

OCTOBER - MARCH
2023/2024



NEWARK &
SHERWOOD
DISTRICT COUNCIL

APPENDIX 1

CUSTOMER FEEDBACK

(COMPLAINTS, SUGGESTIONS
AND PRAISE)

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CUSTOMER FEEDBACK ANALYSIS

October 2023 – March 2024

Director Lead: Deborah Johnson, Director of Customer Services and Organisational Development

Lead Officers: Carl Burns, Transformation and Service Improvement Manager, Tracey Allen, Research & Development Officer, performance.team@newark-sherwooddc.gov.uk,

Our Customer Feedback Policy has been formally adopted and agreed and is designed to cover the requirement of both the Local Government & Social Care Ombudsman and the Housing Ombudsman. We are bound by the requirements both Ombudsmen set out which are clear about the expectations on us in how we deal with complaints.

One of the key things that both Ombudsmen expect that we report on and use all the feedback from customers, especially complaints, to improve our services.

This report is shared with:

- Senior Leadership Team and Business Managers
- Member Champion for complaints
- Housing Assurance Board
- Policy and Performance Improvement Committee
- Audit and Governance Committee

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1. Context

The Council recognises the importance of listening to the views of its residents about the services they receive from us. Our customer feedback policy provides the opportunity to capture, investigate, respond, and learn from customer feedback to assist with the delivery and shaping of Council services in the future.

This involves two stages, with a response to the complaint provided by the relevant service at Stage 1. If the complainant remains unsatisfied, they can request the complaint is reviewed by a more senior officer, this is then a stage 2 complaint. Following this, the complainant is able to request a review by the relevant Ombudsman if they remain dissatisfied.

Fig 1



Both positive and negative feedback is important to us as it provides us with customer opinion, it allows us to recognise what areas need improvement and provides opportunity for us to learn. It can act as an early warning of problems that may otherwise stay unseen until they become a larger problem, which can then take up significant resource and time to remedy. Feedback helps us find the root cause of problems and to recognise where specific systems or processes aren't working as they should, it enables us to create meaningful and effective changes in policies, procedures, or the training of staff.

Considerable work has been undertaken in the last year around complaints, policy, procedure, and training etc. Staff who respond to complaints have undertaken comprehensive training which included how to respond to complaints, our policy, and the role of the Ombudsman. A complaints toolkit has been developed for staff which includes guidance in how to carry out an investigation and how to respond to a complaint. To support this, we have created complaint response templates which aid consistency in the responses.

If a complainant has been through both stages of our complaints procedure and is still unhappy, they can ask the Local Government and Social Care Ombudsman, or if the complaint is regarding a housing tenancy, the Housing Ombudsman, to review their complaint. Tenants can contact the Housing Ombudsman at any point for additional support, and do not have to complete our full complaints process before they do so.

The Housing Ombudsman (HO) and Local Government and Social Care Ombudsman (LGSCO) recently carried out individual consultations on their joint complaint handling code proposals, with the aim of having one joint code, setting out standard for complaint handling across the local government and social housing sector. Unfortunately, They have concluded that it isn't possible at this time to do this.

The LGSCO have issued their Code as "advice and guidance" and intend to start considering the Code as part of their process from April 2026. Councils are encouraged to adopt the Code as soon as they are able to do so.

[LGSCO Complaint Handling Code - February 2024](#)

Previously, landlords had to complete a self-assessment against the Code and publish it on their websites. There is now a requirement for landlords to submit their self-assessment annually to the HO. The timing of the annual submission to the HO aligned with the Regulator of Social Housing's requirements for the publication and submission of Tenant Satisfaction Measures (TSM). Ours were submitted by the deadline of 30 June 2024.

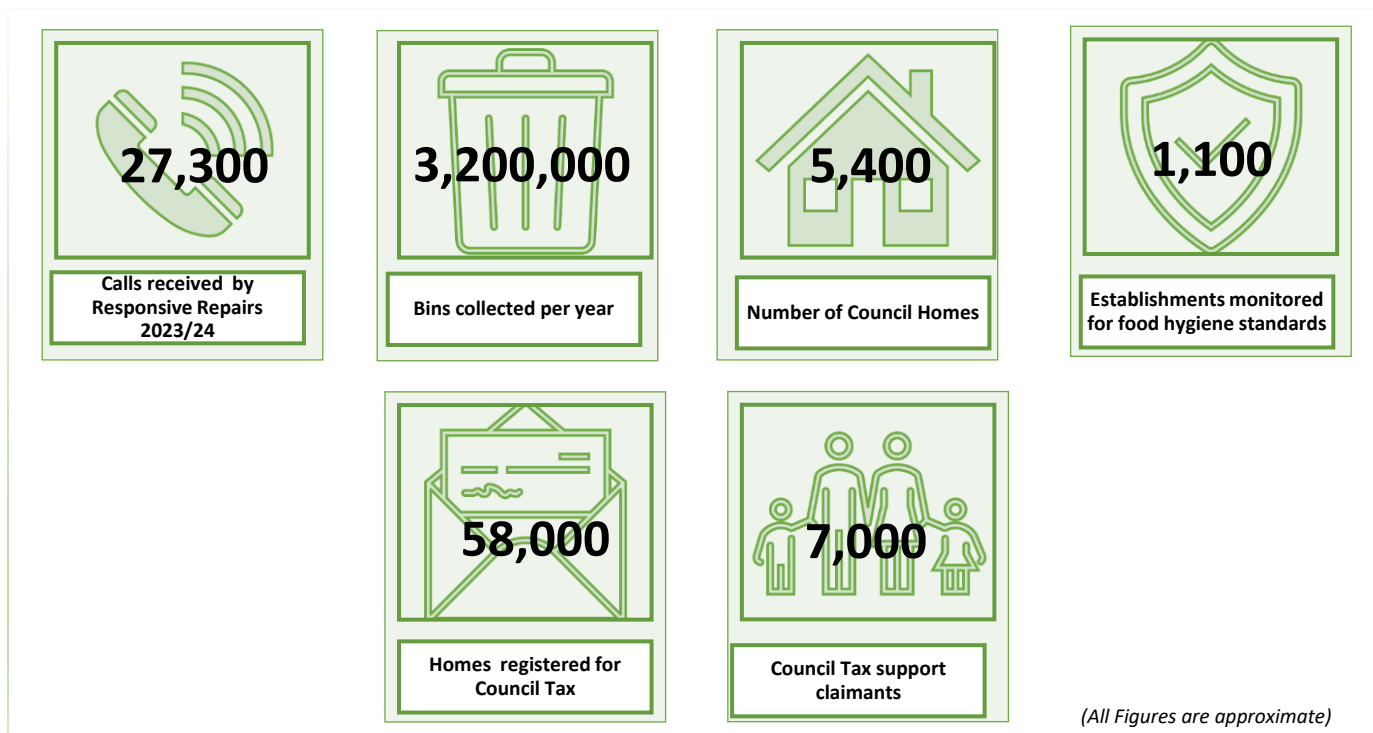
In addition to this half yearly report, the Housing, Health & Wellbeing Directorate also produce a quarterly complaints and satisfaction report which covers tenant and housing-related aspects. It includes information on:

- Complaints performance: Tracking the number of complaints received, response times, and types of complaints.
- Satisfaction: Measuring tenant satisfaction with housing services.

Our Responsibilities

The Council delivers services, across various areas, and feedback is received for all these services. Some data to provide context can be found in fig 2 below:

Fig 2



2. Overview of feedback

Table 1 illustrates the total feedback received during the second half of 2023-24. For consistency in reporting, this includes all feedback received during the period 1 October 2023 – 31 March 2024 (Half 2) as follows:

- Stage 1 Complaints
- Stage 2 complaints
- Suggestions
- Compliments

Table 1

Stage 1 Complaints	Stage 2 Complaints	Suggestions	Compliments (Praise)
229	19	13	77

All figures shown include complaints withdrawn complaints unless stated otherwise. These tend to be enquiries which are submitted as complaints but upon investigation, are found to be service requests. The customer is contacted and if they agree with this approach then the complaint is withdrawn and treated as a service request.

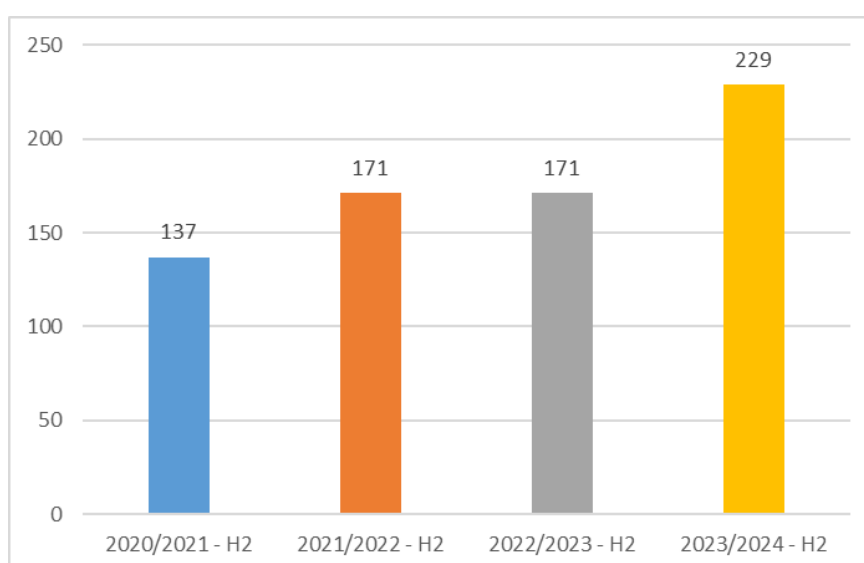
3. Complaints – Stage 1

It is important for us to use many different methods to engage and consult with people, so as to receive as broad and representative response as possible. Complaints are a valuable source of information that help the Council identify areas for improvement and offer insight into where it is delivering a good service.

3.1. Number of Complaints received

Over the past year, we have engaged in various initiatives related to handling complaints. These efforts include consulting on our customer promise, promoting our customer strategy, and providing staff training on complaint resolution. The increase in complaint numbers during the second half of 2023/24—up by 25% compared to the same period in 2022/23 (Chart 1)—indicates that customers are more aware and feel empowered to voice their concerns.

