

REPORT A

Improvement Plan Monitoring – Actions & Measures for END OF YEAR 15/16

The following provides a summary of performance actions and measures that were included in the Improvement Plan for 2015/16 shown per Scrutiny

Breakdown as per Scrutiny	Total	On target	Off target	Not Reported	Currently not available	Overall % on Target
Community Scrutiny	58	52	5	1	0	90%
Education & Children's Services Scrutiny	105	83	21	0	1	79%
Environmental & Public Protection Scrutiny	44	37	7	0	0	84%
Social Care & Health Scrutiny	30	24	6	0	0	80%
Policy & Resources Scrutiny	57	47	10	0	0	82%
Overall Performance	294	243	49	1	1	83%

The 'off target', not reported and not currently available deliverables have been discussed at their appropriate Scrutiny.

REPORT B

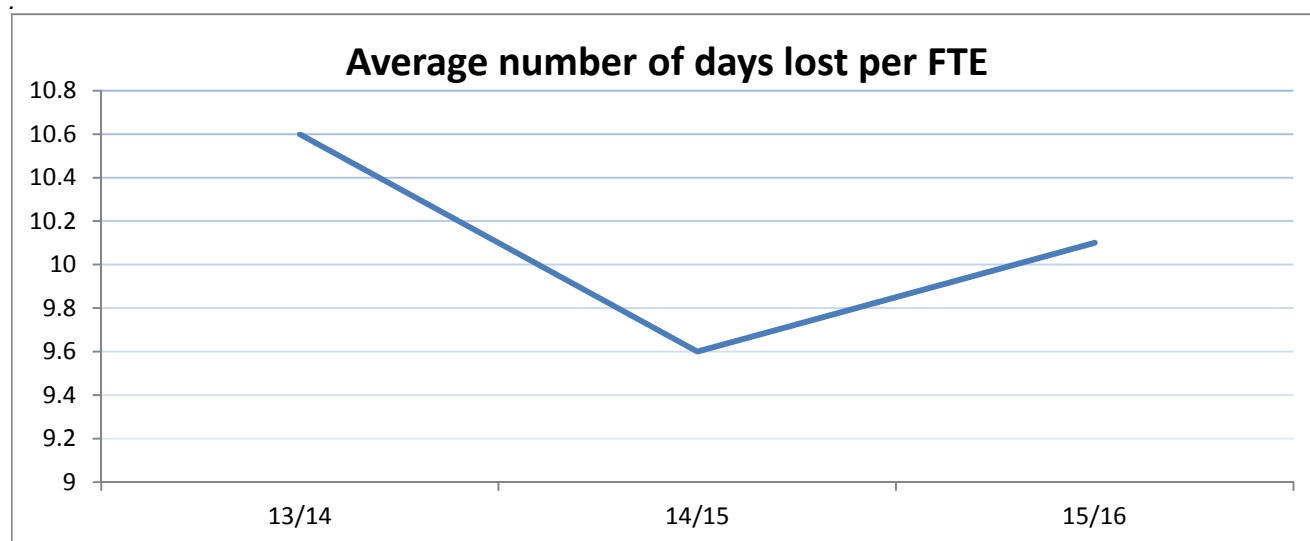
SICKNESS ABSENCE – End of Year Report

	14/15	15/16	Difference	Performance	
Chief Executive's	7.3	5.2	2.1	Improved	↑
Resources	7.0	6.6	0.4	Improved	↑
Environment	13.0	11.8	1.2	Improved	↑
Education & Children's Services	8.9	9.5	0.6	Declined	↓
Communities	11.7	12.4	0.7	Declined	↓
Authority Total	9.6	10.6	1.0	Overall Declined	↓

The target for the whole of 2015/16 was to reduce the full time equivalent sick days to 9.3 days.

Calculation includes Permanent and temporary staff only. Data includes all school based staff & teachers.

Days lost are through sickness due to illness/disability, long-term sickness and industrial injury. Not included medical/dental appointments or Maternity / Paternity leave etc. Numerator – number of FTE sick days lost / Denominator – Average FTE Headcount



The Authority sickness absence performance is 10.1 days, which is an increase in 1 FTE day from last year's result and is 0.8 days off target.

Three departments, Chief Executives, Resources and Environment have seen positive year on year reductions in sickness absence. However, two departments, Education and Children's Services and Communities are showing increases year on year. The Communities department absence levels had been dropping over the last two years, however, in this period the department is showing an increase of 0.7 FTE days. This department has also had an increase in staff with the amalgamation of Leisure.

Within Education - Primary Schools sickness absence has increased the most. Primary Schools are showing a reduction in musculo skeletal problems and an increase in stress, mental health and fatigue related absences. There has been an increase in referrals to OH from Schools, particularly around referrals to the stress management service for teachers. However early intervention and support for some cases will improve attendance.

People Management promote the support available through the Occupational Centre for groups of staff or individuals, and sessions have taken place with school teams using the principles of Cognitive Behavioural Therapy. Briefing sessions and workshops also take place on the management of stress in the workplace, there are also online resources available for the staff and Head Teachers. Schools can also request Wellbeing sessions for the staff, this includes lifestyle screenings and health and wellbeing advice from the OH team.

The model of the schools sickness absence policy has been circulated to all schools for adoption. There are significant reductions in the overall budgets of schools this year, with the majority of schools going through either a restructure or redundancy situation in order to attempt to "balance their books". Head Teachers need to monitor the impact this has on staff wellbeing and support staff in line with the policy.

