ● ★	Target for Q2	Outturn Jul - Sep	▲ ● ★	Target for Q3	Outturn Oct - Dec	▲ ● ★	Target for Q4	Outturn Jan-Mar	Adjusted Year to date	▲ ● ★
Compliments and Complaints														
2013-14 Year	Number of compliments received	n/a	67	n/a	n/a	84	n/a	n/a	52	n/a	n/a	55	260	
2014-15 Year	Number of compliments received	n/a	62	n/a	n/a	68	n/a	n/a	62	n/a			62	
2013-14 Year	Number of complaints received	n/a	56	n/a	n/a	177	n/a	n/a	57	n/a	n/a	71	358	
2014-15 Year	Number of complaints received	n/a	78	n/a	n/a	110	n/a	n/a	100	n/a			78	
2013-14 Year	Percentage of complaints answered within 10 working days	90%	92.86%	●	90%	96.05%	★	90%	89.47%	●	n/a	80.28%	92.74%	●
2013-14 Year	Number answered within 10 working days		52			170			51			57	332	
2013-14 Year	Number of complaints		56			177			57			71	358	
2014-15 Year	Percentage of complaints answered within 10 working days		92.31%	●		76.36%	▲		89.00%	●			85.07%	●
2014-15 Year	Number answered within 10 working days		72			84			89				245	
2014-15 Year	Number of complaints		78			110			100				288	
2013-14 Year	Satisfaction with complaints handling: SPEED OF RESPONSE	n/a	100.00%		n/a	86.36%		n/a	89.47%		n/a	88.24%	90.22%	
2013-14 Year	Number of people satisfied with SPEED		12			19			17			15	83	
2013-14 Year	Number of responses logged		12			22			19			17	92	

**Wycombe District Council
Complaints/Compliments - Year on Year
Comparison**

		Quarter 1			Quarter 2			Quarter 3			Quarter 4		
		Target for Q1	Outturn Apr - Jun		Target for Q2	Outturn Jul - Sep		Target for Q3	Outturn Oct - Dec		Target for Q4	Outturn Jan-Mar	Adjusted Year to date
2014-15 Year	Satisfaction with complaints handling: SPEED OF RESPONSE		91.67%			92.86%			100.00%				94.44%
2014-15 Year	Number of people satisfied with SPEED		11			13			10				34
2014-15 Year	Number of responses logged		12			14			10				36
2013-14 Year	Satisfaction with complaints handling: OUTCOME	n/a	83.33%		n/a	63.64%		n/a	84.21%		n/a	82.35%	82.61%
2013-14 Year	Number of people satisfied with OUTCOME		10			14			16			14	76
2013-14 Year	Number of responses logged		12			22			19			17	92
2014-15 Year	Satisfaction with complaints handling: OUTCOME		91.67%			85.71%			100.00%				91.67%
2014-15 Year	Number of people satisfied with OUTCOME		11			12			10				33
2014-15 Year	Number of responses logged		12			14			10				36
2013-14 Year	Satisfaction with complaints handling: COMPLAINT HANDLING	n/a	91.67%		n/a	77.27%		n/a	84.21%		90	82.35%	85.87%
2013-14 Year	Number of people satisfied with COMPLAINT HANDLING		11			17			16			14	79
2013-14 Year	Number of responses logged		12			22			19			17	92
2014-15 Year	Satisfaction with complaints handling: COMPLAINT HANDLING		91.67%			85.71%			100.00%				91.67%
2014-15 Year	Number of people satisfied with COMPLAINT HANDLING		11			12			10				33
2014-15 Year	Number of responses logged		12			14			10				36

Symbols Used:	
	Exceeds target by more than 5%
	Within +/- 5% of target
	More than 5% below target