

# 2nd Half Year Report Oct – Mar 2024/25

# CUSTOMER FEEDBACK

(COMPLAINTS, SUGGESTIONS  
AND PRAISE)

## Director Lead:

**Deborah Johnson**, Director of  
Customer Services and  
Organisational Development

## Lead Officers:

**Carl Burns**, Transformation and Service  
Improvement Manager

**Rowan Bosworth-Brown**, Senior Transformation  
& Service Improvement Officer

**Tracey Allen**, Research & Development Officer

[performance.team@newark-sherwooddc.gov.uk](mailto:performance.team@newark-sherwooddc.gov.uk)



## CUSTOMER FEEDBACK ANALYSIS

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.

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This report is shared with:

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

### Contents

1. Context
2. Overview of Feedback
3. Complaints – Stage 1
  - 3.1 No of Stage 1 complaints received.
  - 3.2 Complaints by Business Unit
  - 3.3 Complaints by category
  - 3.4 Processing times
  - 3.5 Outcomes of complaints by delivery teams
  - 3.6 What we learned – examples.
4. Complaints – Stage 2
5. Ombudsman complaints
6. Suggestions
7. Compliments (Praise)
8. Putting it Right

## 1. Context

The Council recognises the importance of listening to the views of its residents about the services they receive from us. Our Customer Complaints and 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.

Both positive and negative feedback is important to us as it provides us with a customer opinion, an opportunity for us to learn and with information to recognise what we are doing well and where we can improve our services.

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, and it enables us to create meaningful and effective changes in policies, procedures and the training of staff.

Staff who respond to complaints undertake comprehensive training which includes how to investigate and respond to complaints, our process and the role of the Ombudsmen. We have updated our feedback handling system to support the process and ensure consistency of responses.

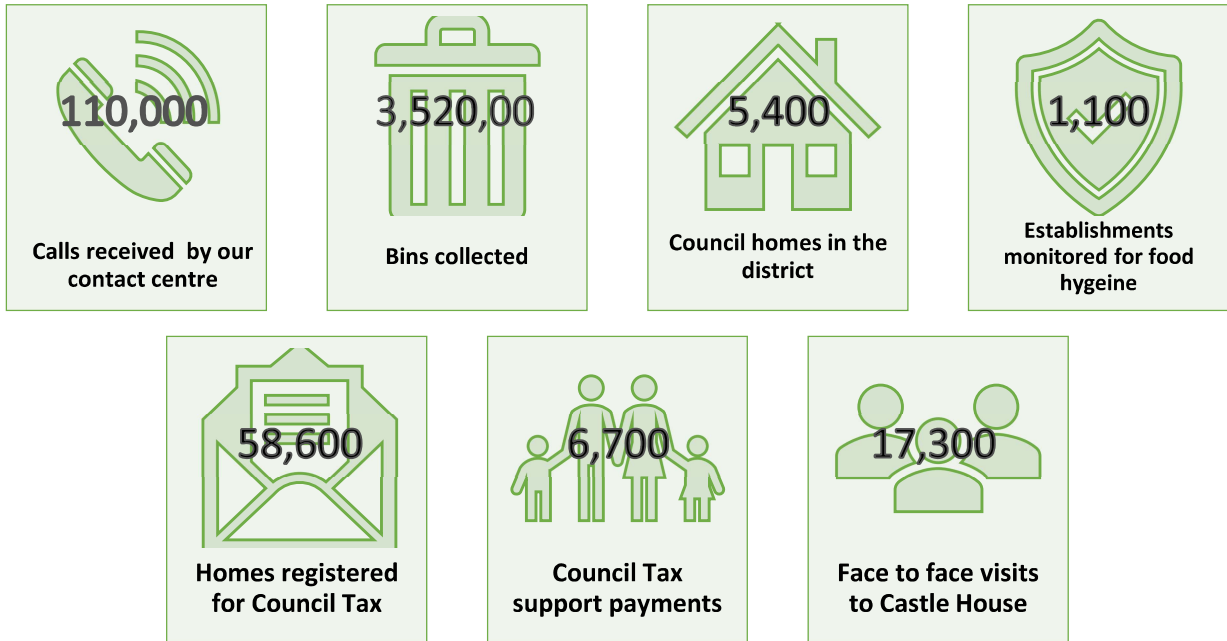
Our policy meets the requirements of the statutory Housing Ombudsman Complaint Handling Code. The Local Government and Social Care Ombudsman have issued their Code as "[\*advice and guidance\*](#)" and we are working to ensure we meet there requirements.



## Our Responsibilities

From waste management and housing to food hygiene and financial support, these services play a critical role in enhancing the quality of life for residents. The council's commitment to maintaining and improving these services is evident in the scale of its operations and the positive impact on the community. Feedback is received for all these services. Some data to provide context can be found in fig 2 below, which was correct as of 2024/25:

Fig 2 - Our Responsibilities



*(All Figures are approximate)*

### 2. Overview of feedback

Table 1 provides a summary of all customer feedback received during the second half of 2024–25.

Table 1 – Overview of feedback

Stage 1 Complaints	Stage 2 Complaints	Suggestions	Compliments (Praise)
305	42	20	75

All figures shown include withdrawn complaints, unless otherwise specified. These typically involve enquiries initially submitted as complaints/suggestions, but, upon investigation, are found to be service requests. In such cases, the customer is contacted, and if they agree, their report is withdrawn and reclassified as a service request.

