

Appendix 3

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Annual Complaints Report 2023 - 2024

Breakdown of the number of complaint completed by the Amey CS team, split by Service Area, Sub Category, Response times, Outcomes, Remedies, Learns and Service Improvement for 1 April 2023 to 31 March 2024.

1.1 Complaints by Service Area

Service Area	Resolved Investigation Review	Resolved Investigation Stage	Resolved Problem Solving Stage	Grand Total
Arboriculture	30	120	10	160
Claims	5	19	8	32
Drainage	17	94	5	116
Grounds Maintenance	28	192	21	241
Highways	7	77	10	94
LIP Carriageways & Footways	21	119	40	180
Network	9	53	3	65
Non - Core	1	6	0	7
Not Known	0	0	1	1
Out of Scope	0	46	18	64
Street Cleaning	17	135	16	168
Street Lighting	12	40	1	53
Street Works	1	15	4	20
Structures	1	4	1	6
Traffic Signals	1	12	1	14
Unlit Signs & Lines	1	13	3	17
Winter Maintenance	3	19	3	25
Grand Total	119	953	191	1,263

Detailed below is how the above data has been received across the year.

Service Area	Resolved Investigation Review				Resolved Investigation Stage				Resolved Problem Solving Stage				
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Arboriculture	3	10	4	7	43	28	23	25	2	4	0	4	
Claims	2	1	1	1	4	4	3	8	1	0	2	5	
Drainage	2	0	5	2	26	17	12	14	2	0	3	0	
Grounds Maintenance	7	3	7	2	102	35	17	22	10	7	1	1	
Highways	2	1	1	1	16	6	22	25	1	2	1	26	
LIP Carriageways & Footways	10	3	4	2	58	33	18	15	10	9	12	9	
Network	1	0	0	3	23	13	0	11	2	0	0	15	
Non - Core	0	0	1	0	1	0	0	0	0	0	0	0	
Not Known	1	0	0	0	7	0	0	0	0	0	1	0	
Out of Scope	0	0	0	0	14	25	18	46	1	2	10	18	
Street Cleaning	4	0	5	6	40	12	29	45	6	2	2	6	
Street Lighting	1	2	1	7	8	5	12	9	0	0	1	0	
Street Works	0	0	0	0	8	3	0	1	0	4	0	0	
Structures	1	0	0	0	3	0	0	2	1	0	0	0	
Traffic Signals	0	0	0	1	3	1	2	5	0	0	0	1	
Unlit Signs & Lines	0	0	0	1	3	2	3	4	0	0	1	2	
Winter Maintenance	0	0	0	3	1	0	6	12	0	0	3	1	
Totals	34	20	29	36	360	184	165	244	36	30	37	88	1,263

1.2 Complaints by sub-category

Complaints sub category	Resolved Investigation Review	Resolved Investigation Stage	Resolved Problem Solving Stage	Grand Total
AR: Access	0	1	0	1
AR: Against removal of trees	0	2	1	3
AR: Damage	3	16	0	19
AR: Delay	1	9	0	10
AR: Leaf Fall	1	2	0	3
AR: Overgrown/ Pruning Trees	17	55	3	75
AR: Policy	2	12	1	15
AR: Replanting of Trees	1	7	3	11
AR: Request for Tree	0	2	0	2
AR: Request removal of Trees	5	10	1	16
AR: Staff Conduct	0	3	1	4
CL: Green Claims	1	1	1	3
CL: Request for claims pack	0	9	6	15
CL: Update on claim	4	9	1	14
DR: Blocked Gullies	2	28	3	33
DR: Delay	0	3	0	3
DR: Flooding	14	50	2	66
DR: Policy	1	2	0	3
DR: Ponding/ Water Pooling	0	2	0	2
DR: Staff Conduct	0	9	0	9
Duplicate	0	2	0	2
GM: Damage Caused	3	12	3	18
GM: Damage to Grass Verges	6	29	1	36
GM: Delay	1	9	1	11
GM: Flowers	0	1	0	1
GM: Grass Cutting	6	54	7	67
GM: Hedges	4	33	6	43
GM: Policy	3	10	2	15
GM: Req Bollards/ Vehicle Damage	0	2	0	2
GM: Staff Conduct	0	16	1	17
GM: Weed Spraying	5	21	0	26
HW: Defects e.g. manholes, flags	4	19	5	28
HW: Delay	2	10	0	12
HW: Depot issues, noise etc.	0	1	1	2
HW: Misc Assets	0	4	0	4
HW: Pothole Repairs	1	29	4	34

