

Corporate Issues Overview and Scrutiny Committee

7 July 2014



Customer Feedback: Complaints, Compliments and Suggestions Year End Report 2013/14

Report of Terry Collins, Corporate Director for Neighbourhood Services

Purpose of the Report

- 1 To present to Corporate Issues Overview and Scrutiny Committee (CIOSC) the Customer Feedback: Complaints, Compliments and Suggestions Year End Report 2013/14 (full report attached at Appendix 2).

Background

- 2 The report in relation to the council's performance and key issues regarding complaints, compliments and suggestions is aligned to the performance reporting mechanisms, so the implications of this customer feedback can inform scrutiny of council performance.

Year End Report 2013/14

- 3 The full report at Appendix 2 provides details for each service grouping in relation to both statutory and non-statutory complaints compliments and suggestions received in the Year End Report 2013/14.

Recommendation

- 4 Members are asked to note the information in the report.

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Appendix 1: Implications

Finance – N/A

Staffing – N/A

Risk – N/A

Equality and Diversity / Public Sector Equality Duty – N/A

Accommodation – N/A

Crime and Disorder – N/A

Human Rights – N/A

Consultation – N/A

Procurement – N/A

Disability Issues – N/A

Legal Implications – N/A

Customer Feedback Report: Complaints, compliments and suggestions Year End report 2013/14



Altogether better



Overview

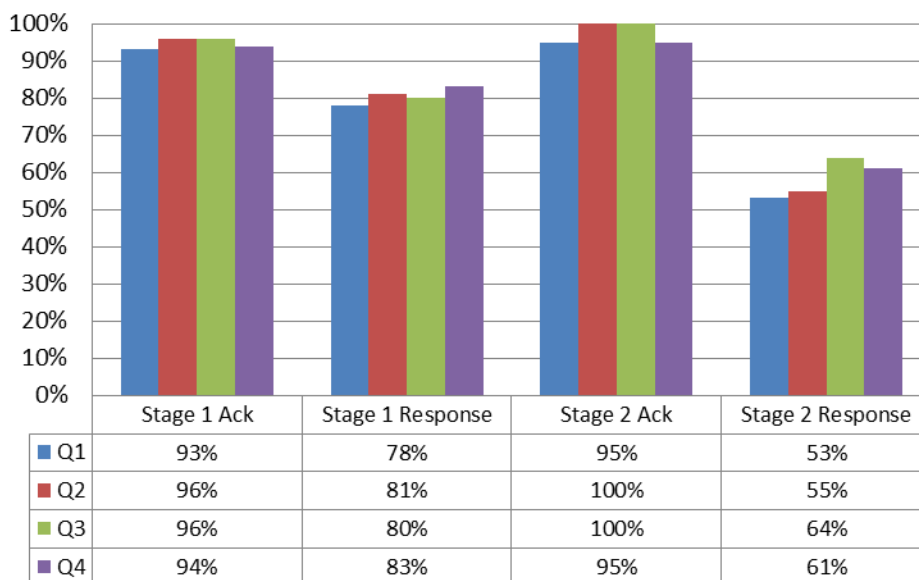
- 5 This report provides the performance information and learning outcomes in relation to Customer Feedback across the Council in 2013/14. Complaints are categorised as:
- **Statutory.** A complaint which arises from the duties placed on a local social services authority to provide assessments and care services under the provisions of relevant adult and children’s social care legislation. The process followed for managing these complaints is prescribed in Regulations.
 - **Non-Statutory.** All other complaints
- 6 The council’s service standards for dealing with non-statutory complaints are:
- Acknowledging all complaints within 2 working days;
 - Responding to stage 1 complaints within 10 working days
 - Responding to stage 2 complaints within 20 working days.
- 7 The report is divided into 2 main parts; overall performance summary and detailed information for each service grouping in relation to all customer feedback for 2013/14

PART ONE: Summary of complaints, compliments and suggestions received across the Council during 2013/14