Where HR and OH have been involved in advising on case management, sickness cases come to a suitable conclusion. However there have been areas where there has been a lot of late reported sickness on a frequent basis across the Authority. In these long term sickness cases many months have passed by before HR are aware to advise managers on support and progression through the Sickness Absence Policy. HR intervention where this is observed is to follow up with managers to ensure Resource Link holds correct information and support for the employee through the Sickness Absence Policy and with Occupational Health. Managers are advised of the HR support available to follow the sickness absence policy and in some cases Attendance Management Briefing sessions have been held. In some areas where this has been suggested by HR, there has not been a suitable take up of attending these sessions and the sickness drifts on before any formal action is taken.

Departments need to ensure a consistent application of the policy by providing:-

- employee support meetings where there is cause for concern
- monitoring attendance and establishing reasons for sickness absence,
- seeking advice via HR on the most appropriate management of the case and
- seeking OH opinion on fitness to work and any adjustment that may be needed.

It is intended that the Corporate PI target will be split between the departments which will improve local monitoring, management and compliance with the sickness policy.

III Health Capability

46 - Employees were terminated from the Authority on ill health capability grounds in 15/16
17 - Tier 1 ill health retirements
1 - Tier 2 ill health retirement
6 - Tier 3 ill health retirements

Sickness Absence Training

- 540 People Managers have undertaken training since November 2013. This includes 9 Elected Members from P&R Scrutiny Committee who undertook the training in February 2015 to raise their understanding of the policy
- 36 school staff members have undertaken the training during January and February 2016 (Comprising Head Teachers, Deputy Head Teachers and Senior Administration staff)
- 17 primary schools and 6 secondary schools have received attendance management training

- Staff from the School Improvement Team have also undertaken Mental Health (stress, anxiety and depression) training
- Attendance Management training sessions have been held with communities and Environment department so far this year
- Bespoke workshops/briefing sessions are held where concerns are raised or noted
- OH and HR teams discuss application of the sickness and stress policies and also work through case studies with the managers and supervisors.
- Briefings are included and Q&A sessions held with the In-house Stress management team and the managers/supervisors.
- Group sessions are held in teams where the managers wish to further support the team, if there has been an event which has had an impact on the team, such as structural changes, an incident or possible closure of service.
- 1:1 support via CBT is promoted, group sessions and self-help information published and referred to. Sign posts to specialist external organisations.
- The Wellbeing group analyse performance and develop initiatives to support teams and corporate reduction of key reasons for ill health.
- There are monthly promotional campaigns to educate and to give information and advice to the workforce.
- Wellbeing sessions are taking place across the county, currently 4 sessions are underway in the Environment Department, where it is anticipated that over 200 staff will receive lifestyle screening tests and many more will receive advice and information on managing physical and mental wellbeing.
- Mental health resilience on line training and information for all staff.
- Time to Change the Authority has signed the ledger / pledge which removes the stigma around mental health issues.

National context

The Chartered Institute of Personnel and Development (CIPD) survey 2015 shows that public sector sickness absence has increased by 1 day.

Extracts from the CIPD 2015 survey -

Average absence has increased most in the public sector (where it is now 50% higher than in the private sector). On average, manual workers have 1.5 more days' absence per year than non-manual workers.

Causes of absence

- Minor illness remains the most common cause of short term absence, followed by musculoskeletal injuries, back pain and stress.
- The most common causes of long-term absence are acute medical conditions, stress, musculo-skeletal injuries, mental ill health and back pain.

- Thirty per cent report non-genuine absence is a top cause of short term absence for manual workers and 23% for non-manual workers.

This year we have seen an increase in the proportion of organisations including illegitimate absence among their top causes of long term absence for non-manual workers (14%, up from 3% in 2014), except in the public sector, where fewer include this among their top causes of absence. The public sector is more likely than the private to rank stress, mental ill-health and musculo-skeletal injuries among their top five causes of short- and long-term absence.

Work-related stress

Overall, two-fifths of respondents report that stress-related absence in their organisation has increased over the past year, although this rises to half of public sector organisations. Larger organisations, across all sectors, are also more likely to report stress-related absence has increased. Very few report that stress-related absence has decreased. Workload remains the most common cause of stress, followed by non-work relationships/family, management style and relationships at work. *'Absence levels have increased most in the public sector.'*

Additional initiatives and support which are underway include:-

- Mutual Fund – Final financial considerations are being made prior to the launch of the scheme in September with indicative numbers of schools wishing to join indicated by December 16 for a Launch in April 17, assuming enough schools join the scheme. As part of the verification prior to reimbursing the school, the mutual fund administrators will confirm the absence is being managed in line with the Schools Model sickness policy and that HR and OH advice has been sought, this should improve and provide consistent management of absence.