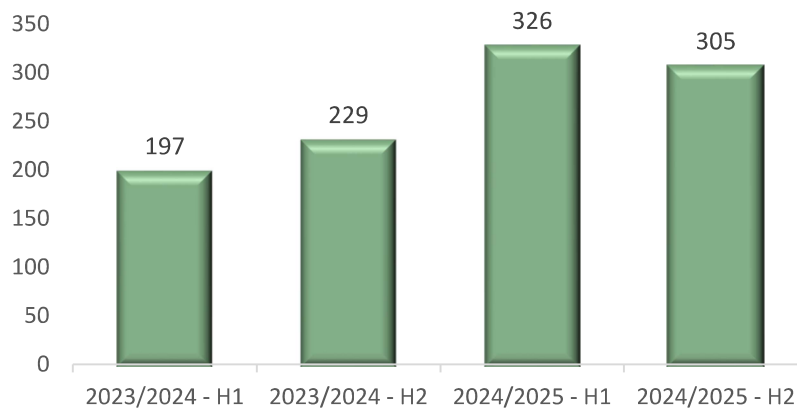
### 3. Complaints – Stage 1

It is essential for us to employ a variety of methods to engage and consult with our customers, to obtain as broad and representative a view of our services as possible. Complaints serve as a valuable source of information, helping us identify areas for improvement and providing insight into where we are delivering satisfactory service.

#### 3.1 Number of Stage 1 Complaints received

While the number of Stage 1 complaints rose significantly between H1 2023/24 and H1 2024/25, peaking at 326, there has been a notable decrease in H2 2024/25, with complaints falling to 305. This marks the first decline since the upward trend began, suggesting potential stabilisation or early impact of recent improvements

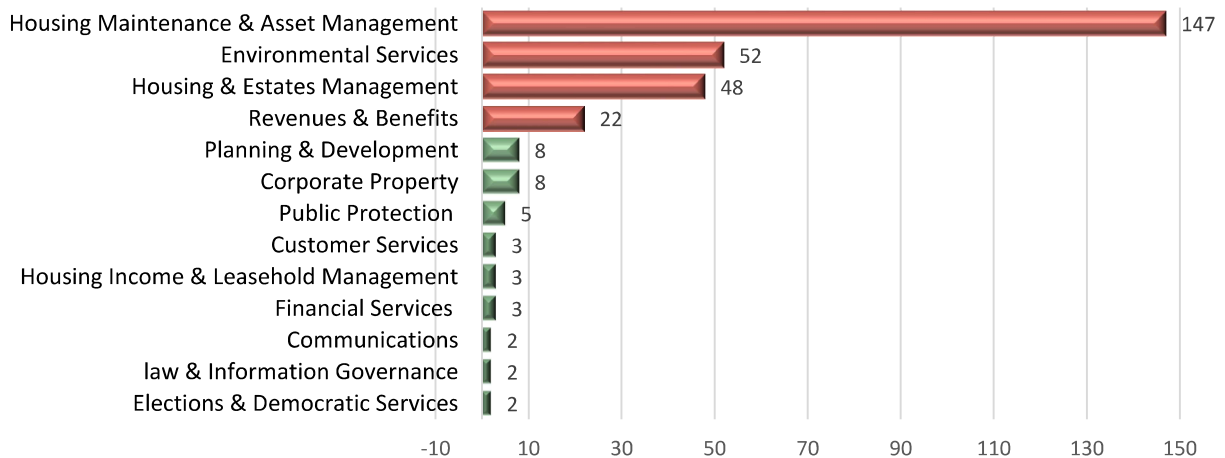
Chart 1 (2-Year trend) - Half years – Stage 1 complaints



#### 3.2. Complaints by Business Unit

In the second half of 2024/25, the distribution of Stage 1 complaints by Business Unit shows that Housing Maintenance & Asset Management received the highest percentage of complaints at 48%, followed by Environmental Services at 17%, and Housing & Estates Management at 16%. Revenues & Benefits accounted for 7% of the complaints received. The remaining units each received less than 3% of the total complaints. A breakdown of complaints by Business Unit is shown in chart 2, followed by a short summary of the services receiving the highest number of complaints.

Chart 2 (Stage 1 complaints received by business unit)



Complaints have increased by 60% when compared with the same period in 2023/24. The largest proportion of complaints received for the service were for service delivery (delays) with 55 cases, highlighting issues with timeliness within the service. Complaints related to officer performance—including quality of work, service decisions, and conduct—collectively account for 54 complaints, indicating concerns with staff behaviour and effectiveness. Additionally, contractor performance and customer communication each received 14 complaints. Less frequent, but still relevant issues include missed actions, lack of responsiveness, and one case of dangerous driving. One complaint for the Business Unit was subsequently withdrawn.

Chart 3 (2-year outturn Stage 1 complaints)

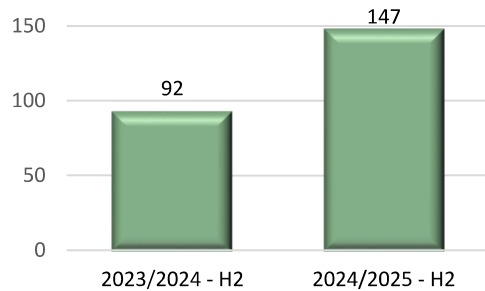
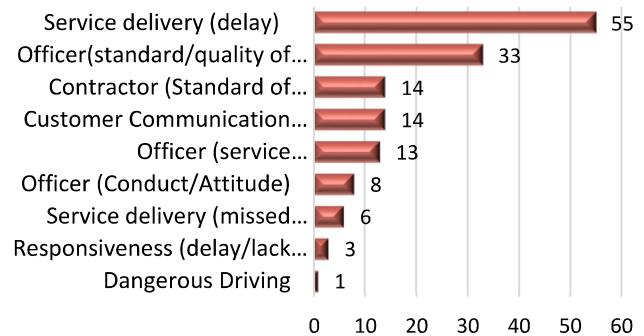


Chart 4 (Stage 1 complaints by category)



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

**Environmental Services – 52 complaints received.**

The Environmental Services delivery teams have seen a 4% increase (increase of 2 complaints) in complaints compared to the same period in 2023/24. The most frequent categories were related to service delivery, including missed actions, 16 complaints, followed by service delivery delays and officer conduct/attitude, each with 9 complaints, and officer standard/quality of work with 7 complaints, highlighting operational lapses and staff performance as key areas of concern within the Business Unit. The remaining complaints were distributed across further categories, in smaller or similar numbers.