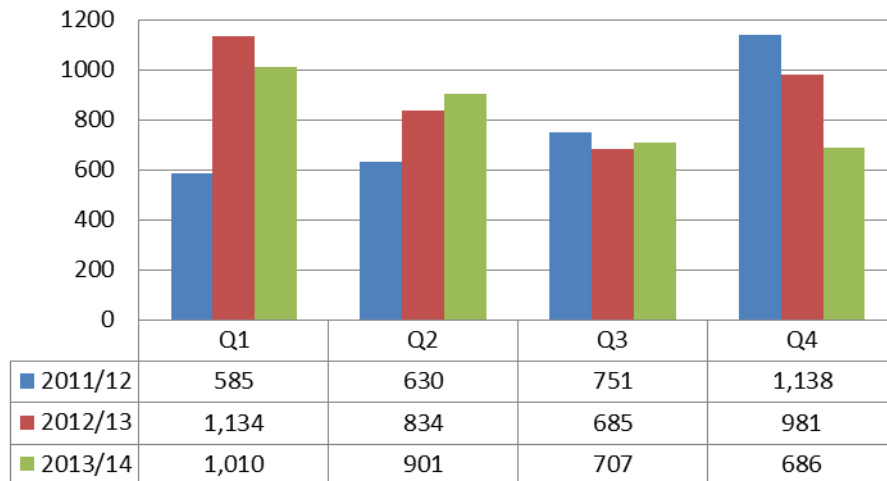
- 8 Between 1 April 2013 and 31 March 2014, Durham County Council received 3,298 non-statutory complaints, 1,003 compliments and 325 suggestions. 194 complaints were escalated to stage 2 of the complaints process.

Complaints

- 9 Response to target performance has improved over the course of the year, as follows:



- 10 The graph overleaf shows a quarter by quarter breakdown of the total numbers of complaints received across the Council since April 2011. Complaints received during 2013/2014 have reduced by 9% when compared to the previous year.



- 11 The table below shows numbers of complaints received across Service Groupings since 2011/12:

Service Grouping	2011-12 Total	2012 - 2013					2013 - 2014				
		Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
ACE	10	0	2	0	5	7	3	3	2	1	9
CAS	83	4	15	4	10	33	10	15	18	11	54
NS	1,589	737	537	431	693	2,398	724	614	446	446	2,230
RED	327	94	95	93	105	387	93	128	96	96	413
RES	1,095	299	185	157	168	809	180	141	139	132	592
TOTAL	3,104	1,134	834	685	981	3,634	1,010	901	701	686	3,298

- 12 Analysis of the data shows that the highest numbers of complaints received were due to:

- **Missed Bins:** 461 complaints were received regarding missed bins during 2013/14, a 38% decrease when compared with 2012/2013.
- **Changes to Household Waste Recycling Centres (HWRC's):** 231 complaints were received regarding HWRCs during 2013/2014, a 93% increase when compared to the previous year. Analysis has shown that this increase is due to changes to contracts that led to tighter control of the waste being put through the sites. A number of complaints also related to site closures and changes in operating hours.

- **Revenues and Benefits Service:** During 2013/14, the Revenues and Benefits service received 538 complaints, a 30% decrease compared to 2012/2013, due to a reduction in complaints regarding delays in processing new claims and changes in circumstances and in relation to the review of the exemptions policy affecting the charging of council tax on empty properties following welfare reform changes.

- 13 Further investigation of stage 1 complaints received shows that during 2013/14 there were 1,366 occasions (41% of complaints processed) where the complaint was not upheld, indicating that although service users were dissatisfied with the service received, the service had in fact acted properly and followed the correct procedures.
- 14 If the not justified complaints and those that are ongoing are removed, DCC is left with 1,879 (57%) justified complaints, from which there is possibility of learning.

Compliments and Suggestions

- 15 The following table shows the numbers of compliments and suggestions received across service groupings during 2013/2014:

Service Grouping	Compliments	Suggestions
ACE	49	14
CAS	184	5
NS	506	248
RED	185	39
RES	79	19
TOTAL	1003	325

- 16 A large proportion of compliments are for staff in recognition of their support and help in resolving the customer's concerns and issues. On each of these occasions, the individual officer is notified of the compliment and thanked by their line manager. Many of these relate to the professionalism, politeness and general helpfulness of staff.