Chart 1

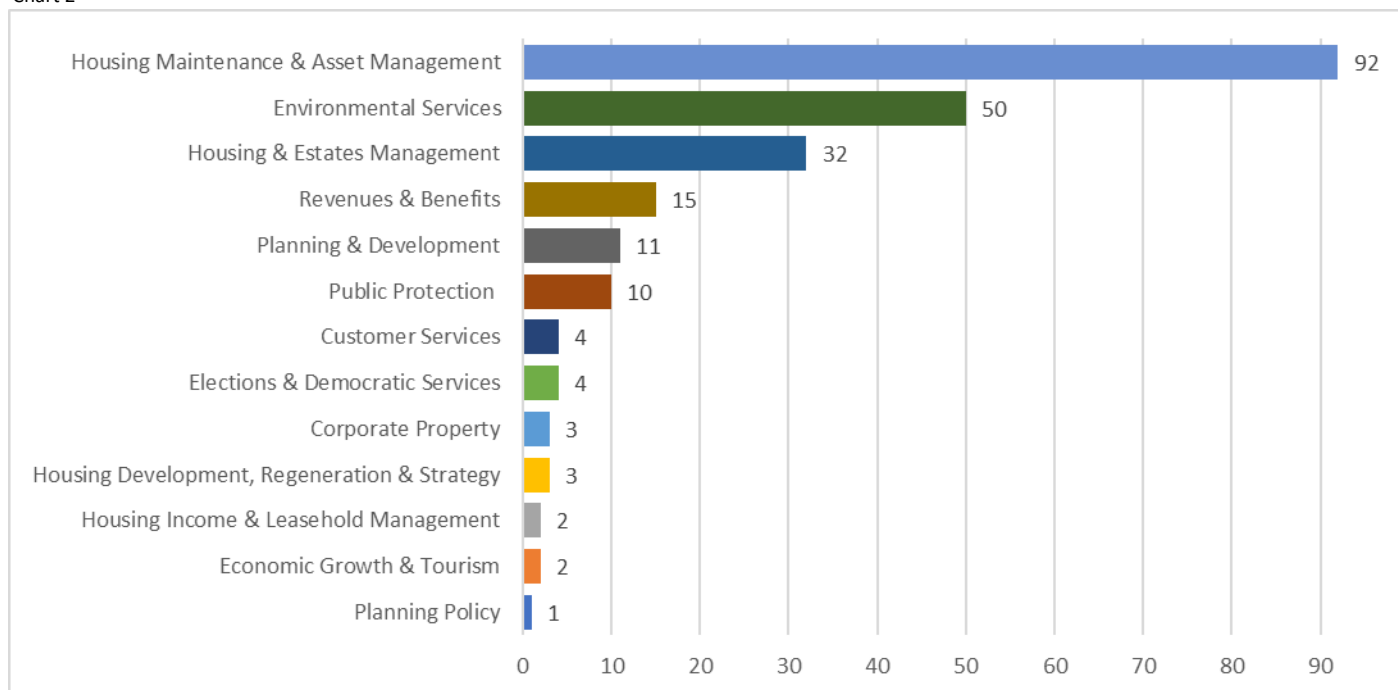


3.2. Complaints by Business Unit

The largest proportion of complaints received in the period (Chart 2) were for the front facing services with:

- Housing Maintenance & Asset Management receiving 40% of all reported issues.
- Environmental Services received 22%
- Housing & Estates Management 14%
- Revenues & Benefits 7%
- Planning & Development 5%
- The following Business units also received complaints during the period which, together, accounted for approximately 12% of the total received:
 - Public Protection
 - Customer Services
 - Elections & Democratic Services
 - Corporate Property
 - Housing Development, Regeneration & Strategy
 - Housing Income & Leaseholder Management
 - Economic Growth & Tourism
 - Planning Policy

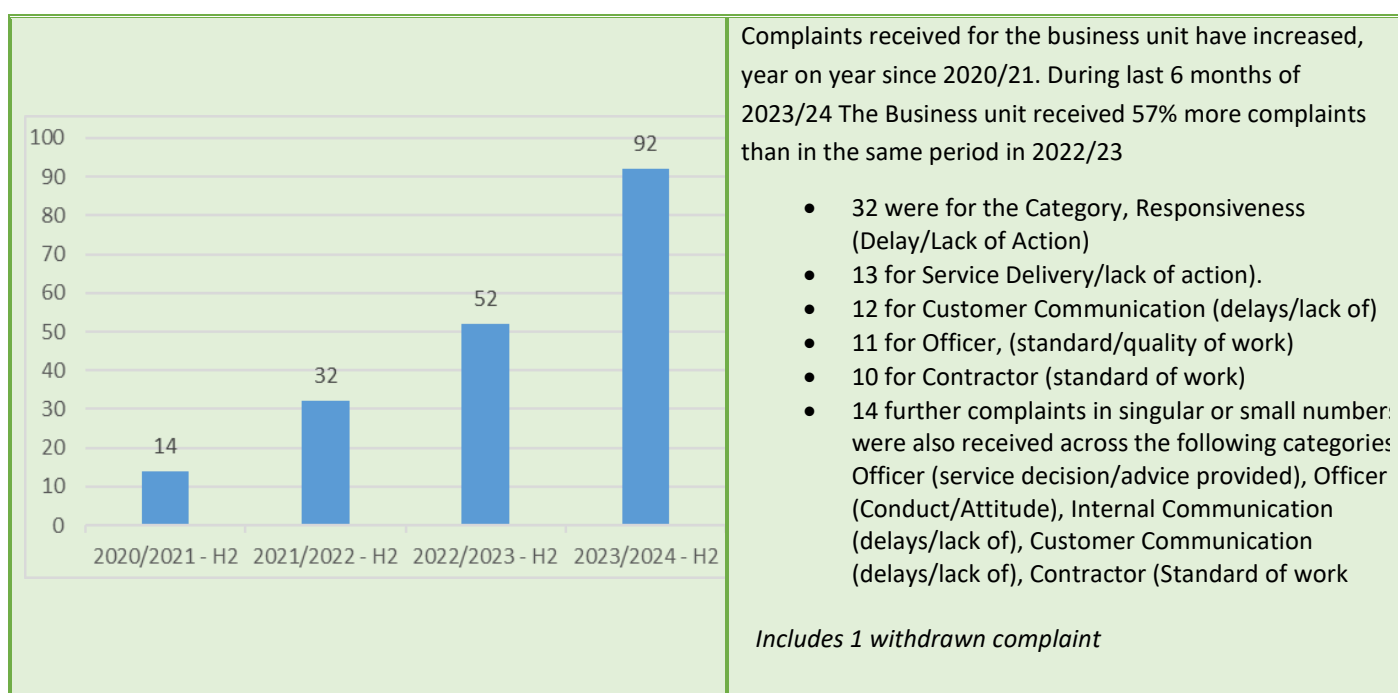
Chart 2



All Figures shown include complaints withdrawn. This provides a more accurate measure of demand

3.2a Housing Maintenance & Asset Management – 92 complaints received

Chart 3



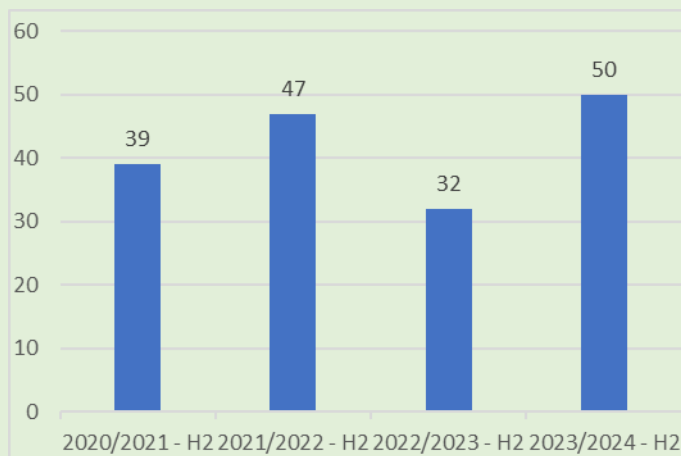
3.2b Environmental Services – 50 complaints received

