



**Complaints and Compliments Report
End of Year
April - March
2016/17**

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Scrutiny Guidance Note

| Committee | Please refer to these sections of the report specifically: |
|---------------------------------|---|
| Community | 9.4 Leisure Housing 9.5 Planning Property Services |
| Environment & Public Protection | 9.4 Public Protection 9.5 |
| Social Care & Health | 9.4 Primary, Community & Social Care Mental Health & Learning Disabilities |
| Education & Children's Services | 9.2 |
| Policy & Resources | 9.1 9.3 |

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.

3. Complaints investigated and responded to between April 2016 – March 2017

| 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 | 13 | 11 | 85% | 2 | 15% | 1 | 0 | 0% | 1 | 100% |
| Education & Children's Services (excluding Statutory Complaints) | 50 | 36 | 72% | 14 | 28% | 3 | 1 | 34% | 2 | 66% |
| Corporate Services | 24 | 24 | 100% | 0 | 0% | 0 | 0 | 0% | 0 | 0% |
| Communities (excluding Statutory Complaints) | 108 | 68 | 63% | 40 | 37% | 11 | 7 | 64% | 4 | 36% |
| Environment | 445 | 277 | 62% | 168 | 38% | 13 | 2 | 15% | 11 | 85% |
| Cross Departmental Issues | 10 | 5 | 50% | 5 | 50% | 1 | 0 | 0% | 1 | 100% |
| Statutory Social Services Complaints – covering Children Services, Adult Social Services and Mental Health and Learning Disabilities ⁵ | 43 | 11 | 26% | 32 | 74% | 9 | 0 | 0% | 9 | 100% |
| TOTAL | 693 | 432 | 62% | 261 | 38% | 38 | 10 | 26% | 28 | 74% |

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

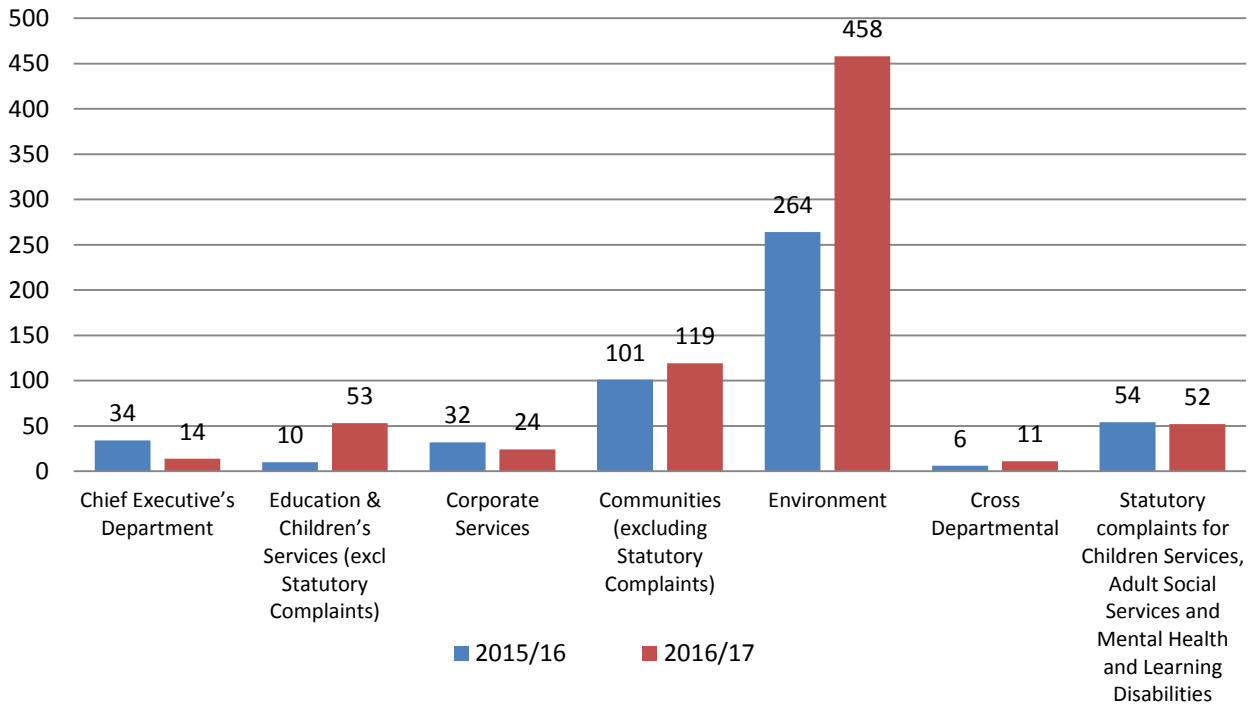
4. Summary of complaints

- The Authority investigated and responded to 731 complaints during 2016/17, compared to 501 during the same period for 2015/16.
- The increase in the number of complaints received is largely attributable to a spike in complaints regarding refuse collection, following the rationalisation of routes.
- Overall, 60% of cases received a response within the allocated time period, compared to 62% for the same period last year.

