

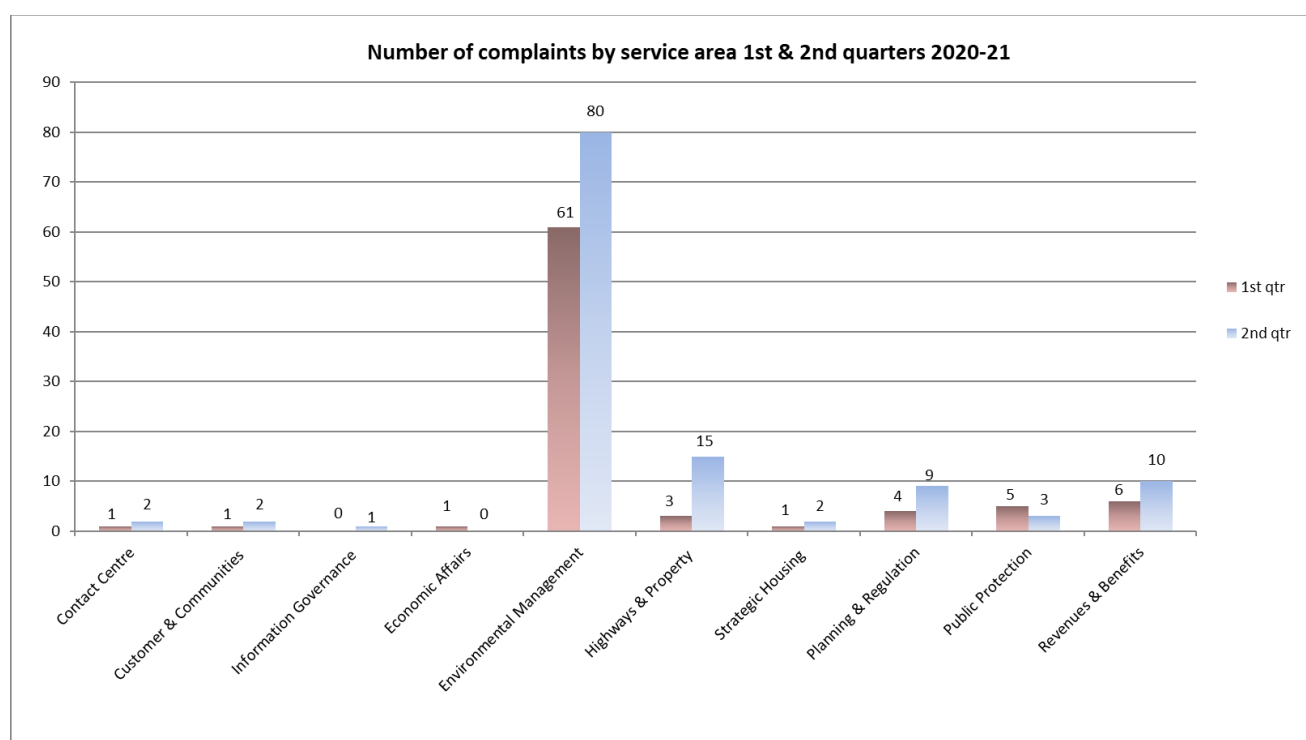
CORPORATE COMPLAINTS 1st & 2nd QUARTERS 2020/21

The Local Government & Social Care Ombudsman’s definition of a complaint is “*an expression of dissatisfaction about a Council service (whether that service is provided directly by the council or by a contractor or partner) that requires a response*”

The Council’s Corporate Complaints Policy consists of a three stage process, providing a point of appeal at stage three arranged by the Customer Feedback Team for complainants who remain dissatisfied with the outcome of their complaint to a service.

