

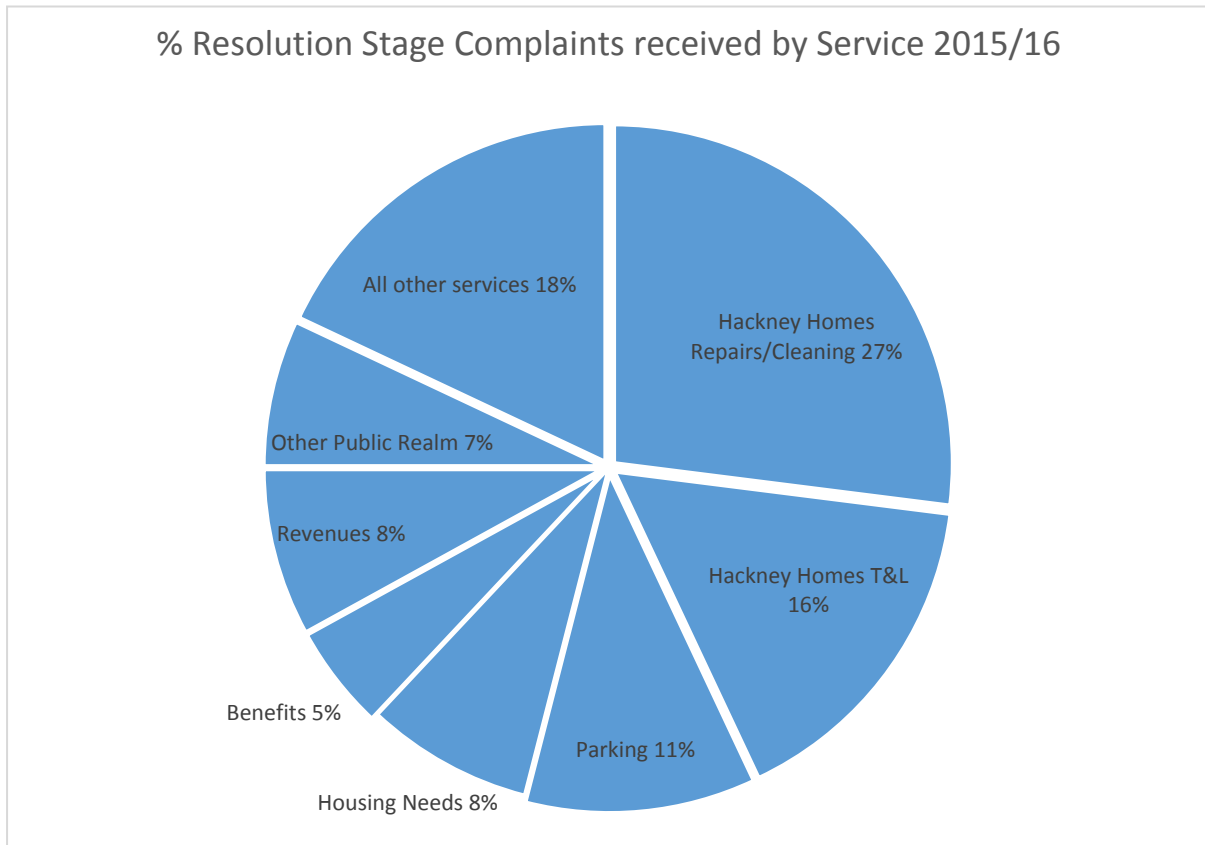
Actions from G&R Meeting November 2016

At the G&R meeting on 14th November 2016 the information below was requested:

- A list of service areas under the complaints category 'other' in the report.

Response:

The following table appeared in the Annual Complaints & Enquiries Report 2015-16.



Members have asked for a further breakdown of the 18% of complaints in the 'all other services' category as follows:

Service	Number of complaints	% of all complaints received
Housing - Planned Maintenance	142	5%
Customer & Corporate Services – Contact Centre and HSC Front of House	102	4%
Planning & Building Control	87	3%
Housing - Asset Management	69	3%
Parks & Leisure	49	2%
Elections	46	2%
Safer Communities inc noise pollution and ASB	35	1%
Libraries, Heritage & Culture	29	1%
Housing - Grounds Maintenance	19	1%
Learning Trust	18	1%
Other Housing inc. Private Sector Housing	12	0.5%
	608	23.5%

* It should be noted that there were 2609 complaints received in 2015/16 excluding Adult Social Care and Children's Social Care complaints which are dealt with under separate processes and reported separately in the main report. Although only 2609 individual complaints were received, some will have dual or multiple ownership i.e. a complaint across both Tenancy & Leasehold and Housing Needs, which explains why, when identifying individual service's volumes the total will appear higher as will associated percentages.

* The breakdown above goes only as low as those services that have received more than 10 complaints in 2015/16.