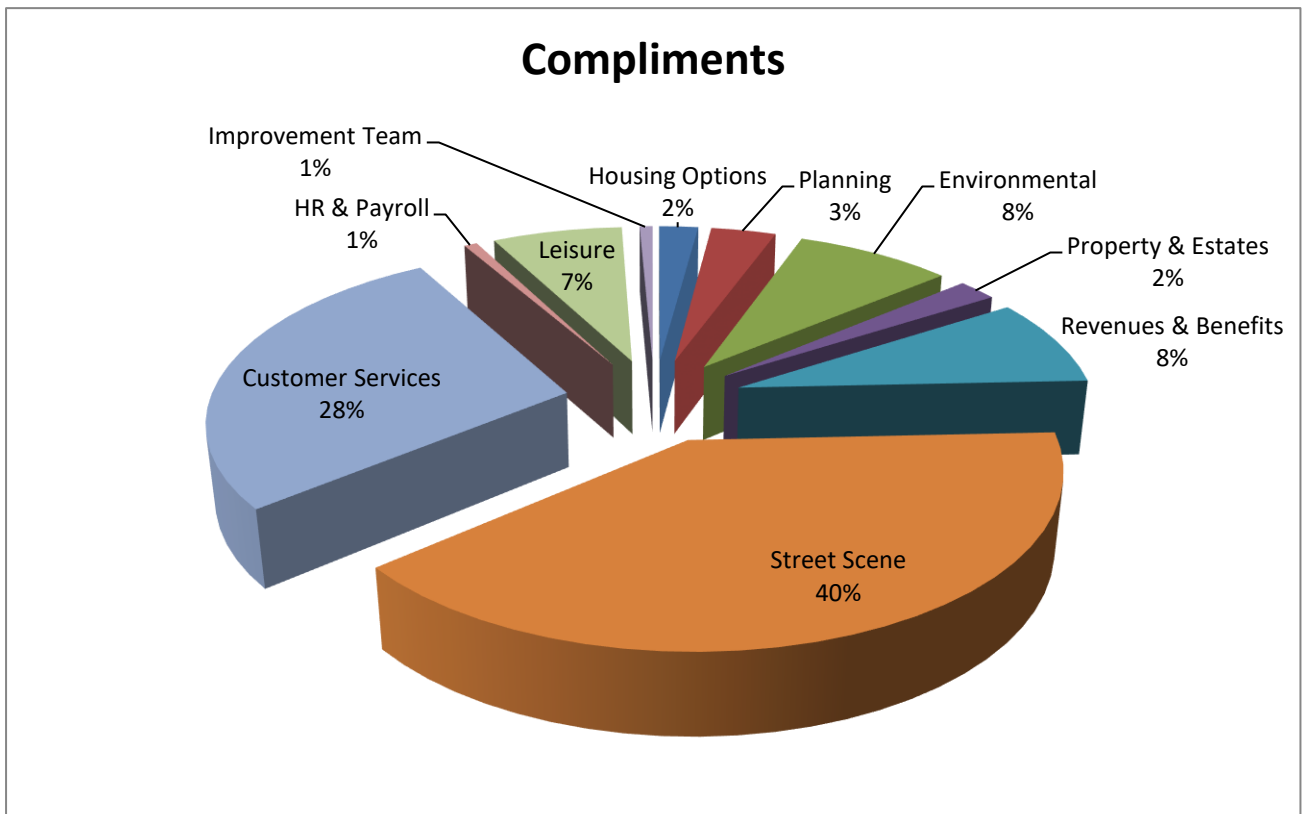


Appendix 2

A- Compliments 01/04/16 – 31/3/17		Number	Percentage of all compliments received
Growth	Partnership Team	0	0%
	Housing Options	3	2.0%
	Planning	5	3.4%
	Environmental Health	12	8.3%
	Legal, Governance & Elections	0	0%
	Economic Development	0	0%
Operations	Audit	0	0%
	Community Safety	0	0%
	Property & Estates	3	2.0%
	Finance	0	0%
	Revenues & Benefits	12	8.3%
	Street Scene Services	57	40.0%
Transformation	Customer Service	40	27.7%
	HR & Payroll	1	0.7
	Leisure	10	6.9
	Improvement Team	1	0.7
	Health & Safety	0	0
Total		144	100%

