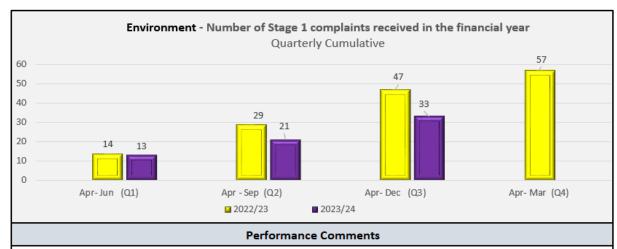


# **Performance Measures**

Appendix 2 – Environment Directorate
Compliments and Complaints
Quarter 3 (1st April - 31st December 2023) 2023/24

This report does not include compliments and complaints information relating to Environmental Heath and Trading Standards, who report their performance information to the Education, Skills and Well-being Cabinet Board.



33 Stage 1 complaints were received up to the end of quarter 3 2023/24 (April to December) which is lower than the 47 stage 1 = 100 complaints received up to the end of quarter 1 = 100 complaints received up to the end of 1 = 100 complaints received up to the end of 1 = 100 complaints received up to 1 = 10

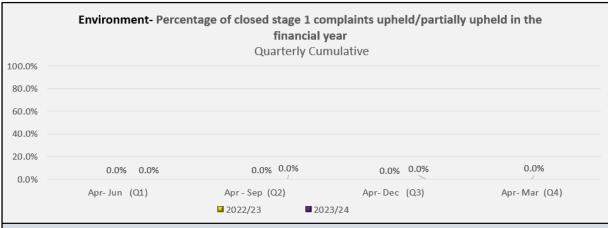
Stage 1 Complaints received up to the end of quarter 3 2023/24 relate to:

- 4 x Development Management, 1x Planning and Public Protection,
- 5 x Parking, 3 x Engineering,
- 4 x Property Valuation, 7 x Waste Management,
- 3 x Road safety, 1x Architectural Services,
- 2x Streetcare, 2 x Highways and Drainage,
- 1 x Economic Development & Regeneration.

12 stage 1 complaints were received in the period October to December 2023/24 compared to 18 received for the same period in 2022/23. The 12 stage 1 complaints are included within the above cumulative breakdown.

2021/22 data has not been included within this report as it also included compliments and complaints data for Environemental Health & Trading Standards who now report to the Education, Skills & Well-being Cabinet Board.

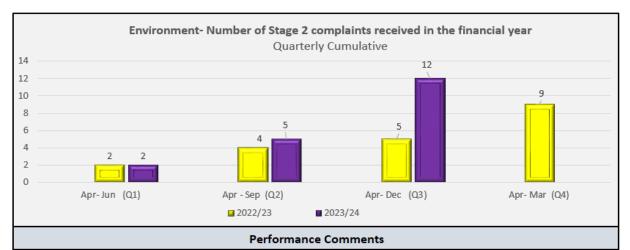
2



## **Performance Comments**

31 Stage 1 complaints were closed up to the end of quarter 3 (April - December) 2023/24 none of which were upheld or partially upheld. A further one complaint was closed early January 2024 and was not upheld and one remains ongoing.

The 47 Stage 1 complaints received up to the end of quarter 3 2022/23 were not upheld or partially upheld.



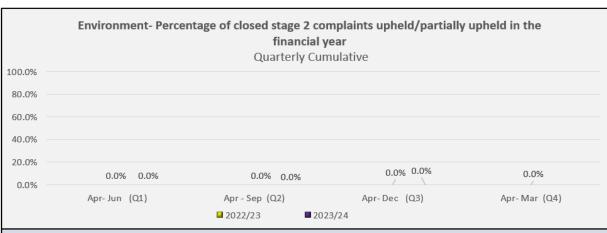
Twelve Stage 2 complaints were received up to the end of quarter 3 (April to December) 2023/24. Five Stage 2 complaints were received up to the end of quarter 3 2022/23.

The Stage 2 complaints received up to the end of quarter 3 (April - December) 2023/24 relate to:

- 5 x Waste Management,
- 1 x Planning,
- 1 x Road Safety,
- 1 x Building Control,
- 1 x Economic Development & Regeneration,
- 1 x Parking,
- 1 x Property Valuation,
- 1 x Highways & Drainage.

Seven stage 2 complaints were received in the period October to December 2023/24 compared to one received for the same period in 2022/23. The seven stage 2 complaints relate to 1x Economic Development & Regeneration, 3 x Waste Management, 1 x Parking, 1 x Property Valuation and 1 x Highways & Drainage. All seven are included within the above cumulative breakdown. There has been a slight increase in Stage 2 complaints received and we will continue to monitor these numbers and will investigate further if they continue to rise above usual levels.

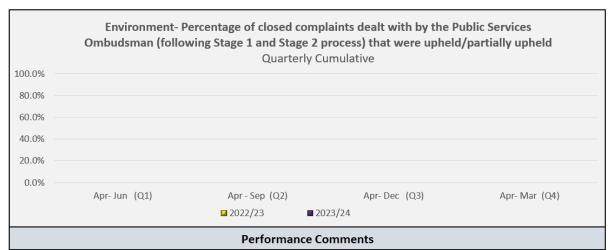
# 4.



#### **Performance Comments**

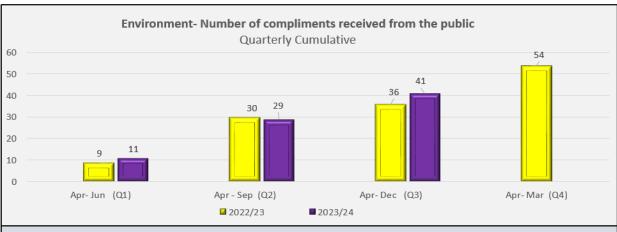
Eleven Stage 2 complaints were closed up to the end of quarter 3 (April to December) 2023/24, none were upheld or partially upheld. One complaint received in December 2023 remains ongoing.

Five Stage 2 complaints were closed up to the end of quarter 3 2022/23, none where upheld or partially upheld.



One Public Service Ombudsman complaint has been received following the stage 1 and stage 2 process up to the end of quarter 3 (April to December) which is a planning related complaint that was received in December 2023 and is still ongoing. No ombudsman complaints were received for the same period the previous year (2022/23).

6.



### **Performance Comments**

41 Compliments received up to the end of quarter 3 (April to December) 2023/24 as opposed to 36 received up to the end of quarter 3 2022/23.

# The 41 compliments breakdown by service area are:

Neighbourhood Services - 20 compliments received,

Road Safety -5 compliments received,

Highways & Drainage -4 compliments received,

Waste Management - 12 compliments received.

Whilst we have seen an increase in compliments received in the period October to December from 6 in 2022/23 to 12 (which are inlouded in the above cumulative breakdown) in 2023/24, work will be undertaken within the Environment Directorate during quarter 4 to raise the profile and importance of recording and reporting compliments.