HW: Staff Conduct	0	4	0	4
HW: Time Taken to Repair	0	2	0	2
HW: Policy	0	2	0	2
LIP: Access	4	20	7	31
LIP: Communication about works	6	24	6	36
LIP: Damage caused	3	7	1	11
LIP: Delay	0	5	0	5
LIP: Deterioration	5	6	3	14
LIP: Kerbing works	0	1	1	2
LIP: LIP Lining	0	1	0	1
LIP: Micro Asphalt	0	3	0	3
LIP: Noise	0	10	5	15
LIP: Overgrowing vegetation	0	4	1	5
LIP: Policy	1	8	1	10
LIP: Quality of works	1	10	3	14
LIP: Signage	0	2	3	5
LIP: Staff Conduct	1	10	7	18
NC: Non-Core	1	6	0	7
Not Known	0	0	1	1
NW: Condition Road/ Footway	7	42	3	52
NW: Fway/Cway Inspections	2	13	0	15
NW: Delay	0	1	0	1
Out Of Scope	0	64	21	85
SC: Animals/ Carcass	0	1	0	1
SC: Community, schools etc.	0	2	0	2
SC: Debris/Spillage	0	9	2	11
SC: Delay	1	3	0	4
SC: Fly Tipping	1	13	1	15
SC: Glass/ Needles (Sharps)	0	2	0	2
SC: Leaves on road/pavement	8	21	5	34
SC: Litter	6	58	6	70
SC: Litter Bins	0	13	1	14
SC: Policy	1	5	0	6
SC: Staff Conduct	0	8	1	9
SL: Damage during works	0	5	0	5
SL: Faulty Street Lights	0	2	0	2
SL: Light too bright	11	23	1	35
SL: Policy	0	1	0	1
SL: Position of Light	0	2	0	2
SL: Staff Conduct	0	1	0	1
SL: Too Dim/ Dark	1	5	0	6
SL: Works Excavations Barriers	0	1	0	1
ST: Retaining Walls	1	3	0	4
ST: Staff Conduct	0	1	0	1
SW: Street Works	1	13	4	18

TS: Delay	0	2	0	2
TS: Faulty Signals	0	5	1	6
TS: Req Signals off	0	1	0	1
TS: Signal Upgrade works	1	3	0	4
TS: Staff Conduct	0	1	0	1
US: Policy	0	1	0	1
US: Road Markings	1	7	1	9
US: Signs	0	4	1	5
US: Staff Conduct	0	0	1	1
WM: Grit Bins	2	4	0	6
WM: Gritting	1	13	3	17
WM: Staff Conduct	0	2	0	2
Grand Total	154	964	145	1,263

1.3 Enquires by Category

Alongside complaints Streets Ahead, also deal with their own enquiries these are known as 'Service Request' along with enquiries from members of the Public and MP/Councillors.

These are shown below.

Service Area	Cllr/MP Written Resp Required	Public Verbal Response	Public Written Resp Required	Service Request	Grand Total
Arboriculture	113	236	345	3343	4037
Claims	3	41	31	N/A	75
Drainage	156	170	210	3931	4467
Grounds Maintenance	166	219	331	4873	5589
Highways	103	91	171	6265	6630
LIP Carriageways & Footways	75	707	279	6889	7950
Network	62	26	70	N/A	158
Non - Core	7	14	22	N/A	43
Not Known	37	279	104	N/A	420
Out of Scope	57	111	228	N/A	396
Street Cleaning	306	170	423	28766	29665
Street Lighting	25	35	152	3216	3428
Street Works	14	12	24	63	113
Structures	9	9	41	128	187
Traffic Signals	12	11	23	3922	3968
Unlit Signs & Lines	14	29	41	865	949
Winter Maintenance	37	38	75	1055	1205
Grand Total	1,196	2,198	2,570	63,316	69,280

1.4 Enquiries v Complaints %

The below table shows the percentage of Complaints handled against the other enquiries dealt with by Amey Operations.

Over the year complaints make up 2% of all enquiries handled by Amey.

Service Area	Enquiries Grand Total	Complaints Grand Total	% of Complaints
Arboriculture	4037	160	4
Claims	75	32	43
Drainage	4467	116	3
Grounds Maintenance	5589	241	4
Highways	6630	94	1
LIP Carriageways & Footways	7950	180	2
Network	158	65	41
Non - Core	43	7	16
Not Known	420	1	0
Out of Scope	396	64	16
Street Cleaning	29665	168	1
Street Lighting	3428	53	2
Street Works	113	20	18
Structures	187	6	3
Traffic Signals	3968	14	0
Unlit Signs & Lines	949	17	2
Winter Maintenance	1205	25	2
Grand Total	69,280	1,263	2%

1.5 Complaints upheld

Complaint Upheld	Resolved Investigation Review	Resolved Investigation Stage	Resolved Problem Solving Stage	Grand Total
No	116	598	100	814
Partially	10	188	17	215
Yes	28	178	28	234
Grand Total	154	964	145	1,263

1.6 Complaints by Category

Complaint category	Resolved Investigation Review	Resolved Investigation Stage	Resolved Problem Solving Stage	Grand Total
Accessibility	4	21	7	32
Delay	5	42	1	48
Failure or Refusal to Provide a Service	30	99	12	141
Policy & Legislation	25	96	7	128
Quality of Service	7	51	10	68
Staff Conduct	1	55	11	67
Total	72	364	48	484