Chart 4

The Business unit has received 32% more complaints than in the same period in 2022/23. A breakdown of complaints received are as follows:

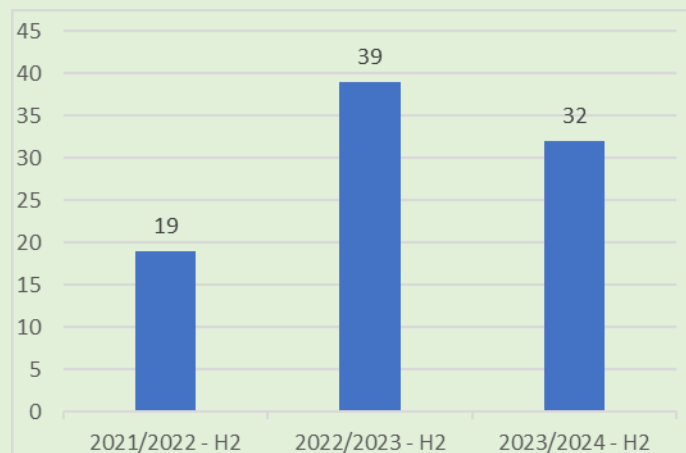
- 19 Service delivery, (missed action)
- 16 Officer (Conduct/Attitude)
- 5 Responsiveness Delay/ lack of action
- 10 further complaints in singular or small numbers were also received across the following categories: Officer (service decision/advice provided Customer Communication (delays/lack of), Officer (standard/quality of work), Contractor (Standard of work), Service delivery (delay) and, Internal Communication (delays/lack of)
- Of the 4 Delivery teams within the Business Unit, the majority of complaints (36) were for the Waste & Transport, Team and Street Scene/Grounds Maintenance (10), Environmental Services and Waste Development each received 2 complaints.

Includes 1 withdrawn complaint



3. 2c Housing & Estates Management – 32 Complaints received

Chart 5



Complaints have fluctuated in numbers across the previous years for Housing & Estates Management. They have decreased by 22% when compared to the same period in 2022/23.

The categories which received the most complaints were as follows:

- 10 for Officer conduct/attitude
- 11 for Officer service decision/advice provided
- 6 for Customer communication (delays/lack of)
- 5 further complaints in singular or small numbers were for the categories: Officer (Standard/quality of work), Service delivery (lack of action) and, Other dissatisfaction (general)

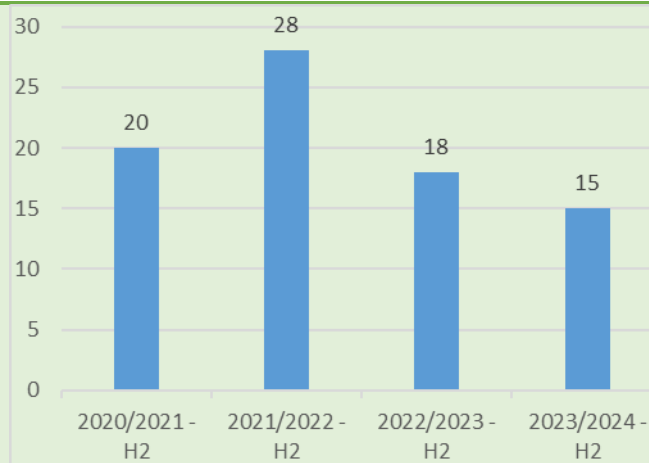
Includes 6 withdrawn complaints

3.2d Revenues & Benefits – 15 Complaints received

Chart 6

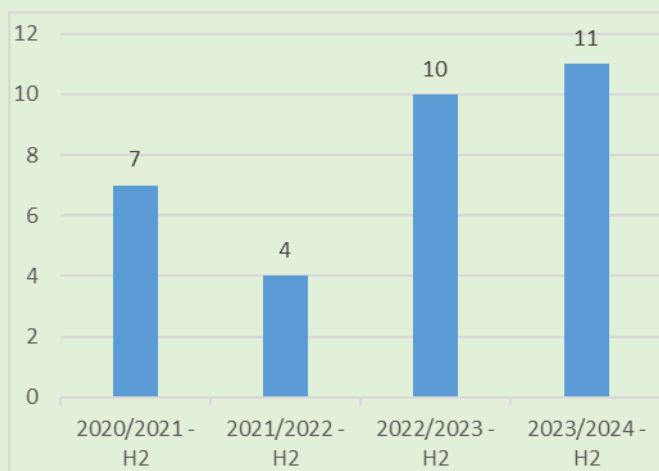
Complaints received for the period has fallen overall for the past 2 years with a 17% reduction against the same period in 2022/23. The categories which received the most complaints were as follows:

- 10 for Officer (Service decision/advice provided) of which 9 complaints were for the Revenues Team and 1 for Benefits
- 5 for Customer communication (delays/lack of), of which 4 were for Revenues and 1 for Benefits



3.2e Planning & Development – 11 complaints received

Chart 7



Generally, complaints for the Business Unit have risen over the 4-year monitoring period with a small increase of just 1 complaint in this period when compared to 2022/23. The categories which received the most complaints were as follows:

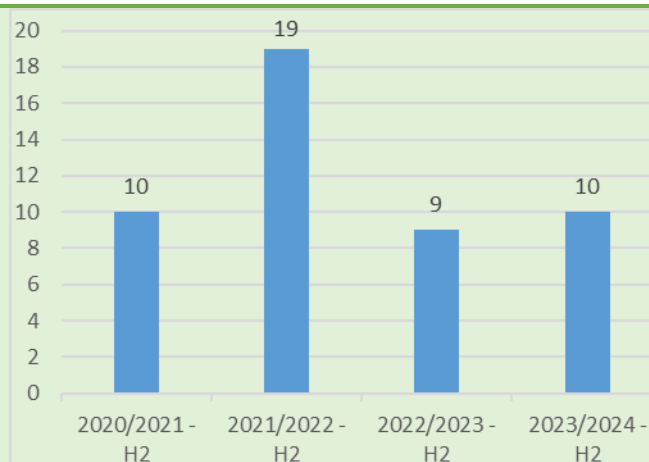
- 6 for Officer (Service decision/advice provided)
- 5 further complaints in singular or small numbers were for the categories: Customer communication (delay/lack of), Responsiveness (delay/lack of), Officer (Conduct/Attitude), and Other dissatisfaction (general)
- Where a customer is unhappy with a planning decision, there is a separate planning appeals process, and they are not included here within complaints.

