

Date: 7th March 2023

Audit & Scrutiny Committee

Performance Indicators and Formal Complaints Working Group Report

Working Group Members

Cllr Heard
Cllr Barrett
Cllr Haigh
Cllr Hirst
Cllr Slade

Scope

The scope of the Performance Indicators and Formal Complaints Working Group is set out below:

1. To monitor and consider the Council's service Performance Indicators.
2. To consider in detail Formal Complaints received by the Council.
3. To consider how Performance Indicators and Formal Complaints are reported to the Audit & Scrutiny Committee
4. To make recommendations to the appropriate Audit & Scrutiny Committee.

Notes of the meeting on 13th February 2023

Attached as Addendum 1 are the notes of the meeting on 13th February 2023.

Terms of Reference

The Working Groups Terms of Reference are attached at Addendum 2

1. Report Recommendations

The report recommendations are set out in full below.

R.1 That the working group continue to monitor the outcomes of the Formal Complaints for the 4th Quarter of 2022/23.

R.2 That the working group continue to monitor the outcomes of the Performance Indicators for the 4th Quarter of 2022/23.

2. Introduction

2.1 The council operates a two stage complaints process for customers to take issue with any perceived failure to provide a service, failure to respond to requests or failure to adhere to standards on the part of the council and its officers.

2.2 The council uses a variety of performance indicators to monitor how well services are performing in meeting the needs of service users. The council has set of key indicators of performance, the “toplines”. The topline includes a variety of indicators that relate to the delivery of the council’s priorities.

2.3 The topline measures performance across a range of council activity including: planning, housing, streetscene and revenue and benefits.

3. Explanation of Recommendations

Recommendation 1
That the working group continue to monitor the outcomes of the Formal Complaints for the fourth quarter of 22/23.
Explanation
To continue to monitor formal complaints quarterly to identify common themes, trends or concerns.
Recommendation 2
That the working group continue to monitor the outcomes of the Performance Indicators for the fourth quarter of 22/23.
Explanation
To monitor associated annual or quarterly trends and identify areas of performance concern.

**Performance Indicators and Formal Complaints Working Group
Minutes of Meeting 13th February 2023 18:30
Virtual via Microsoft Teams**

Present: Cllr Slade
Cllr Barrett
Cllr Hirst
Cllr Haigh

Also present: Steve Summers (SS) – Strategic Director
Sarah Bennett (SB) – Director of Customer & Data Insight
Carol Burton (CB) – Corporate Manager (Housing Repairs)
Angela Abbott (AA) – Corporate Manager (Housing Needs & Independent Living)
Nicola Marsh (NM) – Corporate Manager (Housing Estates)

Apologies: Cllr Heard
Shelley King – Performance & Transformation Manager

1. Welcome

SB welcomed all to the meeting and provided an introduction to the format of the meeting for those who are new to the working group.

2. Terms of Reference

These are attached to these minutes.

3. Formal Complaints (Addendum 4)

- The Working Group was presented with a number of charts which set out the complaints received in the year to date, as well as more specifically in Q3. The number of complaints responded to within the agreed timeframes and how complainants are making their complaints were also provided.
- The Working Group was advised that there were two stages to formal complaints, stage 1 is dealt with by the service manager and stage 2 by a senior manager or director. Most formal complaints were resolved at stage 1.
- Action plans to improve performance are established where complaints are upheld.

Housing

- It was noted that all upheld complaints for the Housing service in Q3 were in relation to the Housing repairs services.
- CB provided a detailed overview of these complaints. Some delays of up to 48hrs with boiler repairs could be attributed but have since been resolved. Training issues within the contractors contact centre had also been identified and since addressed. This revolved around communication rather than repairs specifically.

Planning

- A steady increase in Planning complaints since 2016 was noted, although the detail in how many were upheld was recognised.

Streetscene

- Ongoing resource issues could be contributing to a theme of missed collection complaints within the service.

ACTION: SB to ensure with Marcus Hotten that Members are informed of issues with collection calendar availability

Ombudsman

- The Council received an unfavourable LGO outcome during Q3. The outcome found maladministration in how the Council communicated with the complainant during a kitchen replacement. CB has reviewed the case.

WORKING GROUP ACTION: For the working group to monitor these complaints against future quarters to identify concerns or themes.

4. Performance Indicators (Addendum 3)

Summary

- A summary report provided performance by department for Q3 2022-23, including targets exceeded, met or not met. This showed a 4% increase in targets met or exceeded compared with the previous quarter.

Planning

- Planning performance indicators for Q3 all met or exceeded target.

Street Scene and Environment

- Performance for Street Scene and Environment in Q3 was below target across all indicators.
- The results shown for residual waste and recycling were indicative of national trends.
- Cllr Hirst provided an overview of how target setting was agreed. It was recognised that the targets are rigorous, but that these had been benchmarked against previous achievements.
- Cllr Barrett queried the effect of contamination on results.

ACTION: SS to liaise with Marcus Hotten on providing indicative contamination rates at a future meeting.

Housing

- A new suite of Housing performance indicators to be reported to the Community, Environment & Enforcement Committee. Performance indicators reported to the FC & PI Working Group to be reviewed for the new financial year.
- The number of households in temporary accommodation is on target following an increase in prevention work and a more robust approach to challenging referrals from other local authorities.
- A new court procedure for gas servicing is helping performance.
- Rent arrears have plateaued and are continually targeted, with a suite of measures employed to ensure payments are maintained.