New complaints received

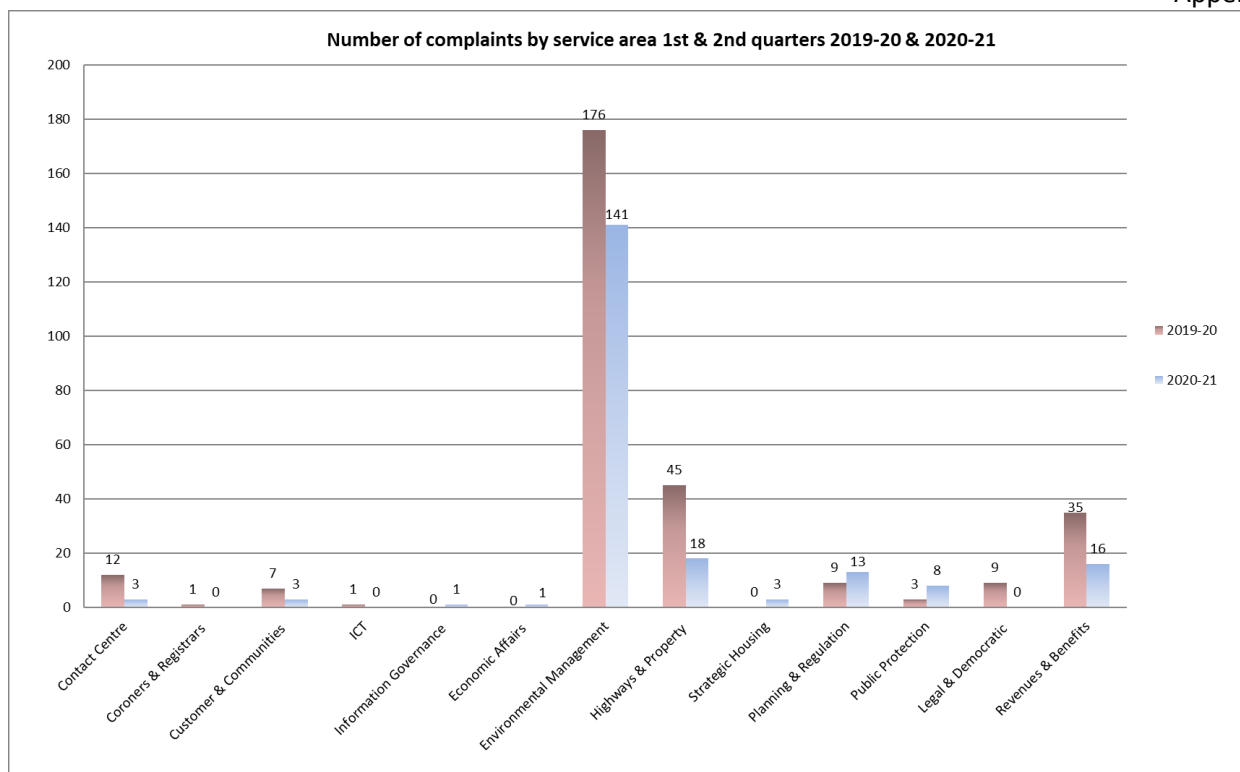
A total of 207 new complaints were received in the first half of 2020-21. As can be seen from the graph below, the number of complaints received by the majority of services increased during the second quarter. This follows the usual trend for the Council to receive the lowest number of complaints during the first quarter compared to any other time of the year. The number of complaints received during both quarters this year was considerably lower than usual.



Details of the complaints received in the reporting period are included later in the report.

Year on year comparison

The graph below compares the total number of complaints received in the first half of 2020-21 with the same period last year. As can be seen below, the number of complaints received by the majority of services during this reporting period reduced compared to the previous year. Of the overall number of complaints received during this reporting period, 26% were found to be not upheld.



Complaints by Directorate

Details of the nature of complaints received by each Directorate can be found in the following tables. The tables include details of all complaints that were either upheld or partially upheld together with the number of complaints that were found to be not upheld. A number of complaints are reported as being 'out of scope'. These are complaints where it was established that the subject of the complaint was the responsibility of another organisation e.g. Rochdale Boroughwide Housing or Riverside Housing and the complaints were referred on to be dealt with under the organisation's own complaints procedure.

AGILISYS

Service Area	Nature of complaint	1 st Qtr	2 nd Qtr
Contact Centre	Call handling	1	0
	Advice given / action taken by Advisor	0	1
	Call waiting times	0	1
	Not upheld	0	0
	Total	1	2

ECONOMY

Service Area	Nature of complaint	1 st Qtr	2 nd Qtr
Economic Affairs	Not upheld	1	0
	Total	1	0

Service Area	Nature of complaint	1 st Qtr	2 nd Qtr
Planning	Planning enforcement	2	1
	Lack of response to correspondence	0	1
	Not upheld	2	7
	Total	4	9

NEIGHBOURHOODS

Service Area	Nature of complaint	1 st Qtr	2 nd Qtr
Customers & Communities	Experience when visiting Dippy exhibition	0	1
	Not upheld	1	1
	Total	1	2