3.2f Public Protection – 10 complaints received

Chart 8

Complaints have reduced for the Business Unit between 2021/22 and 2022/23. This period there was an increase of just 1 complaint (10%). The categories which received the most complaints were as follows:

- 5 for Responsiveness (delay/lack of),
- 3 for Customer communication (delay/lack of)
- 1 each for Officer (Conduct/Attitude), and Other dissatisfaction (general)



3.3 Complaints by Category

This period, Responsiveness (delay/lack of action) was the category most mentioned with 19.7% of all complaints received. Officer Service decision/advice provided received 17.0%. Customer Communication (delays/lack of) accounted for 16.2% and, Officer (Conduct/Attitude) received 15.7%

Table 2

Category	Complaints Received
Responsiveness (delay/lack of action)	45
Officer (service decision/advice provided)	39
Customer Communication (delays/lack of)	37
Officer (Conduct/Attitude)	36
Service delivery (missed action)	19
Officer (standard/quality of work)	15
Service delivery (lack of action)	14
Contractor (Standard of work)	12
Other dissatisfaction (general)	8
Service delivery (delay)	2
Internal Communication (delays/lack of)	2
Grand Total	229

3.4 Complaint Processing Times

To ensure compliance with the Housing Ombudsman's complaint handling code, it is necessary for our policy to include specific timescales for responding to complaints. We are therefore revising our response timescales to align with those stipulated by the Ombudsman

- Stage 1 - acknowledge the complaint within 5 working days of the request being received and provide a full response within 10 working days
- Stage 2 -acknowledge the complaint within 5 working days of the escalation request being received and provide a full response within 20 working days.

It is important that we take complaints seriously. Defined response timescales support this and provide reassurance to customers that we will promptly investigate their complaint and provide a speedy response. Complaint officers must investigate and respond to a complaint as soon as possible and not wait until the timescales are up.

There will be occasions where the timescales need to be extended e.g. a complex complaint. The complainant will be kept updated.

Table 3 below details the number of complaints which haven't met our statutory deadlines. The complaints which have not made the deadline in the period are being investigated to understand why. Occasionally, to ensure that officers can provide a thorough and detailed response, it may be required to extend the response deadline. We are actively addressing the reasons that led to the response delays for these complaints, with the aim of avoiding such delays in the future.

Table 3

Period	Met Deadline	Missed Deadline	Total completed	% on Target
October 2022 – March 2023	150	12	162	93%
October 2023 – March 2024	195	20	218*	91%
<i>*11 Withdrawn are excluded from calculations</i>				

*Out of the 218 completed complaints, 20 missed their 10-working-day deadline. This represents a 2% decline compared to the 2022/23 figure of 93%. The late responses by delivery team are detailed in Table 4.

Table 4

Delivery Team	Overdue Responses
Waste & Transport	5
Housing Maintenance & Asset Management	4
Council Tax	2
Street Scene/Grounds Maintenance	2
Planning Development	1
Corporate Property & Car Parks	2
Public Protection/CCTV/ASB	1
Democratic services	1
Economic Growth	1
Housing & Estate Management BM	1

3.5 Outcome of Complaints by Delivery Team

- Once the officer responsible for responding to a complaint has undertaken the appropriate investigation they will determine if the complaint was fully upheld, partially upheld, or not upheld. In writing the response they clearly state the outcome and record this within the ESB system.
- Often complaints contain more than 1 issue, complaints partially upheld include some elements of the complaints, but not all.
- Complaints that haven't been decided may be addressed after the reporting period and will be included in future reports once their decision process is complete.

Table 5 shows the decision status of the Stage 1 complaints received in the period

Table 5

Period	Complaints Upheld	Complaints Partially Upheld	Complaints not Upheld
2021/22	42	45	70
2022/23	47	39	74
2023/24	78	59	59
**Figures exclude withdrawn, suspended or incomplete cases			

3.6 What have we learned?

Analysis of customer feedback enables us to identify and tackle specific issues:

Table 6

Housing Maintenance & Asset Management	
Area of concern	Action taken to improve
Scaffolding encroaching on neighbouring property	Contractor process with regards to customer engagement has been reviewed and implemented. The process includes contacting neighbouring properties when scaffold is erected.
Repairs timescales - leaking roof, damp, and mould	The flat roof has had a temporary repair that has not worked. Review of timescales for flat roof replacements to be completed if temporary repair has been unsuccessful.
Lack of communication over central heating repair	We have revised the process to take into account the increased number of repairs during the winter months. after a trial period the process will be altered if successful.

Table 7

Public Protection	
Area of concern	Action taken to improve
Noise nuisance	There were delays formalising an approach under the Environmental Protection Act 1990, spending too much time carrying out informal approached under the Licensing Act 2003. We have already instigated changes so that the Environmental Protection Team lead on any complaint from a Pub/Club, with the Licensing Team assisting.

Table 8

Planning Development	
Area of concern	Action taken to improve
Lack of communication regarding TPO planting request	Ongoing review of such requests now part of case officer weekly 1:1 reviews. Additionally, officers now has letter template to assist with such requests.

Table 9

Revenues & Benefits	
Area of concern	Action taken to improve
Council tax charges relating to empty property	The empty property premium council tax charges are now more prominently displayed on the council tax web pages

4. Complaints - Stage 2

It is important to pay particular attention to Stage 2 complaints, this is where a customer remains unsatisfied with the response that they have received at Stage 1. What can we learn from this both in terms of direct service delivery and the approach to the initial response.

There were 19 complaints escalated to stage 2 during this period and 2 complaints answered in this period; these are detailed below in table 10.