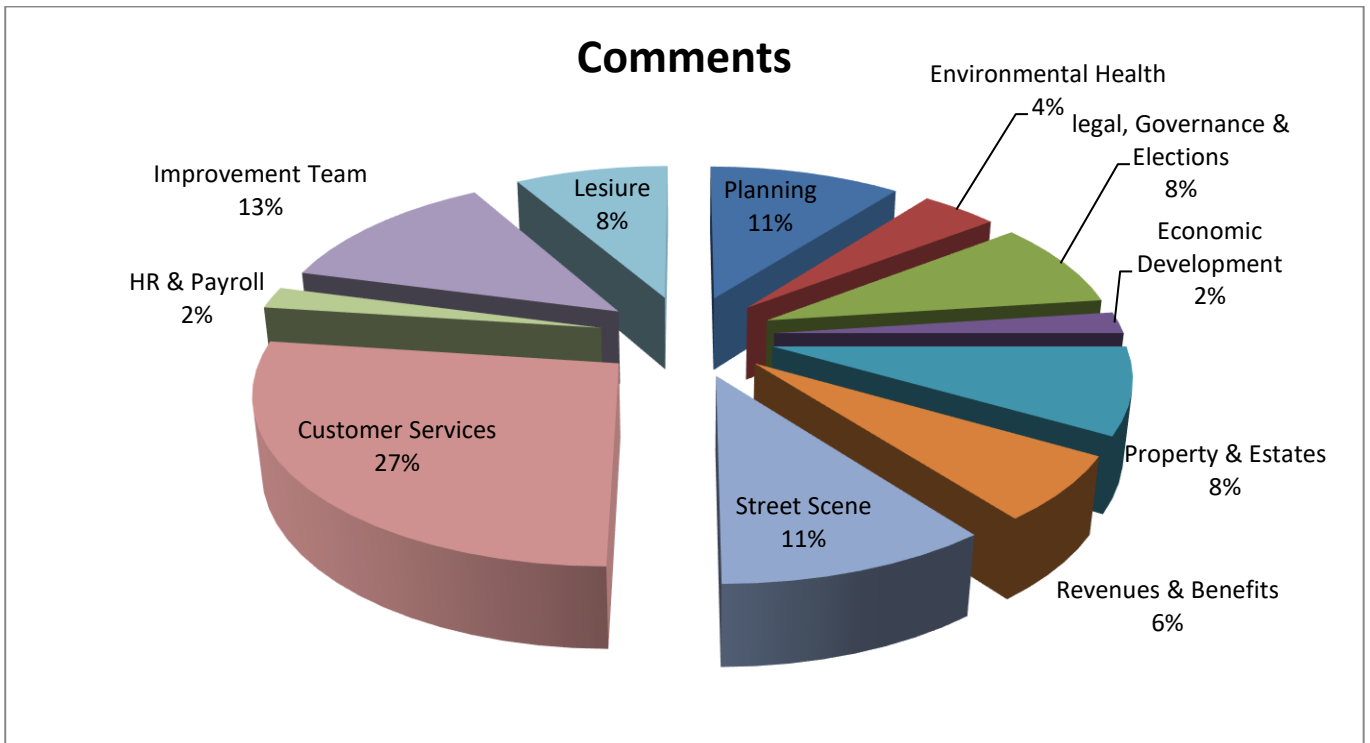


Compliments 01/04/16 – 31/3/17 by department

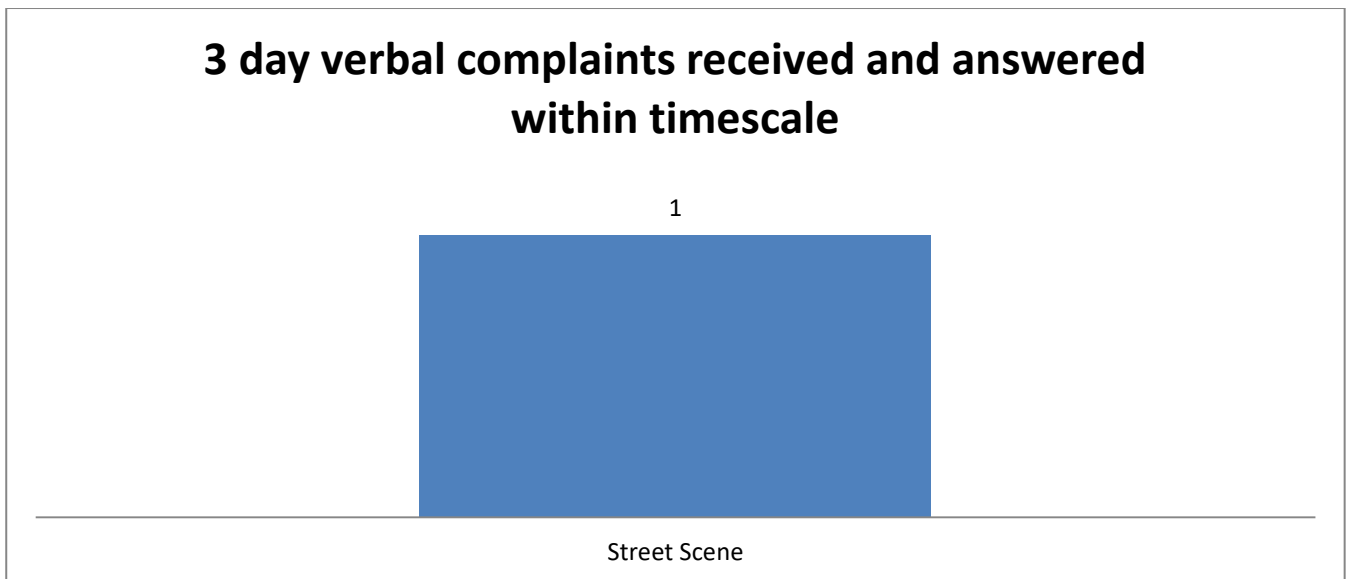
Compliments included:

<p>A lady said 'thank you' to the refuse crew as it was her friends sons funeral and she asked the crew if they could just stay off the road whilst the funeral car pulled up, they reversed off the road and waited until the funeral car had gone. It meant a lot to the family.</p>	<p>Street Scene Services</p>
<p>Various compliments praising the Customer Services team for their efficient, helpful and caring approach when dealing with various issues both face to face on reception and over the telephone.</p>	<p>Customer Services</p>
<p>Customers praised the team for their friendly and helpful ways; the customer said staff was prepared to go to any length to help as much as possible.</p>	<p>Revenues & Benefits</p>
<p>My sincere thanks and appreciation for your work and giving me an update on the situation of a rodent activity and the boarding up of a property. I honestly thought we were getting nowhere without complaints against this derelict property. My thanks to all concerned.</p>	<p>Environmental Health</p>
<p>A gentleman called regarding a branch hanging off his tree over his greenhouse and patio. Within 15 minutes of his call someone was at his property to fix the problem. He wanted to say a big thank you for a quick response.</p>	<p>Street Scene Services</p>
<p>Leisure staff were praised for their expertise in the running of their classes and for their friendly and welcoming manner.</p>	<p>Leisure</p>
<p>A resident praised the Pest Control team for the removal of a wasp nest at their property. They provided a very good service and also rescued their cat for which they were very grateful.</p>	<p>Environmental Health</p>
<p>A customer expressed their gratitude to the team and said it was really helpful to have pro-active and responsive planners to work with.</p>	<p>Planning</p>
<p>Customers complimented the staff for their kindness and helpfulness when dealing with their queries.</p>	<p>Customer Services</p>
<p>A gentleman said that over the last eight years he had driven to work on the A61 through Clay Cross up to Chesterfield and he wanted to say a big thank you for making his journey a happy one. The beautiful flowers on High Street at Clay Cross and other islands are wonderful.</p>	<p>Street Scene Services</p>
<p>A customer wanted to pass on their thanks for helping remove birds which were causing noise. The customer was grateful for the team's perseverance shown in following this up and keeping them updated throughout the process. The attitude of the team should be commended; it was an excellent example in customer care.</p>	<p>Environmental Health</p>