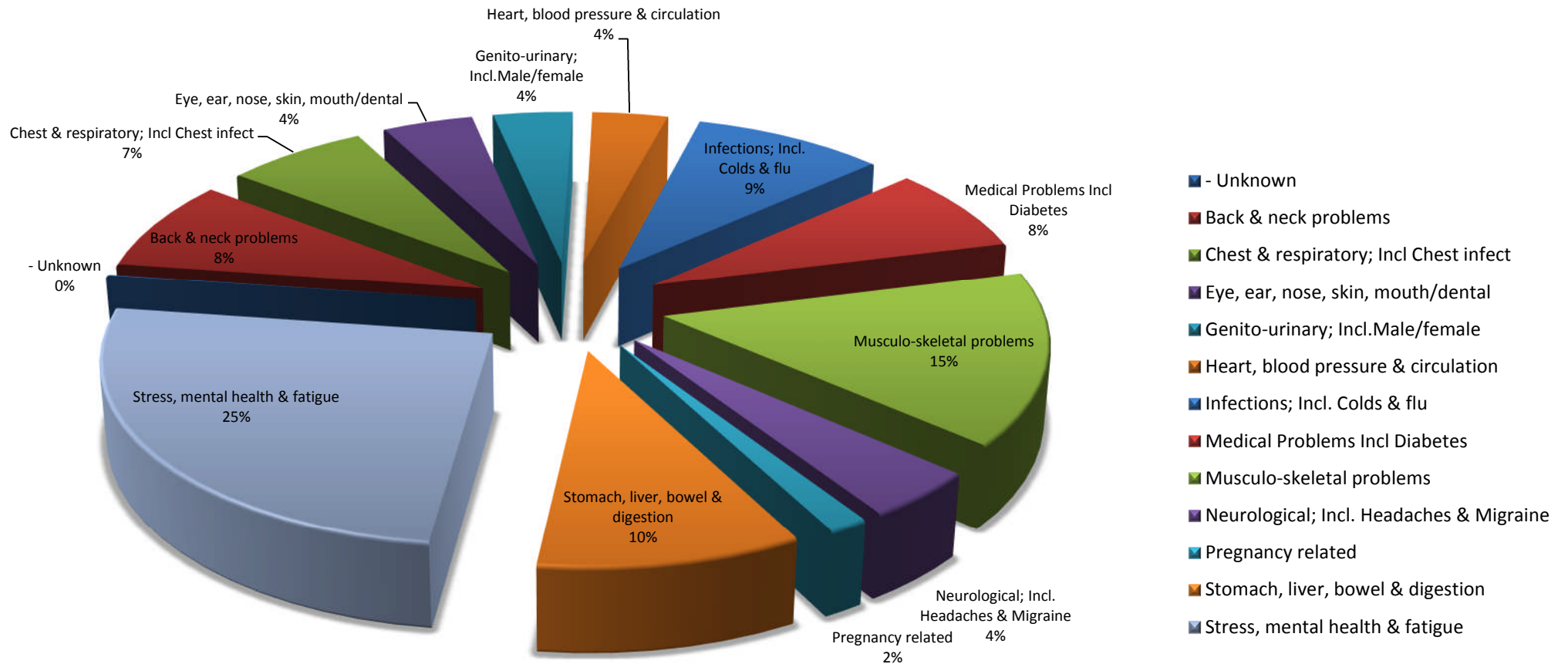
New initiatives for 16/17:-

- Mandatory mental health awareness on line training for all People Managers being rolled out from June 2016 onwards
- New Wellbeing Coordinator being recruited in June 2016 who will develop approximately 15 departmental Wellbeing Champions whose role will be to promote all the wellbeing support and initiatives & to encourage employee engagement.
- Departmental sickness targets

