

Appendix 1

SHEFFIELD CITY COUNCIL ANNUAL CORPORATE COMPLAINT REPORT 2023-24

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1. CUSTOMER CONTACT CONTEXT

Serving circa 566,000 residents (the second most densely populated local authority across the Yorkshire and the Humber region), initial customer contact volumes alone are significant.

During 2023/24, the Sheffield City Council's corporate contact centre received over 682,000 calls, handled over 11,000 web forms and supported 32,279 customers face-to-face.

Over 5 million webpages were viewed and over 208,000 online service request and payment forms were submitted by customers.

Sheffield City Council manages over 38,000 social housing properties; processed 56,808 Housing Benefit changes, 61,895 Council Tax changes, completed 160,197 Housing repairs and 4000 homeless assessments.

Providing support for the cost of living crisis, Sheffield City Council supported 22,874 households with crisis grant applications and provided longer term interventions by assisting 786 residents to maximise their income. 20,943 calls were also received by the cost of living support team who provide practical support to customers facing cost of living issues.

In addition, the organisation, via its strategic partners Veolia and Amey, collected approximately 12 million bins (Veolia - waste management), responded to over 119,000 waste management enquiries and to over 69,000 Streetscene enquiries (Amey).

In 2023-24, 8634 new complaints were handled by Sheffield City Council and its strategic partners.

2 INTRODUCTION

2.1 This is Sheffield City Council's Annual Corporate Complaints Report for the period of 1st April 2023 to 31st March 2024.

2.2 It focuses on the nature of complaints received by the Council, handling performance and the learning elicited to shape future service improvements.

2.3 In addition, the report includes a preliminary summary of performance, decisions and learning from the Local Government and Social Care Ombudsman (LGSCO) and Housing Ombudsman Service (HOS) complaints during the same period.

2.4 Following receipt of the Ombudsman Annual Letters in July/August 2024, a full and final report relating to Ombudsman activity and performance will be provided and submitted to the governing committee for review and comment.

2.5 Complaints regarding Adult and Children's Social Care are processed and monitored under specific statutory frameworks. Consequently, these annual reports are produced separately and not included in this report.

3. COMPLAINT PROCEDURE

3.1 Corporate Complaints

Sheffield City Council welcomes complaints as an opportunity to maintain high quality performance and a gateway to consistently review and improve the quality of the services offered to customers.

When a customer makes a complaint, their complaint will be handled through the approach set out in Sheffield City Council's Corporate Complaint Handling policy and procedures. We will do this irrespective of where and how customers make their complaint.

[New Council Complaint Policy and Procedures aligned to the new LGSCO and HOS Complaint Handling Codes will be implemented from April 2024. See: [Complain about a council service | Sheffield City Council](#).]

3.1.1 In 2023-24, our definition of a complaint was defined as **'any expression of dissatisfaction whether justified or not.'**

3.1.2 We recognise the difference between a service request/enquiry and a complaint. A service request/enquiry is a request from a customer to the organisation requiring action to be taken to put something right. A service request may be defined as, **'a request that the organisation provides or improves a service, fixes a problem or reconsiders a decision.'**

A complaint is not the first request for a service. E.g. in order to raise a complaint about a hole in a roof, a service request for a repair to that roof must have already been made.

This ensures Sheffield City Council has the opportunity to resolve matters to the customer's satisfaction before they become a complaint.

3.1.3 Sheffield City Council has a two staged approach when dealing with complaints.

3.1.4 **Stage 1:** If we have been unable to resolve a complaint through problem solving, further investigation will be required under Stage 1 of the Council's complaints procedure. We aim to provide a full written response to Stage 1 complaints within 20 working days (28 calendar days) of the complaint being received.

3.1.5 **Stage 2:** If the complainant is not satisfied with the outcome of the Investigation (Stage1), they may request a review of their complaint through an Investigation Review. This escalates the complaint to Stage 2 of the Council's complaints procedure. We will aim to provide a full written response to Stage 2 complaint investigation reviews, within 20 working days (28 calendar days) of the complaint being received.

3.1.6 There is no further right to appeal to the Council following the completion of the Investigation Review. If the customer remains dissatisfied, they may take their complaint to the relevant Ombudsman or external body.

3.1.7 In 2023-24, Sheffield City Council had 6 main Portfolio service areas which have changed from previous years (previously 5 Portfolio areas). These included:

- Adults Wellbeing & Care Services
- Childrens Services
- City Futures
- Neighbourhood
- Public Health & Integrated Commissioning
- Strategic Support Services

As a result, this report includes limited comparison information. This will be included in future reports.

3.1.8 Sheffield City Council's main strategic partners Veolia (Waste Management) and Amey (Streetscene). See **Appendix 1** for their 2023-24 Annual Complaint Reports.

3.2 Sheffield City Council's Customer Services Feedback & Complaints Team is responsible for the development and implementation of policy and procedures regarding feedback and complaints. This team acts as the Council's liaison point with the Local Government & Social Care Ombudsman (LGSCO), Housing Ombudsman (HOS) and Parliamentary & Health Service Ombudsman (PHSO).

