

Report C



Environment & Public Protection Scrutiny Complaints and Compliments Report End of Year 2015/16

Report C

Contents:

| | |
|---|---|
| 1. Principles | 3 |
| 2. Definition | 3 |
| 3. Summary of findings | 3 |
| 4. Complaints investigated and responded to during 2015 | 4 |
| 5. Complaints determined by the Ombudsman during 2015 | 5 |
| 6. Compliments | 5 |
| 7 Complaint & Compliment Analysis | 6 |
| 7.1 Environment..... | 6 |
| 7.2 Public Protection | 9 |

Report C

1. Principles

Carmarthenshire County Council's Complaints Procedure emphasises the following principles:

- To ensure that as many complaints as possible are **resolved at stage 1** local resolution.
- To ensure that investigations follow the '**Investigate Once, Investigate Well**' principle.
- To adopt a stronger emphasis on **learning from complaints** and utilising them where possible to reform service design.

2. Definition

A **definition of a complaint** is:

- an expression of dissatisfaction or concern
- about a public service provider's action or lack of action
- or about the standard of service provided
- which requires a response
- whether about the public service provider itself, a person acting on its behalf, or a public service provider partnership.

The complaints referred to within this report are the ones where the investigation has been completed during the period of this report. This report does not reflect any complaints which are currently open and under investigation.

3. Summary of findings

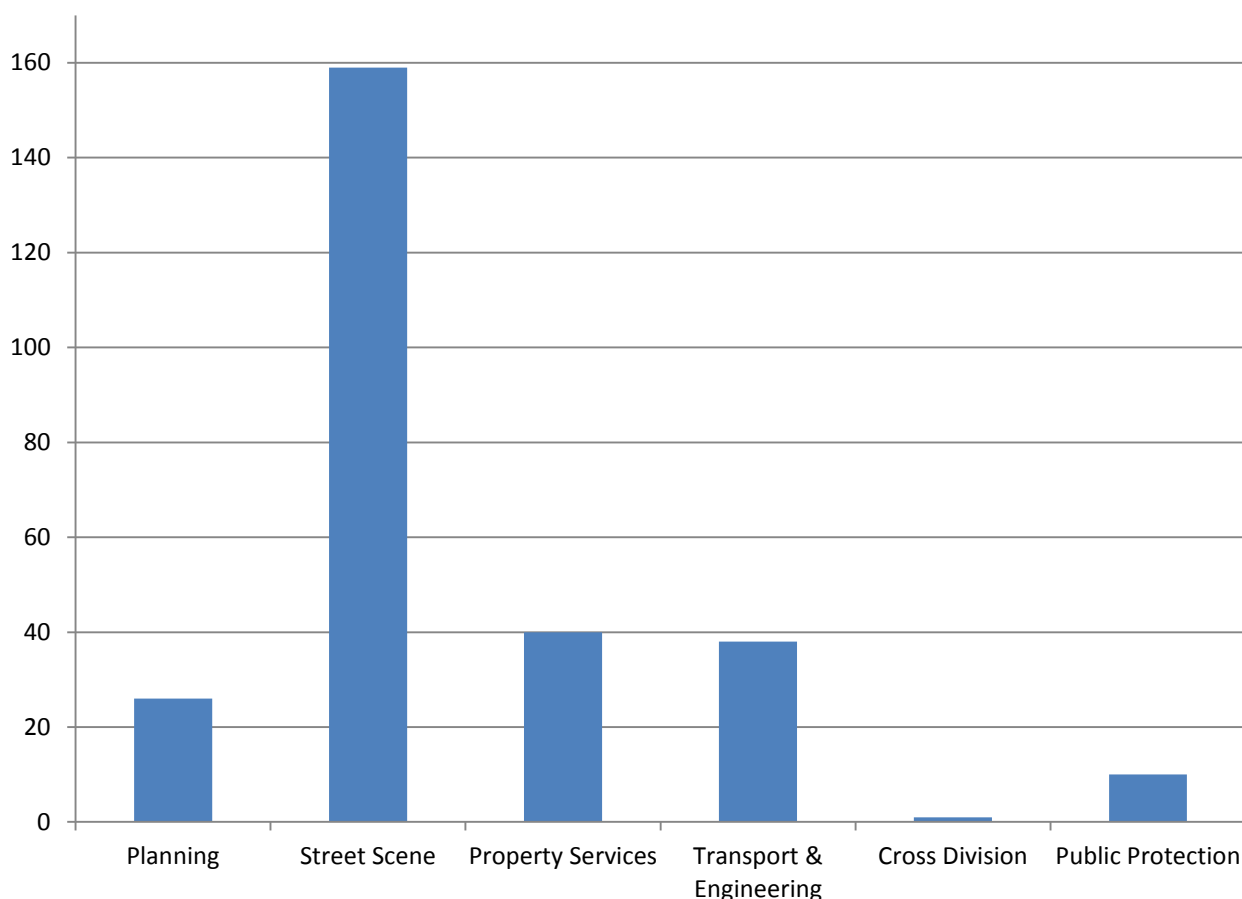
Due to departmental restructuring, it is difficult to compare the figures for 2015/16 with those of 2014/15

- 264 complaints were investigated for the Environment Department during 2015/16, compared to 239 complaints during the previous year (2014/15 figure does not include Planning)
- 160 of these complaints (61%) received a response within the allocated time period. This reflects a decrease from last year, with last year's percentage of 68%.
- 10 Public Protection complaints were recorded, 5 were received last year. Planning has seen a slight decrease from last year's figure of 33 to this year's total of 26.