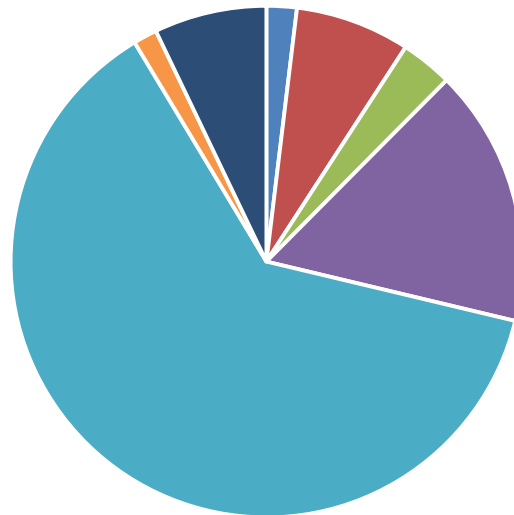
| Department | Total No. of complaints received |
|---|---|
| Chief Executive's Department | 14 |
| Education & Children's Services (excl Statutory Complaints) | 53 |
| Corporate Services | 24 |
| Communities (excluding Statutory Complaints) | 119 |
| Environment | 458 |
| Cross Departmental | 11 |
| Statutory complaints for Children Services, Adult Social Services and Mental Health and Learning Disabilities | 52 |
| Total | 731 |

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

Number of Complaints investigated & responded to during 2016/17 compared to 2015/16



Complaints by Department 2016/17



- Chief Executive's
- Corporate Services
- Environment
- Statutory complaints
- Education & Children's Services (Corp Complaints)
- Communities (Corp Complaints)
- Cross Departmental

5. Redirected Communication

The Complaints Team also addressed a further **586** "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 | 28 |
| Education & Children's Services | 36 |
| Corporate Services | 13 |
| Communities | 175 |
| Environment | 300 |
| Cross Departmental | 26 |

| | |
|--------------------|------------|
| External Providers | 8 |
| Total | 586 |

6. Complaints with any equalities or Welsh language issues

During 2016/17 we received five complaints which involved specific Welsh language issues (Education & Children's Services 1, Communities 2, and Environment 2)

7. Complaints determined by the Ombudsman

| | Concluded by Ombudsman 2016-17 | 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 | 1 | 1 | 2 | 1 | 0 |
| Resources | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Communities | 11 | 1 | 0 | 2 | 3 | 5 | 0 |
| Environment | 20 | 2 | 0 | 6 | 7 | 5 | 0 |
| Cross Departmental Issues | 1 | 0 | 0 | 0 | 0 | 1 | 0 |
| Total | 37 | 3 | 1 | 9 | 12 | 12 | 0 |