3.3 The Annual Ombudsman and Annual Corporate Complaint reports for previous years are available here: [Complaints | Data Mill North](#)

4. CORPORATE COMPLAINT ANALYSIS 2023-24

4.1 Complaint Volume Summary

Portfolio/Directorate 2023/24	New Complaints	Q1	Q2	Q3	Q4	YTD	% of overall
Adults Wellbeing & Care Services	Corporate	21	36	18	28	103	1.2%
	Statutory	50	18	37	48	153	1.8%
	Total	71	54	55	76	256	3.0%
Childrens Services	Corporate	64	41	50	44	199	2.3%
	Statutory	17	30	34	30	111	1.3%
	Total	81	71	84	74	310	3.6%
Public Health & Integrated Commissioning		5	4	1	0	10	0.1%
City Futures		9	17	20	23	69	0.8%
Strategic Support Services		117	146	84	121	468	5.4%
Neighbourhood Services		1249	1210	1105	1287	4851	56.2%
TOTAL COMPLAINTS EXCLUDING STRATEGIC PARTNERS		1532	1502	1349	1581	5964	69.1%
AMEY (Streetscene)		430	234	231	368	1263	14.6%
VEOLIA (Waste Management)						1407	16.3%
OVERALL TOTAL COMPLAINTS INCLUDING STRATEGIC PARTNERS						8634	100%

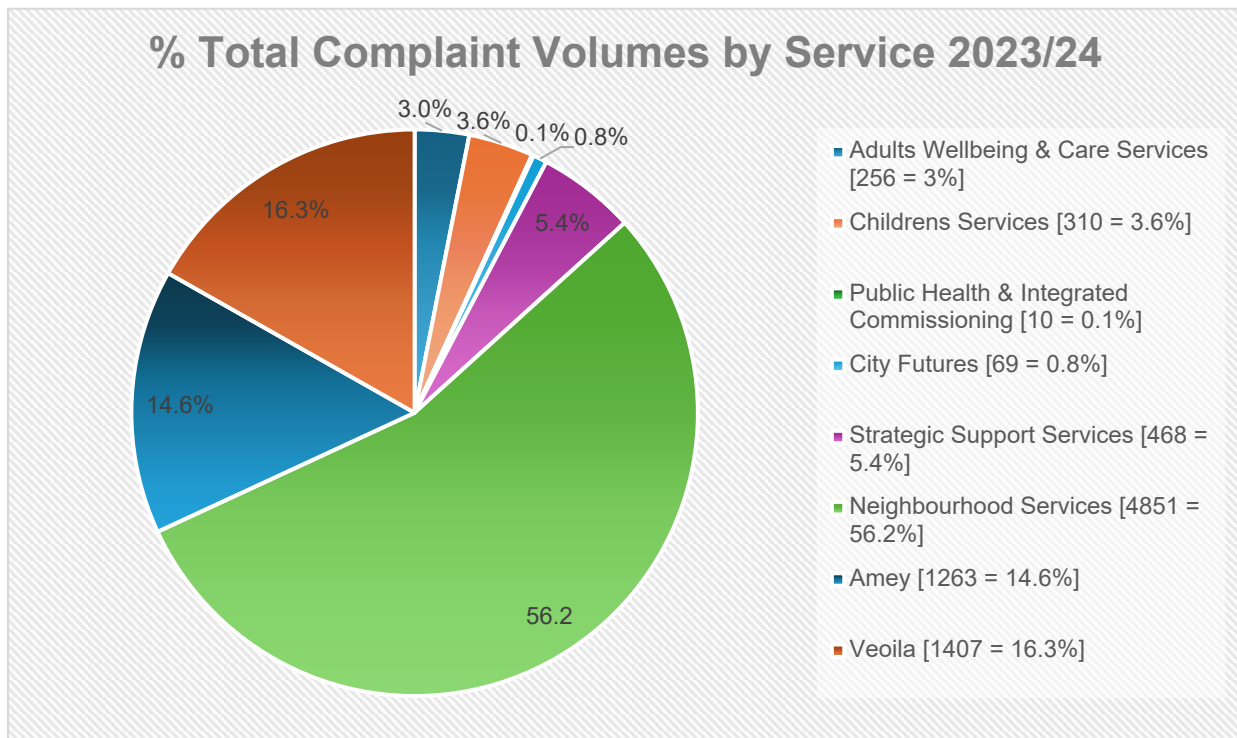
Portfolio Breakdown 2023/2024 Excluding Partners	Overall council Excl. partners	Adults	Childrens	City Futures	Neighbourhood Services	Public Health & Integrated Services	Strategic Support Services
Highest number of complaints received	Neighbourhoods Services (4851)	Living & Aging Well Short Term Support (66)	Children & Families (237)	Investment Climate Change & Planning (65)	Repairs & Maintenance (2974) Housing Serv. (1045)	Policy, Perf & Comms (8)	Revenue & Benefits (436)

- Total number of complaints received: **8634***
- Total number of complaints received at Stage 1: **96%**
 - (57% were resolved at the first point of contact through problem solving within 3 days)
- Total number of complaints escalated to Stage 2: **1.7%**
- Total number of complaints resolved: **5681****
- Total number of complaints resolved at Stage 1: **96.6%** (5488)
- Total number of complaints resolved at Stage 2: **2%** (115)

*New complaints - Includes Strategic Partners & Statutory complaints

**Resolved Complaints - Excludes Strategic partners & Statutory complaints

4.2 Complaint Volume Summary by Service



4.3 In 2023-24, The Council received a total of **8634** complaints (including its strategic partners). This compares with 9514 in 2022-23, which represents a 9.3% (880 decrease in overall complaint volumes).

4.4 Strategic Partners: Amey (Streetscene) represents 14.6%(1263) and Veoila 16.3%(1407) - a total of 30.9% (2670) of all new complaints received. This is a slight increase to the 2022-23 result of 30%. **See Appendix 3 for strategic partners annual reports.**