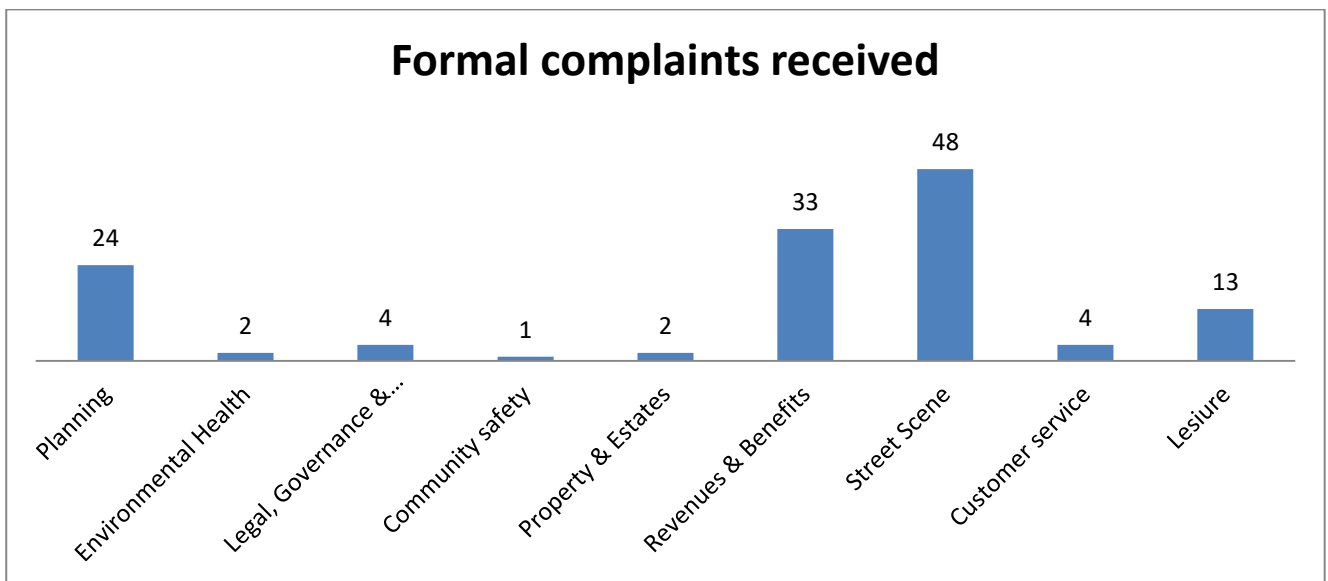
B - Comments by department 01/04/16 – 31/3/17		Number	Percentage of all comments received
Growth	Partnership Team	0	0%
	Housing Options	0	0%
	Planning	5	10.4%
	Environmental Health	2	4.2%
	Legal, Governance & Elections	4	8.3%
	Economic Development	1	2.1%
Operations	Audit	0	0%
	Community Safety	0	0%
	Property & Estates	4	8.3%
	Finance	0	0%
	Revenues & Benefits	3	6.3%
	Street Scene Services	5	10.4%
Transformation	Customer Service	13	27%
	HR & Payroll	1	2.1%
	Leisure	4	8.3%
	Improvement Team	6	12.6%
	Health & Safety	0	0%
Total		48	100%