Finance

- Performance indicators for payment of invoices were below target. Finance are working with other officers to improve figures.
- Corporate debt figures have drastically improved since the previous quarter.

Revenues and Benefits

- Council Tax collection in Q3 was close to target.
- The remaining Revenues and Benefits indicators met or exceeded targets.

Contact Centre

- The time taken to answer calls showed improvement on previous quarter and exceeded target.

WORKING GROUP ACTION: For the working group to continue to review progress of the quarterly Performance Indicators.

5. Any Other Business None

6. Date of next meeting

TBC

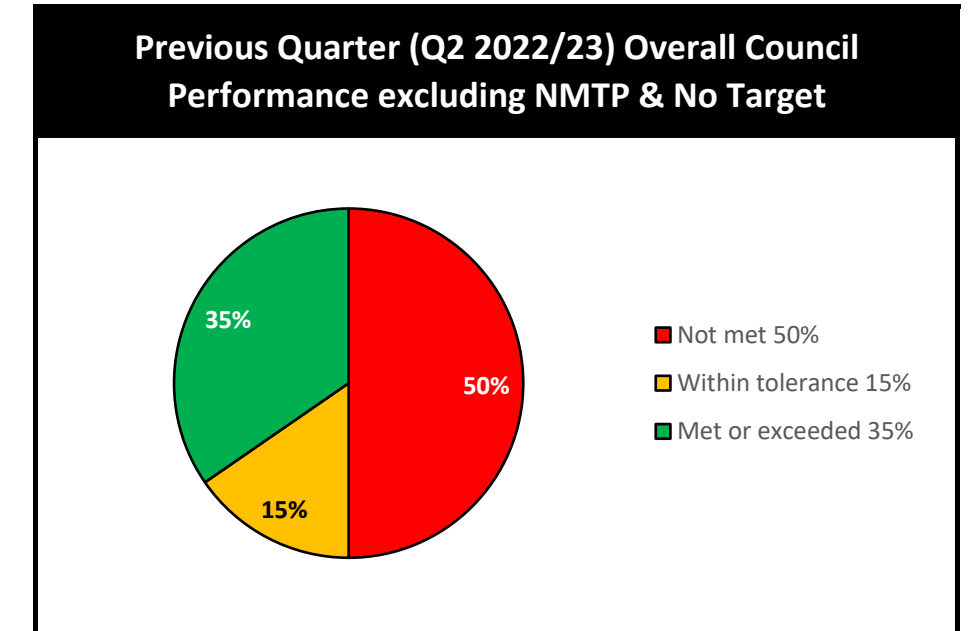
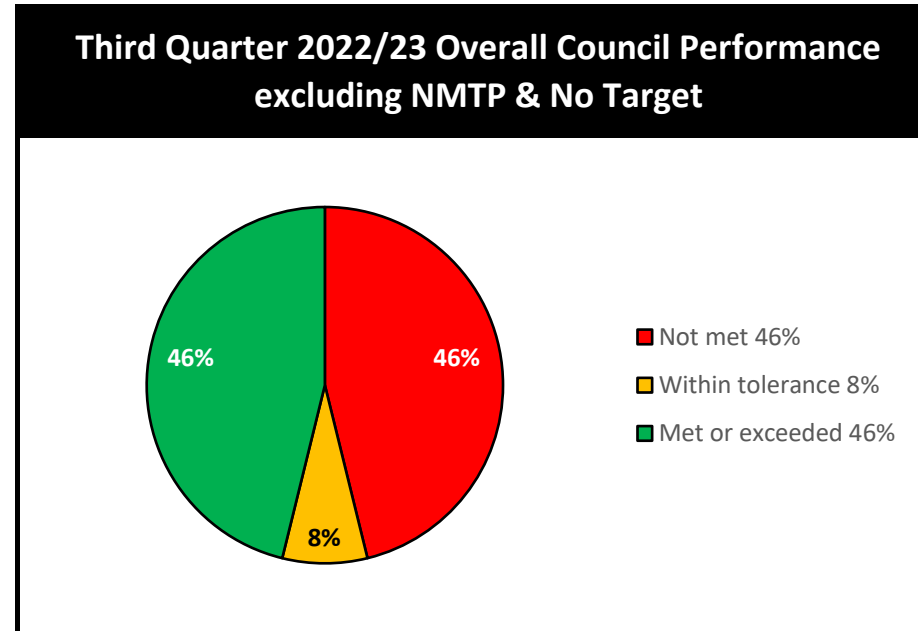
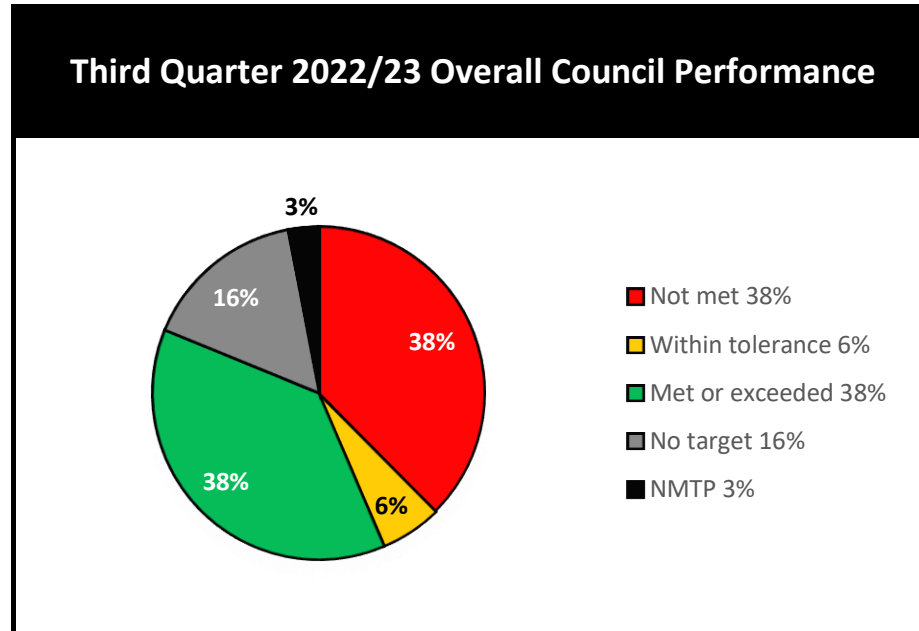
Audit & Scrutiny Committee Performance Indicators & Formal Complaints Working Group