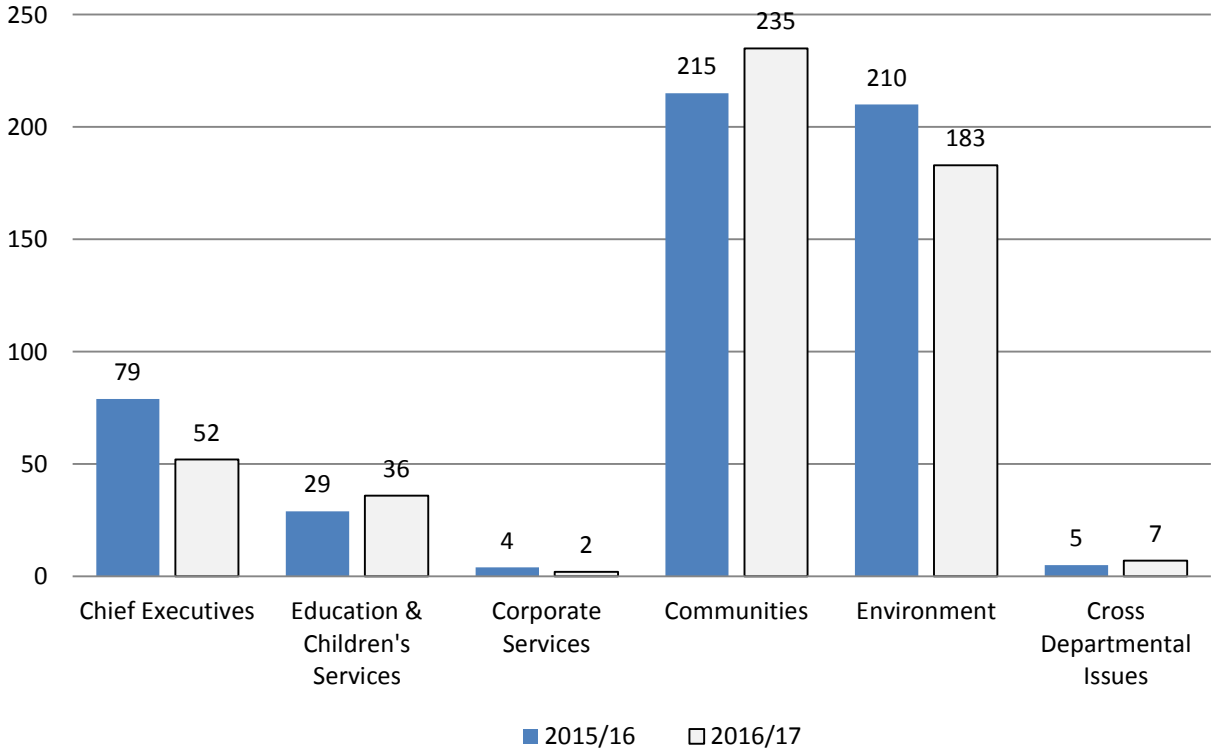
8. All Departments Compliments

| Service | No. of compliments received |
|---------------------------------|-----------------------------|
| Chief Executives | 52 |
| Education & Children's Services | 36 |
| Corporate Services | 2 |
| Communities | 235 |
| Environment | 183 |
| Cross Departmental Issues | 7 |
| Total | 515 |

- The Authority received 515 compliments during 2016/17, compared to 542 for 2015/16.

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

Number of compliments received during 2016/17 compared to 2015/16



9. Departmental Complaint & Compliment Analysis

9.1 Chief Executive

| Complaints | Regeneration and Policy | | People Management and Performance | | Administration and Law | | IT | |
|---------------------------------|-------------------------|------|-----------------------------------|----|------------------------|------|----|----|
| Stage 1 Complaints Investigated | 12 | | 0 | | 1 | | 0 | |
| Upheld | 6 | 50% | 0 | 0% | 0 | 0% | 0 | 0% |
| Partially Upheld | 4 | 33% | 0 | 0% | 1 | 100% | 0 | 0% |
| Not Upheld | 2 | 17% | 0 | 0% | 0 | 0% | 0 | 0% |
| Stage 2 Complaints investigated | 1 | | 0 | | 0 | | 0 | |
| Upheld | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Partially Upheld | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Not Upheld | 1 | 100% | 0 | 0% | 0 | 0% | 0 | 0% |

Analysis of the nature of complaints and the trends

Registrars received two complaints that were upheld. One related to a delay in acknowledging and addressing a request for a death certificate for family history purposes and the other concerned the manner of a member of staff during a telephone call. Both situations were reviewed and apologies given.

A complaint was partially upheld for the Administration and Law section. It was acknowledged that a conversation could have been handled more effectively.

Two complaints were partially upheld for Customer Services. Apologies were issued to a complainant who felt customer care was lacking and to a complainant who had concerns with the newly introduced appointment system. They were reassured that staff receive ongoing training on such matters and that improvements were planned. One complaint was upheld regarding the advice given surrounding a Council Tax enquiry. The Council Tax team advised that they would review the case and offer any additional guidance / training that may be required to their Customer Service Centre colleagues.

Two complaints regarding the Contact Centre were upheld. An apology was given after the agent misinformed the caller regarding the details of an imminent visit from a Building Inspector. A new appointment was arranged for the tenant as soon as possible. An apology was also given to a complainant who was concerned with the manner of an agent during a telephone call. One complaint regarding the Contact Centre was partially upheld. The complainant felt that the call handler was not as helpful as they could have been.

One complaint regarding the conduct of Carmarthen Market security staff was upheld. An apology was given and the matter discussed with those involved. A complaint made regarding the tender of sale of property was partially upheld. The Investigating Officer met the complainant and discussed the concerns.

| Compliments | Regeneration and Policy | IT |
|----------------------|-------------------------|----|
| Compliments received | 50 | 2 |

Analysis of the trends:

- Registrars received 11 compliments about the way in which they conducted wedding ceremonies *"...you made the ceremony so special...you made everything so personal", "what an absolute pleasure it was to have you there... You really did make the most important part of our day very, very special"*
- The *"excellent work"* of the Electoral Services Manager and her team was commented upon by a candidate - *"Always well briefed, courteous & professional... The process was conducted very efficiently"*
- The Complaints Team were thanked for assistance given to members of the public *"Thanks for your time, I really appreciated you looking into this for me", "Thank you so much. That is very helpful, "I greatly appreciate your effort"*
- The Communications Team were complimented for work carried out on the Discover Carmarthenshire Website *"congratulate your department on changing the system for the better"*
- Compliments were received in relation to the manner of the staff working in the Customer Service Centres. *"very professional, compassionate & helpful in dealing with my enquiry, excellent service", "I felt that she gave me the time to deal with the query properly instead of fobbing me off", "He has a lovely manner and is a very helpful young man, a credit to Carmarthenshire County Council"*
- Contact Centre staff were also complimented on the way they addressed matters for the public. *"Excellent Customer Service", "prompt action by Contact Centre agent", "He has a lovely manner and is a very helpful young man, a credit to Carmarthenshire County Council", "He was very patient and helpful on the phone by"*
- IT received a compliment for the support they provided during the election process *"Give them a pat on the back for their efforts before and during the Election process"*