Table 10

Team	Nature of complaint	Category	Outcome at Stage 1	Reason not resolved at Stage 1	Outcome at Stage 2	Lessons learned
Council Tax	Having moved into a property and informed the council wishes to complain on receiving a bill for the caravan parked on his drive.	Council process	Not upheld	Customer dissatisfied with response and now seeking compensation.	Not upheld	Previous lessons learnt from original complaint regarding the more prominent publication of empty property premium on our council tax web pages.
Council Tax	Customer was told and twice issued bills at zero charge as the flood relief had been applied, and then was issued with a bill that applied a charge.	Council process	Partially upheld	Customer dissatisfied with answer	Upheld	The issuing of the zero charge was an error. Staff reminded of flood grant exemption procedure.
Debtors team	Council tax debt	Council process	Partially upheld	Customer not satisfied with the original answer. Wanted debt writing off and wanted to push for this again	Not upheld	Further training given on checking all debt when looking to set up payment plans.
Environmental Health	Noise complaint delay in action being taken	Council process	Not upheld	Customer dissatisfied with response and now seeking compensation for the delays and moving costs	Partially upheld	There were delays formalising an approach under the Environmental Protection Act 1990, Operational changes have already been made to ensure an improved service for the future.

Team	Nature of complaint	Category	Outcome at Stage 1	Reason not resolved at Stage 1	Outcome at Stage 2	Lessons learned
Housing Assets	Time taken to undertake repairs - damp and mould.	Service failure	Upheld	That promised actions in stage 1 response had not been fully completed	Upheld	New policy and procedure will ensure issues will be escalated in a timely manner.
Housing Assets	Wants a drive installing at their property, linked to parking issues.	Council process	Partially upheld	Customer dissatisfied that their property will not get a driveway.	Not upheld	Introduction of a clear process which includes liaison with VIA and a community impact assessment which mean tenants can see what is achievable and the impact a parking scheme would have.
Housing Assets	The customer stated they felt discriminated against as a driveway was not installed at their bungalow and that an officer had not been honest regarding the parking scheme.	Council process and conduct of officers	Partially upheld	Customer dissatisfied with stage 1 response which did not fully address their concerns.	Not upheld	A clear process is now in place on the consultation and other factors to consider when dealing with parking issues.
Housing Assets	Damp causing issues in their home, water ingress via the back door, broken guttering.	Council process and contractor quality of work	Upheld	The stage 1 response clearly stated the repairs were needed and that they should be escalated and completed promptly. This had not been carried out and no further contact had been made with the tenant.	Upheld	There were issues with both the quality and speed of works. Reminder to staff of the importance of completing repairs correctly and escalating accordingly. Greater oversight of this area now in place.
Housing Assets	Work to level a floor was defective, leaving an uneven surface, different levels between rooms, and the inability to fit new flooring as the front door would not skim over it.	Quality of service (repair)	Upheld	The repair was undertaken but was again of poor quality, meaning a floor covering could still not be fitted.	Upheld	There was a delay in completing the works. Poor workmanship will be addressed by the supervisor.

Team	Nature of complaint	Category	Outcome at Stage 1	Reason not resolved at Stage 1	Outcome at Stage 2	Lessons learned
Housing Assets	The door entry/intercom system is not working and needs repair and the missing inspection cover needs replacing. This has been reported but work has not been done.	Delay in service (repair)	Upheld	4 weeks after stage 1 response repairs have not been undertaken	Partially Upheld	There were delays with a repair due to the new intercom system being set up. Improved information now on Capita. Officers reminded that dates for completion of repairs to be included in stage 1 responses.
Housing Assets	Customer reported bathroom has leaked a number of times over the last few months and it has been replaced but is still leaking which has caused damage and damp and mould.	Delay in service & quality of works (repair)	Partially upheld	A further attempt at repair had taken place, but the leak continued.	Partially upheld	A number of visits had taken place before the leak was actually detected and the issue not diagnosed correctly.
Housing Options	Damp and mould in the property	Service failure	Upheld	Customer dissatisfied with response	Upheld	An officer was not dispatched quickly enough to assess the property which caused the tenant to complain. The incoming Damp and Mould Policy (now in place) will ensure quicker attendance and manage tenants' expectations.
Planning Development	GRT planning application for Barnby in the willows.	Council process	Not upheld	Customer dissatisfied and seeking further clarity	Not upheld	None - cannot determine anything that could be changed or improved following this complaint
Planning Development	Planning applicant unhappy that during the standard consultation process a comment on the application was published which he found offensive.	Council process	Not upheld	Customer dissatisfied with stage 1 response	Not upheld	The comment highlighted was not found to be inappropriate. No action required.
Planning Development	Information from planning service was contradictory and unhelpful and that the application was dealt with unfairly.	Council process	Not upheld	Customer dissatisfied with response	Partially upheld	Staff to be advised to be clearer in communications around the need to agree extensions of times and the statutory deadlines for applications.

Team	Nature of complaint	Category	Outcome at Stage 1	Reason not resolved at Stage 1	Outcome at Stage 2	Lessons learned
Planning Policy	CIL land charges not applied correctly and the length of time it has taken for a response from the council on the CIL land charges.	Lack of response, council process	Not upheld	Customer dissatisfied with response	Not upheld	This was a complex matter for which the council sought legal opinion before being able to reply, an extension to the timeline for response was communicated to the customer.
Public Protection - ASB	A number of ASB incidents reported in relation to the area in which the customer resides. The customer felt the response was blunt and unsympathetic.	Officer conduct	Partially upheld	Customer dissatisfied with response	Not upheld	<p>The original response to the enquiry was factually accurate, the issues reported by the customer were police matters rather than things the council could deal with.</p> <p>An empathetic template of response will be devised for responses where the customer will be directed to contact the police.</p>
Supported Housing	Tenant complaints relating to behaviour of a fellow tenant.	Behaviour of other persons	Partially upheld	Customer dissatisfied with response	Not upheld	None – all appropriate action in relation to the complaint was undertaken
Tenancy Support	Tenant felt unsupported and discriminated against	Staff conduct	Not upheld	Customer dissatisfied with stage 1 response	Not upheld	None - The tenant had received considerable support and the Police had dealt with the criminal behaviour of a neighbour, resulting in a prosecution.
Tenancy Support	Customer alleges officer has been unsupportive and had behaved inappropriately.	Staff conduct	Not upheld	Customer dissatisfied with response.	Not upheld	No specific improvements identified.
Waste and Recycling	Customer reported repeated missed bin over the last 6 months and taking up to 2 weeks to collect the bin when reported as missed.	Service failure	Partially upheld	Customer dissatisfied with response.	Upheld	A new procedure put in place for operations relating to this difficult to locate property. All staff spoken to, and clear expectations set out.