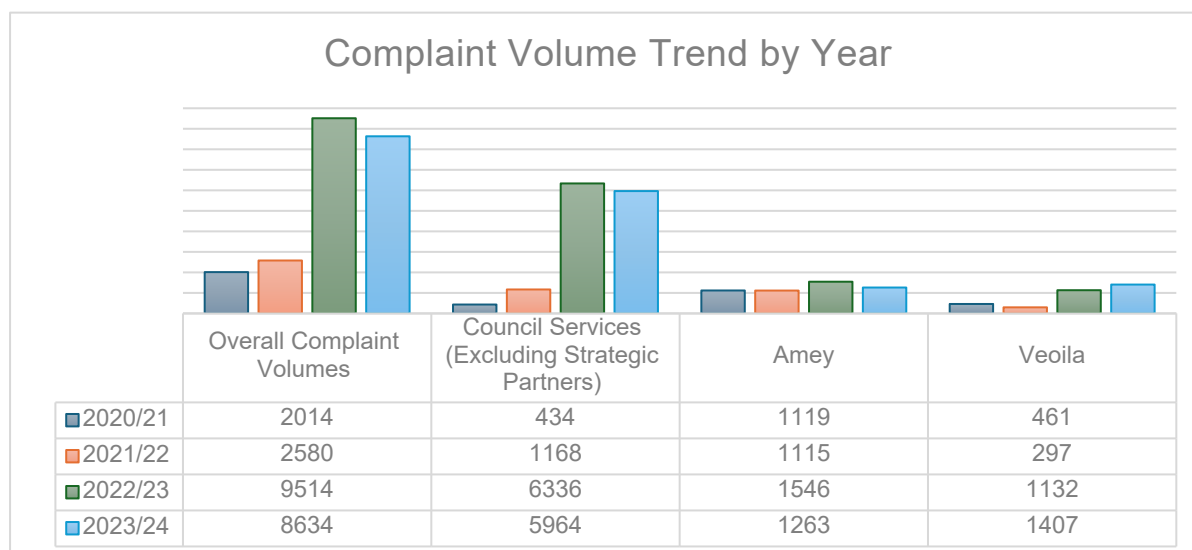
4.5 All other Council Services: The total Council's complaints volume (excluding strategic partners) was 69.1% (5964) – a decrease on 2022-23 results of 70%.

4.5.1.1 Neighbourhood Services: The Council Portfolio receiving the highest number of complaints was Neighbourhood Services – 81.3% (4851/5964). Council Housing Repairs & Maintenance (2974) & Housing Services (1045) complaints were the majority types of complaints.

4.5.1.2 Repairs & Maintenance received the highest volume of Neighbourhoods complaints – 49.8% (2974/5964); followed by Housing Services – 17.5% (1045/5964) of total new complaint volumes (excluding partners).

4.5.1.3 Housing & Repairs Services therefore, represented a combined total of 67.3% (4019/5964) of total new complaint volumes (excluding partners) and 46.5% of total new complaint volumes (4019/8634 -including partners).

4.6 Complaint Volume Trend:



4.6.1 To improve the handling, management and recording of complaints, a new complaints management recording system was implemented in November 2021. This also allowed for complaints resolved via 'problem solving' to be routinely recorded.

4.6.2 Complaints resolved through problem solving are those which are resolved at the first point of contact, with the aim of resolving these fully within 3 working days. Since 2022-23, complaints resolved through problem solving are included as part of our Stage 1 results.

Prior to November 2021, complaints were not recorded centrally nor reported consistently, which resulted in relatively low recorded complaint volumes.

4.6.3 In 2022-23, complaint volumes peaked at 9514, and have reduced in 2023-24 to 8634.

4.6.4 Against the baseline year of 2021-22 (2580), complaint volumes represented a 269% increase in 2022-23(9514) and 235% increase in 2023-24(8634).

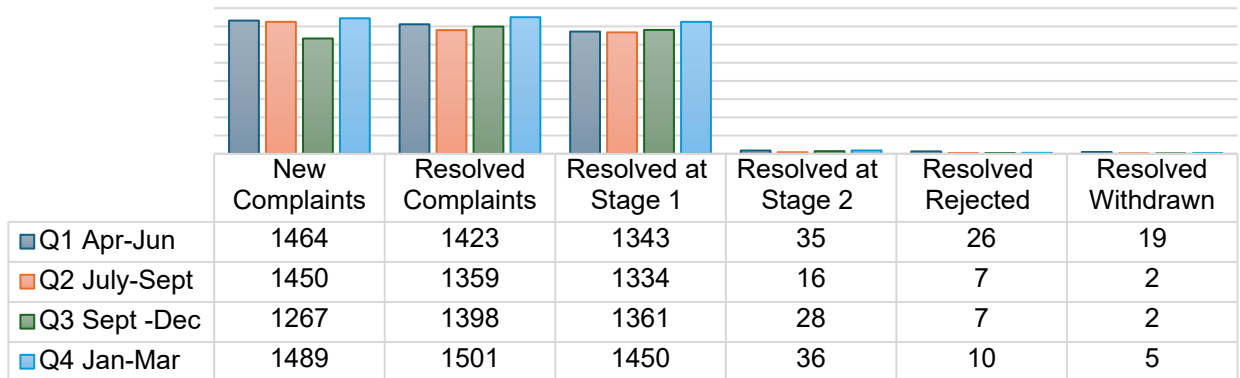
Receiving a high volume of complaints is not necessarily indicative of a failing. Rather it may indicate the complaints process is accessible, the organisation is open and transparent, and our customers feel they can complain and believe there is value in doing so.

4.7 Response Timescale Performance & Themes

Note: For the figures shown below statutory complaints volumes have been removed as response timescales under the statutory framework differ to the corporate response timescales.

Strategic partner information is also excluded from the analysis below as this information is provided in Appendix 1.

Complaint Resolution Stage by Quarter 2023/24



4.7.1 In 2023-24, for corporate complaints the Council aims to answer 80% of complaints on time – that is, within 20 working days (28 calendar days) of receipt of the complaint.

4.7.2 The total number of corporate complaints resolved in 2023-24 was 5681.

4.7.3 96.6% (5488/5681) were resolved at Stage 1 – Investigation stage. This includes 58.8% (3339/5681) of complaints that were resolved at the first point of contact via problem solving.

