

Corporate Services

1. Number of complaints by Stage Type, Service, and Targets Met

Table showing summary of complaints by stage type reference.

Stage Type	Count	Count Completed in Target Times	Percentage Completed in Target Times
Stage 1	9	7	77.78%
Stage 2	1	1	100%
Escalated Stage 1 to 2	0	0	0
Totals	10	8	80%

Table showing how the complaints were received.

By source	Count Stage 1	Count Stage 2	Count Escalated Stage 1 to Stage 2
Telephone	1	0	0
Email	6	0	0
Letter	0	0	0
On-line	2	0	0
Contact Centre	0	0	0
Other	0	1	0
Totals	9	1	0

Tables showing summary of complaints by service, for each stage type.

Service	Count Stage 1	Count Completed in Target Times	Percentage Completed in Target Times
Corporate Finance	8	7	87.50%
Other – Combined	1	0	0%
Totals	9	7	77.78%

Service	Count Stage 2	Count Completed in Target Times	Percentage Completed in Target Times
Corporate Finance	1	1	100%
Other – Combined	0	0	
Totals	1	1	100%

Service	Count Escalated Stage 1 to Stage 2	Count Completed in Target Times	Percentage Completed in Target Times
Corporate Finance	0	0	N/A
Other - Combined	0	0	N/A
Totals	0	0	N/A

For Corporate Finance 2 target dates was not met for stage 1 due to an officer awaiting guidance from an officer who was on leave and the other was in relation to the combined complaint. Due to data protection regulations the information is not readily shared between departments and therefore the onus was on the complainant to inform the Council Tax section direct of any changes.

2. Key complaints - Identified by Type or Theme

List of key specific types, or themes, of repetitive, or pertinent complaints received during this reporting period.

There were no particular themes, of repetitive or pertinent complaints received in relation to Corporate Finance. For this period, the Council Tax Section received the most complaints x 6, Housing Benefits x 2, Sundry Debtors x 1 and Other - Combined x 1.

3. Number by of Complaints by Category

Table showing complaints by Commissioner Case Type, for prescribed Categories.

Category	Count Stage 1, Stage 2 & Escalated 1 to 2
1 Collaborative Working	0
2 Decision Making	1
3 Delay in Service Provision	3
4 Officer/Contractors Conduct with public (including sensitivity/empathy of staff/politeness)	0
5a Following Council Policies	3
5b Following relevant Legislation	0
6 Accessibility of Services	0
7 Clarity/Accuracy/Timeliness of information	3
8 Quality of Work	0
9 Openness/ Fairness and Honesty	0
10 Compliance with Complaints procedure	0
11 Combination of categories	0
Totals	10

4. Number of Complaints by Outcome and Lessons Learned

Table showing number of complaints Upheld and Not Upheld

Service	Upheld	Not Upheld
Corporate Finance	3	7
Totals	3	7

The following table shows examples of lessons learned, with comments on key findings, resulting from the complaints in this reporting period, that may help curtail, prevent, or impede future repeats.

Nature of Complaint	Lessons Learned	Category
<p>Stage 1: Income & Sundry Debtors – Complaint re . Meals on wheels account – complainant’s mother received a letter direct from our Debt Collection Agency (which should have been sent to direct to her address) alleging that there was arrears owing having been assured that there is nothing o/s on the account. Very distressing for the mother.</p>	<p>Team reminded of the importance of reading emailed instructions thoroughly and taking action where necessary. Meals Direct also reminded that, once a Sundry Debtor invoice has been raised, any monies subsequently received directly to their income code should be transferred to clear the invoice – this provides a better audit trail and will usually be a quicker process than cancelling the invoice.</p>	<p>7 Clarity/ Accuracy/ Timeliness of information</p>
<p>Stage 1: Council Tax - fourth time the complainant had to contact the Council Tax Section regarding moving house and making payments with no response.</p>	<p>The delay was due to the high volume of customer enquiries the council tax team are currently receiving but also didn’t receive the contact back in July that the complainant referred to.</p>	<p>3 Delay in Service Provision</p>
<p>Stage 1: Housing Benefits - Complainant on behalf of friend trying to sort out issues with his benefits, which have been stopped and rent is being taken out of his account and needs to be repaid to him. Every time X calls he is told that he has to send an email in, which he does but nothing is being sorted.</p>	<p>Housing & Council Tax Benefits Manager spoken to the Team Leaders to make them aware of the issue. There was a mistake made with the Council Tax account and the claim was cancelled. When the issue with the Council Tax was resolved the Section only recommenced the CTR and not the HB. Manager feels this is a one off but the staff have been made aware.</p> <p>Complaint happy with the outcome and apology.</p>	<p>3 Delay in Service Provision</p>

5. Identified relationships to Equalities or Welsh Language

Table showing a count and list of findings resulting from the complaints in this reporting period, that specifically relate to the Equalities or Welsh Language protected characteristics.

Characteristic Strand	Count Stage 1, Stage 2 & Escalated 1 to 2
Age	0
Disability	0
Gender Reassignment	0

Marriage and Civil Partnership	0
Pregnancy and Maternity	0
Race	0
Religion/Belief or Non-belief	0
Sex	0
Sexual Orientation	0
Welsh Language	0
Totals	0

Annex – Referrals to Ombudsman, complaints resulting from appeals and examples of relevant items (points to note) specific to this reporting period

Service Area	Date received	Decision
Corporate Finance – Other Combined	30/05/2023	Mr X went straight to Ombudsman but as Mr X had not complained to CCBC before the Ombudsman advised they do not propose to investigate at this stage and asked for a copy of the response. This was logged as a stage 2 and a copy of the response provided.

For further information, please contact

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