5. Ombudsman Complaints

Each Ombudsman produces Annual Review Letters detailing how many complaints they have received for individual councils and how many decisions they have made. These are reported to the Audit and Governance Committee. Table 11 below summarises the number of complaints received by the LGSCO for the previous three years. Figures for 2023/24 are expected to be published in July 2024 and reported in the 2024/25 (Half 1) Customer Feedback report.

Table 11

Year	Decided by the LGSCO	Number Upheld
April 2022 – March 2023	9	0
April 2021 – March 2022	12	0
April 2020 - March 2021	11	1

None of the complaints decided were upheld the by LGSCO throughout 2021 - 2023. This is testament to the detailed responses to the complaints submitted to the Council. During the 2020/21 period, one complaint was upheld. This case related to the conduct of a Parish Councillor. Following the Ombudsman's recommendation, the complaint was re-evaluated, and ultimately, a resolution was reached.

The received and decided figures are different due to several reasons including:

- The complaint may have been received during 2022 - 2023 but a decision will be made in 2023 - 2024 (or even later) and therefore the complaint will show in a later year's report.
- The complaint did not relate to a service providing by us e.g., highways.
- The complaint was classed as premature

The Local Government and social care ombudsman have published two good practice guides aimed at helping authorities to get things right before cases are escalated:

- Appendix 1. [Section 117 Aftercare guidance \(lgo.org.uk\)](https://lgo.org.uk/section-117-aftercare-guidance)
- Appendix 2. [Guidance for practitioners: Deprivation of Capital \(lgo.org.uk\)](https://lgo.org.uk/guidance-for-practitioners-deprivation-of-capital)

The Housing Ombudsman outcomes for the past 3 years are shown in Table 12. Figures for 2023/24 are expected to be published in November 2024 and reported in the 2024/25 (Half 2) Customer Feedback report

Table 12

Year	Decided by the HO	Number Upheld
April 2022 – March 2023	1	0
April 2021 – March 2022	1	0
April 2020 - March 2021	1	0

6. Suggestions

In the period, 13 suggestions were received. (Table 13) of which 7 were subsequently withdrawn.

Table 13

Suggestion	Passed to	Outcome
Most cities or towns would promote the archaeological find near the Southern link road. Is it possible that the council could either show this find through a museum or at a shop not currently used. It might well attract visitors	Heritage, Culture & Visitors	Archaeological works are currently underway on the construction site for the new Southern link road This has revealed archaeological remains, which portray the occupation of parts of the site over around 10 thousand years. Response to suggestion from Senior Conservation officer: This is both a good idea and essential in the important cultural heritage of Newark. The challenge is where to display and for how long. Suggestions have been shared with the relevant colleagues.
How about having a litter action group with volunteers looking after roads near where they live. I appreciate council employees do a good job and this is just additional support with local residents taking more control over their area.	Health & Community Development	We currently have 20 residents on a new scheme, and we are running a soft launch to make sure the collection system works. We have well over 60 additional individual volunteers across the district on our system. Including 10 Duke of Edinburgh Students, and over 30 groups who are regularly picking. The gentleman has now been added to our Green Champions group across the district
Suggestion regarding preservation of Town Centre ethos and ensuring all storefront designs blend with the historical charm of the towns heritage	Planning Development I BM	The Planning Enforcement and Conservation team will review the suggestion raised in relation to the shops in Newark. If there is a breach of planning control and it is expedient to take action, this will be progressed.
Difficulty using online forms - Suggestions to improve online forms to enable accessibility	Communications BM	The Portal referred to is externally managed, the comments and suggestions have been forwarded to review how to make the user experience better.
Potential suggestion of NSDC offering water butts free to households, to encourage the collection of rainwater.	Transformation	Environmental team to explore options to establish feasibility of this idea
Suggestion for signage outside schools stating "Switch engines off" to discourage parents from leaving their engines running whilst waiting for children at school. Many residents in the area suffer from health problems.	Public Protection	We are currently developing an anti-idling campaign that will include such signs and wider school and parent engagement to try to reduce this issue. However, in the interim our Community Protection Officer will attend the location and undertake interim discussions with the school and parents at pick up time.

7. Compliments (Praise)

Compliments can help us identify what our customers’ value and highlight good practice. This includes compliments to the Council by a customer relating to the quality of service provided by individual staff members or service teams. On a few occasions, customer have submitted a compliment instead of a complaint, to prevent confusion we have amended the wording to Praise