4.7.4 2% (115/5681) were resolved at Stage 2 – investigation review stage

4.7.5 0.6% (35/5681) were rejected/ not accepted as a complaint; and 0.8% (43) were withdrawn before an investigation could commence. (See rejected definition in the following):

4.7.6 There are some things that we will not treat as a complaint (rejected), because there are other, more appropriate ways of dealing with them. These include situations when:

- The complaint is a first request for a service that can be acted upon and resolved, e.g. a first-time request for a repair to a streetlight that is not working.
- The complaint is about something that the Council is not responsible for. In these instances, we will, when possible, direct the complainant to the organisation that deals with the issue. e.g. bus timetable failures.
- There is an appeals process to deal with decisions. Examples of services where there is an appeals process include parking Penalty Charge Notices, 7 planning applications, school admissions, special educational needs, rehousing, Housing Benefit and Council Tax Support, Council Tax, Business Rates, Discretionary Housing Payments, Council Tax Hardship Scheme, Blue Badges, and Child Travel Passes.

- An issue is being raised by a Council employee about their employment. This is because Council employees have other ways to raise these.
- The complaint is about the management of a school. These are dealt with by the Head Teacher or the school's Governing Body.
- The complaint is about a voluntary or community organisation that receives Council funding, as this should be dealt with by the organisation itself, unless the complaint is about fraud, financial or other serious matters. In this case the Council will consider a complaint, but only if the organisation is in receipt of Council funding.

4.8 Stage 1 response performance:

- 4.8.1 **78%** of complaints responded to at Stage 1 (investigation stage), were within 20 working days of receipt of the complaint. 22% were not responded to on time.
- 4.8.2 **80%** of Council Housing & Repairs Services at Stage 1 were responded to within 20 working days. Target (80%) achieved.
- 4.8.3 However, **63%** of Council Housing & Repairs Services at Stage 1 were responded to within **10 working days**.
- 4.8.4 In 2023-24 the average response time for a Stage 1 complaint was **18 working days**.

4.9 Stage 2 response performance:

- 4.9.1 **39%** of complaints responded to at Stage 2 (investigation review stage), were within 20 working days of receipt of the complaint. 61% were not responded to on time. Target (80%) unachieved.
- 4.9.2 **46%** of Council Housing & Repairs Services at Stage 2 were responded to within 20 working days.
- 4.9.3 In 2023-24 the average response time for Stage 2 complaints was **53 working days**.

5.0 ESCALATION RATES (excluding strategic partners)

5.1 An important measure of successful complaint handling is the escalation rate i.e. where an initial response at investigation stage (Stage1) is provided, but where the complainant remains dissatisfied and requests escalation of the complaint to the investigation review stage (Stage2).

A lower escalation rate demonstrates improved customer satisfaction, as it means complaints are resolved fully at the investigation stage.

5.2 Average Escalation Rates Trends (excluding strategic partners)

YTD	Average escalation rate	Improvement Year on year
2020/21	27%	
2021/22	21%	6%
2022/23	11%	10%
2023/24	5%	6%

Since 2020/21, year on year, there have been significant improvements made in the escalation rate.

Despite increasing volumes of new complaints, the numbers escalating to the investigation review stage (Stage 2) has reduced from 27% in 2020-21, to **5%** in 2023-24. Since last year, there was a 6% reduction.

As improvement is made in the recording of complaints, the integrity of this data should also improve - as a low escalation result may be the result of inaccurate recording of complaints at stage 2.

6 COMPLAINT OUTCOMES

Measuring upheld complaints allows the Council to be more focused and targeted in directing improvement actions where service faults have been identified, enhancing the efficiency and effectiveness of actions identified to provide a better quality customer experience.

6.1 5681 complaints were resolved, discounting those not accepted or withdrawn, reduces this total to 5603 complaints resolved.

Resolution was as follows:

6.2 Partially recorded complaints: The complaint outcome and associated remedy was not fully recorded in 29.8% of all complaints resolved. This does not mean a remedy was not provided, it simply means this information was not captured within the case management recording system.

In late 2023, the complaints case management system was updated to ensure that when closing a complaint this information is captured as mandatory information. In the future, this result should improve.

6.3 Problem solved complaints: 59% of all resolved complaints were resolved at the first point of contact within 3 working days.

6.4 Fully Upheld: These refer to complaints where a service failure was identified - where the complaint has been found to be complete and the service has accepted errors were made or inappropriate action(s) were taken.

6.5 Partially upheld/Agreed way forward: This is where some elements of the complaint are justified, yet others are not. It is also where, although no inappropriate actions or decisions have been made, the complainant’s viewpoint is accepted and there are ways in which improved ways of working could be adopted either for the individual concerned or for all users of the service.

- 1.3% (74/5603) of resolved complaints were fully upheld.
- 4.7% (261/5603) of resolved complaints were partially upheld.
- **6% (335/5603) of resolved complaints were partial/fully upheld.**

6.6 Not upheld: 4.2% (235/5603) of resolved complaints were not upheld as detailed below:

Not upheld complaints:	YTD Volume	% resolved complaints
Misunderstanding Clarified (not upheld)	77	1.4%
No Action Necessary (not upheld)	158	2.8%
	235	4.2%

6.6.1 No action necessary (not upheld). This outcome is where the complaint has been found to be completely unjustified and the service is clear that there is no reasonable action which should be taken to improve any aspect of the matter complained about.