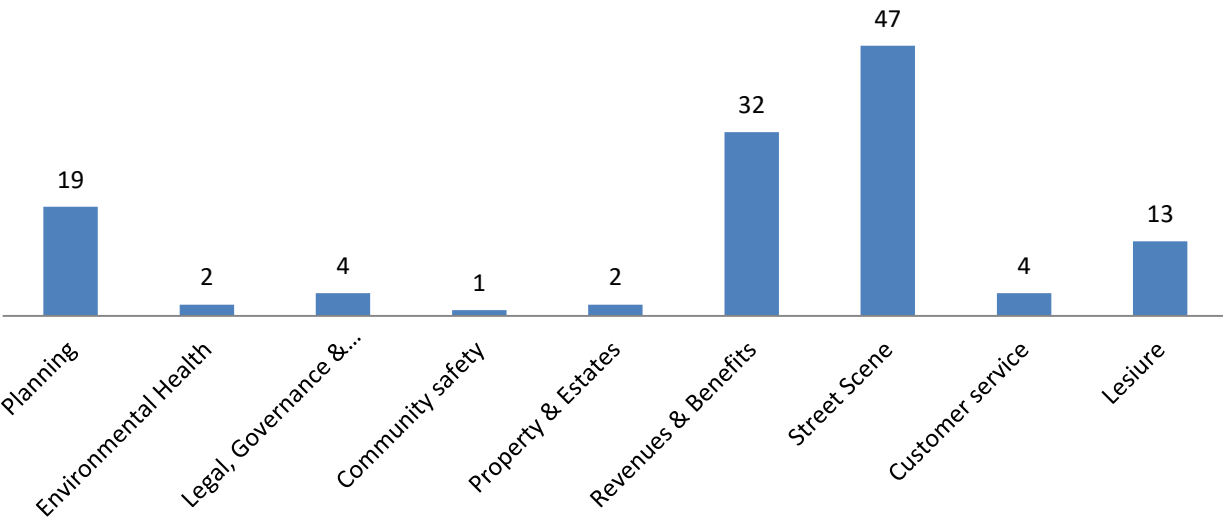
C – Number of 3 day verbal complaints(Stage 1) complaints 01/04/16 – 31/3/17		Number	Percentage within timescale of 3 working days
Growth	Partnership Team	0	N/A
	Housing Options	0	N/A
	Planning	0	N/A
	Environmental Health	0	N/A
	Legal, Governance & Elections	0	N/A
	Economic Development	0	N/A
Operations			
Operations	Audit	0	N/A
	Community Safety	0	N/A
	Property & Estates	0	N/A
	Finance	0	N/A
	Revenues & Benefits	0	N/A
	Street Scene Services	1	100%
Transformation			
Transformation	Customer Service	0	N/A
	HR & Payroll	0	N/A
	Leisure	0	N/A
	Improvement Team	0	N/A
	Health & Safety	0	N/A
Total		1	100%