Members of Working Group:

Cllrs. Heard, Barrett, Haigh, Slade and Hirst.

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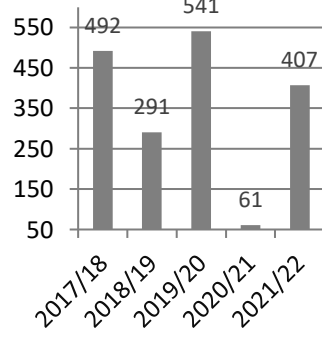

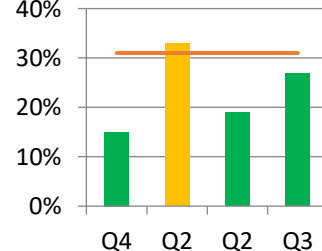

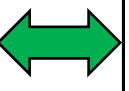
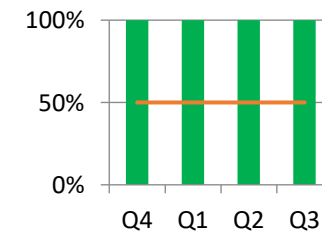
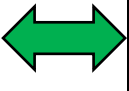
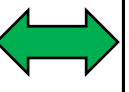
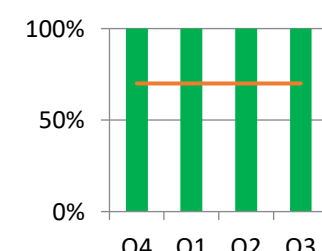
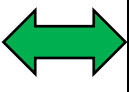


Third Quarter 2022/23 Performance by Department

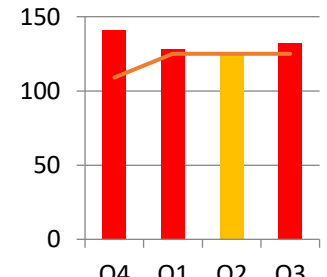
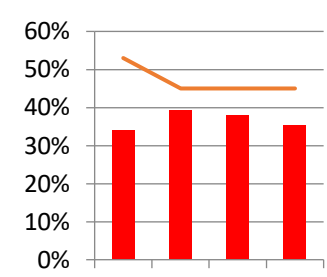
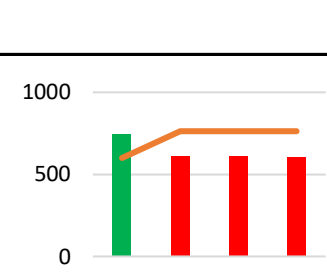
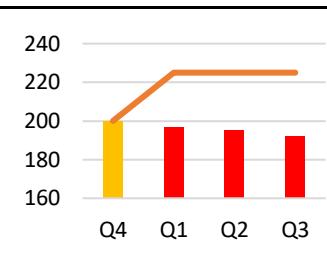
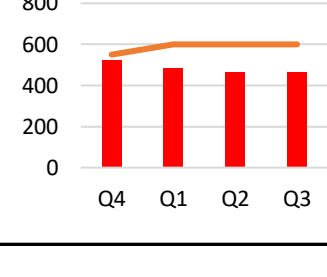
		Red		Amber		Green		No Target		NMTP		Total
		No.	%	No.	%	No.	%	No.	%	No.	%	No.
Economy	Planning	0	0%	0	0%	5	83%	0	0%	1	17%	6
Environment	Street Scene	7	100%	0	0%	0	0%	0	0%	0	0%	7
	Environmental Health	1	50%	0	0%	1	50%	0	0%	0	0%	2
Housing	Housing	2	40%	1	20%	1	20%	1	20%	0	0%	5
Effective	Finance	2	67%	0	0%	0	0%	1	33%	0	0%	3
	Human Resources	0	0%	0	0%	0	0%	1	100%	0	0%	1
	Revenues and Benefits	0	0%	1	20%	4	80%	0	0%	0	0%	5
	Contact Centre	0	0%	0	0%	1	33%	2	67%	0	0%	3
Total		12	38%	2	6%	12	38%	5	16%	1	3%	32
Previous Quarter Total		13	41%	4	13%	9	28%	5	16%	1	3%	32