PART TWO: Detailed report for each service grouping for 2013/14

- 17 The following sections provide details for each Service Grouping in relation to Customer Feedback received in 2013/14 and the learning outcomes applied to improve service delivery.

Assistant Chief Executive's Office (ACE)

Overview

- 18 Between 1 April 2013 and 31 March 2014, 9 complaints, 49 compliments and 14 suggestions were recorded by ACE.

Service Grouping ACE	Number Received											
	11/12 Total	Dec-13				12/13 Total	13/14				13/14 Total	% Change*
		Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4		
Complaints	6	0	2	0	5	7	3	3	2	1	9	+80
Compliments	24	3	3	7	12	25	3	9	25	12	49	+96
Suggestions	14	0	1	1	7	9	3	3	4	4	14	+100

*Total 2013/14 figure compared with Total 2012/13 figure

Key Areas and Learning

- 19 Analysis shows that the number of complaints received by ACE in 2013/14 when compared with 2012/13 has increased by 29%.
- 20 The complaints are in relation to:
- A radio advertisement for Durham County Council which mentioned only male abusers and this was felt to be imbalanced.
 - A range of issues relating to DCC service provision.
 - Feedback on the website and council publications.
 - Lack of information in relation to a community engagement event held in May/June 2013 regarding Stanley master plan front street proposals.
 - A project funded by an Area Action Partnership and an AAP funding application.
- 21 The 9 complaints received during 2013/14 were attributed to 1 administration error, 3 miscommunications and 5 service failures; all 9 complaints were resolved within 10 working days. Of the 9 complaints received during 2013/14, only 6 were upheld, indicating that although service users were dissatisfied with the service received, the service had in fact acted properly and followed appropriate procedures.
- 22 Actions as a result of complaints include:
- The Council has lodged a complaint with the distribution company with regard to Durham County News.
 - Where a council event was wrongly adverted, the council has sent an apology with a complimentary leisure pass.
 - The web team has fixed the link on the council's website

Compliments and Suggestions

- 23 During 2013/14, 49 compliments were received by ACE. The majority of compliments relate to the helpfulness of staff and the efficiency of service provided across all service areas within ACE.

- 24 It is worth noting that the increase in the number of compliments received is a result of the County Records Office transferring to ACE, as this is a front facing service.
- 25 Alongside compliments recorded on the CRM system, there are also many that are captured using local systems including AAP and Forum events.
- 26 During 2013/14, ACE service grouping received 14 suggestions. Suggestions covered a variety of subjects, relating mostly to communications and publications.

Children and Adults Services (CAS)

Corporate Complaints Overview

- 27 From 1 April 2013 to 31 March 2014 a total of 54 corporate complaints were received. This represents an increase of 64% on the previous year.
- 28 As shown in the table, there has been some variation in the number of complaints, compliments and comments received and actioned in each quarter through the Council's corporate complaints process during 2013/14.

Service Grouping CAS	Number Received										% Change*
	12/13				12/13 Total	13/14				13/14 Total	
	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4		
Complaints	4	15	4	10	33	10	15	18	11	54	+64%
Compliments	149	150	145	103	547	88	42	47	7	184	-66%
Suggestions/Comments	15	0	0	11	26	0	0	1	4	5	-81%

*Total 2013/14 figure compared with Total 2012/13 figure

- 29 Of the 54 complaints, 100% were acknowledged within 2 working days of receipt; and 38 (70%) were responded to within 10 working days. The remaining 16 complaints (30%) were not responded to within timescale as they were particularly complex cases.

Key Areas and Learning

- 30 Corporate complaints about CAS tend to be diverse in nature but some themes have been identified. These are:
- There were 13 (24%) complaints made about the One Point service, relating to poor communication. Service users stated that published information wasn't clear enough or staff didn't give clear explanations about their role and why they had contacted families to offer services.
 - Eight (15%) complaints were about Blue Badges in relation to loss of documentation and delays in issuing badges.
 - There were also 5 complaints (9%) received in relation to the closure of Roseberry College which were about the consultation process.