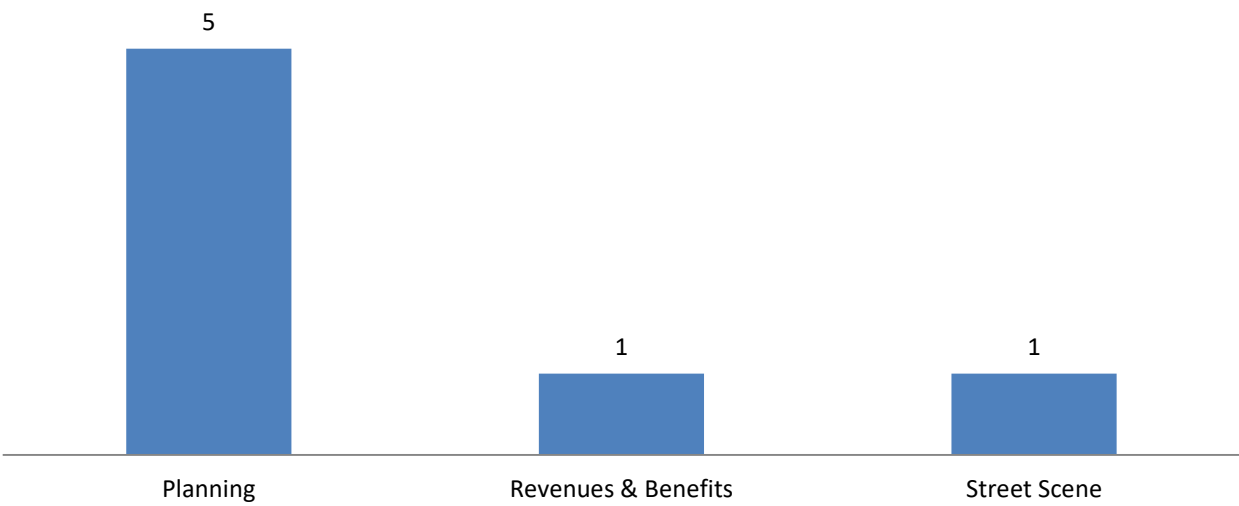
D – Number of Formal Investigation (Stage 2) complaints 01/04/16 – 31/3/17		Number	Within timescale of 15 working days	Out of timescale
Growth	Partnership Team	0	0	0
	Housing Options	0	0	0
	Planning	24	19	5
	Environmental Health	2	2	0
	Legal, Governance & Elections	4	4	0
	Economic Development	0	0	0
Operations	Audit	0	0	0
	Community Safety	1	1	0
	Property & Estates	2	2	0
	Finance	0	0	0
	Revenues & Benefits	33	32	1
	Street Scene Services	48	47	1
Transformation	Customer Service	4	4	0
	HR & Payroll	0	0	0
	Leisure	13	13	0
	Improvement Team	0	0	0
	Health & Safety	0	0	0
Total		131	124	7



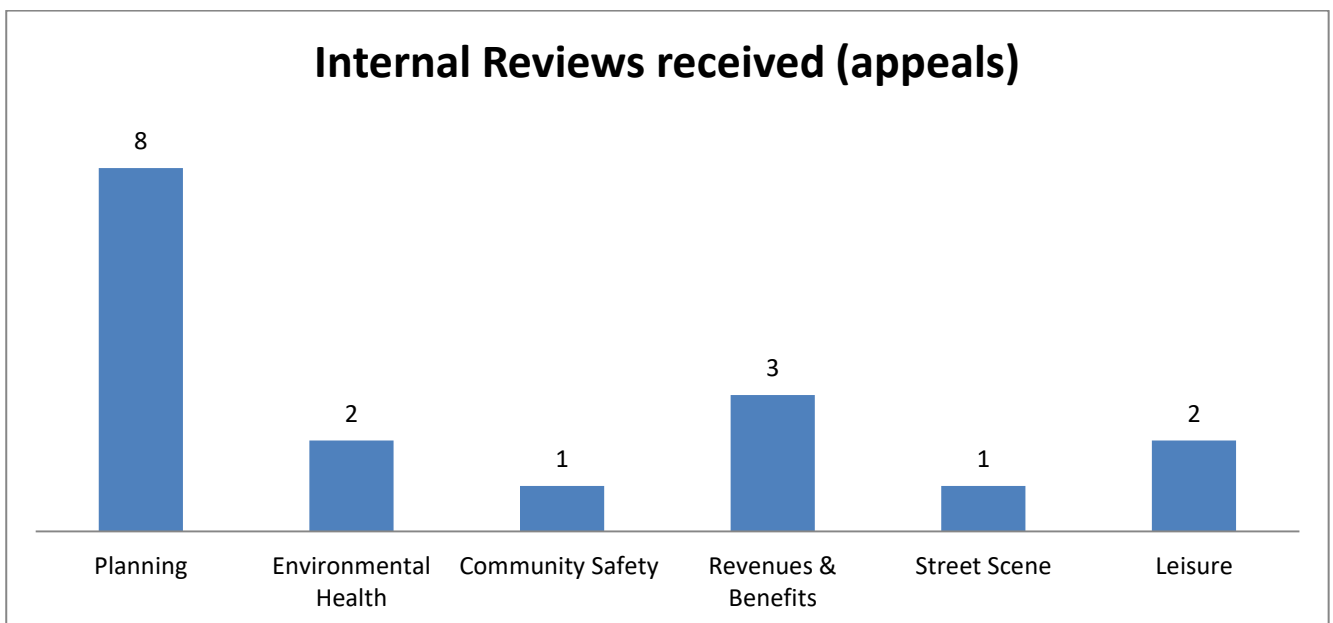
Formal complaints answered within target time