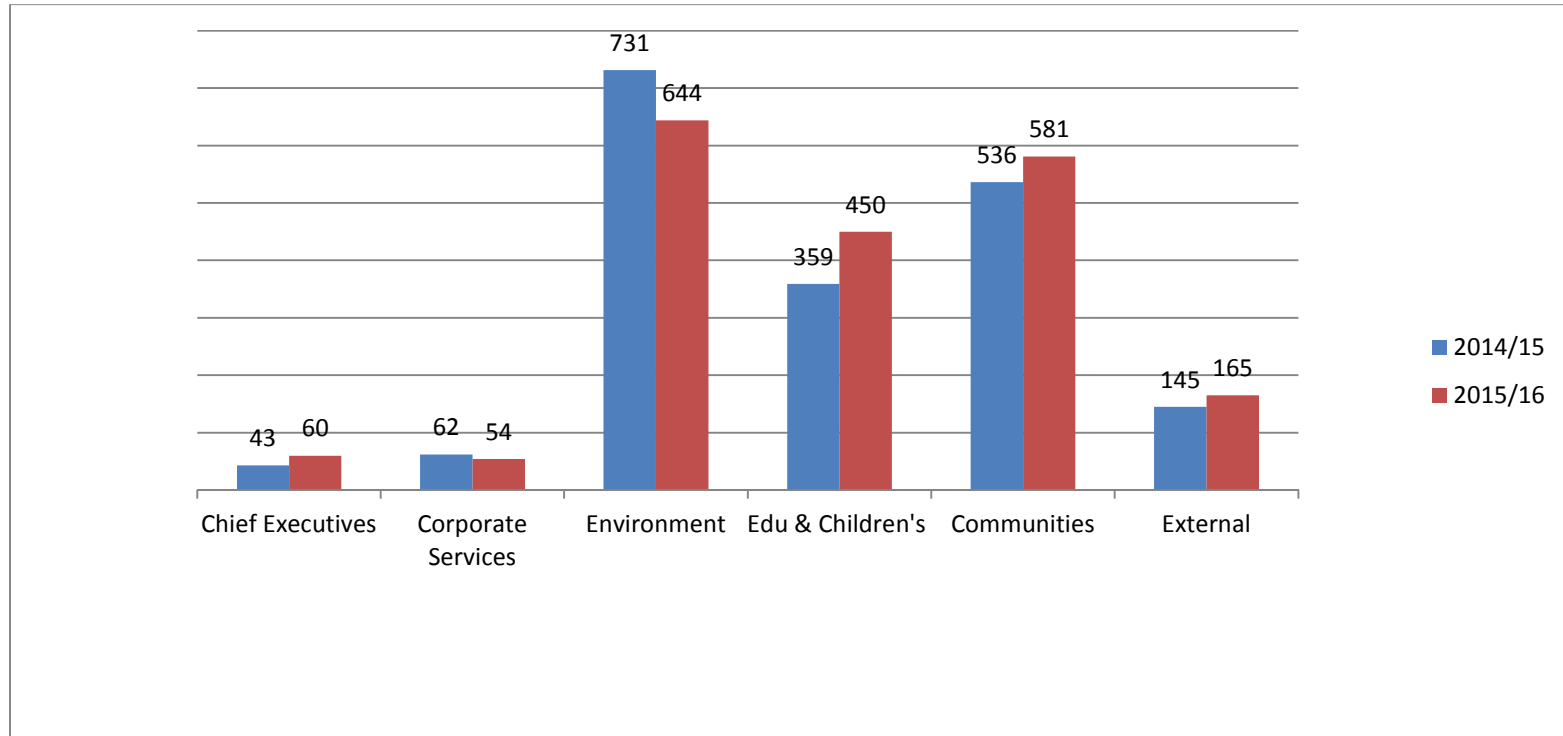
Sickness by Reason

Department	Unknown	Back & neck problems	Chest & respiratory ; Inc. Chest infect	Eye, ear, nose, skin, mouth/dental	Genito-urinary; Inc. Male/female	Heart, blood pressure & circulation	Infections; Incl. Colds & flu	Medical Problems Inc. Diabetes	Musculo-skeletal problems	Neurological; Incl. Headaches & Migraine	Pregnancy related	Stomach, liver, bowel & digestion	Stress, mental health & fatigue	Total
Chief Executives		143.60	110.34	103.57	298.12	24.62	213.42	93.61	107.49	62.65	58.50	117.92	445.15	1,779.00
Resources		224.66	161.69	115.84	140.00	20.50	302.35	12.43	489.56	76.35	121.83	275.83	440.60	2,381.65
Environment	3.79	1,515.87	706.46	266.97	293.83	545.13	814.40	507.64	2,864.56	573.61	50.77	1,156.24	1,895.29	11,194.56
Education and Children's Services	42.95	2,376.13	2,264.28	1,411.67	1,145.25	1,047.98	3,361.56	3,803.49	3,286.83	1,340.72	518.38	3,658.69	8,618.35	32,876.29
Communities		1,111.98	1,249.50	973.98	648.45	766.97	1,394.46	618.82	3,379.92	772.17	225.97	1,177.04	5,243.46	17,562.71
Total	46.74	5,372.24	4,492.27	2,872.03	2,525.66	2,405.20	6,086.20	5,035.99	10,128.36	2,825.50	975.45	6,385.73	16,642.84	65,794.21

Authority Total FTE Days Lost Q4 2015/16



Number of Employees Supported by the Occupational Health Unit - EOY



Cost of Absence - Occupational Sick Pay

Occupational Sickness Payments	Financial Year 2015/16			Average Occupational sickness - Payments per FTE	Financial Year 2015/16		
	2013/14	2014/15	2015/16		2013/14	2014/15	2015/16
Chief Executives	£167,950.16	£175,396.06	£162,328.95	Chief Executives	£571.65	£637.19	£509.25
Resources	£235,479.31	£229,495.80	£195,115.94	Resources	£647.98	£658.02	£564.12
Environment	£893,518.38	£833,837.69	£849,395.25	Environment	£964.29	£994.11	£944.20
Education & Children	£888,653.81	£672,302.19	£637,861.81	Education & Children	£849.98	£852.71	£928.72
Communities	£1,424,790.75	£1,304,991.88	£1,591,014.88	Communities	£1,207.63	£1,158.34	£1,213.40
Regeneration & Leisure	£306,274.72	£241,889.50	£0.00	Regeneration & Leisure	£654.39	£595.06	£0.00
HR - Carmarthenshire County Council Total	£3,916,667.00	£3,457,913.25	£3,435,716.75	HR - Carmarthenshire County Council Total	£891.80	£888.66	£949.06

Department	Division	Employee FTE Headcount Q4 14/15 @ 31/03	Employee FTE Headcount Q4 15/16@ 31/3	Total Employee FTE Headcount	Average Employee FTE Headcount	Short Term Lost FTE Days	Long Term Lost FTE Days	Total Lost FTE Days	FTE Days Lost by Average Employee FTE Headcount
Chief Executives	Chief Executives (Other)	1.00	1.00	2.0	1.0	0.00	0.00	0.0	0.0
	Regeneration & Policy	233.80	189.25	423.0	211.5	666.70	538.80	1205.5	5.7
	People Management and Performance	84.62	76.19	160.8	80.4	234.00	207.00	441.0	5.5
	Administration and Law	48.77	46.37	95.1	47.6	89.60	34.50	124.1	2.6
	Support Unit	5.00	4.00	9.0	4.5	8.50	0.00	8.5	1.9
Chief Executives Total		373.19	316.80	690.0	345.0	998.8	780.3	1779.1	5.2
Education & Children	Education & Children (Other)	2.40	1.00	3.4	1.7	0.00	0.00	0.0	0.0
	Governance & Inclusion	227.67	61.00	98.2	49.1	105.0	201.3	306.3	6.2
	Children Services	342.68	390.11	732.8	366.4	1588.5	1651.1	3239.6	8.8
	Strategic Development	28.28	212.40	431.2	215.6	1027.2	1783.0	2810.2	13.0
	Secondary Schools	1,160.21	1,107.90	2268.1	1134.1	4936.8	5643.2	10580.0	9.3
	Primary Schools	1,382.26	1,385.87	2768.1	1384.1	5493.6	7684.2	13177.8	9.5
	Special Schools	90.75	92.06	182.8	91.4	483.8	1126.1	1609.9	17.6
	School Effectiveness	70.01	35.21	73.6	36.8	85.1	0.0	85.1	2.3
	Learner Programmes	115.86	100.83	216.7	108.3	241.6	405.1	646.7	6.0
Education & Children Total		3420.12	3386.4	6806.5	3403.3	13961.6	18494.0	32455.6	9.5
Resources	Resources (Other)	1.00	2.00	3.0	1.5	0.0	0.0	0.0	0.0
	Corporate Property	43.22	43.63	86.8	43.4	76.0	101.0	177.0	4.1
	Information Technology	74.10	71.08	145.2	72.6	396.5	60.0	456.5	6.3
	Finance	204.62	203.89	408.5	204.3	969.0	642.7	1611.7	7.9
	Audit, Risk & Procurement	25.82	26.22	52.0	26.0	61.3	0.0	61.3	2.4
Resources Total		348.77	346.82	695.6	347.8	1502.8	803.7	2306.5	6.6