9.2 Education and Children Services including Statutory Complaints Procedure (Covering Children Services)

| | Children's Services | | Education Services | | Strategic Development | |
|--|---------------------|------|--------------------|------|-----------------------|-----|
| Stage 1 Complaints Investigated | 21 | | 7 | | 32 | |
| Upheld | 4 | 19% | 2 | 29% | 24 | 75% |
| Partially Upheld | 5 | 24% | 1 | 14% | 3 | 9% |
| Not Upheld | 12 | 57% | 4 | 57% | 5 | 16% |
| Stage 2 Complaints Investigated | 2 | | 1 | | | |
| Upheld | 0 | 0% | 0 | 0% | 0 | 0% |
| Partially Upheld | 0 | 0% | 1 | 100% | 0 | 0% |
| Not Upheld | 2 | 100% | 0 | 0% | 0 | 0% |

Analysis of the nature of complaints and the trends

Children's Services

Of the 21 complaints received by Children's Services, 4 were upheld. Issues related to the accuracy of an assessments, disclosure of information in court documentation and the support provided to a child at a Youth Club. Apologies were issued and cases reviewed and appropriate actions taken.

5 complaints were partially upheld. Issues related to the way assessments were carried out, the way invoices for supported lodgings were addressed, concerns around putting an emergency plan in place for a family and the way in which concerns were raised with the Duty team. Apologies were given where appropriate. Concerns were discussed with those involved, ensuring outstanding issues were addressed and recommendations considered.

Education Services

2 complaints were upheld. These related to a parent not being aware that their child was being taught through the medium of Welsh and an administration error with school meals payments. Action was taken to rectify errors as soon as possible.

1 complaint was partially upheld. It related to the way concerns with security lighting, which was considered as a nuisance, had been addressed.

Strategic Development

Of the 32 complaints received by Strategic Development, 24 were upheld. They related to problems communicating with the School Admissions team. The team acknowledged difficulties managing contact from parents. The Team manager reviewed the cases raised as complaints and ensured that personal contact was made with the parents to explain process and apologise for communication difficulties.

3 complaints were partially upheld. They related to lack of contact from the Admissions team, concerns with a Breakfast Club and the delivery of a child's educational statement. Explanations and apologies were offered where appropriate, along with any outstanding actions being completed.

| Compliments | Children's Services | Education Services | Strategic Development |
|----------------------|---------------------|--------------------|-----------------------|
| Compliments received | 11 | 22 | 3 |

Analysis of the trends

Children's Services

'I'm thankful for your understanding, kindness, patience & love for your work. Keep making a difference'

'You have been my rock in my darkest hour. With your dedication & right intervention she has strived....' - Children with Disabilities

'Thank you for everything you have done for our family' - Children with Disabilities

"Today is definitely a day when you can go home knowing you are really making a difference"

'....was straight, she knew exactly where she stood, and this made her feel a lot less stressed' – Support from Social Worker

Education Services

"Thanks for hard work ensuring that a Head teacher is in place for September"

"Your presence obviously added much professionalism and integrity to the process"

"Thank you ever so much for your help once again - very much appreciated" (History Curriculum Information)

"Gair byr i ddiolch o galon i ti am dy gymorth a'th amynedd heddi - mae'n cael ei werthfawrogi"

Strategic Development

"Thanks for your presentation earlier. Very valuable for the school"

"I just wanted to say a huge thank you for your help yesterday"

"Thank you very much, appreciated. You've been brilliant, given all the help I needed, thanks again" - School Admissions