- 31 In most instances issues raised within corporate complaints are of a singular nature and personal to the complainant.
- 32 Some actions as a result of learning from corporate complaints are shown below:
- Personal information had been discussed in the foyer of a Court building and staff were reminded that suitable rooms should be used to speak to clients to ensure confidentiality and privacy.
 - Information was not widely publicised on fire evacuation in a Day Care Centre which members of the public also access. Posters have now been displayed in key areas.
 - Staff have been reminded of the necessity for timely responses to communications between the Service and service users.
 - Holding meetings 'out of hours' is to be given consideration by senior management to take into account parents day time commitments.
 - Staff have been reminded that procedures in relation to contacting members of the public must be strictly adhered to, in order to avoid situations where inappropriate services are offered.

Compliments and Suggestions

- 33 Suggestions have reduced by 80%. Reasons for this decrease have been considered and the range of suggestions and comments submitted both in 2012/13 and 2013/14 is diverse and unrelated, with no particular themes.
- 34 The table below shows a breakdown by service area of the 184 compliments received by CAS during 2013/14. Compliments received have decreased by 66% this reduction is attributed to the relocation of Welfare Rights of a front-facing service from Adults services to Resources. This service had historically attracted many compliments.

	Q1	Q2	Q3	Q4	Totals
Children's Services*	74	39	29	3	145
Education	12	1	18	4	35
Planning & Service Strategy	2	2	0	0	4
Totals	88	42	47	7	184

Statutory Complaints

- 35 Please refer to the Annual Representations Report for Social Care Services 2013/14, agenda item Corporate Issues, Overview and Scrutiny 19 September 2014.

Neighbourhood Services (NS)

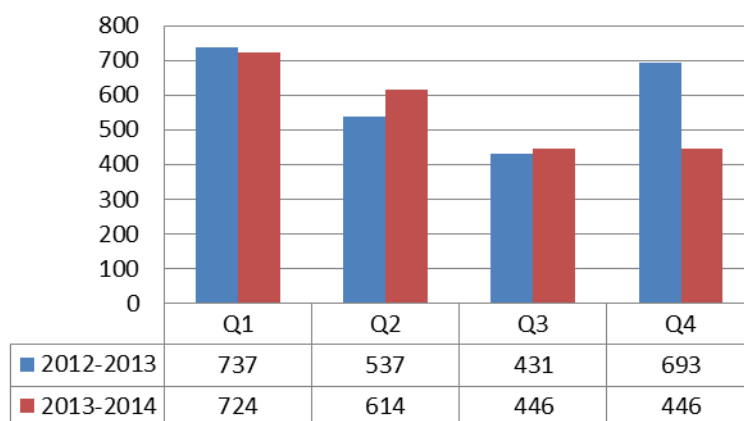
Overview

- 36 During 2013/2014, 2,230 complaints, 506 compliments and 248 suggestions were received. A summary of feedback since 2011/12 is shown in the table below:

NS	Number Received										%* Change	
	11/12 Total	12/13 split by quarter				12/13 Total	13/14 split by quarter					13/14
		Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4		
Complaints	1,589	737	537	431	693	2,398	724	614	446	446	2,230	-7
Compliments	419	75	67	108	152	402	126	134	125	121	506	+26
Suggestions	415	71	55	49	40	215	62	57	41	88	248	+15

*Total 2013/14 figure compared with Total 2012/13 figure

- 37 Complaints data for Neighbourhood Services for 2013/14 compared to the previous year is shown below.



- 38 Further investigation of the complaints received shows that during 2013/14, there were 903 occasions (40%) where the complaint was not upheld, indicating that, although service users were dissatisfied with the service received, the service had acted properly and followed appropriate procedures.