Report C

4. Complaints investigated and responded to during 2015/16

| SERVICE | Stage 1 | | | Stage 2 | | |
|-------------------|---|---|--|--------------------------------|--|--|
| | No. of Complaints responded to ¹ | No. receiving a full response within allocated time period ² | No. receiving a full response after allocated time period ³ | No. of Complaints responded to | No. receiving a response within allocated time period ⁴ | No. receiving a response after allocated time period |
| Environment | 242 | 155 (64%) | 87 (36%) | 22 | 5 (23%) | 17 (77%) |
| Public Protection | 8 | 5 (63%) | 3 (37%) | 2 | 0 (0%) | 2 (100%) |
| TOTAL | 250 | 160 (64%) | 90 (36%) | 24 | 5 (21%) | 19 (79%) |



¹ This is the cumulative figure of complaints investigated and responded to within the period of the report this financial year

² Any corporate complaint which has been investigated and responded to within 10 working days.

³ Any complaints which have been investigated and responded to outside the allocated time period

⁴ Any corporate complaint which has been investigated and responded to within 10 working days.

Report C

5. Complaints determined by the Ombudsman during 2015/16

| | Concluded by Ombudsman 2015-16 | Ombudsman conclusion | | | | | |
|--|--------------------------------|----------------------|------------|--------------|---------------------|----------------------------|--------|
| | | Settled | Not Upheld | Discontinued | Out of jurisdiction | Referred back to Authority | Upheld |
| Environment | 22 | 4 | 2 | 8 | 4 | 4 | 0 |
| Public Protection | 1 | 0 | 0 | 1 | 0 | 0 | 0 |
| Cross Departmental Issues (Planning & Public Protection) | 1 | 0 | 0 | 1 | 0 | 0 | 0 |

6. Compliments

- 222 compliments were received in 2015/16 This compares to 131 which were received during 2014/15. However, due to departmental restructuring, it would be misleading to compare the figures.

| SERVICE | No. of compliments received |
|-------------------------|-----------------------------|
| Planning | 26 |
| Street Scene | 95 |
| Property Services | 53 |
| Transport & Engineering | 35 |
| Cross Division | 1 |
| Public Protection | 12 |
| Total | 222 |

Report C



7 Complaint & Compliment Analysis

7.1 Environment

| Complaints | Planning | | Street Scene | | Property Services | | Transport & Engineering | | Cross Division | |
|--|----------|-----|--------------|------|-------------------|-----|-------------------------|-----|----------------|------|
| Stage 1 Complaints Investigated | 14 | | 158 | | 35 | | 34 | | 1 | |
| Upheld | 4 | 29% | 51 | 32% | 12 | 34% | 7 | 21% | 0 | 0% |
| Partially Upheld | 3 | 21% | 52 | 33% | 14 | 40% | 7 | 21% | 0 | 0% |
| Not Upheld | 7 | 50% | 55 | 35% | 9 | 26% | 20 | 58% | 1 | 100% |
| Stage 2 Complaints Investigated | 12 | | 1 | | 5 | | 4 | | | |
| Upheld | 0 | 0% | 0 | 0% | 2 | 40% | 1 | 25% | 0 | 0% |
| Partially Upheld | 3 | 25% | 1 | 100% | 2 | 40% | 1 | 25% | 0 | 0% |
| Not Upheld | 9 | 75% | 0 | 0% | 1 | 20% | 2 | 50% | 0 | 0% |

Analysis of the trends

- **Planning**

There was a slight increase in Stage 2 complaints from last year, up to this year's total of 12. Of these, 9 were not upheld, with the remaining three recorded as partially upheld. The three partially upheld complaints highlighted on the failure to communicate, resulting in delays in the planning process.

Report C

14 Stage 1 complaints were recorded. 4 were upheld, and 3 partially upheld. The 4 upheld again highlighted failures in communication or delays, whether it be responding to emails or in providing informing to applicants. 3 Stage 1 complaints raised concerns with planning enforcement, all were recorded as not upheld.

- **Street Scene**

Highways

The Highways department received a total of 20 complaints. Included was the only Stage 2 investigation recorded against the Street Scene division. This was recorded as partially upheld. It was found that incorrect legislation was quoted within a notice, issued to a resident. Naturally, the notice was revoked.

Of the remaining 19 Stage 1 complaints, only 3 were upheld. These related to resurfacing work to a pavement, communication between departments as to a road closure, and some property damaged caused by a gritting lorry. The remaining 16 complaints were split evenly, with 8 partially upheld and the remaining 8 recorded as not upheld.

Refuse, Recycling & Cleansing

132 complaints were recorded for the department.

47 were upheld, 42 partially upheld with the remaining 43 recorded as not upheld.