Key

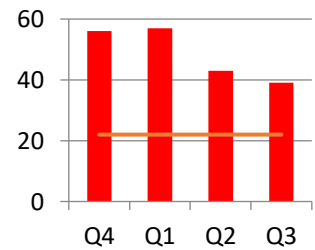
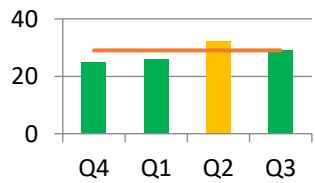
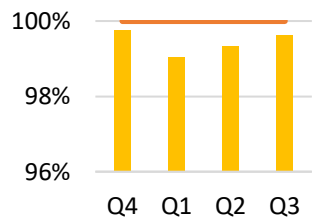
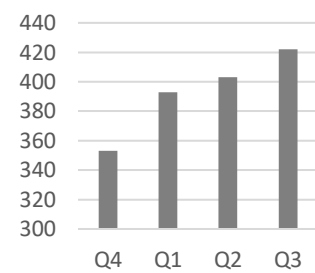
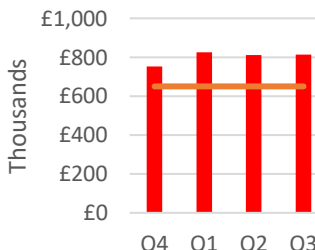
	Current performance is below target by more than the specified target deviation.
	Current performance is below target but is within tolerance.
	Current target has been met or exceeded.
	No target.
	NMTP Not measured this period.
	Performance for the quarter or year to date is improving (up) or deteriorating (down) compared to previous quarter or across the year.

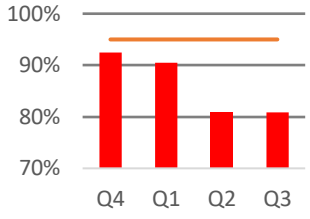
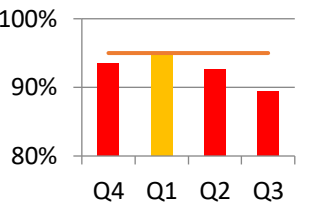
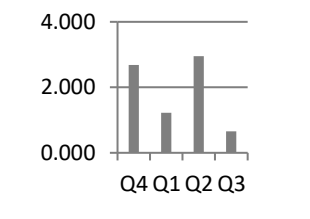
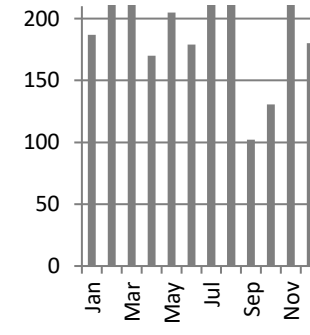
Growing our economy														
Department and PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results			Q Status & Trend	Q Graphic	2022/23 Year to Date			Commentary
			Q4 Result	Q1 Result	Q2 Result	Q3 Result	Q Target	Year to Date Result			Year to Date Target	Year to Date Status & Trend		
Planning P01	Number of new homes approved to be built in the Borough	Annual	407	NMTP	NMTP	NMTP	No target	NMTP		NMTP	No target	NMTP	The gross number of new homes approved to be built in the Borough. Approvals for new homes help towards the Borough's supply of homes, specifically the required five-year housing supply (published annually). Monitoring data has concluded that there are 407 NET new dwellings within the borough for the monitoring period 2021-22. This is an increase from last year likely due to the adoption of the Brentwood Local Plan. The adopted Local Plan states in policy MG01 that we will deliver 300 new homes during this period, so we have over delivered by 107 new dwellings which helps with closing the gap for our previous years' short falls.	
Planning P02	% of appeals allowed against the authority's decision to refuse planning applications (percentage)	Quarterly	15.30%	33.30%	18.50%	26.90%	31%	Green 		26.23%	31%	Green 	Monitoring is done to understand why appeals happen and what can be done to reduce them / reduce number of overturns. Also working with agents to understand what we can do to help. An 'Appeals Update' is presented to Planning Committee to provide more detail on appeals.	
Planning P03	Processing of planning applications as measured against targets for 'Major' application types	Quarterly	100%	100%	100%	100%	50%	Green 		100%	50%	Green 	Consistently high performance achieved throughout the year. Processes/performance are constantly being reviewed to ensure standards remain high. Number of Major application types received have not been affected by COVID. Processes have been tweaked to ensure business as usual and no detrimental effect to applicants.	
Planning P04	Processing of planning applications as measured against targets for 'Minor' application types	Quarterly	100%	100%	100%	100%	70%	Green 		100%	70%	Green 	Consistently high performance. Processes/performance are constantly being reviewed to ensure standards remain high. Number of minor application types dropped off this year due to COVID, but not as much as expected. Processes have been tweaked to ensure business as usual and no detrimental effect to applicants.	