9.3 Corporate Services

| Complaints | Financial Services | | Audit and Risk Management | |
|---|---------------------------|-----|---------------------------|----|
| Stage 1 Complaints Investigated | 24 | | 0 | |
| Upheld | 3 | 13% | 0 | 0% |
| Partially Upheld | 4 | 17% | 0 | 0% |
| Not Upheld | 17 | 70% | 0 | 0% |
| Stage 2 Complaints Investigated | 0 | | | |
| Upheld | 0 | 0% | 0 | 0% |
| Partially Upheld | 0 | 0% | 0 | 0% |
| Not Upheld | 0 | 0% | 0 | 0% |
| Analysis of the nature of complaints and the trends | | | | |
| <p>24 Stage 1 complaints were received regarding Financial Services.</p> <p>Ten complaints related to Council Tax. One complaint, relating to a delay in processing a Council Tax refund, was upheld with an apology being provided. It was a busy time of year, which meant payment took longer than usual. Two complaints were partially upheld. One related to recovery action continuing for a payment which had been partially made and one concerned the information and forms supplied by the team.</p> <p>14 complaints were received regarding Benefits, 2 of which were upheld. They related to incorrect documents being sent out. Apologies were provided and improvements are being made to processes to ensure it doesn't happen again. 2 complaints were partially upheld. One concerned not being advised of how to claim costs for removals when moving house and the other related to an error when processing a change of circumstances.</p> | | | | |
| Compliments | Financial Services | | | |
| Compliments received per division | 2 | | | |
| Analysis of the trends: | | | | |
| <ul style="list-style-type: none"> • <i>“Having good people working for you is a tremendous support - I'd class her as one of the best!”</i> – praise given to Financial Services for the support provided when setting up Shop Mobility • <i>“...he had an excellent manner. I had a query about my council tax and he went above and beyond to help me. I think he deserves to be praised and recognised for his customer service skills”</i> | | | | |

9.4 Communities Department including Statutory Complaints Procedure (Covering Adult Social Care, MHL D)

| Complaints | Cross Divisional | | Primary, Community & Social Care | | Mental Health & Learning Disabilities | | Public Protection | | Housing | | Leisure | |
|---------------------------------|------------------|------|----------------------------------|-----|---------------------------------------|-----|-------------------|-----|---------|-----|---------|-----|
| Stage 1 Complaints Investigated | 1 | | 37 | | 9 | | 5 | | 54 | | 35 | |
| Upheld | 0 | 0% | 9 | 24% | 2 | 22% | 1 | 20% | 11 | 20% | 16 | 46% |
| Partially Upheld | 0 | 0% | 19 | 52% | 3 | 33% | 2 | 40% | 18 | 34% | 8 | 23% |
| Not Upheld | 1 | 100% | 9 | 24% | 4 | 45% | 2 | 40% | 25 | 46% | 11 | 31% |
| Stage 2 Complaints investigated | 0 | | 6 | | 2 | | 3 | | 6 | | 2 | |
| Upheld | 0 | 0% | 3 | 50% | 1 | 50% | 1 | 33% | 0 | 0% | 1 | 50% |
| Partially Upheld | 0 | 0% | 2 | 33% | 1 | 50% | 0 | 0% | 2 | 33% | 0 | 0% |
| Not Upheld | 0 | 0% | 1 | 17% | 0 | 0% | 2 | 67% | 4 | 67% | 1 | 50% |

Analysis of the nature of complaints and the trends

Primary, Community and Social Care

Nine Stage 1 complaints were upheld. The Blue Badge Team offered a sincere apology to the family of an individual who had passed away after a Blue Badge renewal pack was sent out in error. An applicant was also unhappy with a delay in receiving their Blue Badge. Concerns were raised by a mother regarding assistance to care for her children. She was thanked for highlighting where planning and dialogue between Adults and Children's Services could be strengthened. An apology was issued to a service user for the use of an incorrect name in records and for not being fully updated with the outcome of the assessment. Three of the upheld complaints related to the services provided by external care providers, such as a cancelled call and the way in which gloves were discarded. Two complaints against Careline were also upheld. They related to difficulty getting through on a Saturday to report flooding. An apology was given, as well as assurances that staffing levels would be reviewed, where possible, as times of inclement weather. The other concerned being accidentally cut off after waiting some time to get through to an agent.

Nineteen Stage 1 and two Stage 2 complaints were partially upheld. Concerns included the availability of respite care, a delay in carrying out an assessment, the a delay in addressing a Blue Badge application, the continuity of carers attending calls, being unhappy with way care was provided in a care home, the level of support provided to assist with the hospital discharge process, outstanding queries regarding financial assessments, level of communication between Social Worker and client's family and poor time keeping from carers.

Three Stage 2 complaints were upheld. One concerned the care received by a gentleman whilst in residential care. The two other complaints that were upheld related to the care and support provided by an external care provider. Alternative care providers have now been found for the clients concerned.

Mental Health and Learning Disabilities

The two Stage 1 complaints that were upheld related to the Transition Team. The first concerned

general contact and advice given by the team. The second complaint raised concerns with a telephone conversation with a Social Worker. Apologies was provided and concerns were discussed with those involved. The 3 that were partially upheld concerned the way a Social Worker arranged a homecare package and the way the Transitions Team addressed and communicated on 2 specific cases. The Stage 2 complaint that was upheld concerned an assessment carried out by the Transitions Team. The partially upheld Stage 2 addressed the need to find more suitable accommodation for a lady with mental health needs.

Public Protection

Two partially upheld complaints were recorded. One related to waste which had been left in a rear lane. Unfortunately, there was a failure with internal communication, meaning that there was a delay in clearing the waste. Concerns were also raised regarding an individual’s honours not being displayed correctly on correspondence. This software glitch was resolved and an apology was issued. An apology was also issued regarding a Stage 1 complaint which was upheld. It was found that communication around a water contamination issue could have been better than it was.