Key Areas and Learning

- 39 Detailed analysis of the complaints received during 2013/2014 shows that 43% can be attributed to the following:

- **Missed Bins:** 461 complaints were received regarding missed bins during 2013/14, a 38% decrease when compared with 2012/2013. This improvement can be attributed to a number of factors including the bedding in of the alternative weekly collection service, the introduction of a new strengthened 'Repeat Missed Container' Monitoring Process, improved communications in relation to collection dates during bank holidays and the implementation of the incab 'Bartec' system that has supported improvement of the operational delivery of the service
- **Changes to Household Waste Recycling Centres:** We received 231 complaints regarding HWRCs during 2013/2014. Although complaints of this nature have reduced over the course of the year, this is a 93% increase when

compared to 2012/2013. Contract changes in June 2013 led to tighter control of the waste put through the sites, closure of some sites and changes in operating hours at the remaining sites. These issues, along with attitude of staff, are the main reasons for complaints regarding this service.

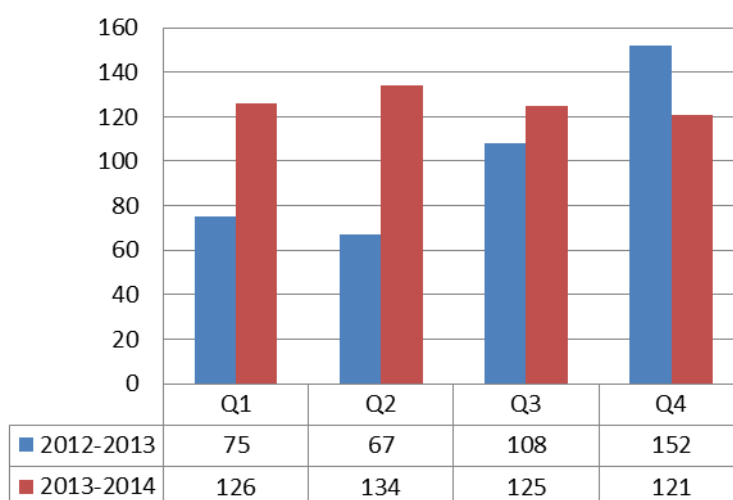
- **Charges for replacement wheeled bins:** 99 complaints were received from residents objecting to the £20 charge for replacement bins. Complaints of this kind have remained the same since 2012/2013, when 99 bin charge complaints were also received.
- **Attitude of refuse crews:** 76 complaints were received from customers unhappy with the attitude of their refuse crew during 2013/2014; a 16% increase when compared with 2012/13. The increase may be attributed to stricter enforcement of policy on waste collection and refuse and recycling staff being more challenging when addressing contamination issues
- **Refuse staff not returning bins/containers:** 84 complaints were received from residents regarding refuse bins/containers not being returned to the correct location. This is a 21% decrease when compared with 2012/13.

40 The “Customer Experience” group continues to consider a range of data, including complaints and suggestions, in order to make improvements in relation to our contact with customers. Some of the improvement actions include:

- Implementation of a strengthened process for managing customer demand and complaints in relation to missed refuse and recycling bins to reduce repeat contact
- Review and refresh of process for capturing customer enquiries resolved at first point of contact to improve service intelligence and inform improvement activity
- Development of web forms for all Street Scene Service Requests, to allow customers to access services online.
- Introduction of a new process for managing customer contact in relation to reports of Untidy Gardens and Yards
- Development of detailed process and system design for managing customer demand and administration in relation to new Contamination Education/Enforcement Process

Compliments and Suggestions

- 41 Compliments received by NS for 2013/14 compared to 2012/13 have increased by 26% as illustrated in the graph below



- 42 The majority of compliments relate to staff in the Refuse and Recycling, Clean and Green and Customer Service teams in recognition of their support and help in resolving customer enquiries. There were a number of compliments regarding helpfulness of staff at HWRCs, many of these relate to their professionalism, politeness and swift responses.
- 43 The remaining compliments relate to service provision, including the standard of work, e.g. keeping local areas clean and tidy, carrying out work on hedges and trees, road improvements and speed of work, e.g. footpath repairs, returning to collect missed bins
- 44 Suggestions include:
- Extending the garden waste scheme collection dates. This feedback will be considered as part of the review.
 - Improvements to customer access points (seating, privacy, etc.). A number of improvements have been made including a new reception desk at the Durham CAP to improve the flow of customers into the facility

Regeneration and Economic Development (RED)