Chart 5 (2-year outturn Stage 1)

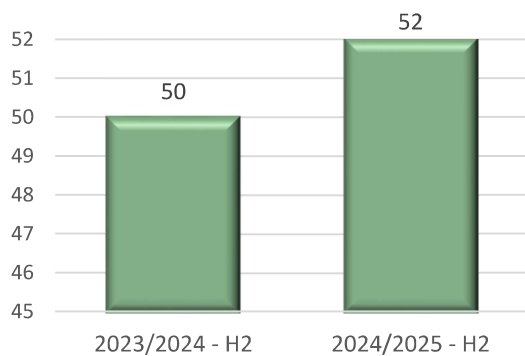


Chart 6 (Stage 1 complaints by category)



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

### Housing & Estates Management – 48 Complaints received.

In the second half of 2024/2025, Housing & Estates Management recorded 48 Stage 1 complaints, marking a 50% increase from 32 complaints in the same period of 2023/2024. The most frequently reported issues were; Officer Conduct/Attitude and Officer Standard/Quality of Work, each accounting for 10 complaints, together making up 35% of the total. Customer Communication was cited in 7 complaints (12%), highlighting ongoing concerns around staff behaviour, performance, and clarity. The remaining categories—Contractor Standard of Work, Officer Service Decision/Advice, Service Delivery (Delay), and Responsiveness (Delay/Lack of Action) were also received in smaller or similar numbers.

Chart 7 (2-year outturn Stage 1 complaints)

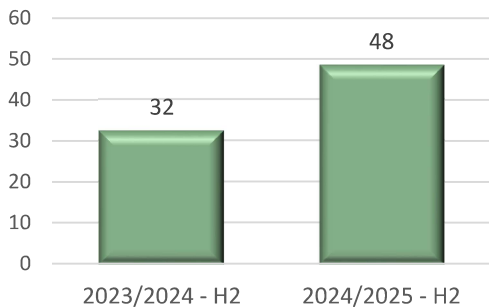


Chart 8 – Stage 1 complaints by category



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

### Revenues & Benefits - 22 Complaints received

Revenues & Benefits recorded a total of 22 complaints, an increase from 15 in the same period of 2023/2024. The most common issues reported were related to customer communication (6 complaints), officer service (5), and responsiveness, including delays or lack of response (3). Other concerns included officer conduct and service delivery delays or missed actions (2 each), as well as the standard or quality of work by contractors and officers (1 each).

Chart 9 - 2-year outturn Stage 1 complaints

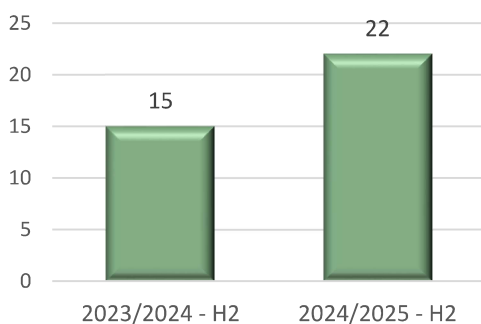
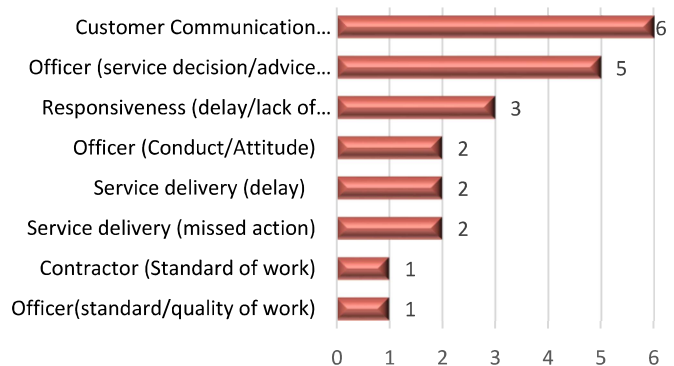


Chart 10 – Stage 1 complaints by category



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

### 3.3 Complaints by Category

Table 2 highlights that the most common category of complaints is related to service delivery delays (24%), and standard/quality of officers' work (19%). Issues with customer communication (12%) Reports of officer conduct/attitude and service decisions or advice each made up 11%. Complaints about missed actions in service delivery (9%) and contractor work quality (8%) are notable as well. Overall, service delivery and officer-related issues appear to indicate the need for improvements in these areas, along with better communication and responsiveness to customer concerns.

Table 2 (Stage 1 complaints by category)

Complaints Category	Received	% of total
Service delivery (delay)	72	24%
Officer (standard/quality of work)	57	19%
Customer Communication (delays/lack of)	37	12%
*Officer (Conduct/Attitude)	34	11%
Officer (service decision/advice provided)	34	11%
Service delivery (missed action)	28	9%
Contractor (Standard of work)	24	8%
Responsiveness (delay/lack of action)	14	5%
External agent/contractor (Conduct/Attitude)	3	1%
Dangerous Driving	2	1%
<b>Total</b>	<b>305</b>	<b>100%</b>

A closer look at the top category of “Service delivery (delay)” shows that, of the 72 complaints received for this category, 55 (76.4%) were received for the Housing Maintenance & Asset Management Business Unit.