Department	Division	Employee FTE Headcount Q4 14/15 @ 31/03	Employee FTE Headcount Q4 15/16@ 31/3	Total Employee FTE Headcount	Average Employee FTE Headcount	Short Term Lost FTE Days	Long Term Lost FTE Days	Total Lost FTE Days	FTE Days Lost by Average Employee FTE Headcount
Communities	Communities (Other)	1.00	1.00	2.0	1.0	0.0	0.0	0.0	0.0
	Leisure	222.72	219.92	442.6	221.3	737.9	1340.1	2078.0	9.4
	Business Support & Service Improvement	100.81	103.20	204.0	102.0	557.9	630.9	1188.8	11.7
	Mental Health & Learning Disability	206.58	220.11	426.7	213.3	1319.6	1869.1	3188.7	14.9
	Housing & Public Protection	165.45	159.30	324.7	162.4	613.3	693.0	1306.3	8.0
	Integrated Services	112.31	125.76	238.1	119.0	624.8	1196.3	1821.1	15.3
	Regional Complex Needs and Trans Service	1.00	4.00	5.0	2.5	8.0	0.0	8.0	3.2
	Commissioning	534.71	477.82	1012.5	506.3	2818.9	4068.1	6887.0	13.6
Communities Total		1344.58	1,311.11	2655.7	1327.8	6680.4	9797.5	16477.9	12.4
Environment	Environment (Other)	1.00	1.00	2.0	1.0	1.0	0.0	1.0	1.0
	Policy & Performance	23.81	20.81	44.6	22.3	112.8	0.0	112.8	5.1
	Street Scene	363.91	345.28	709.2	354.6	2093.0	2794.1	4887.1	13.8
	Property Maintenance & Construction	326.01	333.05	659.1	329.5	1958.3	2421.8	4380.1	13.3
	Transport and Engineering	123.73	122.06	245.8	122.9	404.6	623.9	1028.5	8.4
	Planning Services	83.94	77.95	161.9	80.9	238.7	86.0	324.7	4.0
Environment Total		922.41	900.16	1822.6	911.3	4808.4	5925.8	10734.2	11.8
Regeneration & Leisure	Regeneration & Leisure (Other)	0.80	0.00	0.0	0.0	0.0	0.0	0.0	0.0
Regeneration & Leisure Total		0.80	0.00	0.00	0.0	0.0	0.0	0.0	0.0
Authority Total		6409.87	6,261.28	12671.1	6335.6	27952.0	35801.3	63753.3	10.1



**Complaints and Compliments Report
Policy & Resources Scrutiny
2015/16**

**Anthony Maynard
Communities & Safeguarding Manager**

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REPORT C

1. Principles

Carmarthenshire County Council's Complaints Procedure was adopted in May 2011. The procedure aims to emphasise 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

The **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.

Complaints which are currently open and under investigation are **not included** in this report.

The complaints referred to within this report are those where the investigation has been completed during the review period.

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3. 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		
Chief Executives	33	25 76%	8 24%	1	0 0%	1	100%	
Education & Children's Services (excluding Statutory Complaints)	9	8 89%	1 11%	1	1 100%	0	0%	
Corporate Services	31	28 90%	3 10%	1	0 0%	1	100%	
Community (excluding Statutory Complaints)	95	64 67%	31 33%	6	1 17%	5	83%	
Environment	242	155 64%	87 36%	22	5 23%	17	77%	
Cross Departmental Issues	6	4 67%	2 33%	0	0 0%	0	0%	
Statutory Social Services Complaints – covering Children Services, Adult Social Services and Mental Health and Learning Disabilities ⁵	47	19 40%	28 60%	7	1 14%	6	86%	
TOTAL	463	303 65%	160 35%	38	8 21%	30	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. Any Statutory Social Service Complaint where an investigation has been undertaken and a response has been sent within the allocated time period. This initially would be 10 working days, with an additional 10 working day extension with the complainant's consent

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. Any Statutory Social Service Complaint where an investigation has been undertaken and a response has been sent within the allocated time period. This initially would be 25 working days, or up to 3 months with the complainant's consent

⁵ These are any complaints logged which fall under the Statutory Social Services Complaints Procedure

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4. Summary of complaints

- The Authority investigated and responded to 501 complaints during 2015/16, compared to 573 during the same period for 2014/15.
- Overall, 62% of cases received a response within the allocated time period, compared to 66% for the same period last year.