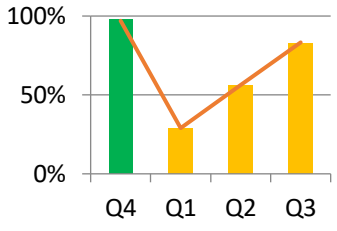


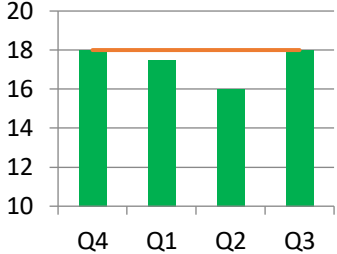


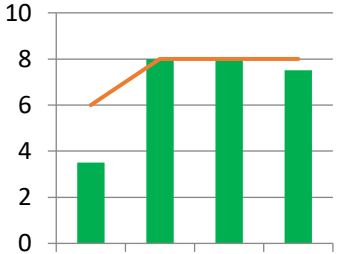


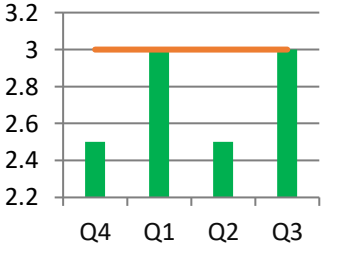


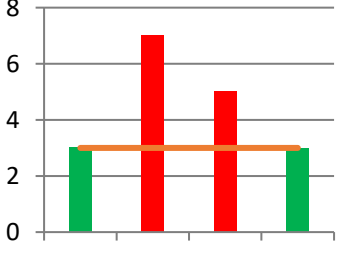

Planning P05	Processing of planning applications as measured against targets for 'Other' application types	Quarterly	99.50%	99.40%	99.70%	99.80%	80%	Green ↑	<table border="1"> <caption>Quarterly Performance for Planning P05</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>100%</td> </tr> <tr> <td>Q1</td> <td>100%</td> </tr> <tr> <td>Q2</td> <td>100%</td> </tr> <tr> <td>Q3</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q4	100%	Q1	100%	Q2	100%	Q3	100%	99.63%	80%	Green ↑	Consistently high performance achieved throughout the year. Processes/performance is constantly being reviewed to ensure standards remain high. Number of other application are at 4 year all time high, which is causing pressure on the service. Processes have been tweaked to ensure business as usual and no detrimental effect to applicants.
Quarter	Performance (%)																						
Q4	100%																						
Q1	100%																						
Q2	100%																						
Q3	100%																						
Planning P06	Percentage of planning applications approved	Quarterly	80.30%	81.40%	83%	88%	75%	Green ↑	<table border="1"> <caption>Quarterly Performance for Planning P06</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>80.30%</td> </tr> <tr> <td>Q1</td> <td>81.40%</td> </tr> <tr> <td>Q2</td> <td>83%</td> </tr> <tr> <td>Q3</td> <td>88%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q4	80.30%	Q1	81.40%	Q2	83%	Q3	88%	84.00%	75%	Green ↑	This reports approvals of all PS1 and PS2 applications (i.e. excl. pre-applications)
Quarter	Performance (%)																						
Q4	80.30%																						
Q1	81.40%																						
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Protecting our environment														
Department and PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results			Q Status & Trend	Q Graphic	2022/23 Year to Date			Commentary
			Q4 Result	Q1 Result	Q2 Result	Q3 Result	Q Target	Year to Date Result			Year to Date Target	Year to Date Status & Trend		
Street Scene and Environment E01	Residual household waste per household (kg)	Quarterly	130.45	130.43	124.77	132.34	125	Red ↓		387.54	375	Red ↓	The quarterly target has been changed from 109kg to 125kg in 2022/23. The figures still need verification by ECC but the number of kg's per household is returning to more pre-COVID levels.	
Street Scene and Environment E02	Percentage of household waste arisings which have been sent by the authority for reuse, recycling, composting or anaerobic digestion	Quarterly	35%	39.66%	37.92%	35.28%	45%	Red ↓		37.62%	45%	Red ↓	The quarterly target has been changed from 53% to 45% in 2022/23. Whilst the figures are still to be verified by ECC, recycling was hit badly across all Authorities in surrounding Districts\Boroughs due t heavy snow in December 2022.	
Street Scene and Environment E03	Paper and card recycled by tonne	Quarterly	716.42	614.5	614.5	608.3	763	Red ↓		1837.3	2289	Red ↓	The quarterly target has been changed from 600 tonnes to 763 tonnes in 2022/23. As mentioned above, recycling was hit hard by the adverse weather in December with Paper & Card seeing a fall of 20 tonnes on October and November.	
Street Scene and Environment E04	Cans and plastic recycled by tonne	Quarterly	199.88	196.6	195.2	191.9	225	Red ↓		583.9	675	Red ↓	The quarterly target has been changed from 200 tonnes to 225 tonnes in 2022/23. Adverse weather conditions hit on the week Cans & Plastics should have been collected and hence December showed signs of major falls in this commodity.	
Street Scene and Environment E05	Mixed glass recycled by tonne	Quarterly	503.41	494.2	483.3	464.1	600	Red ↓		1441.6	1800	Red ↓	The quarterly target has been changed from 550 tonnes to 600 tonnes in 2022/23. An unusually quiet October saw a 20 tonne fall in average glass collections over the year.	