Service Area	Nature of complaint	1 st Qtr	2 nd Qtr
Environmental Management	Missed / continual missed bins	26	28
	Bins not returned to collection point	6	3
	Replacement caddy liners not left	5	5
	Grass / shrub maintenance	4	1
	Fly tipping / enforcement	2	5
	Actions/attitude of operative	2	8
	Side waste not removed	1	6
	Delay in removal of old bin	1	0
	Debris left after waste collection	1	1
	Bulky waste collection	1	1
	Damage to garden from tree cutting	1	0
	New bin request	1	2
	Neighbouring bins emptied into one bin	0	3
	Lack of response to service request	0	2
	Tree maintenance	0	2
	Spreading of ashes at crematorium	0	1
	Bin collection taking place before 7am	0	1
	Damage to bin	0	1
	Lack of maintenance of memorial bench	0	1
	Damage to items on grave	0	1
	Not upheld	9	6
	Out of scope of complaints policy	1	2
	Total	61	80

Service Area	Nature of complaint	1 st Qtr	2 nd Qtr
Highways & Property	Poor condition of pavement	1	0
	Issue caused by blocked gully	1	0
	Collapsed drain	0	1
	Disputed land ownership	0	1
	Installation of pedestrian refuge	0	1
	Delay in issue of resident's parking permit	0	1
	Issues caused by depression in road	0	1
	Quality of pothole repair	0	1
	Not upheld	1	3
	Out of scope of complaints policy	0	6
	Total	3	15

Service Area	Nature of complaint	1 st Qtr	2 nd Qtr
Information Governance	Delay in response to enquiry	0	1
	Not upheld	0	0
	Total	0	1

Service Area	Nature of complaint	1 st Qtr	2 nd Qtr
Strategic Housing	Work on derelict property	1	0
	Housing allocation policy	0	1
	Not upheld	0	1
	Total	1	2

PUBLIC HEALTH AND WELLBEING

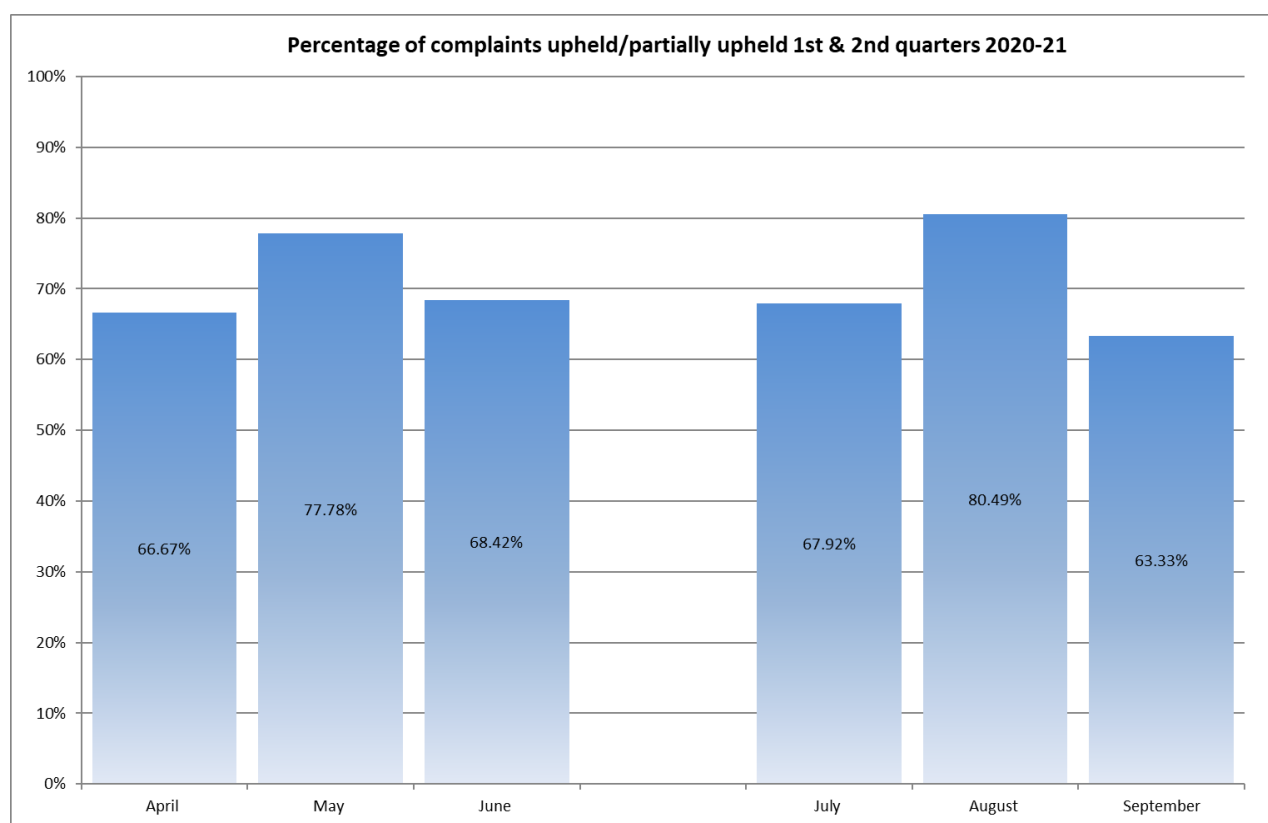
Service Area	Nature of complaint	1 st Qtr	2 nd Qtr
Public Protection	Service received from Pest Control	0	1
	Not upheld	5	2
	Total	5	3