Issues included:

- **Extended Resolution Times:** 40 complaints were not resolved within the stipulated time frames, leading to dissatisfaction among residents. Delays in addressing urgent issues like heating and hot water repairs significantly impacted residents' quality of life.
- **Communication Gaps:** 35 complaints highlighted inadequate communication with residents regarding the status of their complaints and expected resolution times. Missed appointments and lack of follow-up calls contributed to frustration and mistrust.
- **Resource Allocation:** 30 complaints highlighted perceived staff shortages, suggesting there were not enough skilled personnel to handle the volume of complaints efficiently. Additionally, delays in ordering and receiving necessary parts for repairs further exacerbated the problem.

Some complaints involved multiple issues, such as both extended resolution times and communication gaps, which is why the numbers for each issue overlap. This indicates that several complaints were multifaceted, addressing more than one area of concern.

*“It is not unusual that the customer facing business units typically receive a higher volume of complaints due to the nature of the work being carried out by these teams and in the case of Housing Maintenance and Asset Management, how intrinsically linked this service is to the lives and homes of our tenants. We encourage all customers to provide feedback to us, whether positive or negative, and because of this feedback we recognise that this is an area in which improvement is required. We have recruited a complaints co-ordinator to help this business unit with ensuring complaints are responded to in time, also enabling officers to focus on rectifying service failures and implementing improvements and are taking steps to increase the level of resources within the business unit for identified pinch points. Some of these complaints also relate to the performance of our contractors and we are working with them to improve their services and response times”.*

**Suzanne Shead, Director of Housing, Health and wellbeing**



\*Note: The complaints category ‘Officer (Conduct/Attitude)’ is a broad category that does not only cover the behaviour of an officer but could also include a complaint raised for either

- noise during a waste collection
- response given by the officer was deemed not suitable or
- the behaviour and/or attitude of the officer.

Work is ongoing to review the categories to refine them for increased clarity.

### 3.4 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. The council is currently updating its recording systems to reflect these new requirements, which will be applied to all complaints from April 2025 onward.

- 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 and meet the timescales of our policy and the Housing Ombudsman. When a customer has complained to us it is right that they expect a response within a reasonable timescale. There will be occasions where the timescales need to be extended in cases where obtaining the relevant information may take longer as it’s from a third party or because an officer who had dealt with the customer is on leave. Wherever this delay is necessary, the complainant will be kept updated.

Table 3 below summarises the number of complaints that met or missed statutory deadlines. The significant increase in complaint volume during this period has impacted our ability to meet response targets. Investigations are ongoing to understand the reasons behind missed deadlines.

Table 3 (Stage 1 Complaint processing summary)

Period	Met Deadline	Missed Deadline	Total completed	% on Target
October - March 2023/24	194	22	216	90%
October - March 2024/25	139	157	296	47%

*7 Withdrawn and 2 suspended complaints are excluded from the above calculations*

In the second half of 2024/25, 305 Stage 1 complaints were received. Of these, 7 were withdrawn and 2 suspended, leaving 296 to be processed. Of those, 47% (139) were responded to within the statutory deadline—a significant drop from 90% (194 of 216) during the same period in 2023/24. This decline is attributed to a higher volume of complaints being received, resource challenges, and previously there were some difficulties with the complaint’s software, which have now been resolved. The post of Complaints Coordinator has since been appointed within the Housing, Health & Wellbeing Directorate and will be responsible for managing complaints received at stage 1. In addition to this, a new process to improve response times Council wide, is being introduced and will be led by the Director of Customer Services and Organisational Development.

Table 4 – (Late responses by delivery team – Stage 1

Delivery Team	Received	Overdue	%
Housing Maintenance & Asset Management	147	120	82%
Housing & Estate Management	47	21	45%
Waste & Transport	48	13	27%
Planning Development	8	4	50%
Council Tax	19	2	11%
Corporate Property	8	2	25%
Public Protection	2	1	50%
Legal	2	1	50%

*Excludes complaints which were withdrawn/suspended and Teams with all complaints dealt with on time.*

During the second half of 2024/25, Housing Maintenance & Asset Management had the highest percentage of overdue complaints with 120 out of 147 responses exceeding statutory response times. Planning Development and Public Protection both had 50% of their complaints overdue. The increase in complaint volume, coupled with the announcement of new response deadlines, is believed to be impacting these figures.

### 3.5 Outcome of Complaints

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.

It is important to note that sometimes customers are unhappy with a decision or process but upon investigation it is found that the council has acted appropriately, and these complaints are not upheld.

Often complaints contain more than 1 issue, complaints partially upheld are where some of the issues raised are upheld but others are not.

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.