1.7 Complaints by Outcome

Outcome	Resolved Investigation Review	Resolved Investigation Stage	Resolved Problem Solving Stage	Grand Total
Agreed Way Forward	42	535	69	646
Complaint Withdrawn	1	0	0	1
Misunderstanding Clarified	13	70	10	93
No Action Necessary	98	357	65	520
Service Failure	0	2	1	3
Grand Total	154	964	145	1,263

1.9 Breakdown of Remedies/Service Improvements

Remedies	Resolved Investigation Review	Resolved Investigation Stage	Resolved Problem Solving Stage	Grand Total
Apology	26	154	21	201
Change, Review or Prov service	0	1	1	2
Provide additional info or exp	124	788	116	1028
Review employee training/rebrief	4	20	7	31
Review/Change policy/procedure	0	1	0	1
Grand Total	154	964	145	1,263

1.10 Response times

Complaint type	Average Days	% closed within 28 calendar days
Resolved Investigation Review	45	56%
Resolved Investigation Stage	30	77%
Resolved Problem Solving Stage	3	100%

1.11 Learnings

Upon analysis of the complaints data, Amey has been working to reduce the time taken to deal with complaints. The Amey Customer Services team was restructured in September 2023 and new processes have been introduced. The improved structure and processes have started to filter through and response times for investigation reviews have dropped from an average of 51 days in 22/23 to 45 days in 23/24. This represents an 11.8% reduction and further improvement is expected in 24/25.

Amey is working to identify, from customer contact, operational areas where proactive communications can be used to improve customer first point of contact with the aim of:

- improving information available to customers; and
- reducing the number of complaints received.

This has resulted in improved communications in respect of the Lifetime Investment Programme (LIP) related to carriageways and footways, including improved signage and pre-notification communications including a FAQ, and where appropriate (in larger scale/complex schemes) customer engagement by Area Highway Representatives and public drop-in sessions. This was tested during large scale/complex works on Chesterfield Road in Woodseats.

LIP complaints have dropped from 241 in 22/23 to 180 in 23/24 (including investigation stage, investigation review and problem solved cases). This represents an approximate 25% reduction.

Further work is ongoing into the current financial year with regard to targeting of further operational areas based on customer contact.

Also, after reviewing the data, the Amey Customer Services team found the complaints across both the Arboriculture and Streets Cleaning team have significantly reduced.

The Amey Customer Services team linked in with the aforementioned teams to ask them to share what their teams did differently last year compared to the previous

year, and to learn if they have anything planned for this year which will see complaints for their respective areas reduce further.

1.12 Commentary from Operations

1.12.1 Street Cleaning

My team cover each other if on annual leave to answer all CS requests.

We also have increased the calls to the customer, as we feel it helps to reduce sending further complaints in.

I also prompt the team daily to complete their responses.

We will continue and hopefully keep reducing our complaints.

1.12.2 Drainage

No trends or analysis has been made in relation to the number of cases, however, considering that 2023, was the wettest year since records began, complaints increasing is not unexpected.

This will be given further consideration should these numbers continue to increase year on year.

1.12.3 Arboriculture team

No specific changes have been put in place in relation to complaints, however, the team now put aside a day of the week, to focus on their enquires and complaints.

This approach has led to faster customer service response times and a drop in acknowledgments, this in turn means better customer journey and ultimately a drop in complaint's and follow ups, as the responses provide by the team are full and detailed.

1.12.4 Grounds Maintenance

The team did incur various obstacles last year due to the weather, machinery breakdowns and unexpected staff absences.

Going forward the Grounds team are working with Amey Customer Services team, Amey Communications teams along with Sheffield City Council to update the Council's website to include useful information about grass cutting to enable customers to have more information at first point of contact.

Appendix 1b - Veolia Annual Complaint Report



VEOILA DATA 2023-24

Complaint numbers need considered within the context of 12 million bin collections each year and 119,354 enquiries in 2023-2024

- Below are the overall total Number of complaints and breakdown into problem solving / investigations / investigation review:

	2021/22	2022/23	2023/24	% change since 22/23
Closed – Stage 1	297	70	49	-30%
Closed – Stage 2	53	2	1	-100%
Problem Solving Stage	1533	1260	1357	+7.7%
Total	1,883	1,332	1407	5.6%

- Below are the top 3 reasons / areas of complaints of the total % (i.e. bin collection / charges etc)

	complaints
1. Container management (charging for new/replacement bins)	731
2. Black bin collection	285
3. Paper bin collection	105

- Below shows the number complaints responded to in 28 calendar days:

Resolution Stage 1	All Days
0-3 days	994
4-14 days	407
15-21 days	6
22-28 days	13
29+ days	29

- Below shows the reason for complaint:

Types of Complaint	Count
Accessibility	9
Delay	4
Failure or refusal to provide a service	443
Policy and legislation	135
Quality of service provided	115
Staff conduct	64

Failure or refusal to provide a service refers mainly to waste collection (general waste, paper and card, MDR, clinical)

- Below shows the outcomes of complaints:

Outcomes	Volumes
Crew fault (payment refunded)	89
Service Failure Remedied	63
Misunderstanding Clarified	61
No Action Necessary	301
Agreed Way Forward	854
Not stated	39
Withdrawn	42
Total	1449