Street Scene and Environment E06	Food waste recycled by tonne	Quarterly	299.8	250.8	271.7	288.8	350	Red 		811.3	1050	Red 	The quarterly target has been changed from 300 tonnes to 350 tonnes in 2022/23. The World Cup being held in November\December could have assisted with the increase in tonnages.
Street Scene and Environment E07	Garden waste recycled and diverted from landfill per tonne	Quarterly	684	1310.3	895.2	895.6	1375	Red 		3101.1	4125	Red 	The quarterly target has been changed from 1300 tonnes to 1375 tonnes in 2022/23. Due to exceptionally high temperatures and little rainfall gardens were not growing.
Environmental Health EH01	Food safety/ hygiene standards in food premises - % of broadly compliant food premises	Quarterly	98.08%	97.75%	97.63%	97%	97%	Green 		97%	97%	Green 	This quarter has seen continued numbers of new businesses that are impacting the broadly compliant figure.
Environmental Health EH02	Service requests investigated within target time (5 days)	Quarterly	57%	59%	62.08%	53.10%	100%	Red 		58%	100%	Red 	In the third quarter complaints were less evenly distributed across the district and this lead to uneven distribution of workloads between officers with some wards notably Brentwood North and South and Shenfield experiencing a larger number of complaints. In order to remedy this going forward the district areas of officers in the team are being adjusted to match resource to demand more closely.

Improving our housing														
Department and PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results			Q Status & Trend	Q Graphic	2022/23 Year to Date			Commentary
			Q4 Result	Q1 Result	Q2 Result	Q3 Result	Q Target	Year to Date Result			Year to Date Target	Year to Date Status & Trend		
Housing H01	Average re-let times for Local Authority Housing	Quarterly	56 Days (68 GN, 37 SH, 53 TA)	57 Days (46 GN, 101 SH, 38 TA)	43 Days (43 GN, 48 SH, 49 TA)	39 Days (35 GN, 48 SH, 34 TA)	22 Days	Red ↑		46 Days	22 Days	Red ↑	During November and December we had a large reduction in incoming voids and have therefore managed to turn around voids quicker. There has been a small delay to some voids as people do not generally wish to move in late December but this is for a minimal amount of voids.	
Housing H04	Households living in temporary accommodation	Quarterly	25	26	32	29	29	Green ↑		29	29	Green ↑	Temporary accommodation levels decreased due to an increase in move on and prevention work. We have experienced an increase in referrals from hospitals and probation services with complex cases which does prove a challenge in terms of accommodation. We forecast levels to increase in line with previous trends with people typically waiting until the new year to make their approach.	
Housing H05	Gas servicing in Council homes	Quarterly	99.77%	99.04%	99.34%	99.62%	100%	Amber ↑		99.62%	100%	Amber ↑	Performance for gas servicing has improved again for this quarter. LGSR (Landlord Gas Safety Record) compliance remains high. There are 8 properties outstanding all of which have been referred for legal action. Court hearings are scheduled for January 2023 for these cases.	
Housing H07	No. of applicants on the waiting list for Local Authority housing	Quarterly	353	393	403	422	No Target	No Status ↓		422	No Target	No Status ↓	Housing Register: 218 Transfer Register: 204 The council's housing and transfer register numbers have remained relatively stable with a slight decrease in transfer numbers. With continuous improvements to our choice based letting system and the added responsibility for applicants to submit documents through our online portal we are able to process applications more efficiently.	
Housing H08	Average Rent Arrears Total (Current Tenants, Garages)	Quarterly	£752,768	£826,591	£812,714	£812,721	£650,000	Red ↑		£817,342	£650,000	Red ↑	Officers have been working hard to recoup rent arrears and despite being in challenging times. We have worked with tenants to minimise the increase to arrears. We continue to refer people where necessary and reduce payment arrangements to the lowest possible level to assist tenants with their finances where necessary.	

Delivering an effective and efficient council														
Department and PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results			Q Status & Trend	Q Graphic	2022/23 Year to Date			Commentary
			Q4 Result	Q1 Result	Q2 Result	Q3 Result	Q Target	Year to Date Result			Year to Date Target	Year to Date Status & Trend		
Finance F01	% of invoices from local suppliers paid within 20 days	Quarterly	92.45%	90.45%	80.89%	80.89%	95%	Red		84.08%	95%	Red	Local invoices are currently below par. The KPIs in November and December took a hit which caused this variances. Accounts Payable officers have been instructed to work with officers to help assist this figure to increase. The depot gets a high proportion of these invoices and struggled during this quarter with invoices, so hoping to see an improvement next quarter	
Finance F02	% of invoices from all suppliers paid within 30 days	Quarterly	93.52%	94.68%	92.54%	89.35%	95%	Red		92.19%	95%	Amber	KPI's again in November and December took a hit with local invoice for Environmental Services possibly due to the ongoing delay in service review. Again Accounts Payable officers have been instructed to work with the officer to help assist this figure to increase.	
Finance F03	Value of corporate debt (£m)	Quarterly	£2.676m	£1.227m	£2.947m	£0.654m	Reduction from previous quarter	No Status			Reduction from previous quarter	No Status	Debt level has come down due to SAIL invoices being paid. Debt Level is comfortably under the target of £1m.	
Human Resources HR03	Number of days sickness lost per month	Monthly	Jan 187 Feb 216 Mar 231	Apr 170 May 205 June 179	Jul 245 Aug 250.5 Sep 102	Oct 130.5 Nov 218 Dec 180	No Target	No Status			No Target	No Status	This PI reflects the number of working days lost to sickness each month. Absence figures for Q3 compared to this time last year have increased in November and December, however we saw a decrease in October. This is due to a number of employees off due to long term absences (28 days or more). With the main reason for long term absence being a heart condition, back problems and anxiety/stress/depression. We continue to support managers and through managing absences under the policy have seen a positive return to work for some of these employees. In terms of short term absences, the main reasons for short term absences for Q3 was colds/coughs/flu, covid (including side effects of the vaccine or self isolation), or gastrointestinal. We continue to offer support to all employees around their wellbeing by way of wellbeing check ins, employee assistance programme, regular 1:1s and Team meetings, Mental Health First Aiders, wellbeing teams channel, wellbeing sway site, lunch and learn sessions and encouraging a form of physical activity.	