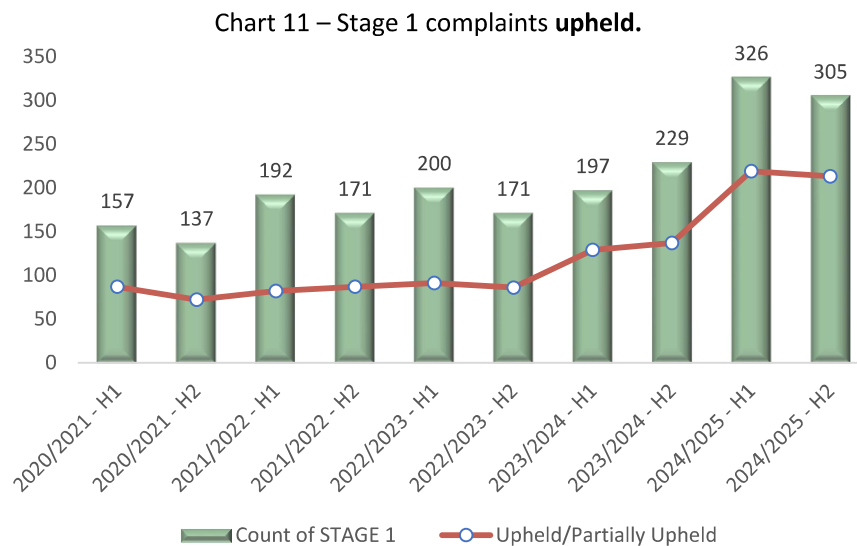
Table 5 (decision status of stage 1 complaints)

Complaints Upheld	Complaints Partially Upheld	Complaints Not Upheld	Complaints not decided
149	64	72	11

*\*2 complaints were suspended and 7 were withdrawn from the process*

On further examination of our data over a period of 5 years, there is a clear upward trend in the total number of complaints over the periods, with a significant peak in 2024/2025-H1 (chart 9).

The number of upheld or partially upheld complaints has been gradually increasing, indicating a trend towards more complaints being acknowledged, suggesting that the standards for upholding complaints might be evolving or that more complaints are meeting the criteria for being upheld.



### 3.6 What have we learned?

Analysis of our customer feedback allows us to identify and address specific service issues effectively. Table 6 highlights examples of actions taken in response to customer complaints, demonstrating our commitment to continuous improvement. These examples reflect how we translate feedback into service enhancements. Most upheld complaints have led to recorded improvements and lessons learned.

Table 6 (Lessons learned)

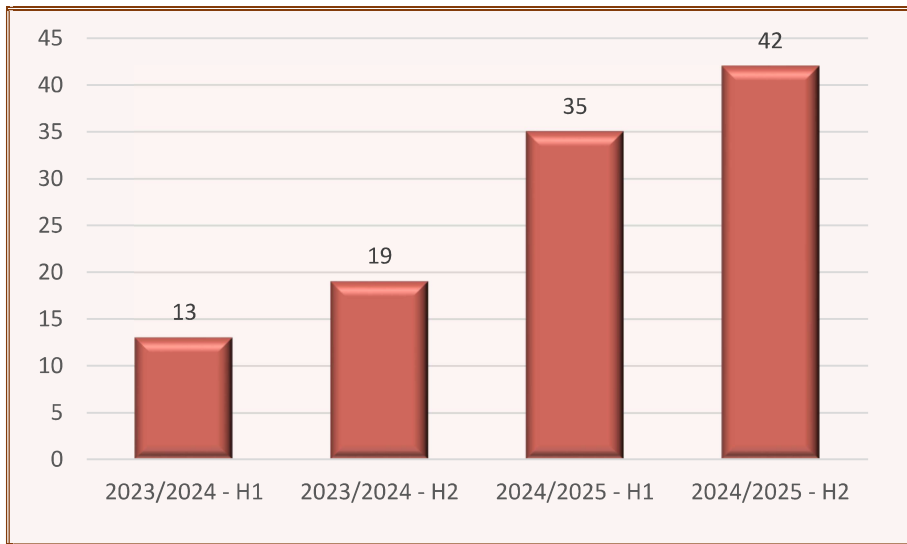
Area of concern	Action taken to improve
<b>Corporate Property</b>	
At Tolney Lane Riverside car park, visitors were unable to access the advertised free Christmas parking. Payment was required as there was no option to obtain a free ticket.	The parking machine software had failed on this occasion. We are amending signage in place to include instructions to customers for them to continue to park for free without displaying the free parking ticket when the machines are out of use.
<b>Housing Maintenance &amp; Asset Management</b>	
Damage occurring during repairs to the exterior of a property. Plaster was knocked off the wall, exposing brickwork, and glue has been spilled on the floor.	Works carried out by Compliance Team appear to have fallen in between different contractors and agency staff being used. Difficult to track works carried out and any QC checks undertaken before sign-off and payment. Discussed as part of processes and procedures with current interim Compliance team members.
No heating or hot water for 3-4 weeks in council home. Despite multiple requests to repair. The cause has not yet been identified. This is causing distress for the tenants.	Changes to process for updating Contractor of newly acquired properties, and additions to the gas contract have been made.
Dissatisfaction with service provided by Out of Hours Repairs. The inside window glass of a rear double door was accidentally smashed, posing a clear danger. Despite this, the issue was not classified as an emergency, and the residents were required to secure the window themselves. The resident explained that the window had been unstable since they moved into the property, contributing to the breakage.	Updated Repairs Supervisors and emailed to ensure that operatives make safe damaged double-glazed units, even if only one pane is damaged. This will also be picked up as part of the wider Out of Hours service review.
A report was made regarding outstanding repairs. The tenant is still waiting for repointing work to be completed after the scheduled date was missed without notification. Despite multiple calls to inquire about the delay, no satisfactory response was received.	The team was reminded to communicate with tenants regarding appointments. Supervisors were instructed to ensure operatives notify them and works planners if tasks cannot be completed, preventing tenants from being unaware of cancellations.
<b>Regenerations &amp; Housing Strategy</b>	
A complaint was raised regarding the conduct of a tenant during a meeting about the new response and repairs policy. The tenant accused the complainant of shouting repeatedly and name-calling due to a disagreement. The complainant found the tenant's behaviour highly inappropriate and aggressive.	Creation of a meeting protocol for involved tenants, to outline conduct and behaviour expectations. To be led by Tenant Engagement Team, developed in collaboration with tenants.
<b>Revenues &amp; Benefits</b>	
A resident, who recently purchased a house was sent a letter requesting payment. The resident set up a direct debit to pay in three instalments, as specified in the letter. However, the entire amount was charged at once.	A review identified that the wording for the payment option, which provided instalments only through January, was unclear. The customer chose this option, leading to confusion. The wording has been amended to clearly indicate the number of instalments being chosen.