Overview

- 45 Between 1 April 2013 and 31 March 2014, 413 complaints, 185 compliments and 39 suggestions were received by the Regeneration and Economic Development (RED) Service Grouping. A summary of feedback is shown in the following table:

Service Grouping RED	Number Received											%* Change
	11/12 Total	12/13 split by quarter				12/13 Total	13/14 split by quarter				13/14	
		Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4		
Complaints	336	94	95	93	105	387	93	128	96	96	413	7%
Compliments	122	38	39	37	11	125	34	27	85	39	185	48%
Suggestions	48	9	11	10	3	33	11	6	13	10	39	18%

*Total 2013/14 figure compared with Total 2012/13 figure

- 46 During 2013/14, RED received 413 complaints, an increase of 6% on the previous year. Of these 40 were escalated to Stage 2 of the complaints process. RED responded to 80% of complaints within the 10 working day deadline, a significant improvement from 2012/13 when 45% of complaints were responded to within deadline.
- 47 The proportion of complaints found to be justified or part justified is 48%

Key Areas and Learning

- 48 Detailed analysis of the complaints received during 2013/14 shows that 3 areas of the service grouping account for 78% of the complaints received:
- **Durham City Homes:** 149 complaints were received in relation to Durham City Homes, particularly in regard to the handling of repairs and maintenance issues and the associated contractors. This is an increase of 55% from the previous year.
 - **Planning and Building Control:** 100 were in relation to Planning Development mainly in connection to planning decisions and building control. This is a slight increase of approximately 4% on the previous year.
 - **Strategic Traffic:** 73 were received by Strategic Traffic, the majority are parking and road works related. This is an increase of 55% on the previous year.

Compliments and Suggestions

- 49 The service grouping received 185 compliments in 2013/14. These are generally thanks to staff for the service they have provided. 125 (67%) of the compliments received were for Planning Development.
- 50 RED received 39 suggestions during 2013/14 covering a wide range of subjects and service areas, including building control, transport information and improvements to town centres.

Resources (RES)

Overview

- 51 For the period 01 April 2013 – 31 March 2014, there were a total of 592 complaints for Resources; this represents an improved performance position with a 27% reduction when compared with the previous year.
- 52 The proportion of complaints responded to within the 10 day standard was 69% across 2013/14 which was an improvement when compared to the previous year. The proportion responded to within the 10 day standard during quarter 4 reached 82%.

RES	Number Received											
	11/12 Total	12/13 split by quarter				12/13 Total	13/14 split by quarter				13/14	%* Change
		Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4		
Complaints	327	299	185	157	168	809	180	141	139	132	592	-27
Compliments	69	16	21	15	17	69	14	10	17	38	79	+14
Suggestions	24	11	7	0	6	24	3	5	3	8	19	-21

*Total 2013/14 figure compared with Total 2012/13 figure

- 53 Of the 592 complaints received in 2013/14 for Resources, 58% were either justified or part justified, and 42% were not justified. Incidences where complaints were not upheld, whilst arising from customer dissatisfaction, indicate that appropriate action and procedures were followed by Resources' services. The following analysis is based on all complaints received.

Key Areas and Learning

- 54 Resources' services are committed to improvement and continually analyse customer feedback to identify any emerging trends. Feedback from customers and engagement with all stakeholders are integral to ongoing service review and improvement. Detailed analysis shows that 93% of the 2013/14 complaints relate to the following three areas:
- **Benefits:** The Benefits Service received a total of 235 complaints in 2013/14, a reduction of 53% compared to 2012/13. This reduction can be largely attributed to a significant drop in complaints relating to delays in processing claims which only accounts for 21% of the complaints received in 2013/14. This is a result of much improved levels of service now being consistently provided to customers by the Benefits Service. By achieving monthly claims processing targets across the majority of 2013/14, the overall number of complaints reduced and the nature of those received changed from being mostly associated with delays to being more balanced over a number of areas, including dissatisfaction with the decision or calculation of their claim which accounts for 19% of the complaints received. Further analysis reveals that over the year 33 complaints (14%) were submitted by landlords; this represents a significant reduction compared to 2012/13 when in the first quarter alone, 141 complaints were received from landlords.
 - **Revenues:** The Revenues Service received a total of 303 complaints in 2013/14, an increase of 14% compared to 2012/13. This increase coincides

with new council policy in relation to charging Council Tax for empty properties and makes up 22% of the complaints received in 2013/14. Over the same period, approximately 25% of complaints were associated with recovery action, with the remainder arising from liability discrepancies, correspondence and processing delays (particularly during system downtime for annual Council Tax billing), and bailiffs. With increased recovery activity to ensure improved collection rates, the increase in associated complaints was not unexpected.