Revs & Bens CT01	Council Tax collection	Quarterly	97.60%	28.80%	56.10%	82.80%	83.30%	Amber 		82.80%	83.30%	Amber 	Council Tax for current year this month is only just below target, we were anticipating this reduction in collection due to the Christmas period. However we are continuing to proactively engage with our customers to set payment plans and we expect the collection to be increased for the month of January. We continue to work with our welfare teams to signpost customers to ensure they are receiving the support and financial help that they need and may not be aware of.
Revs & Bens CT03	Housing Benefit and Pensioner Council Tax Support - time taken to process new claims (days)	Quarterly	18	17.5	16	18	18	Green 		17.16	18	Green 	Even though our days to process have slightly increased in November we are still within target. Our days to process will fluctuate due to the fact that legally we have to give customers one month to provide all their income and tenancy evidence before we are able to pay their claim for Housing and or Council Tax Support. However the team will always telephone and text customers to ask them to provide their evidence so that we can pay them as quickly as possible
Revs & Bens CT05	Housing Benefit and Pensioner Council Tax Support - time taken to process Change of Circumstances (days)	Quarterly	3.5	8	8	7.5	8	Green 		7.8	8	Green 	We are processing changes in circumstances below target. This is a fantastic achievement for the team especially with the extra pressures we have faced with postal strikes. We continue to encourage residents to use emails, the website and telephone to let us know of their change in circumstances so that we can ensure they get the correct help they need and within a timely manner. This also helps keeping customer contact to a minimum and supports our residents at this difficult time with the cost of living rising.
Revs & Bens CT07	Council Tax Reduction scheme for working age persons - time taken to process new applications (days)	Quarterly	2.5	3	2.5	3	3	Green 		2.8	3	Green 	Average time for new Council Tax Reduction applications currently 3 days, within 3 day target. This is a positive result and an achievement for our staff. We are still maintaining our target whilst dealing with an increase in our workload during a time when our customers need more support.
Revs & Bens CT08	Council Tax Reduction scheme for working age persons - time taken to process change of circumstances (days)	Quarterly	3	7	5	3	3	Green 		5	3	Red 	Average time for change of circumstances is currently 3 days, within 3 day target. This is a positive result and an achievement for our staff. We are still maintaining our target whilst dealing with an increase in our workload during a time when our customers need more support.

Contact Centre CC02	Telephone calls taken by the Contact Centre for those services undertaken by the Contact Centre	Quarterly	11,539	11,456	10,929	10,351	No Target	No Status ↓	<p>20000 10000 0</p> <p>Q4 Q1 Q2 Q3</p> <p>■ Previous ■ Current</p>	32,736	No Target	No Status ↓	This figure depicts the number of calls received via the main Council telephone no. 01277 312500 and that have selected the applicable service from the options provided. It does not include calls that have selected option '0'. The services undertaken by the Contact Centre are Environmental Health, Licensing, Planning, Building Control, Parking, Operational Services and Housing Services.
Contact Centre CC04	Website sessions	Quarterly	323,584	256,554	215,982	87,981	No Target	No Status ↓	<p>250,000 200,000 150,000 100,000 50,000 0</p> <p>Q4 Q1 Q2 Q3</p> <p>■ Previous ■ Current</p>	560,517	No Target	No Status ↓	<p>Website sessions are defined as:</p> <p>A session is the period time a user is actively engaged with your website. By default, if a user is inactive for 30 minutes or more, any future activity is attributed to a new session. Users that leave your site and return within 30 minutes are counted as part of the original session.</p> <p>On 5 Oct 22, the Council changed its website platform, which has dramatically affected the number of sessions recorded. We do not believe that this is an indication of a drop in users, rather a reduction in the number of computer generated hits, leading to false records. This rebaselines the results.</p>
Contact Centre CC05	Time taken to answer calls (seconds)	Quarterly	108	129	158	48	60	Green ↑	<p>200 150 100 50 0</p> <p>Q4 Q1 Q2 Q3</p>	111	60	Red ↑	<p>Benchmarking across Essex reports varying targets for time to answer. We have set our target relatively low in recognition of the importance of maintaining a good level of customer service.</p> <p>Current trend - Throughout Quarter 3 we have successfully recruited and are now working with a full compliment of staff. New staff training is now complete, resulting in a quicker response time.</p>