#### 4. Complaints - Stage 2

Stage 2 complaints are those where a customer remains dissatisfied with the response received at Stage 1. Reviewing these in detail allows us to identify opportunities for service improvement and assess the effectiveness of our initial responses. Although the overall number of complaints remains proportionally small compared to the volume of services delivered, Stage 2 complaints provide valuable insight into more complex or unresolved issues.

In the second half of 2024/25, 42 Stage 2 complaints were received—an increase of 23% compared to 35 in the previous period. This continues a two-year upward trend, suggesting either increased complexity in complaints or challenges in resolving issues at Stage 1.

Chart 12 (2-Year trend)- half years



*Includes withdrawn and suspended complaints at this stage*

Of the 42 Stage 2 complaints received in the period, 25 were upheld with a further 4 being partially upheld (table 7)

Table 7 (Stage 2 Complaints)

Complaints Upheld	Complaints Partially Upheld	Complaints Not Upheld	Complaints not decided/in progress
25	4	12	1

Of the 42 complaints processed during Half 2, 40% met the response deadline of 15 working days (table 8)

Table 8 (Stage 2 processing deadlines)

Period	Met Deadline	Missed Deadline	Total completed	% on Target
October 2024 – March 2025	17	25	42	40%

The highest rate of overdue responses was recorded in Housing Maintenance & Asset Management, where 16 of 22 complaints (72.7%) missed the deadline. Revenues & Benefits and Environmental Services processed all of their Stage 2 complaints within the required period.

Table 9 (Stage 2 processing times by BU)

Business Unit	On Time	Overdue	Grand Total
Housing Maintenance & Asset Management	6	16	22
Planning Development	1	2	3
Public Protection		1	1
Revenues & Benefits	1		1
Housing Estates & Management	5	6	11
Environmental Services	4		4
<b>Grand Total</b>	<b>17</b>	<b>25</b>	<b>42</b>

All stage 2 complaints are thoroughly reviewed during the development of this report, including all related correspondence exchanged throughout the life of the complaint. This helps clarify why each complaint escalated to stage 2 and what could have been done differently at stage 1 to resolve it earlier. Table 10 highlights the most common themes, helping to sense check whether resources and attention are being appropriately focused in the right areas.

Table 10 (Stage 2 Complaints by Category)

Category of Complaint	No.	%
Housing - Time Taken to Complete Repair (Repairs)	11	26%
Staff Conduct	7	17%
Housing - Quality of Repair Work (Repairs)	4	10%
Housing - Standard of Accommodation	4	10%
Communal Area	3	7%
Communication	3	7%
Housing - Quality of Repair Work (Assets)	2	5%
Communication and staff conduct (contractor)	1	2%
Contractor - Customer Service (Repairs)	1	2%
Customer Communication (Delays/Lack of)	1	2%
Housing - Time Taken to Complete Repair (Assets)	1	2%
Multiple issues - Staff conduct, outstanding repair issues, lack of support	1	2%
Neighbour Issue	1	2%
Outcome of Council Decision	1	2%
Waste - Contamination of Recycling	1	2%

## 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 Local Government and Social Care Ombudsman (LGSCO) for the previous 4 years.

Table 11 (LGSCO complaints decisions)

Year	Decided by the LGSCO	Number Upheld
April 2024 - March 2025	9	1
April 2023 – March 2024	9	0
April 2022 – March 2023	9	0
April 2021 – March 2022	12	0
April 2020 - March 2021	11	1

For the financial year 2024/25, the LGSCO has published nine decisions. Eight were closed after initial enquires and one was upheld as follows:

- *In 2023, the Council acknowledged a statutory nuisance but did not act promptly to begin a formal investigation. Additionally, the information provided to the complainant was inconsistent. Following a review, the Council has accepted that there were delays and communication issues. It has agreed to issue a formal apology and make a symbolic payment in recognition of the inconvenience caused.*

The LGSCO 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)
- Appendix 2. [Guidance for practitioners: Deprivation of Capital \(lgo.org.uk\)](https://lgo.org.uk)

The Housing Ombudsman outcomes for the past 4 years are shown in Table 12.

Table 12 (Housing Ombudsman complaints decisions)

Year	Decided by the HO	Number Upheld
April 2024 - March 2025	2	2
April 2023 – March 2024	1	0
April 2022 – March 2023	1	0
April 2021 – March 2022	1	0
April 2020 - March 2021	1	0

For the financial year 2024/25, the Housing Ombudsman has published 2 decisions, both of which were upheld:

1. *The Housing Ombudsman reviewed a complaint about Newark and Sherwood District Council's handling of damp and mould in a resident's home. The resident, who has mental health issues and young children with respiratory problems, reported several problems. The council did not fix these issues quickly, causing ongoing distress. The Ombudsman found the council's response inadequate, and the council acknowledged this, apologized, and paid £600 in compensation. They also committed to completing the necessary repairs and mould treatment promptly.*
2. *A resident with Asperger's and ADHD, along with his partner who has mental health vulnerabilities, reported antisocial behaviour from a neighbour, including noise, late-night gatherings, and drug use. The landlord's response was inadequate, failing to conduct a risk assessment, offer mediation, or liaise effectively with the police, leading to distress for the resident. The Ombudsman found maladministration and service failure in the Councils handling of the complaint, ordering £750 compensation, a written apology, and an internal review to improve ASB handling and record-keeping practices.*

## 6. Suggestions

During the period, 20 suggestions were initially received. Upon examination, one suggestion was identified as a service request and another as a complaint. Additionally, three suggestions were subsequently withdrawn. Table 13 provides a sample of the suggestions received.