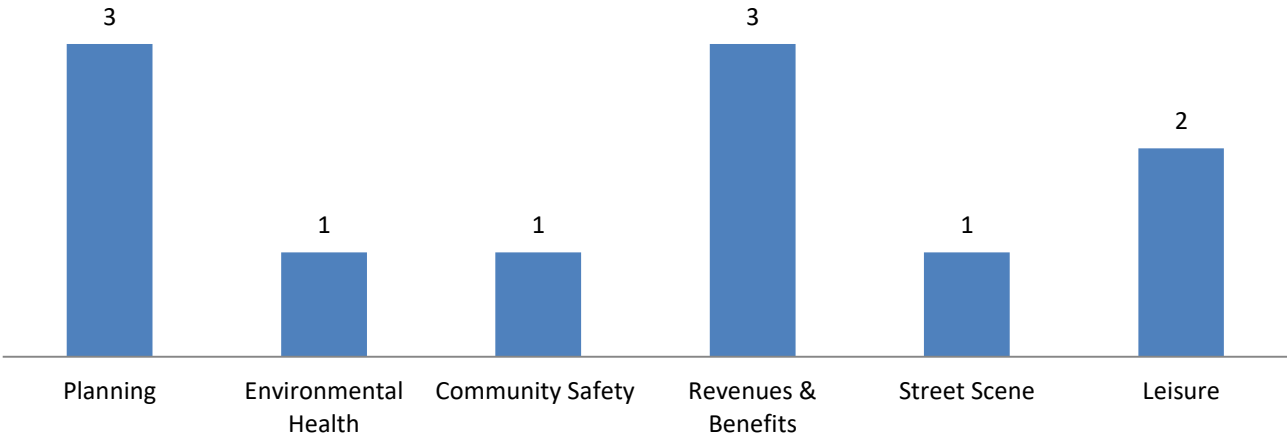
Formal complaints answered out of timescale



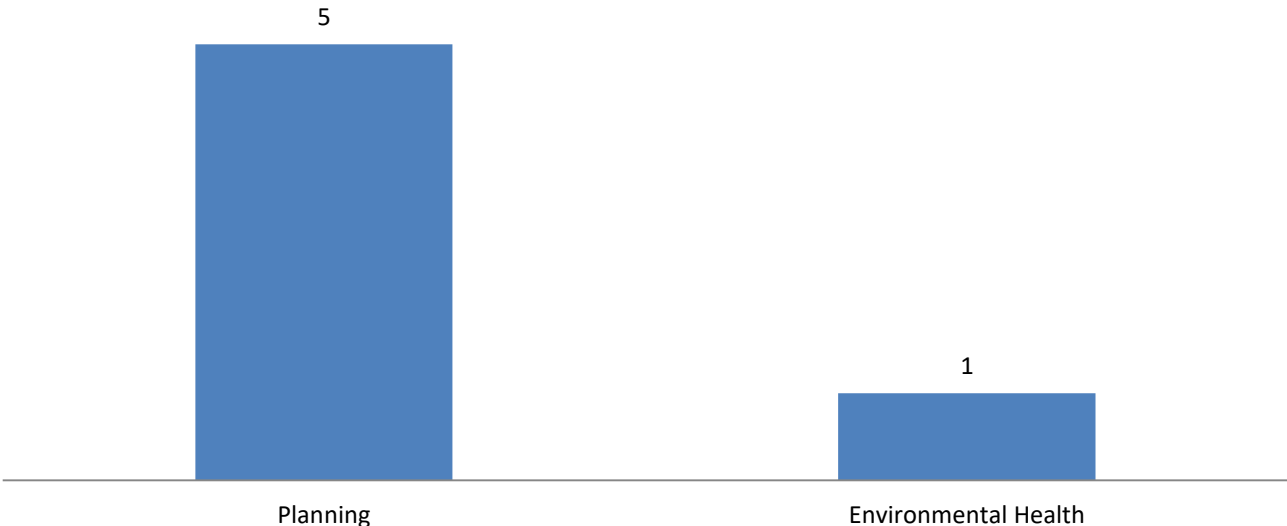
E – Number of Internal Review (S3) complaints 01/04/16 – 31/3/17		Number	Within timescale of 20 working days	Out of timescale
Growth	Partnership Team	0	0	0
	Housing Options	0	0	0
	Planning	8	3	5
	Environmental Health	2	1	1
	Legal, Governance & Elections	0	0	0
	Economic Development	0	0	0
Operations	Audit	0	0	0
	Community Safety	1	1	0
	Property & Estates	0	0	0
	Finance	0	0	0
	Revenues & Benefits	3	3	0
	Street Scene Services	1	1	0
Transformation	Customer Service	0	0	0
	HR & Payroll	0	0	0
	Leisure	2	2	0
	Improvement Team	0	0	0
	Health & Safety	0	0	0
Total		17	11	6