Main focus of a large percentage of the complaints related to the weekly bin collection. These could mainly be broken down as regular missed collections, actions of the crew or damage/placement of the food waste bins.

- **Property Services**

5 Stage 2 complaints were received, up from last years' single Stage 2. Two were upheld, citing the standard of work and the lack of communication with the individual tenants. One was not upheld, with the other two partially upheld. One was partially upheld as to the time taken to complete the outstanding work.

4 Building Maintenance Stage 1 complaints were upheld, and a further 12 partially upheld. Lack of communication and delays were the main points highlighted within each individual complaint.

9 further Stage 1 complaints were not upheld.

There were 6 Stage 1 complaints recorded against the Grounds Maintenance department, 4 of which were upheld.

- **Transport and Engineering**

There was a slight increase in the number of complaints received for the department this year, up to 38 from last year's total of 35. 4 complaints were recorded a t Stage 2, 1 of which, was upheld.

59% of the 34 Stage 1 complaints were not upheld. 7 were recorded as upheld and a further 7 partially upheld.

A total of 23 complaints related to Parking Services, the issuing of parking fines or staff behaviour. 3 were recorded as upheld, and 4 partially upheld. The remaining 16 were all recorded as not upheld.

5 complaints were recorded for the School & Public Transport and one for Fleet Management. All were at Stage 1, and all were not upheld.

Report C

| |
|--|
| |
|--|

| Compliments | Planning | Street Scene | Property Services | Transport & Engineering | Cross Division |
|-----------------------------------|----------|--------------|-------------------|-------------------------|----------------|
| Compliments received per division | 26 | 95 | 53 | 35 | 1 |

Analysis of the trends

- **Planning**

'It has not been the easiest of situations to deal with, thank you for all the help you have provided'
'Thank you for the way you explained to me in a simple way outline planning application'
'Just to say thanks in helping to get us such a quick decision. Much appreciated'
'.....a very positive meeting I had with an excellent officer in Llanelli'
'Thanks for all your assistance in getting the first phase of the Wales Air Ambulance scheme'- Building Control

- **Street Scene**

Highways

Facebook comment thanking the Authority for *'keeping roads accessible'* during winter storms.
'Big thanks for the Highways maintenance crew who are out in all weathers....'
'Reacting positively to potential flooding, appreciates the organisation and proactive approach'

Refuse, Recycling & Cleansing

'Thank you for your prompt action following my report of an overflowing litter bin'
'Thank you for organising and collecting the rubbish, and recycling throughout the year'
'Thank you to the teams for their hard work during the very wet weather, appreciated greatly'

Street Lighting

'Thank everyone involved with fixing the light outside my house, so quickly'.

- **Property Services**

'He was extremely helpful and made a very bad situation a lot easier' - Out of hours plumber
'The workmen who attended to repair the faulty lock were very friendly and polite'
'Compliment the gentleman who did a great job fixing the fence. He was very helpful and polite'
 The following were received by the Grounds Maintenance team;
'I would like to thank the council for planting up wild flower beds around Llanelli, so uplifting'
'Parc Howard Association would like to express their thanks & gratitude for the hard work & effort'
'Please pass on my thanks for felling the unsafe tree in Burry Port park'.

- **Transport and Engineering**

'I just wanted to thank you for your time and patience' Consultation regarding Speed Limits
'Resident's thank you letter to officer, following comments made as to Planning Application' Traffic

Report C

Management.

'Smooth efficiency of you and department. Congratulate CCC for foresightedness in facilitating course'

Dragon Rider Cymru Course.

'I wish to convey my sincere gratitude regarding the practical steps you've taken....'. Redistribution of Parking Spaces.

'Thank you once again to everyone who has dealt with this issue.' Organising of School Transport

'Thanking a staff member within School Transport'

Report C

7.2 Public Protection

| Complaints | Public Protection | |
|---------------------------------|-------------------|------|
| Stage 1 Complaints Investigated | 8 | |
| Upheld | 1 | 12% |
| Partially Upheld | 2 | 25% |
| Not Upheld | 5 | 63% |
| Stage 2 Complaints Investigated | 2 | |
| Upheld | 0 | 0% |
| Partially Upheld | 0 | 0% |
| Not Upheld | 2 | 100% |

Analysis of the nature of complaints and the trends

The Stage 1 complaint that was upheld related to the manner of a member of staff during a phone call. An apology was issued and the member of staff was required to attend customer care training.

Two complaints were partially upheld, they concerned the dog warden service not making contact with the dog owner sooner than they did and the way in which an issue involving a privately owned septic tank was addressed.

| Compliments | Public Protection |
|-----------------------------------|-------------------|
| Compliments received per division | 12 |

Analysis of the trends

"Thank yourself and your colleagues for your excellent work and their professionalism" Court Case

"Most helpful and gave me a lot of useful advice.....such a good service" Pest Control

"I would like to thank you for all your assistance in ensuring our permit was issued in time"

"...willingness to go beyond the call to duty to help us to comply with these regulations" Trading Standards

"responsive, sympathetic and kept me up to date!" Trading Standards