Table 13 (Suggestions)

Suggestion	Response
<b>Communications</b>	
Suggestions on how to make it easier for people who are sight impaired or not computer literate Increase contrast between text and background. Using black and white, avoid grey buttons. Larger buttons are easier to see and click. Please pass to your Disability Access officer and carry out a review of the website to increase accessibility	We have an accessibility guide that we follow to ensure our website meets accessibility standards. We also use a dedicated tool to regularly assess and maintain the accessibility of our site. Additionally, we are preparing to present a report to the Senior Leadership Team in the coming weeks regarding the site's accessibility, which may include a proposal to transition to a new content management system to further enhance accessibility.
<b>Corporate Property</b>	
A customer raised concerns about accessibility at the London Road car park. They highlighted the lack of dropped kerbs or safe access routes to the footpath, requiring wheelchair users to navigate behind parked cars to reach their destination. The customer suggested removing one parking bay to install a drop kerb and improve access	Newark and Sherwood District Council acknowledges the accessibility issue raised and appreciates the feedback. In response, planned works will include the removal of one parking space, installation of cross hatching for disabled access, and the addition of a dropped kerb to improve wheelchair access. These improvements are expected to be completed within 8–10 weeks, pending coordination with other scheduled works.



Suggestion	Response
<p>A resident expressed concern about drivers, including taxis, leaving engines running while parked, particularly near Boots on Stodman Street. They noted this contributes to pollution and breaches anti-idling laws, and suggested enforcement action.</p>	<p>The Council acknowledges that unnecessary engine idling is an offence and has referred the matter to its enforcement and transport teams to consider awareness campaigns and targeted enforcement in key areas. However, the Council does not have powers to enforce pavement parking unless it occurs in marked bays or restricted areas; obstructive parking must be reported to the Police via 101.</p>
<p><b>Economic Growth</b></p>	
<p>As I am disabled and cannot walk far, I must go shopping to Retford as they have a mobility scooter hire service for blue badge holders. I would visit Newark more if this was available and am sure a lot of other people would too.</p>	<p>Thank you for taking the time to provide the suggestion for a mobility scooter hire service in Newark. It is not something currently planned for in our service areas, however, we will take your suggestion on board and consider it in line with any suitable future funding programmes.</p>
<p><b>Environmental Services</b></p>	
<p>A resident reported that the general waste bin in the centre of Fleming Drive Park frequently overflows with dog waste, likely due to its location near the park entrance. They suggested installing a dedicated dog waste bin with a lid next to the existing bin to reduce odour, improve hygiene, and prevent fly attraction.</p>	<p>The Council has acknowledged the issue and agreed to explore the installation of an additional lidded litter bin in the centre of the park to help manage waste more effectively</p>

## 7. Praise (Compliments)

Compliments help us understand what our customers value and highlight good practices. This includes compliments directed to the Council by customers regarding the quality of service provided by individual staff members or service teams. Occasionally, customers have submitted a compliment instead of a complaint. To prevent confusion, we have amended the wording to "Praise."

I want to extend a huge thank-you to your repairs team and the lady I spoke to this morning at 9am. I was in an absolute state regarding a problem with our waste and in a real panic. An emergency repair / assessment was promptly scheduled. Speaking to someone who genuinely wants to help and understands the stress caused by home issues made a world of difference. We have recently had a spate of repairs, and the service has been brilliant. It has been a straightforward process, and I am super grateful. Thankyou

Chart 13 (Praise Themes)