The Stage 2 complaint that was upheld concerned a privately owned septic tank. It was acknowledged that, with hindsight, the matter could have been dealt with differently, which may have brought the matter to a conclusion more swiftly.

Housing

There were six complaints recorded at Stage 2. Of these, two were partially upheld, one due to a delay in communication between the department and the complainant and the other because of an error recording a name. The remaining four were not upheld.

54 Complaints were recorded at Stage 1, with 11 found to be upheld. Issues highlighted included concerns around communication between relevant teams and tenants, some outstanding issues following Disabled Facilities Grant works and the lack of bilingual signage at a sheltered housing were the concerns raised.

18 complaints were recorded as partially upheld. Issues included delays in issuing a bond payment, arranging for litter to be cleared and for an officer to contact an individual. A number of complaints involved elements of concern with communication, for example, failure to acknowledge a piece of correspondence or tenants not fully understanding advice that has been provided.

Leisure

Two Stage 2 complaints were received, both in relation to Pembrey Country Park. A concern as to the booking procedures for the onsite camping facilities was upheld. The additional complaint was not upheld.

16 of the 35 Stage 1 complaints were recorded as upheld and 8 were classed as partially upheld. Concerns included a delay in issuing a refund, Direct Debits not being cancelled, the management of meeting rooms and levels of heating in leisure centres, lack of refreshment facilities in Pembrey Country Park during a period of hot weather, a light which had been out of order in a library for some time and the Museum of Speed having to close because of staff shortages.

| Compliments | Primary, Community & Social Care | Mental Health & Learning Disabilities | Cross Divisional | Public Protection | Housing | Leisure |
|----------------------|----------------------------------|---------------------------------------|------------------|-------------------|---------|---------|
| Compliments received | 89 | 9 | 3 | 16 | 43 | 75 |

Analysis of the trends

Primary, Community and Social Care

“Thank you for all the care, attention, help and encouragement... you built up my confidence...thanks for your patience and support” – convalescence beds

"My Uncle was very pleased with the care team that your arranged to come in to help him" – Social Work Team

Thanks were received for the recent help provided by Careline when a lady fell. She appreciated how quickly help was arranged.

"You restored her faith in her power to recover - as a family, we are so grateful" – convalescence beds

"Carers were outstanding - excellent and he is sincerely grateful to them" – internal carers

"I wouldn't have been able to care for my mother without their care, compassion, company and humour" – internal carers

"Everyone could not believe how much I had improved...this was due to the nursing & good food" - CCC Residential Care

"superb service... thanks for supplying the form so quickly, checking the progress and confirming the application was successful" – Blue Badge Team

Mental Health & Learning Disabilities

"Please compliment the Staff at Llys Arthur...for the Care and diligence in support"

"He has helped me so much...kind, supportive & very understanding. Thanks for all that you do" – Substance Misuse team

"Without your help I would be dead, I just can't say thank you enough" - Substance Misuse team

"Thanks to everyone who has helped my daughter over the years. Words are not enough, a million thank you's" – Social Work Team

Cross Divisional

"It serves as a wonderful model of how life should be. Never been to a place so well thought out!" - Coleshill Centre Very Well Designed For Disabled

Public Protection

"The report is well-structured, comprehensive & an example of best practice" – Welsh Government feedback on Local Air Quality Management Progress Report

"I am very grateful for your intervention" – assistance provided with noise pollution matter

"You handled it in such a supportive manner. The way you handled the problem was so kind & supportive" – assistance provided by EHO regarding a build-up of waste at a property

"It is comforting to know that the council takes its responsibilities regarding animal welfare so seriously and that such professional and dedicated staff work for the service" – Dog Warden Service

Housing

'Just wanted to thank you for your help in the beginning and for getting Gwalia Care to contact me' – Housing Officer

'Her attitude and pro-active work ethos was fantastic – Homelessness Officer's support to a prison leaver.

"...a massive thank you....the work that they have done for me it has changed my life to a standard that I can fend for myself... My occupational therapist has been unbelievable with me and without her none of this would have been possible" – Housing Adaptations Team

'I felt you have treated me fairly, with kindness and respect' - Housing Options

"They were really impressed by how efficient and considerate you had been and they both said how much of a gentleman you were when dealing with their cases" – assistance provided by Housing Officer

'Many thanks to you and the team for acting so swiftly to help re-house the family' – Housing Options

"Over the past few months there has been a noticeable improvement in the general appearance of the estates and I am grateful for this" – thanks from the local Councillor

'Over the moon that we have helped with prevention fund and am grateful for all the Council's help' – Housing Options

Leisure

Great customer service, helpful staff, excellent facilities and lovely coffee' - Llanelli Leisure Centre

'What a wonderful day we had in Wales, one of the highlights of our 3 week tour' – South African touring party's visit to Laugharne, and the Boathouse.