- **Registration Service:** Over the year 12 complaints were received relating to the Registration Service, an increase of 1 over 2012/13. One third of those received in 2013/14 related to difficulties making contact with staff at Registration Offices. It is anticipated that a review of the Registration Service during 2013/14 will provide improved contact and the overall service delivered to customers.

Compliments and Suggestions

- 55 Over the year, 79 compliments and 19 suggestions were received from satisfied customers. The majority of the compliments related to the conduct of wedding ceremonies; others highlighted excellent service from Revenues and Benefits Service officers.

Local Government Ombudsman (LGO): current activity

- 56 During 2013/14 the Local Government Ombudsman (LGO) made initial enquiries / initiated investigations into 121 matters relating to a range of complaints covering many of the services delivered by the Council. These can be summarised as follows:

PLANNING & DEVELOPMENT

- 57 During the year, the Council were notified of 18 Planning related complaints which were considered by the Local Government Ombudsman, and have been determined as follows:
- One case was still open at year end and the outcome of that investigation is awaited;
 - In 4 cases, having made preliminary enquiries, the Ombudsman decided that a full investigation should not be initiated and the cases were subsequently closed;
 - 3 cases was determined to be outside of the jurisdiction of the Ombudsman;
 - One case, although subject to investigation, was subsequently closed as the Ombudsman discontinued involvement based on a lack of evidence of maladministration.
 - Two complaints were made to the Ombudsman prematurely and were therefore referred back to the Council to consider through the internal Complaints Procedure.
 - Seven cases were subject to investigation and were subsequently closed with decisions of No Maladministration and No Further Action to be taken.

BENEFITS & TAX

58 During the year, the Council were notified of 28 Benefits & Tax related complaints which were considered by the Local Government Ombudsman, and have been determined as follows:

- One case was still open at year end and the outcome of that investigation is awaited;
- In 10 cases, having made preliminary enquiries, the Ombudsman decided that a full investigation should not be initiated and the cases were subsequently closed;
- 9 cases was determined to be outside of the jurisdiction of the Ombudsman;
- 2 cases, although subject to investigation, were subsequently closed as the Ombudsman discontinued involvement based on a lack of evidence of maladministration.
- 1 complaint was made to the Ombudsman prematurely and was therefore referred back to the Council to consider through the internal Complaints Procedure.
- 2 cases were subject to investigation and were subsequently closed with decisions of No Maladministration and No Further Action to be taken.
- Following investigation, 1 case was closed on the basis that the Council had agreed to action remedies as suggested by the Ombudsman as Maladministration and Injustice were identified.
- In 2 cases, although the Ombudsman identified Fault/Maladministration, no Injustice was identified and so the cases were closed with No Further Action.

EDUCATION & CHILDRENS SERVICES

59 During the year, the Council were notified of 10 Education & Childrens related complaints which were considered by the Local Government Ombudsman, and have been determined as follows:

- 1 case was still open at year end and the outcome of the investigation is awaited;
- In 1 case, having made preliminary enquiries, the Ombudsman decided that a full investigation should not be initiated and the case was subsequently closed;
- 4 cases were determined to be outside of the jurisdiction of the Ombudsman.
- One complaint was made to the Ombudsman prematurely and was therefore referred back to the Council to consider through the internal Complaints Procedure.
- 1 case was subject to investigation and was subsequently closed with decision of No Maladministration and No Further Action to be taken.
- Following investigation, 2 cases were closed on the basis that the Council had agreed to action remedies as suggested by the Ombudsman as Maladministration and Injustice were identified.