RESOURCES

Service Area	Nature of complaint	1 st Qtr	2 nd Qtr
Revenues & Benefits	Blue badge application process	1	0
	Council Tax payment	0	1
	Liability for court costs	0	1
	Not upheld	4	8
	Out of scope of complaints policy	1	0
	Total	6	10

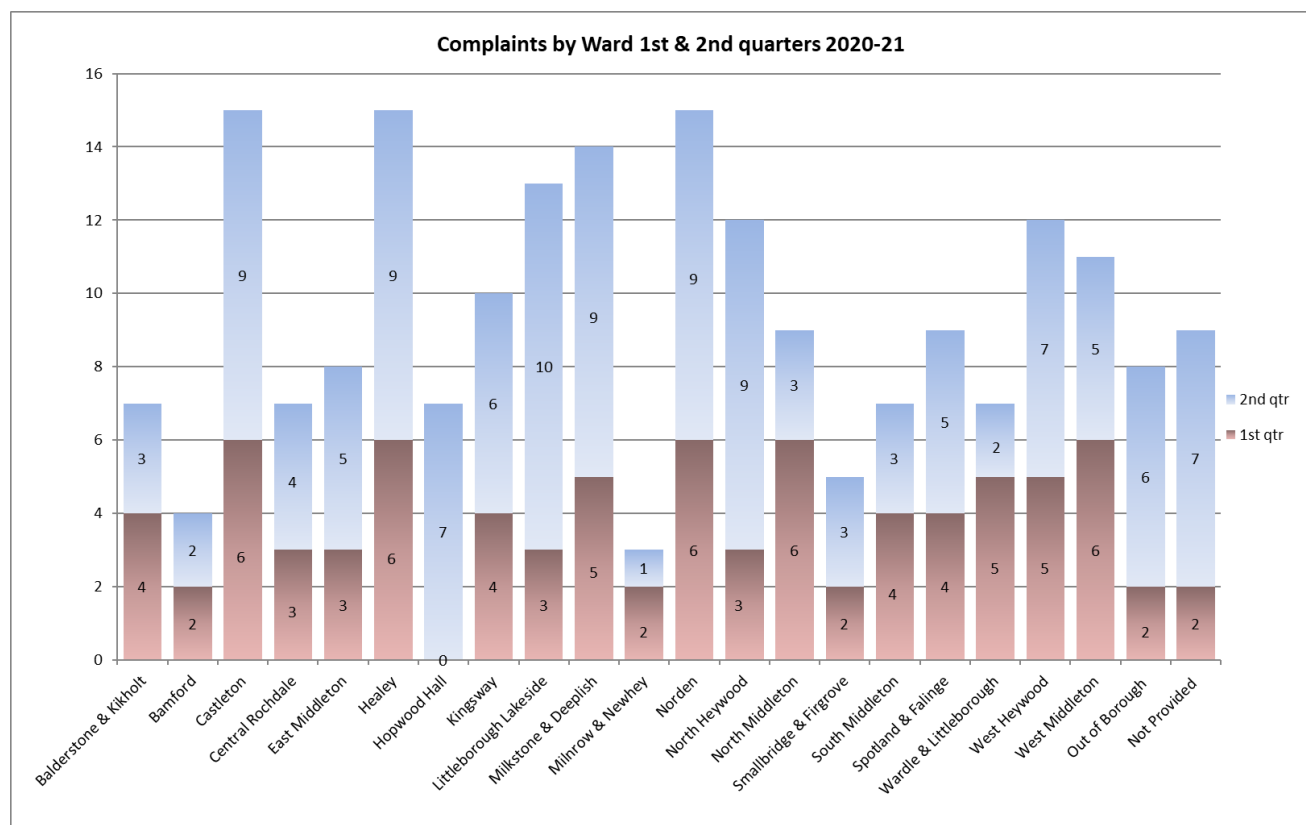
Complaint outcomes

The graph below shows the percentage of stage one complaints received that were either upheld or partially upheld during the first half of 2020-21. The overall percentage was similar for both quarters.