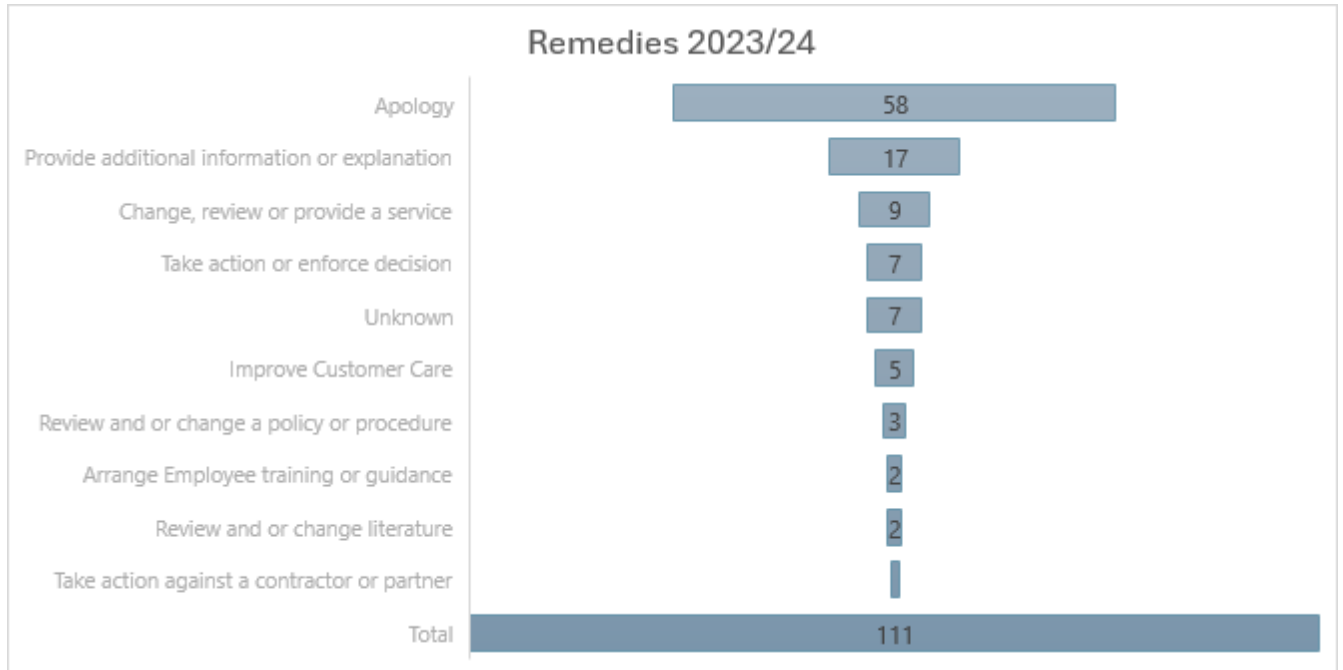
6.6.2 Misunderstanding clarified. This is where, although there have been no inappropriate actions or decisions, the basis of the complaint is found to be a lack of understanding and the complaint response focuses on explaining why certain actions were taken in a manner which is resolution focused. It is likely that improved communication earlier may have prevented the complaint.

6.7 For each resolved complaint, more than one remedy may be recorded. In 2023-24, a total of 122 remedies were recorded:

- 111 **service improvements were recorded** (excluding statutory resolved complaints). This is a 7% improvement on 2022/23 results (104).
- 11 **financial remedies were recorded** (excluding statutory resolved complaints).
 - A total of £1,967 was paid out in compensation and refund payments.

6.7.1 The percentage of resolved complaints where a remedy could be recorded was 21.4% in 2023-24. This represents a 2.4% increase on 2022/23 results (19%).

6.7.2 A summary of all remedies are detailed in the table below:

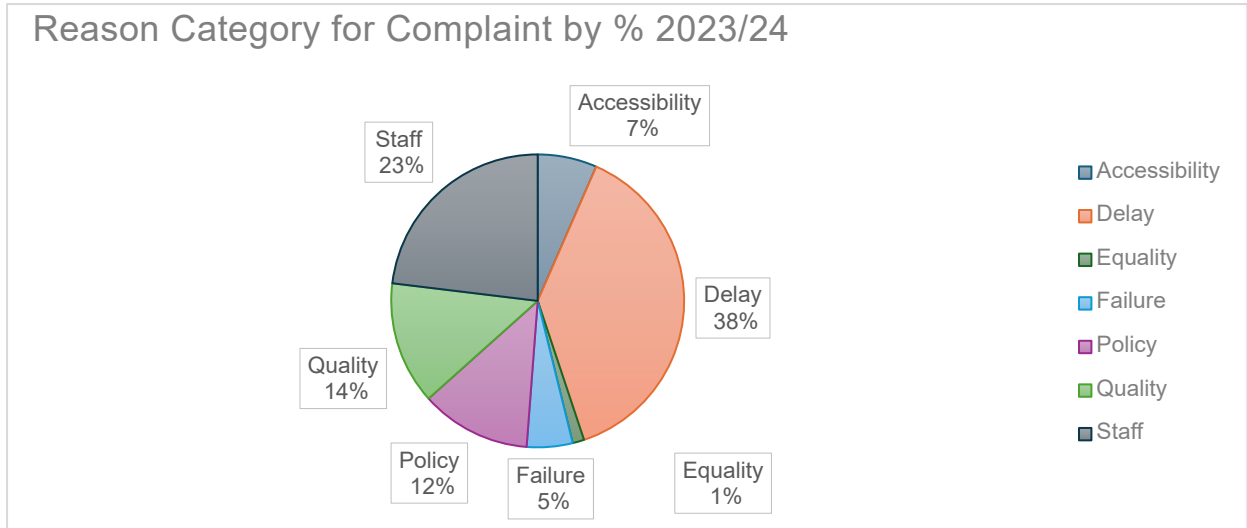


6.8 Complaint Categories (excluding partners)

When recording a complaint *all* reasons for the complaint should be recorded. For example, a complaint made regarding delay in taking an action, may also include a reason category regarding staff attitude and conduct and elements of policy. In this example there is one complaint and 3 reason categories.

In 2023-24 Sheffield City Council (excluding partners), Council Officers recorded the following reason category information for new complaints received:

Reason Category for Complaint by % 2023/24



:

6.8.1 A total of 2275 complaint reason categories were recorded for the 5964 new complaints recorded (excl. partners). **See Appendix 3** for complaint reason category breakdown.