Internal Reviews answered within timescale



Internal Reviews answered outside of timescale



Appendix 2

Date Received	F – Local Government Ombudsman’s (LGO) - Summary	Departments Involved	Date Decision Letter Received	Ombudsman Decision
17.09.15	(*LGO) – Customer not happy with regards to a Home Repairs Assistance Grant that was given to her deceased brother.	Environmental Health	07.04.16	The Ombudsman is not investigating due to this being a premature complaint. This has been referred back for local resolution in the first instance.
08.12.15	(*LGO) - Customer requesting compensation for chasing a missing payment and refuse bin	Revenues / Street Scene Services	17.05.16	<p>The Ombudsman will not investigate the complaint about the way the Council dealt with a payment the customer made for their council tax. Although there was fault by the Council, the matter is now resolved and the fault did not cause a significant enough injustice to warrant an investigation.</p> <p>The Ombudsman will not investigate the complaint with regards to being charged for a lost bin. There is not enough evidence of fault to warrant an investigation</p>
17.09.15	(*LGO) – Third party raising concerns on behalf of a customer in relation to development work being carried on in a green belt area.	Planning	25.05.16	The Ombudsman is not investigating due to this being a premature complaint. This has been referred back for local resolution in the first instance
11.01.16	(*LGO) – Customer raising a complaint with regards to a planning application that had been submitted.	Planning	23.06.16	The Council properly considered a request for a change of use of an agricultural building to a dwelling under permitted development regulations.

15.07.16	(*LGO) - Customers medical bin have not been emptied due to them not tying the yellow bags.	Street Scene Services	23.08.16	The Ombudsman is not investigating this complaint. This has been referred back for local resolution.
04.09.15	(*LGO) – Customer advised that the Council has failed to enforce Planning conditions at a nearby property.	Planning	03.11.16	Upheld: Maladministration and injustice
01.04.16	(*LGO) – Customer’s wanted to complain about the way the Council dealt with planning applications and enforcement issues on land near their property.	Planning	26.01.17	Upheld: Maladministration and injustice
22.02.17	(*LGO) – Customer complained about the Council’s rejection of their mother’s application for a reduction due to her disability.	Revenues	17.03.17	The Ombudsman will not investigate this complaint. It is reasonable for the customer to appeal to the Valuation Tribunal, which is the proper authority to decide reductions and exemptions.
31.01.17	(*LGO) - The customer’s complained that the Council’s contractor missed two bin collections and that Council officers failed to respond appropriately to his complaint about the missed collections.	Street Scene	31.04.17	The Ombudsman will not investigate the customer’s complaint about missed bin collections and the Council’s response to them. The Injustice caused to the customer is not so significant as to justify investigation.