Table 14

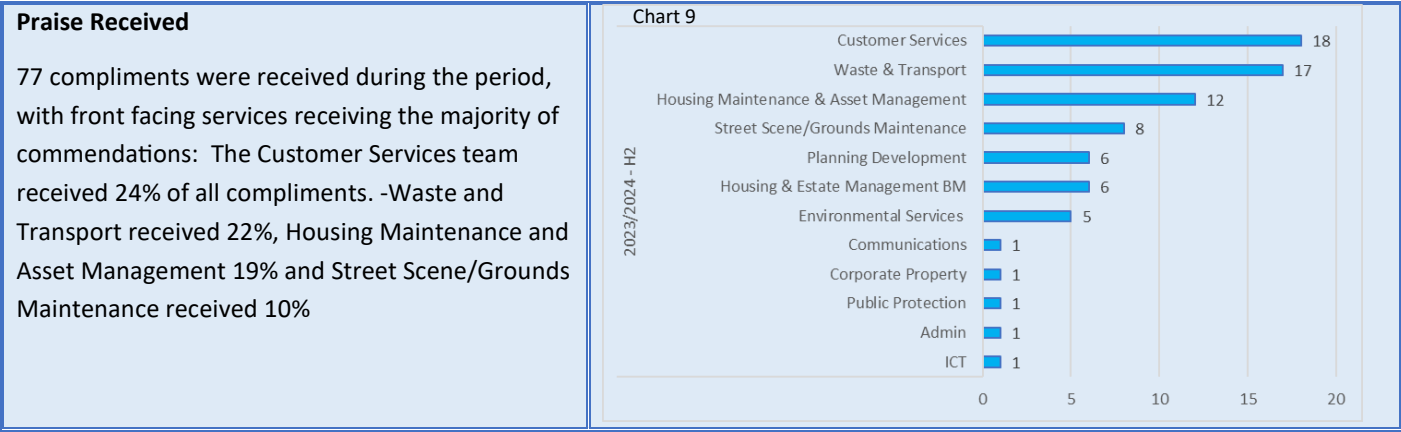
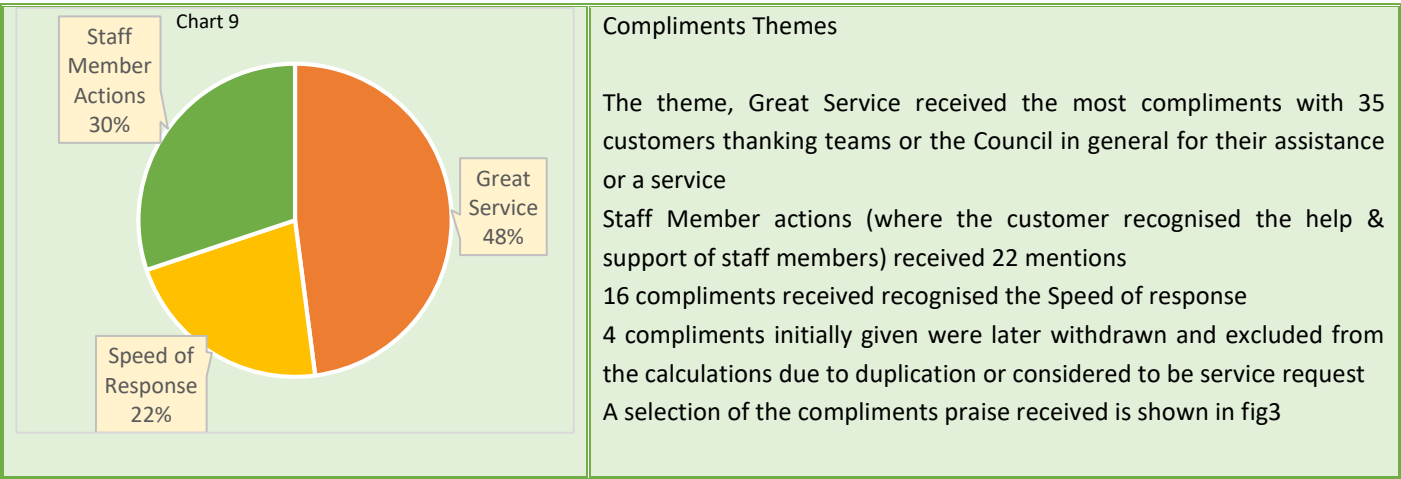


Table 15



Compliments Examples

Fig 3



During my recent call to your customer services team, I found all of the advisors dealing with my request were incredibly helpful, knowledgeable, clear and tenacious. this is testament to the training and temperament of officers



Thanks for the November newsletter. I found it very informative and interesting.

A nice format and the articles were not too long with helpful links to more information.



A big thank you to the crew who delivered my new garden bin .

Reported yesterday and replaced today,
Excellent service!!



After the recent flooding, I would like to express my sincere appreciation of the kindness, help and support shown by various departments within Newark and Sherwood District Council. I received invaluable help during a stressful and unsettling time.



Thank you to the team who have cleaned my Road, they have done a great job and it is very much appreciated

8. Putting it Right

A response to a complaint will be open and transparent and we ask the customer what they would want as a resolution to the complaint and where this is reasonable we will put right our mistake. Our first priority is always to rectify the issue that has been reported.

Compensation is considered to be a remedy for inconvenience or distress caused by a service failure within the council's social housing, and claims will be considered on a case-by-case basis. The amount of compensation paid will reflect the level of inconvenience, disturbance and distress caused by not getting things right sooner and the extent to which the Council is solely responsible. The Council will also take into account, the time taken to resolve the problem and whether this is excessive.

25 claims were awarded compensation in this period amounting to a total of £6,135. Chart 10 shows the number of awards to each category and percentage of the total awards. Table 16 displays the the costs awarded in each category

Chart 10

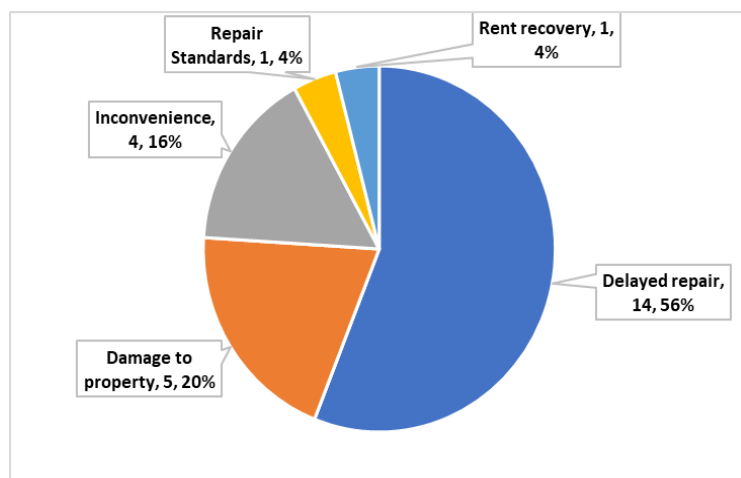


Table 16

Category	Awarded
Delayed repair	£4,880
Inconvenience	£544
Damage to property	£531
Repair Standards	£100
Rent recovery	£81
Grand Total	£6,135