Department	Total No. of complaints received
Chief Executive's Department	34
Education & Children's Services (excl Statutory Complaints)	10
Corporate Services	32
Community (excluding Statutory Complaints)	101
Environment	264
Cross Departmental	6
Statutory complaints for Children Services, Adult Social Services and Mental Health and Learning Disabilities	54
Total	501

5. Redirected Communication

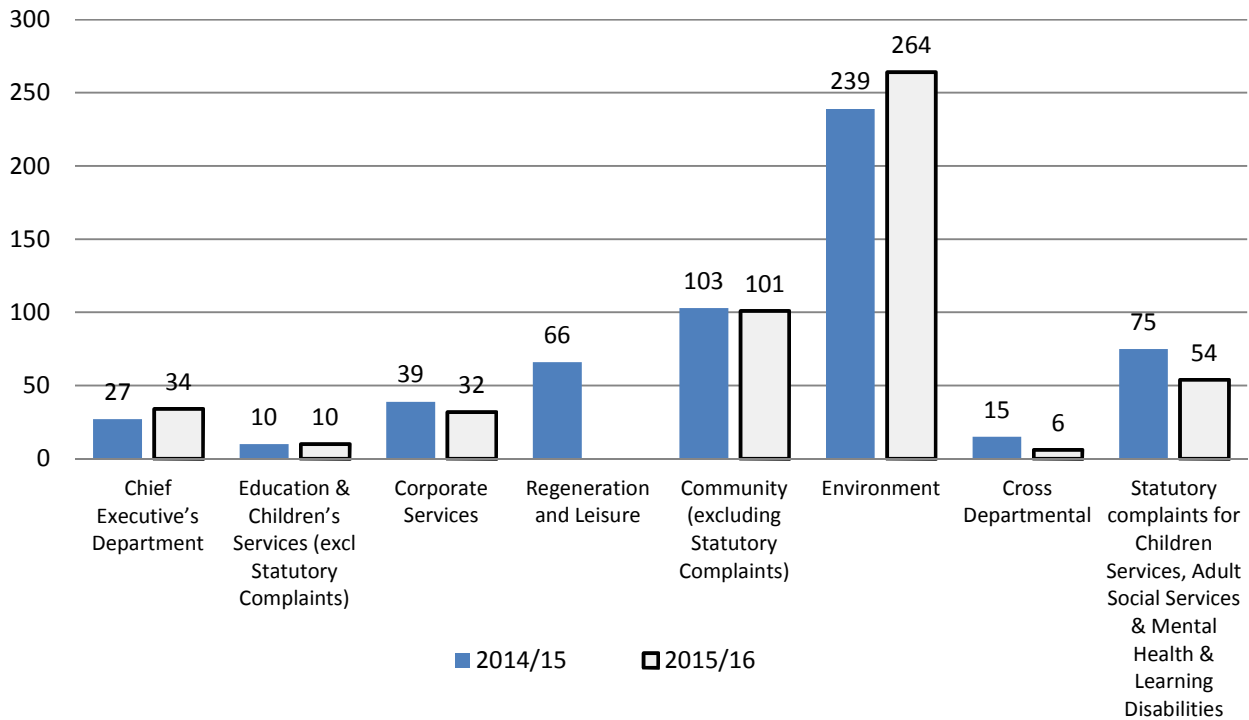
The Complaints Team also addressed a further **520** "Redirects" – enquiries and requests for assistance which offered the team the opportunity to try and rectify difficulties before complaints arise. This figure would also include any dissatisfaction received regarding properly made Policy decisions which would not be addressed by the formal Complaints Policy.

Department	Total No of Redirected communication received
Chief Executive's Department	24
Education & Children's Services	40
Corporate Services	12
Community	184
Environment	250
Cross Departmental	7
External Providers	3
Total	520

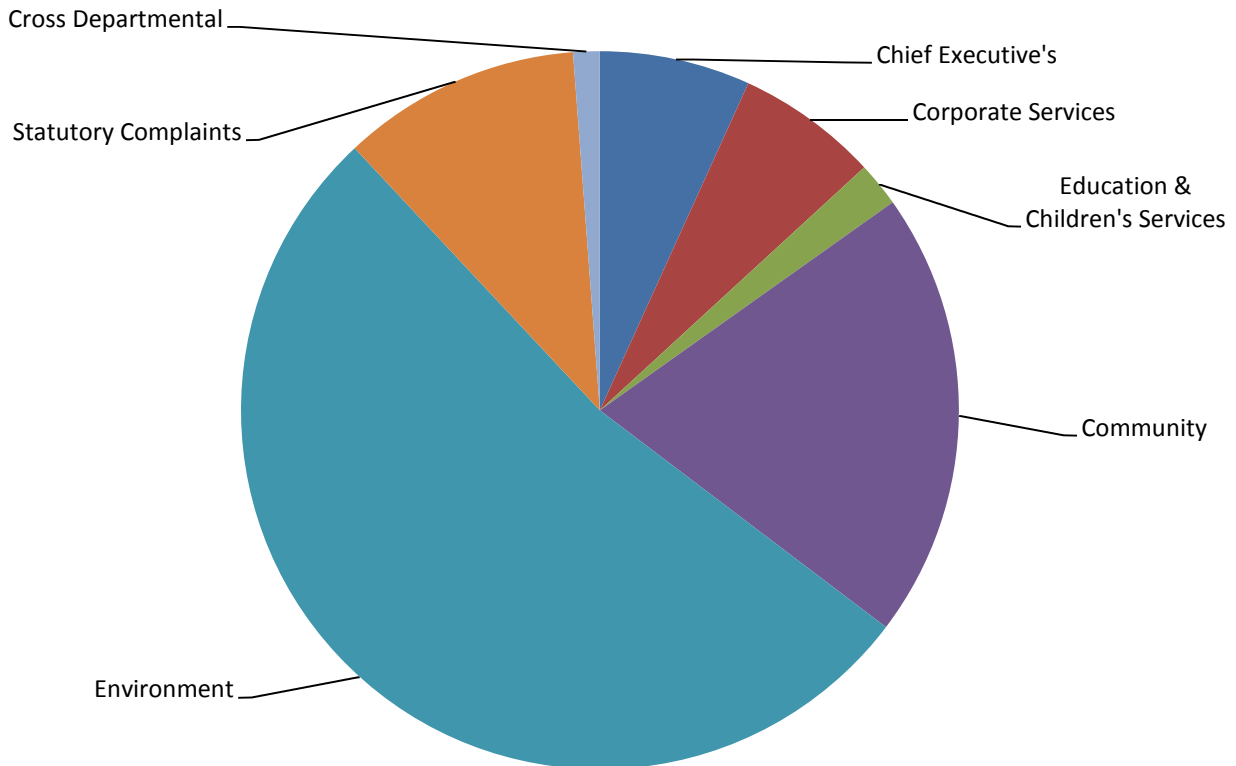
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****Comparisons are approximations only due to departmental reorganisations****