"The collection is informative and interesting" – Museum of Speed

"Great way to bridge gap between Primary & Secondary, as well as keeping children active - good work!" - Hockey Club At Bryngwyn Secondary School

"Been coming here for 10 years, improves every year" – Pembrey Country Park

"The process of enrolment was done speedily, so impressed us with her enthusiasm and helpfulness" – Library Assistant

9.5 Environment

| Complaints | Planning | | Street Scene | | Property Services | | Transport & Engineering | | Cross Divisional | |
|--|----------|-----|--------------|-----|-------------------|------|-------------------------|-----|------------------|------|
| Stage 1 Complaints Investigated | 21 | | 327 | | 63 | | 34 | | 1 | |
| Upheld | 2 | 10% | 197 | 60% | 25 | 40% | 8 | 24% | 0 | 0% |
| Partially Upheld | 7 | 33% | 64 | 20% | 21 | 33% | 4 | 12% | 0 | 0% |
| Not Upheld | 12 | 57% | 66 | 20% | 17 | 27% | 22 | 64% | 1 | 100% |
| Stage 2 Complaints Investigated | 7 | | 2 | | 1 | | 3 | | 0 | |
| Upheld | 0 | 0% | 1 | 50% | 0 | 0% | 0 | 0% | 0 | 0% |
| Partially Upheld | 5 | 71% | 0 | 0% | 1 | 100% | 1 | 33% | 0 | 0% |
| Not Upheld | 2 | 29% | 1 | 50% | 0 | 0% | 2 | 67% | 0 | 0% |

Analysis of the trends

Planning

2 Stage 1 complaints were upheld. They both related to issues with correspondence / communication. Three of the Stage 1 complaints that were partially upheld related to the same matter – enforcement issues relating to agricultural buildings. Other issues raised related to the handling of an urgent enforcement enquiry, concerns with planning applications and a conservation matter.

5 of the Stage 2 complaints were partially upheld. They included issues such as action taken over a high hedge, concerns with the way a planning application relating to a quarry were publicised and the way documentation was made available during the planning application process.

Street Scene

Highways – The Highways section received 23 Stage 1 complaints in total. The 4 complaints that were upheld concerned cut grass blowing onto a car whilst strimming took place, inadequate signage regarding the expected length of time of roadworks, a delay in addressing water ponding and outstanding concerns regarding draining / kerbs. Apologies were issued and required action arranged. Of the 7 complaints that were partially upheld, concerns included issues with blocked drains on the highway, surface water drainage, untidy grass cutting, not receiving a response to a letter and concerns regarding the safety of a piece of fencing.

Refuse, Recycling & Cleansing – 293 complaints were received. Of these complaints, 191 were upheld and 55 were partially upheld. They related to a variety of things, such as not clearing spills to advice regarding tyre recycling. However, the majority of complaints related to the implementation of new collection routes in the autumn. Complaints raised concerns around continued missed collections and uncertainty regarding their collection days while the new routes were introduced.

Street Scene – Remaining Complaints

The rest of Street Scene received 13 complaints. The 3 that were upheld related to the cleanliness of toilet facilities and a Health and Safety concern at Trostre civic amenity site. Apologies were provided and concerns were addressed with appropriate agencies. A slight delay occurred in addressing an

abandoned car and also in dealing with concerns raised about lighting which was too bright. Explanations were provided and necessary work chased up.

Property Services

Property Services received 63 Stage 1 complaints, 25 of which were upheld. 21 of these complaints were partially upheld. The issues raised included problems with communication, the illegal parking of council vehicles, the actions of scaffolders acting on our behalf, mess being left behind after grass cutting and delays in carrying out works.

The Stage 2 complaint received was found to be partially upheld. This related to the removal of a chimney at a property.

Transport and Engineering

Of the 34 Stage 1 complaints received, 8 were upheld. These related to the allocation of an addition residents parking permit, a parking ticket not being finalised despite payment having been received, correspondence to Parking Services not being responded to, a delay in addressing a parking ticket appeal, concerns around the creation of a parking space from a turning area and disruption caused by temporary lighting used by contractors. Apologies and remedial action was taken where appropriate. 4 Stage 1 complaints were partially upheld, they concerned the challenge to a parking fine, a vehicle parked in a disabled bay in staff carpark without a blue badge, a misunderstanding about parking arrangements and delays installing signage. Explanations and apologies were issued where appropriate, with any outstanding work addressed as soon as possible.