SCHOOL ADMISSION APPEALS

60 During the year, the Council were notified of 6 complaints relating to school admission appeals, which were considered by the Local Government Ombudsman. In 5 cases, although all subject to investigation, all were closed on the basis that No Maladministration or Fault was identified.

- 61 In one case, the Ombudsman originally delivered a decision of Maladministration but No Injustice and as such proposed No Further Action by the Council. However the complainant has since requested that the decision be reviewed by an Assistant Ombudsman, as such the case has been re-opened and an outcome is now awaited.

ADULT CARE SERVICES

- 62 During the year, the Council were notified of 12 Adult Care Services complaints which were considered by the Local Government Ombudsman, and have been determined as follows:
- 2 matters remained open at year end and the outcome of the investigations is awaited;
 - 1 complaint was made to the Ombudsman prematurely and was therefore referred back to the Council to consider through the internal Complaints Procedure;
 - In 3 cases, having made preliminary enquiries, the Ombudsman decided that a full investigation should not be initiated and the cases were subsequently closed;
 - 1 case was determined to be outside of the jurisdiction of the Ombudsman;
 - Following investigation, 5 cases were closed by the Ombudsman all with findings of No Maladministration and No Fault.

HIGHWAYS & TRANSPORT

- 63 During the year, the Council were notified of 12 Highways & Transport related complaints which were considered by the Local Government Ombudsman, and have been determined as follows:
- One case was still open at year end and the outcome of that investigation is awaited;
 - In 1 case, having made preliminary enquiries, the Ombudsman decided that a full investigation should not be initiated and the case was subsequently closed;
 - 5 cases was determined to be outside of the jurisdiction of the Ombudsman;
 - 1 complaint was made to the Ombudsman prematurely and was therefore referred back to the Council to consider through the internal Complaints Procedure.
 - Four cases were subject to investigation and were subsequently closed with decisions of No Maladministration and No Further Action to be taken.

HOUSING

- 64 During the year, the Council were notified of 6 Housing related complaints which were considered by the Local Government Ombudsman and have been determined as follows:
- In 2 cases, having made preliminary enquiries, the Ombudsman decided that a full investigation should not be initiated and the cases were subsequently closed;
 - 1 case was determined to be outside of the jurisdiction of the Ombudsman;
 - Following investigation, 2 cases were closed on the basis that the Council had agreed to action remedies as suggested by the Ombudsman;
 - Following investigation, 1 case was closed with No Further Action to be taken.

CORPORATE AND OTHER SERVICES

65 During the year, the Council were notified of 13 complaints which were categorised as Corporate and Other Services related complaints by the Ombudsman. These cases and their outcomes can be summarised as follows:

- One case was still open at year end and the outcome of the investigation is awaited;
- In 3 cases, having made preliminary enquiries, the Ombudsman decided that a full investigation should not be initiated and the cases were subsequently closed;
- 8 cases were determined to be outside of the jurisdiction of the Ombudsman;
- One complaint was made to the Ombudsman prematurely and was therefore referred back to the Council to consider through the internal Complaints Procedure.

ENVIRONMENTAL SERVICES/PUBLIC PROTECTION & REGULATION

66 During the year, the Council were notified of 16 complaints relating to the above category. These cases and their outcomes can be summarised as follows:

- Two cases were still open at year end and the outcome of those investigations is awaited;
- In 8 cases, having made preliminary enquiries, the Ombudsman decided that a full investigation should not be initiated and the cases were subsequently closed;
- 1 case was determined to be outside of the jurisdiction of the Ombudsman;
- One case, although subject to investigation, was subsequently closed as the Ombudsman discontinued involvement based on a lack of evidence of maladministration.
- One complaint was made to the Ombudsman prematurely and was therefore referred back to the Council to consider through the internal Complaints Procedure.
- One case was subject to investigation and was subsequently closed with decision with No Further Action to be taken.
- Following investigation, 1 case was closed on the basis that the Council had agreed to action remedies as suggested by the Ombudsman;
- In one case, following investigation, the Ombudsman upheld the case and require the Council to undertake several actions to remedy the complaint.

Recommendations and Reasons

67 Corporate Issues, Overview and Scrutiny to note the report

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