Complaints received by Ward

Numbers of complaints reported by Ward are dependent upon customers providing their address details. The graph below shows the numbers of complaints received by Ward during the first half of 2020-21. It also indicates where address details have not been provided or the complainant resides outside of the Borough. Details of complaints received are provided to Ward Councillors on a monthly basis.



As can be seen from the graph above, there were some fluctuations in the number of complaints received from residents in most wards over the two quarters. There was no evident reason for this as the complaints related to a number of different service areas and a variety of issues.

Service Requests

A large number of complaints received are in fact service requests. A service request is an initial request for service or report of a fault, for example a report of a missed bin, or a pot hole that needs to be repaired. Details are included below to evidence the very low numbers of service requests that subsequently lead to complaints. For example, the total number of complaints received by Environmental Management and Highways in the first half of this year was 141 and 18 respectively, however; the number of service requests dealt with by both services during the same period was significantly higher.

Highways

Service Area	Requests Q1	Requests Q2
Bridges and Structures	6	8
Highway Maintenance	501	607
Network Development	34	42
Network Management /Traffic/Road Safety	158	193
Parking Services (including School Crossings)	27	54
Total	726	904

Environmental Management

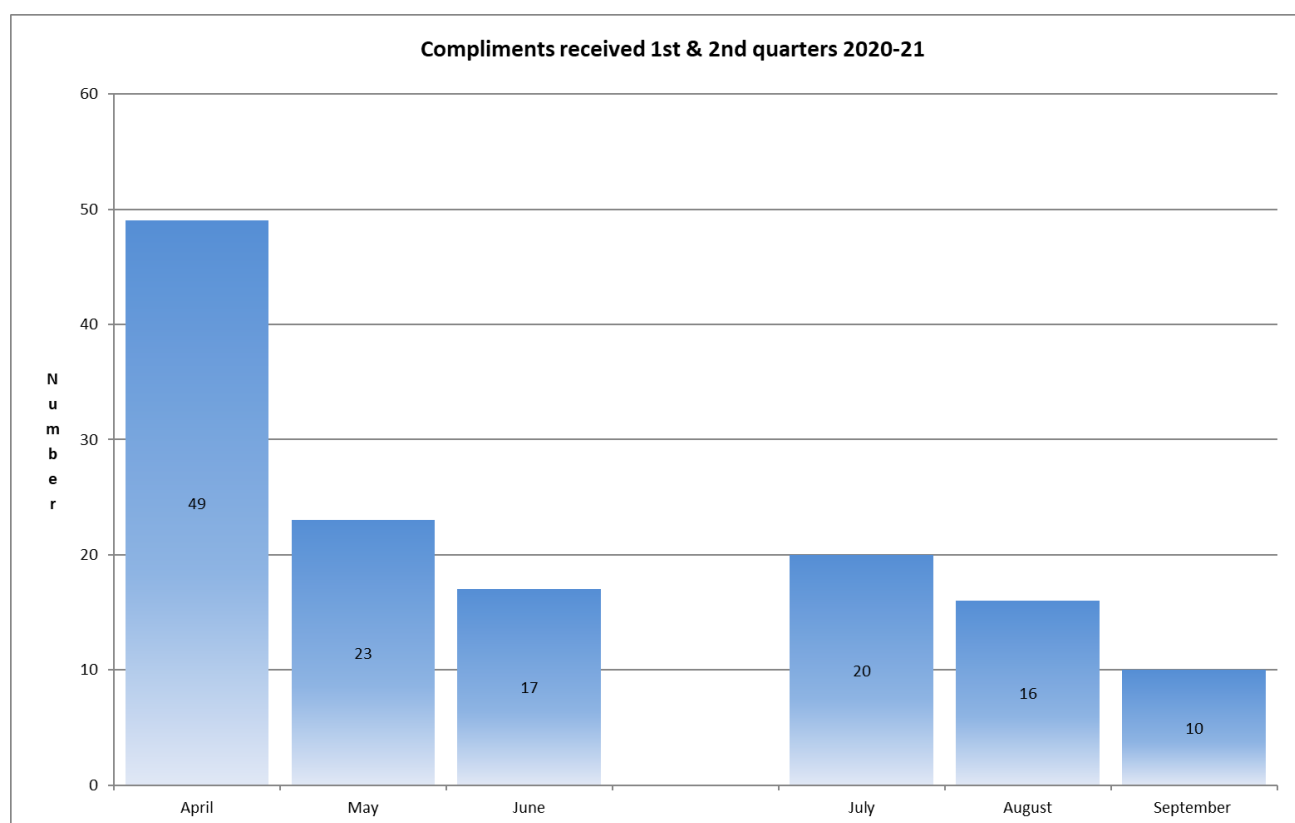
Service Area	Requests Q1	Requests Q2
New Wheelie bin request	2875	3004
Missed bin	750	852
Information/enquiry – street services	44	32
Fly tipping	2925	1647
Assisted collection	55	60
Remove bin	261	440
Information/enquiry – enforcement	41	78
Bulky collection	1752	1983
Tree maintenance	287	278
Dead animal	43	53
Dog fouling	44	50
Other service request – Waste Services	130	223
Untidy garden	165	285
Abandoned vehicle	0	0
Grass/shrub/hedge maintenance	99	216
Litter bin	60	53
Spillage on road	16	10
Graffiti	14	23
Sharps/drugs/paraphernalia	9	6
Trade waste	13	15
Fly posting	11	25
Ragwort/Knotweed	18	15
Travellers enquiry	3	2
Caddy liner request	18	9
Rights of Way	62	45
Total	9695	9404