Number of Complaints investigated & responded to during 2015/16 compared to 2014/15



Complaints by Department 2015/16



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6. Complaints with any equalities or Welsh language issues

During 2015/16 we received six complaints which involved specific Welsh language issues (Education & Children's Services 1, Chief Executive's 1, Communities 2, Environment 2)

Three complaints addressed during 2015/16 related to Equalities issues (Corporate Service 1, Communities 2)

7. Complaints determined by the Ombudsman during 2015 / 16

	Concluded by Ombudsman 2015-16	Settled	Ombudsman conclusion				
			Not Upheld	Discontinued	Out of jurisdiction	Referred back to Authority	Upheld
Chief Executives	0	0	0	0	0	0	0
Education & Children's Services	5	0	0	1	1	3	0
Resources	3	1	0	1	0	1	0
Community Services	9	1	0	4	2	1	1
Environment	22	4	2	8	4	4	0
Cross Departmental Issues	1	0	0	1	0	0	0
Total	40	6	2	15	7	9	1

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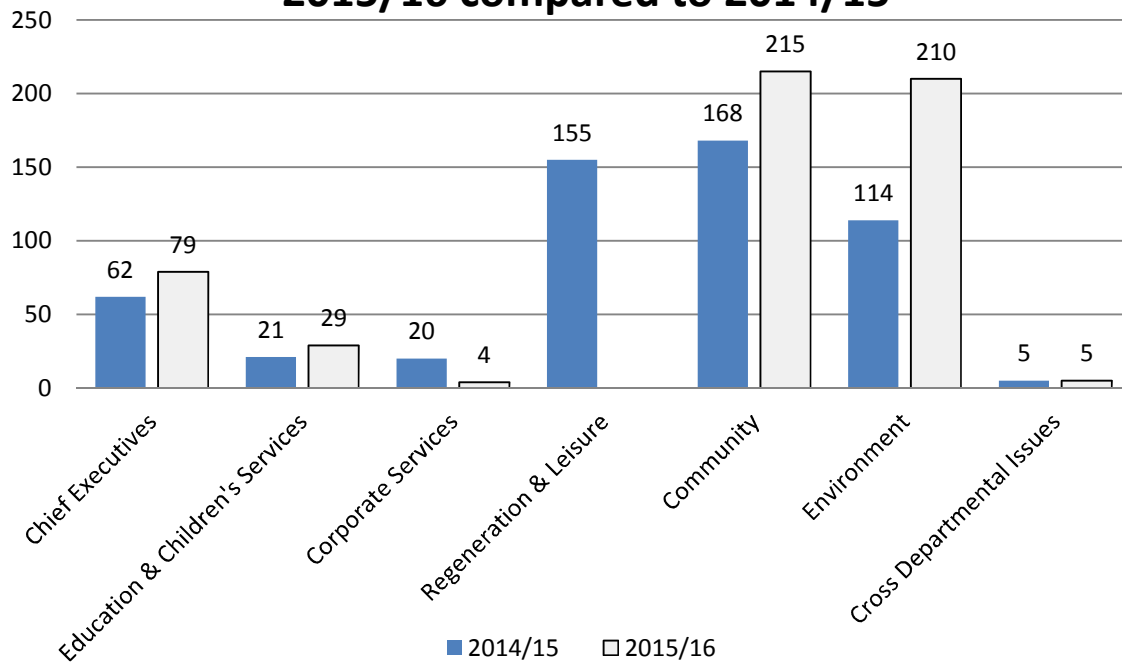
8. All Departments Compliments

Service	No. of compliments received
Chief Executives	79
Education & Children's Services	29
Corporate Services	4
Community	215
Environment	210
Cross Departmental Issues	5
Total	542

- The Authority received 542 compliments between during 2015/16, compared to 545 for the same period in 2014/15.

****Comparisons are approximations only due to departmental reorganisations****

Number of compliments received during 2015/16 compared to 2014/15



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9. Departmental Complaint & Compliment Analysis

9.1 Chief Executives

Complaints	Regeneration and Policy		People Management and Performance		Administration and Law		IT	
Stage 1 Complaints Investigated	28		1		2		2	
Upheld	11	39%	1	100%	11	39%	1	100%
Partially Upheld	9	32%	0	0%	9	32%	0	0%
Not Upheld	8	29%	0	0%	8	29%	0	0%
Stage 2 Complaints investigated	1		0		0		0	
Upheld	0	0%	0	0%	0	0%	0	0%
Partially Upheld	1	100%	0	0%	1	100%	0	0%
Not Upheld	0	0%	0	0%	0	0%	0	0%

Analysis of the nature of complaints and the trends

Registrars received one complaint that was upheld, it related to insufficient communication between the authority and a bride regarding scaffolding on Town Hall at the time of her wedding.

Customer Services acknowledged that they could have been more helpful when assisting with a Blue Badge enquiry by allowing use of a PC or printing off an electronic form. An apology also had to be given because card payments could not be made in The Hub in Llanelli.

Two complaints were received in relation to IT. One was upheld. It concerned the way a request for assistance at a library was addressed.