Members Working Group Formal Complaints Q3 2022/23

Oct - Dec 2022

Formal Complaints received annually

Department	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Assets	1	1	2	3	0	1
Building Control	0	0	0	1	0	0
Community Safety	0	0	1	1	7	4
Community Services	2	1	0	2	0	1
Customer Service	1	1	4	5	7	1
Democratic Services	1	0	0	2	1	0
Housing	30	38	47	75	66	58
Electoral Services	0	0	0	0	0	1
Env Health	0	1	3	4	10	6
Finance	0	0	2	0	0	0
Human Resources	0	0	0	0	0	1
Legal	1	0	0	0	0	0
Licensing	0	0	0	0	2	1
Parking	0	1	1	3	1	0
Planning	13	10	10	16	15	18
Revs & Bens	9	31	33	28	8	11
Streetscene	3	5	15	44	63	29
Total	61	89	118	184	180	132

2022/23 Formal Complaints received

Oct to Dec 2022

Q3			
Department	Total	Upheld	%
ASB/Community Safety	2	2	100%
Assets	0	0	0%
Customer Services	1	0	0%
Environmental Health	0	0	0%
Housing	16	5	31%
Parking	0	0	0%
Planning	6	0	0%
Revenues & Benefits	6	1	16%
Streetscene	18	18	100%
Total	49	26	54%

YTD			
Department	Total	Upheld	%
ASB/Community Safety	3	2	66%
Assets	1	0	0%
Customer Services	1	0	0%
Environmental Health	1	0	0%
Housing	50	20	40%
Parking	1	0	0%
Planning	15	2	13%
Revenues & Benefits	12	3	25%
Streetscene	43	35	81%
Total	127	62	49%

2022/23 Formal Complaints responded to within agreed timeframe Oct to Dec 2022

Q2	
Department	%
ASB/Community Safety	50%
Assets	N/A
Customer Services	100%
Environmental Health	N/A
Housing	56%
Parking	N/A
Planning	50%
Revenues & Benefits	83%
Streetscene	89%
Total	71%

YTD	
Department	%
ASB/Community Safety	33%
Assets	100%
Customer Services	100%
Environmental Health	100%
Housing	74%
Parking	0%
Planning	53%
Revenues & Benefits	67%
Streetscene	79%
Total	67%

Channel received



	Q1	Q2	Q3	Q4
Online form	41%	62%	63%	
Email	49%	19%	32%	
Website enquiry	5%	11%	4%	
Via LGO/HO	2%	0%	0%	
Telephone	0%	5%	0%	
Letter	2%	3%	0%	

Upheld Formal Complaints – Oct to Dec 2022

Housing



No	Complaint	Stage
1	Housing Repairs 2 gas operatives entered the address without the tenant's knowledge	Stage 2
2	Housing Repairs Delaying in replacing boiler resulting in no hot water or heating	Stage 1
3	Housing Repairs Recurring damp within the property since 2019	Stage 2
4	Housing Repairs 1. Line cut off 4 times while calling gas installation team 2. Brown and smelly water, resulting in no running hot water	Stage 1
5	Housing Repairs Left with no heating and hot water	Stage 1

Upheld Formal Complaints – Oct to Dec 2022

Planning



No	Complaint	Stage
1	Brentwood Borough Council are willing to approve planning applications without the full understanding or consideration of any adverse effects the alterations may have on an adjacent property	Stage 1 Ongoing
2	Brentwood Council have not upheld the objection to the planning proposal for an extension on the neighbour's property	Stage 1 Ongoing

Upheld Formal Complaints – Oct to Dec 2022

Revenues and Benefits



No	Complaint	Stage
1	Delay in calculating Council Tax bill after completing a moving in / moving out form	Stage 2

Upheld Formal Complaints – Oct to Dec 2022

Streetscene



No	Complaint	Stage
1	Early collections before 7.30am	Stage 1
2	Repeated missed collections	Stage 1
3	Repeated missed collections	Stage 1
4	An unordered Garden Waste bin was delivered and then not collected despite numerous phone calls	Stage 1
5	Broken bin not replaced despite numerous phone calls	Stage 1
6	Verbal abuse from refuse crew	Stage 1
7	Repeated missed garden waste collections	Stage 1

Upheld Formal Complaints – Oct to Dec 2022

Streetscene



No	Complaint	Stage
8	Repeated contacts made to resolve bulky waste collection problem and no contact received	Stage 2
9	Missed garden waste collection despite numerous calls	Stage 1
10	Refuse crew using residents own wheelie bin as a "slave bin"	Stage 2
11	Repeated missed garden waste collections	Stage 1
12	Repeated missed recycling collections	Stage 1
13	Frequent early collections between 5am - 6am	Stage 1
14	Repeated missed garden waste collections	Stage 1

Upheld Formal Complaints – Oct to Dec 2022

Streetscene



No	Complaint	Stage
15	Tried to make contact regarding no collection calendar on the website but could not get through	Stage 1
16	No contact following a request to have an Assisted Collection service	Stage 1
17	Repeated missed collections	Stage 1
18	Waste supervisor did not attend to assess Assisted Collection service at the time provided	Stage 1

Ombudsman



	Service	LGO/HO	Complaint	Council's decision	Ombudsman outcome
1	Housing Repairs	HO	<ol style="list-style-type: none"> 1. Handling of kitchen repairs 2. Response to a request for kitchen replacement 	Partly upheld at Stage 2	Decision – maladministration by the landlord in respect of its response to the resident's request for kitchen replacement