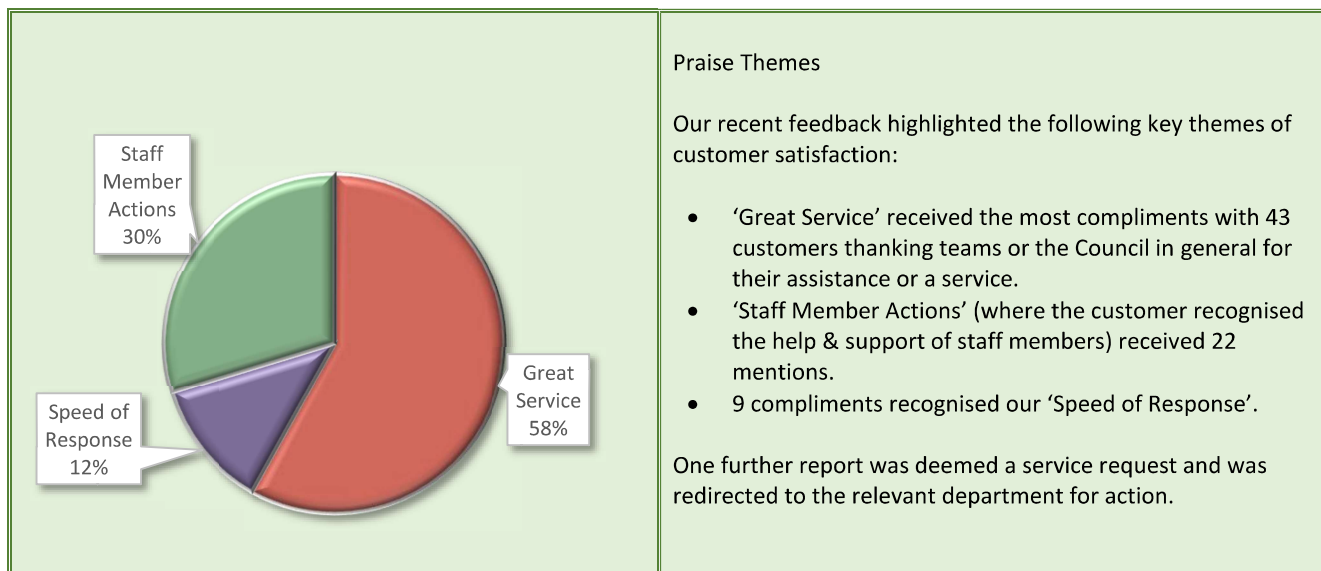
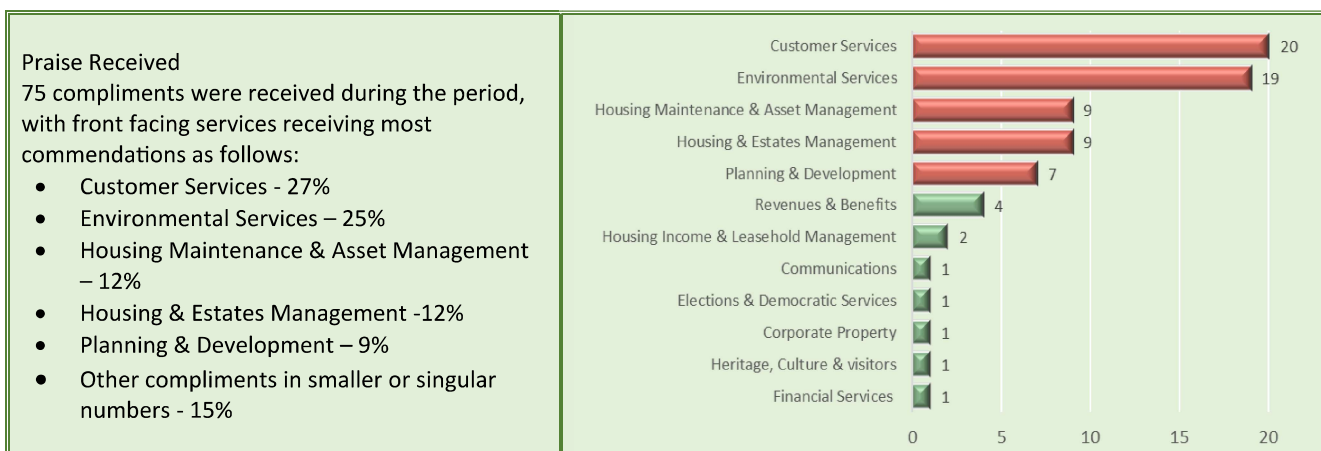


Chart 14 (praise by BU)



### Compliments Examples

Fig 3

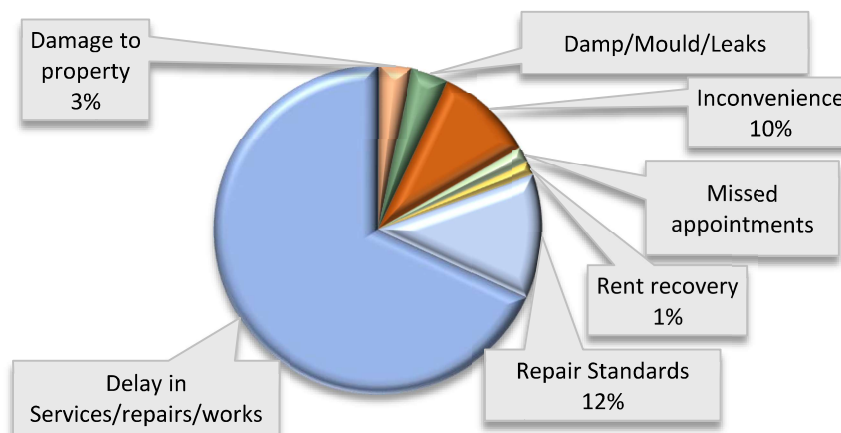


### 8. Putting it Right

Compensation serves as a remedy for any inconvenience or distress caused by service failures within the Council's social housing. Each claim will be evaluated individually. The compensation amount will reflect the level of inconvenience, disturbance, and distress experienced due to delays in resolving the issue, and the extent of the Council's responsibility. Additionally, the Council will consider whether the time taken to resolve the problem was excessive.

Sixty-seven claims were awarded compensation in the period 01 October 2024 – 31 March 2025 (Half 2 2024/25) amounting to a total of £16,353; representing a 167% increase from the £6,135 paid out during the same period in 2023/24. Chart 15 shows the percentage of the total awards in each category. Table 14 displays the costs awarded in each category in comparison to the same period in 2023/24.

Chart 15 - Categories



The highest single category is Delay in Services/Repairs/Works, increasing from £4,180 in half 2 2023/24 to £5,707 in the same period 2024/25. These figures reflect a broader and more responsive approach to addressing service-related issues, particularly in housing and maintenance.

Table 14 (Compensation by category)

Category	Half 2 2023/24	Half 2 2024/25
Damage to property	£200	£270
Damp/Mould/Leaks	£231	£3,810
Goodwill	-	£413
Inconvenience	£594	£2,664
Missed appointments	£100	-
Rent recovery	£81	£724
Repair Standards	£750	£1,043
Delay in Services/repairs/works	£4,180	£5,707
Standard of service (Contractor)		£2,098
<b>Total Compensation paid</b>	<b>£6,135</b>	<b>£16,728</b>