6.8.2 Neighbourhood services recorded the highest number of complaint reason categories. Highest Category outcome: 'Delay.'

6.8.3 Public Health & Integrated Commissioning Service recorded the lowest number of categories – 0.5%

6.8.4 Overall, the highest categories recorded were:

- 'Delay' 38% (872)
- 'Staff' 23% (525)
- 'Quality' – 14% (308)

6.8.5 7% (149) complainant categories related to accessibility issues.

6.9 Complaint Reason - Equality Reason Analysis:

In late 2023-24, Sheffield City Council enabled the customer facility to record online any details relating to equality issues arising as part of their complaint. Though the data is limited for this year, the results are shown below:

Type - Closed	Council Volume	Veolia Volume	No. of these cases Upheld
Accessibility	1		0
Being married etc	1		0
Age	0		0
Race	1	2	0
Disability	5	2	0
Religion or Belief	0		0
Sex	0	1	1
Sexual Orientation	1		1
Total	9	5	2
Percentage	64%	46%	14.3%

6.9.1 Of the sample data reviewed (totalling 14 complaints which recorded an equality reason), 46% related to Sheffield City Council's strategic partner Veolia and 64% to other areas of the Council.

6.9.2 14.3% (2) of these complaints was upheld with regards to an equality issue.

- The majority of Veolia complaints were about missed bin collections.
- One complaint related to a sexual orientation matter. An apology was provided to the complainant and the error rectified.
- Another (sex), related to a parking dispute where the customer felt that she was intimidated by a Veolia driver whilst trying to park.

6.9.3 Race outcomes:

Whilst 3 complainants at the outset alleged that their complaint involved a concern related to race following investigation, none of these were upheld. Although from the customer perspective, the reason for the service failure included a racial issue, following investigation, the decision not to collect the bin was otherwise, namely, due to contamination. The customers were provided with an explanation and information on how to prevent this from happening again.

6.9.4 Disability:

Whilst 7 complainants at the outset alleged that their complaint involved a concern related to disability, following investigation, none of these were upheld.

For example, with regards to those recording a disability issue related to Veolia services, the crew were not aware of the customer's disability and did not discriminate because of it. These complaints were upheld with regards to service failures which impacted a disabled person, but not with regards to an equality issue.

7 OMBUDSMAN COMPLAINTS – PROVISIONAL SUMMARY

7.1 The Ombudsman Annual Report will follow in autumn 2024 following receipt of the Ombudsman Annual Letter on the July/August 2024 (See Provisional Summary – below and **Appendix 2**).

7.2 Ombudsman Complaints: The Local Government and Social Care Ombudsman (LGSCO) and the Housing Ombudsman (HO) are independent organisations providing impartial reviews of citizen complaints.

Whilst the subject of most complaints come under the LGSCO's remit, HO deals with landlord/tenant related complaints.

The Ombudsman outcome is the final stage of the complaints procedures, bringing the complaint to a close.

7.3 Ombudsman Provisional Summary: See Appendix 2

- 143 formal ombudsman complaint referrals/enquiries in 2023-24
- 69% (43 out of 63) premature referrals 2023-24 are relating to Housing and Repairs & Maintenance Services
- 20% (28 out of 143) of ombudsman complaints referrals have involved formal investigation
- 25% (7 out of 28) of formal enquiries 2023-24 are relating to SENDSARS and 21% (6 out of 28) are relating to Adult Health & Wellbeing Services and 18 % (5 out of 28) are relating to Housing services.
- 42% (11 out of 26) initial formal enquiries responded to within original ombudsman deadline/92% (24 out of 26) responded to within original or initial extended ombudsman deadline.
- 77% of formal investigations 2023-24 upheld by LGSCO (upheld rate) – 73% upheld 2023/24 (77% Average upheld rate 2023/24 for similar organisations)
- 88% of HO findings in 2023-24 have been service failure/maladministration (maladministration rate) – 63% maladministration rate in 2022/23 (62% Average LA Maladministration rate)
- No HO complaint handling failure orders in 2023-24 (3 in 2022/23)

8 QUALITY ASSURANCE

8.1 A Quality Assurance Framework is embedded within Sheffield City Council's Feedback and Complaint procedures to review the standards of complaint responses. It places emphasis on customer focus (personal contact, empathy, positive tone, user friendly) and the complaint outcome (clear explanation of investigation findings, remedies and signposting).

Customer Services Feedback and Complaints team, each quarter will take a sample of responses which are evaluated against the framework as follows:

- Identify areas of improvement and good practice
- Use the outcome of the evaluation to provide a platform for guidance and development on complaint handling.

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8.2 The corporate target for Quality Assurance is 85%.

8.2.1 Overall performance for 2023-24 was 83%, compared with 84% in 2022/23.

8.2.2 50%; 3 out of the 6 portfolio areas have met or exceeded the 85% target:

- Adults Wellbeing & Care Service (86%)
- Children & Families (86%)
- City Futures (86%)

8.2.3 The following 3 portfolio areas, fell below the target:

- Neighbourhoods (81%)
- Strategic Support Services (79%)
- Education & Skills (77%)

9. COMPLAINT SURVEY RESULTS

Note - Results are currently only based on the response to a single question based on 'overall satisfaction of handling of the complaint.' These results are at an organisational result level and are not currently split into individual Portfolio performance. Due to an IT system error, surveys were unrecorded in Q1, Q2.

9.1 For the 6 months period, from Oct 2023 - March 2024, 656 surveys were sent out to complainants and 12 were returned.

Of those returned, 6% recorded a score of >5 (where 1 is poor and 10 is good).

