



ADDITIONAL / TO FOLLOW AGENDA ITEMS

This is a supplement to the original agenda and includes reports that are additional to the original agenda or which were marked 'to follow'.

NOTTINGHAM CITY COUNCIL AUDIT COMMITTEE

Date: Friday, 27 September 2019

Time: 10.30 am

Place: LB 31 - Loxley House, Station Street, Nottingham, NG2 3NG

Governance Officer: Mark Leavesley **Direct Dial:** 0115 876 4353

AGENDA

Pages

6 COMPLAINTS ANNUAL ASSURANCE 2018-19 REPORT
Report of Corporate Director, Strategy and Resources

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**AMENDMENTS TO PAPER
HAVE YOUR SAY COMPLAINTS ANNUAL ASSURANCE REPORT – INCLUDING LOCAL
GOVERNMENT OMBUDSMAN ANNUAL LETTER 2018-19**

The report author has submitted some amendments to the paper published on 17 September 2019.

These changes include slight amendments to the wording of 1.1 and updated figures and statistics for 5.1 through to 5.9 (now 5.11). The changes are set out below:

1. REASONS FOR RECOMMENDATIONS

1.1 This report provides a reflection on the complaints received

- under the Have Your Say (HYS) process
- under the statutory Social Care complaints process
- about the School Admissions appeals process

and the decisions made on these complaints about Nottingham City Council by

- Nottingham City Council (NCC)
- the Local Government and Social Care Ombudsman (LGSCO or LGO)

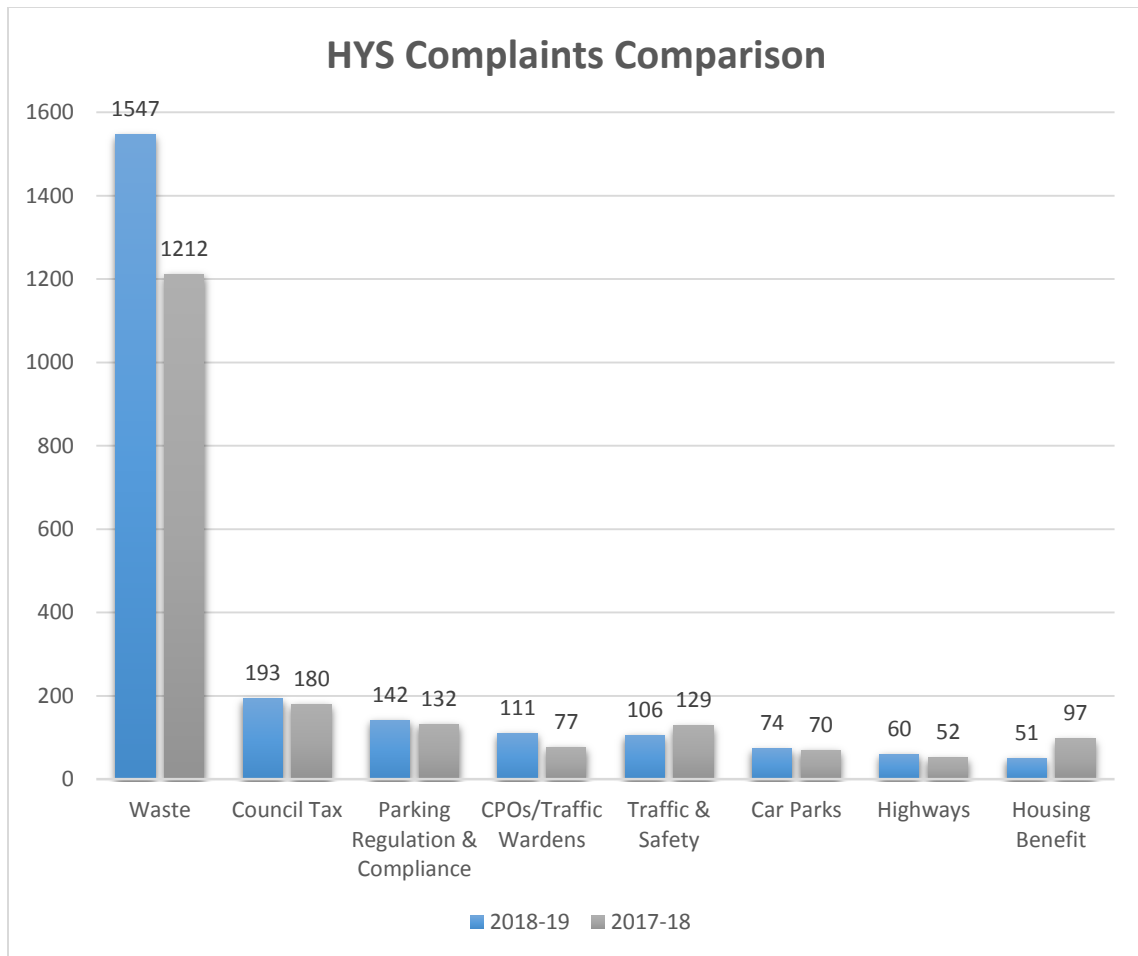
5. HYS COMPLAINTS – KEY FACTS AND FIGURES

5.1 From 01 April 2018 to 31 March 2019 the HYS service have processed 3328 Stage 1 complaints and 69 Stage 2 complaint reviews.

5.2 The top ten areas for complaints dealt with by HYS were:

| | |
|--|------|
| • Waste | 1547 |
| • Council Tax | 193 |
| • Parking Regulation & Compliance | 142 |
| • CPO's/Traffic Wardens | 111 |
| • Traffic and Safety | 106 |
| • Car Parks (Pay+Display/Barriers/Contracts) | 74 |
| • Selective Licensing | 66 |
| • Highways | 60 |
| • Trees | 51 |
| • Housing Benefit | 51 |

5.3 This is comparable to the previous year's reporting, with seven of the top ten areas for complaints remaining the same areas as 2017-18.



5.4 The high volume of HYS complaints for waste are primarily residents complaining about issues with their bin collection. It is important to note that these are not missed bin reports (which are logged as a service request not complaints) but are complaints about frequently missed collections and failures to collect missed bin reports.

5.5 The second highest source of complaints relate to failed Bulky Waste collections.

5.6 We can identify from this data that the primary reason for complaints over the last two years are around service delivery by Neighbourhood Services. However as there were no investigations by the LGO for complaints within this service area, it is evident that the complaints were resolved at stage 1 or stage 2.

5.7 The Have Your Say team provides monthly reports to Heads of Services regarding customer feedback statistics, to highlight any trends in complaints and assist with root cause analysis.

5.8 Of the 3328 Stage 1 complaints handled through the HYS process, 69 were reviewed by the Customer Experience Lead at Stage 2. With only 2% of the total complaints progressing to Stage 2, this demonstrates that many complaints were resolved at the

early stages and that the HYS quality assurance of complaint responses is an effective process.

5.9 Only 3% of the HYS handled complaints investigated by the LGO were upheld.

5.10 There were 2 upheld decisions, both of which were about Community Protection services from the same complainant. This is a positive indicator that the HYS two-stage complaint handling process ensures most complaints are remedied at the early stages. Only a very small percentage of the total complaints dealt with have been investigated and upheld by the LGO.

5.11 With only 2% of the total HYS complaints for this period progressing to Stage 2 to be reviewed, this demonstrates that many complaints were resolved at the first stage and that the HYS quality assurance of complaint responses is an effective process.

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