Compliments

In addition to complaints, compliments are also received from customers and shared with the teams concerned. The resident is always thanked for taking the time to contact the Council with their comments.

The graph below shows the total number of compliments received during the first half of 2020-21.

A total of 135 compliments were recorded during the first and second quarters, a selection of which can be found below. 19 of the compliments received related to the overall Council response to the Covid 19 pandemic rather than individual services.



“I would just like to say thank-you to the refuse collection team who have carried on doing an outstanding job during this difficult time when other Councils have failed, your service is much appreciated by me and my neighbours.”

“I would like to thank Rochdale Council for carrying out their regular services during lockdown. The refuse collections have been great, with recycling as usual. The refuse collectors work really hard and I consider that we’re very lucky in the Rochdale area. During lockdown, workers have been busy, road sweepers, those keeping the grass mown neatly, those working on the roads filling in potholes. You have made our area neat and tidy so that we can take a pride in it. The gardeners made the most beautiful display of flowers in Jubilee Park, a tribute to our wonderful NHS. Thank you so much for all this amazing work during these difficult times. I really appreciate it and I’m sure lots of other people in the community do also.”

"I would like to say a big thank you to the guys at Bowlee nursery for delivering beautiful plants and hanging baskets, super service that brought a bit of sunshine to these difficult days. Thank you."

"Resident wished to express his thanks and appreciation for everything that Rochdale Council has done since the beginning of the pandemic. He said that the Council have done very well in helping all members of the Borough and should be thanked for everything that has been done from meal vouchers to the council tax support. He is very grateful and thinks the Council has gone above and beyond to help those in need."

"I have nothing but praise for Rochdale Council. I have occasion to phone numerous times lately and all my queries were answered, everyone was polite and friendly. What a pleasure! Thank you."

"I would just like to express my appreciation to the Business Team at Rochdale for their prompt and helpful communications about the grant for my small business. There is no need to reply to this but please pass on my thanks to them - it makes a very pleasant change to find a Local Authority acting in such a helpful and professional manner."

"I just want to say how helpful the lady in Rochdale Planning was on the phone today - even with working from home and suffering connectivity issues she was absolutely lovely and demonstrated that Covid working from home you can still provide excellent friendly service. Well done! I don't imagine people often praise Planning but I can say she was willing to help us at short notice and we really, really appreciated it. Thanks."

"Just a quick note to day thank you to all the Council workers helping to keep everyone safe in these trying times. Well done for the very clear information and advice on your website. Thank you and stay safe everyone."

Customer satisfaction with the process

The Customer Feedback Team monitors complaints received and recorded across the Council to ensure compliance with complaint policy timescales and consistency in implementation of the process.

During the first half of 2020-21, a total of 207 new complaints were received, and of these only 10 escalated to the next stage in the complaints process, indicating that the majority of customers were satisfied with the response and action taken by the service concerned at the lowest level.