Four complaints were received regarding the manner of a Contact Centre agent. Apologies were given to callers by Team Leaders and followed up with members of staff where necessary. Three complaints were also upheld regarding the service given. These concerned advising on the blue / black bag cycle incorrectly, the ordering of recycling kit and the arrangements for a bulky waste collection.

A complaint against Human Resources was upheld. This related to the way the recruitment process was managed.

Compliments	Regeneration and Policy	People Management and Performance	IT
Compliments received	62	1	16

Analysis of the trends:

- Registrars received three compliments about the way in which they conducted wedding ceremonies *"...we just wanted to say the biggest thank you for conducting our ceremony. You put us at ease"* *"I just wanted to say a HUGE thank you for the part you both played in our wedding last week... it really felt like you respected the intimate feel we hoped to achieve"*
- Acknowledgements were received regarding the way in which Complaints and FOIA requests had

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been addressed and the fact that it was resolved promptly. "Thank you for your tolerance and professionalism in handling this complaint." "Thank you for your prompt, comprehensive and most importantly reassuring reply"

- The Communications Team were complimented via Facebook for the way in which they were "keeping people informed".
- A number of compliments were received in relation to the manner of the staff working in the Customer Service Centres. The support that they provide members of the public was also noted. *"I don't think I would have managed to complete all the necessary documents without their guidance", "...very, very helpful. Clear, concise and I am very grateful, "Very professional, a credit to the council" "She went out of her way to assist my father, we are very grateful" "I was very impressed with the level of customer care skill that this young woman displayed"*
- Contact Centre staff were also compliments on the way they addressed matters for the public. *"always had an efficient service and received prompt action in relation to his queries and issues", "...you have an exceptional employee who , in my opinion, is someone who is worthy of recognition", "Excellent customer service, extremely helpful and went the extra mile to help me with my enquiry"*
- IT received a number of compliments. *"your work and commitment has reflected true partnership working in Carmarthenshire", "He took our rants, came over and over to check things out, reset us and was a really big help", "PCs converted to laptops has improved efficiency - support was appreciate" "A big thank you must go to IT for sorting this, there has been a lot of work done to configure them" "Due to last minute change of plans, your fast response to keep things on track was appreciated"*

REPORT C

9.2 Corporate Services

Complaints	Financial Services		Audit and Risk Management	
Stage 1 Complaints Investigated	30		1	
Upheld	9	30%	9	30%
Partially Upheld	6	20%	6	20%
Not Upheld	15	50%	15	50%
Stage 2 Complaints Investigated	1		0	
Upheld	0	0%	0	0%
Partially Upheld	0	0%	0	0%
Not Upheld	1	100%	1	100%

Analysis of the nature of complaints and the trends

- Audit and Risk Management received one complaint which was partially upheld. It involved the length of time it took to complete an Insurance Claim. The complainant had already accepted a full and final settlement, however an apology was given for any delay.
- 31 complaints were received for Financial Services.
Four complaints were upheld relating to Council Tax. They involved the miscommunication of information regarding recovery action (sincere apology given), a recovery firm not recording payments correctly (apology given by the company), the way joint tenant records were recorded (methods reviewed) and a letter sent out in error by the team (apology given).

Four complaints were upheld relating to the Benefit team. They concerned an error in a letter, a delay and errors in calculating an entitlement, issues around the administration of a joint tenancy and the software system not issuing large print letters. Apologies were issued and errors corrected. Arrangements have also been put in place locally for large print letters to be issued on request.

A complaint against the Payments section was upheld. It related to errors and delay in processing the final pay due to a retiring employee. An apology was issued and correct payment made.

Compliments	Financial Services
Compliments received per division	4

Analysis of the trends:

- The knowledge and effort of the Pensions team was acknowledged *“your pensions team have been ultra efficient in the way they have dealt with his retirement pension”*

Council Tax Officers were thanked for the way in which they carried out their duties *“thank you for giving council services a good reputation”* *“Your understanding approach was much help to me at a difficult time and it was greatly appreciated”*

REPORT C

9.3 Cross Departmental

Complaints	Cross Departmental	
Stage 1 Complaints Investigated	6	
Upheld	1	16%
Partially Upheld	2	34%
Not Upheld	3	50%
Stage 2 Complaints investigated	0	
Upheld		
Partially Upheld		
Not Upheld		
Analysis of the nature of complaints and the trends		
<p>Four of the cross departmental complaints received related to issues concerning building / maintenance work being carried out to Council Houses. They therefore involved elements of concern about Housing and Environment Departments. One was upheld, one partially upheld and two were not upheld. We agreed to clean carpet and compensate for frozen food that had been lost in the complaint that was upheld.</p> <p>The other complaint required clarification around food waste bin liners and also a concern over a highway defect. It was not upheld.</p> <p>One complaint concerned Data Protection issues relating to a Planning case. This was partially upheld.</p>		
Compliments	5	
Analysis of the trends		
<p>Thanks were received for the way a Housing Repairs request was logged by the Contact Centre and then carried out by the Property Services Division.</p> <p>The Foods Standards Agency acknowledged the work of the Public Protection and Legal teams taking positive action against food establishments serving food contaminated with other food stuffs. A compliment was received for the way a request for verge cutting was carried out quickly (Contact Centre and Highways).</p> <p>The Freedom of Information and Animal Health Teams received a compliment following a request for information <i>"...a comprehensive and thorough response. I really am tremendously grateful for all your assistance with this... I am very impressed with the detail..."</i></p> <p>The Authority was complimented for the work it does to support Carmarthenshire's Carers and also work carried out to support women who are at risk of losing their children and / or in court proceedings, focussing on <i>"prevention, innovation and early intervention"</i></p>		