Target is 80% >=5: Target was not achieved

Month	Total no. Surveys sent	No. surveys completed	% responses	No. scoring >=5 (column N)	%age scoring >=5 Target is 80%
Q1	0	0	0%	0	0%
Q2	0	0	0%	0	0%
Q3	307	8	3%	1	13%
Q4	349	4	1%	0	0%
(YTD)	656	12	2%	1	6%

10 COMPLIMENTS & SUGGESTIONS

Recording of compliments and suggestions commenced in Q2 2023-24. Currently only available as at an organisational result level and are not currently split into individual Portfolio performance.

10.1 Compliments

- A total of 214 compliments were recorded. See table below:

Compliments 2023-24	Volume
Compliment about Access to Service or Information - Other	5
Compliment about Policy - Equalities or diversity issues	1
Compliment about Quality	61
Compliment about Responsive	14
Compliment about Service Delivery	31
Compliment about Staff Conduct	84
Compliment - Other	18
Total	214

10.1.2 A sample of these compliments are detailed below:

- *XX did some work at my property this morning, he was so helpful and understanding with the work needed doing, explained what work was being done and what (hopefully) would be next, he was so understanding about me being disabled and struggling with repairs, I wish more of your repair guys were so helpful, thank you. (Repairs Service)*
- *Thanks... for a high work standard. Very good highly satisfied you will never know what a difference it will make. (Equipment & Adaptations Service)*
- *Hi Sheffield council repair team, thank you for doing an amazing job for our toilet and the after job done today ... Great and excellent job a big bravo and give up the good work, fab work tidiness and explaining and makes you understand what is what and.... A big thank you. Kind regards. – Repairs Service*

- *A tenant would lie to give praise for XX - he states he's a good worker and he seems to love his job which is nice to see. (Housing Service)*
- *Mr S was burgled and a lot of money was taken. He came down to First Point and was rather emotional. XX dealt with him and Mr S came back the following day to praise XX. He said he helped calm him down, he was very reassuring and made him laugh when he was in a bit of a state. He was professional and really helped him when he needed it. (Housing Service)*
- *The customer would like to express her appreciation for the quick response in emptying the bin that is situated on archer road just by the zebra crossing. The customer is very satisfied with the service and how quickly the request to empty it was action. The customer would like to thank all the team and has made it clear the supervisors should also be thanked. (Veolia, Waste Management)*
- *The customer called to thank us for resolving the problem they recently called about in a timely manner - as they called to report the grass and this was cut within 2days of making the call. The customer is very happy and wanted to leave positive feedback. Amey (Streetscene & Regulation)*
- *Mrs. B says she is very pleased that XX had telephoned, wanted to express what a wonderful job XX had done. The recommended works including rails and equipment were all done within the week of XX visiting. Mrs. B says she is thrilled to bits with the work XX has done. Mr. and Mrs. B were struggling a lot before and now they feel much safer within their own home and are able to do things again that they were struggling with before. Mrs B says that XX made them both feel very comfortable and they feel that XX is a lovely person to have been seen by. Mrs. B says she is happy to share this discussion as a compliment for Shelagh and for SCC and partners involved in this outcome. (Equipment & Adaptations Service)*
- *...I just wanted to congratulate the Parks and Countryside Service for how it has managed Carterknowle Park this year. I am always impressed by how you leave the long grass wildflowers in the fields nearest to Mercia School but have noticed this year that you have also left several large patches of long grass in the field nearest to the woodland. Today, I noticed a large swift population and a few martins feeding on this second field where you have left the patches of long grass. As you may know, swift populations have been dwindling and one of the main reasons for this is the loss of feeding grounds and decline in invertebrate populations. To see such a large colony of swifts over Carterknowle Park, in all likelihood because of your management of it, is fantastic and your decisions have obviously immediately yielded successful results. I just wanted to send my congratulations and thanks for this forward-thinking and environmentally friendly parks management. I hope you will forward my comments to the necessary people and hope that this course of action will be continued in future years to give our swift populations all the help they need. Many thanks. (Parks & Countryside Service)*

- *Whilst walking around the city centre today my hubby and I came across a young council worker wearing a red jacket, He stopped us to chat about the city centre and we were amazed by his knowledge about our lovely city. His name was XX not sure of the spelling and he was full of information and the breadth of his knowledge and his interest in how we have seen the city alter. We're 70, he was such a delight to us. He deserves a special mention and if you have staff rewards, please bear this young man in mind and pass on our grateful thanks. (City Centre Ambassador – City centre management team)*
- *I recently put in a request for the leaves and our gutter and path to be taken away and I'm ringing to say thank you for an excellent service. ...Also to say how much I appreciate the work of the people who clean our streets, empty our bins, but again, I hope this gets through to someone. (Amey & Veolia Services)*
- *...came into Crystal Peaks reception to hand in some documents, whilst here she mentioned how amazing her Neighbourhood officer XX had been. She said he called to carry out an annual visit a while ago which she didn't know anything about, and has since helped her with various issues including her rehousing application, she wanted us to know how amazing and helpful he has been – (Local Area Community Service)*
- *Martin Crookes and Dennis Ward from the south estates team stopped and help and elderly man who was very confused, they called an ambulance and stayed with him until it arrived. It turned out the man had dementia and was very confused and could have led to a dangerous situation. (Housing Service)*
- *I spoke with Miss K whom XX had dealt with on a Council Tax call today. She was indeed full of praise for XX ...She commended Gino, on his listening skills, caring and helpful attitude. Additionally she added that he explained everything well and took time, he was reassuring and an exemplary advisor. Although she had a wait time of 20 minutes, she considered it worth it because of the service that she received from Gino. (Customer Services)*
- *Today I've had to help my 31 year old disabled son reapply for his travel pass, this was stressful as I thought I could just renew but sadly it has to be a completely new application. He has ADHD, Autism and a learning disability and only told me it would run out this week, in any case your process takes up to 12 weeks but travel South Yorkshire website says it can't be renewed more than 2 months ahead. I called your helpline for clarity about the process and managed to speak to a lovely lady called XX. XX was supportive and reassuring and gave me some helpful advice about the process including the fact there is a 2 week grace period from the expiration date in which the pass will still be valid. Could you pass on my thanks to XX for her calm support to a stressed and tearful carer. Many thanks (Customer Services)*

10.2 Suggestions

- A total of 33 suggestions were recorded by customers. These were reviewed by the respective services.