A Stage 2 complaint was partially upheld on a minor point. The complaint related to the introduction of traffic calming measures in Alltwalis.

| Compliments | Planning | Street Scene | Property Services | Transport & Engineering | Cross Division |
|-----------------------------------|----------|--------------|-------------------|-------------------------|----------------|
| Compliments received per division | 18 | 89 | 23 | 51 | 2 |

Analysis of the trends

Planning

"Thank you for keeping me informed throughout. I am very grateful to you" – Enforcement

"Thank you for this impressively complete, comprehensive and timely response"

"Thank you so much for such an efficient service- very impressive!" – Building Control

'Thank you for the professional way you gave information about the planning application'

'Thank you for the very fast response to our request' – In relation to a planning enquiry.

"Both officers were 'very helpful & very flexible....Overall, a very professional service!"– Building Control

Street Scene

Highways

'Thank the driver of the lorry for cleaning this street of mud and stones has done a fantastic job'

'Thank you and the team who carried out the repairs. The work was done to a very high standard' – highway repairs

"Many thanks for the sterling work you have done regarding this - I really appreciate your efforts"

'Many thanks to all involved, the repair is greatly appreciated by the residents' – bus shelter repair

'I am grateful for the swift attention to the pothole, only reported two days ago'

'Team extremely helpful & obviously knowledgeable in this area, and of the work required'- Blocked gully

Refuse, Recycling & Cleansing

"...Helped with mess after bird broke bags. I really appreciated their help, they went out of their way"

"On many of occasion I have noticed how courteous, helpful and polite they have been" – Llanelli Refuse Crew

"Thank you for assistance with arranging assisted lift - acted so promptly in assisting myself & my wife"

"Compliment the team that had been out as they did an exceptional job" – Cleansing Team

"Quick response to the phone call as the refuse had been missed. Excellent service"

Street Scene – Remaining Compliments

"Say a big thank you to the street lighting department as they have done a great job"

"Thanks for your speedy response to my complaint, what an excellent service"- Environmental Enforcement's handling of dog fouling concerns

"He was SO helpful & genuinely concerned"- assistance given by cleaner of toilet with lost property query

Property Services

"He was very quick & clean. I'm satisfied with the job he did. Would like to thank him for a good job"

"Please pass on my profound thanks to the carpenter who has made an excellent job"

'They were wonderful. I can only praise the Council' – Roofers' prompt response in bad weather.

"He is a professional young man who you should be proud to have in your team"- Building Inspector

"All workmen have been considerate and friendly whilst doing the work" – Tenants new roof

Transport and Engineering

"...prompt and effective actions in ensuring the safety of the public following damage to lights"

"A million thanks for all your support and guidance.... I have really enjoyed working with you and your input has helped the Council to make significant progress in the interests of our local communities"
Community Clerk thanking Road Safety & Traffic Manager

"Installation of the two bollards has made the area around the ditch much safer. Thank you"

"Thank you for all your great work with our children" – Kerbcraft Team

"Confident that the Road Safety Works will contribute greatly to the safety of pedestrians"

'Skills learnt during the Dragon Rider Course will lead to safer, and increased riding pleasure'

9.6 Cross Departmental

| Complaints | Cross Departmental | |
|--|--------------------|------|
| Stage 1 Complaints Investigated | 10 | |
| Upheld | 0 | 0% |
| Partially Upheld | 2 | 20% |
| Not Upheld | 8 | 80% |
| Stage 2 Complaints investigated | 1 | |
| Upheld | 0 | 0% |
| Partially Upheld | 0 | 0% |
| Not Upheld | 1 | 100% |
| Analysis of the nature of complaints and the trends | | |
| <p>None of the Cross Departmental complaints were upheld.</p> <p>Two Stage 1 complaints were partially upheld. One concerned various issues, including rent payments, Housing Benefit and Council Tax. It was resolved following a full investigation and meeting to discuss the concerns. The second related to concerns raised with the Complaints Team regarding a Property Services matter. An apology was given for any misunderstanding regarding the complainant's intention with the communication and arrangements were made to complete outstanding jobs.</p> | | |
| Compliments | 7 | |
| Analysis of the trends | | |
| <ul style="list-style-type: none"> • The Freedom of Information, HR & Accountancy teams were praised for the work carried out on a request for data - <i>"Comprehensive & detailed response to our request - it is very gratefully received"</i> • <i>"Thanks for support given by Museum Service & Grounds Staff - very helpful"</i> - Parc Howard Summer Family Event • <i>"Enthusiastic assistance given - staff could not have been more helpful with the preparations - Queen's 90th Birthday Celebrations"</i> • Thanks were passed on to a Housing Officer & Building Inspector for their <i>"Courteous manner....constructive efforts to help us whilst adhering to council policies & rules"</i> • <i>"He really cared about the work done"</i> – Officers from Housing Services & Property Services were thanked for addressing problems with a property. • The Contact Centre and Refuse Crew were thanked for addressing an outstanding waste collection quickly. • <i>"A great deal of work has obviously been involved in its research and compilation"</i> – The work of the Freedom of Information & Animal Health Teams was acknowledged | | |