11 LEARNING FROM COMPLAINTS & IMPROVEMENT ACTIONS

A sample of learning and service improvement actions are detailed below:

Summary of complaint	Improvement Required	Improvement Action description	Outcome	Service
Complaint about invoices for Home Care. Failure to record Funded Nursing Care which was awarded in February 2021 resulting in errors and a large amount of overcharging. Home Care calls were charged which had not taken place.	Process to reconcile funding from Integrated Care Board with the details we hold on the XX Finance system needs to be reviewed.	Develop process to identify and review financial assessments where circumstances have changed.	Improved customer recording Training development for staff	Adults & Wellbeing Services
Executor of deceased estate complains about 1 The incompetence of staff and lack of professionalism. The address where to send correspondence in relation to a specific invoice is not included on the invoice. 2 Unreliability of the accounting system.	A review of the deceased process is needed to eliminate issues with invoicing and statements.	Further development with a plan to get faster final balances to the next of kin and more proactive in finding out who the executors are.	Better customer experience to minimise emotional stress and upset	Adults & Wellbeing Services
Complaints received regarding the need for improved communications to Customers	Review of carriageways/footways 'Lifetime Investment Programme' (LIP)	To improve communications re carriageways /footways works	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. 2023/4 saw a 25% reduction in LIP complaints.	Amey (Streetscene & Regulation)

<p>Blue badge appointment. Process is that Customer service Advisor (CSA) has to inform the Occupational Therapist that the customer has arrived so they can collect them and take them to the interview room. The CSA messaged the OT on Teams, however, didn't press send. This resulted in the customer missing her appointment and another one had to be made to come back at another time.</p>	<p>CSA to be mindful and ensure message has been sent as this can be detrimental to the customer especially due to their vulnerability/disability if they need to return to Howden House</p>	<p>CSA's to be more mindful that the message has been sent and OT has read it. To keep checking to make sure customer has been collected by OT and if not collected by the appointment time, to go down to the office to ensure the OT is aware the customer is waiting.</p>	<p>Advised CSA's to ensure message has been sent and read and to also keep checking to make sure customer has been collected by OT and if not collected by the appointment time, to go down to OT to ensure they are aware customer is here.</p>	<p>First Point Customer Services</p>
<p>Issues raised by Tara Reps - Board ups on broken glass Issue with scaffolding protection</p>	<p>Reduce number of board ups and or change process so glass isn't boarded and customers aren't waiting months for new glazing</p> <p>Scaffolding needs safety foam fitting for public protection</p>	<p>Working group with frontline staff to work on areas of improvement to help better working practices and better ways of working</p> <p>Meet with health and safety team to understand legislation on this . Meet with suppliers to understand the ask/requirements</p>	<p>New board up / glazing guidance document for frontline operatives created and issued to all operatives who carry out these tasks</p> <p>All scaffolding companies now understand the expectations of SCC RMS Department when erecting scaffolding .</p> <p>All scaffold needs protection in place in public areas and areas of access, this protection needs to be secured so it can't be removed by members of the public</p>	<p>RMS Responsive</p> <p>RMS Responsive</p>

Summary of complaint	Improvement Required	Improvement Action description	Outcome	Service
Customers told us that they sometimes get confused at our reception points over which staff are Housing staff and which staff work for other services. They told us that this is an issue at sites where housing share a reception point with other services (e.g. a library).	Clearer signage in reception points	We have responded to this feedback and signs are now on display at shared reception points indicating which service the different staff belong to.	Customers more easily able to access the service they need.	Housing & Neighbourhoods
We received a complaint about an issue with one of our Sheltered Housing sites being insecure due to a damaged door.	Immediate action – to fix the broken door. Longer term – this complaint led to better understanding of the concerns some Sheltered tenants have in relation to security. So a second action was to consider how Sheltered tenants can be helped to feel more secure.	The door was quickly repaired. Additional security measures – including fob locks and additional CCTV Cameras – were also introduced to increase the level of security.	Customers feel safer and reassured	Housing and Neighbourhoods
Our South East area team received multiple complaints of litter and fly tipping.	Immediate action – to clear the fly-tipping. Longer term – to increase awareness of fly-tipping issues and increase community involvement in tackling.	We contacted local litter-picking groups and worked together to have a 'spring clean' action day. This was an opportunity to not just clean up the area, but also to implement wider learning around educating residents about proper rubbish disposal and engaging with the community.	A diverse range of groups and individuals contributed, including Housing officers, Local Area Committee members, Waste Support officers, Parks staff, Amey (our waste collection contractor), the	Housing and Neighbourhoods

			local Tenant and Residents Association, the local 'Keep it Clean' group, and local Elected Members. This helped to build community relations and resulted in 51 tonnes of waste being removed.	
We received a number of complaints from Leaseholders about a condition in their lease which prevents them from keeping a pet. This was contrary to the rules for tenants living in flats, who are able to keep a pet under the terms of their tenancy.	A solution was needed which brought greater consistency in the rules between tenants and leaseholders, but which was also legally acceptable for leaseholders.	Working with our legal team and other partners, we have now adapted our process to allow leaseholders to apply for a pet licence. This allows them to keep a pet without breaking any conditions of their lease and brings leaseholders in line with tenants.	Feedback from leaseholders has been positive, and they are now able to enjoy the benefits of having a pet in the same way as our tenants.	Housing and Neighbourhoods