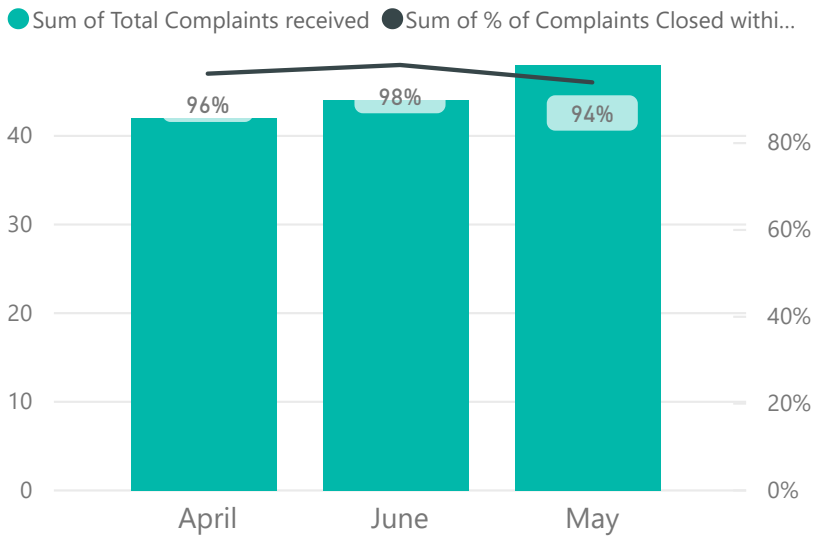


Complaints & Compliments Performance Quarter One 2020/21

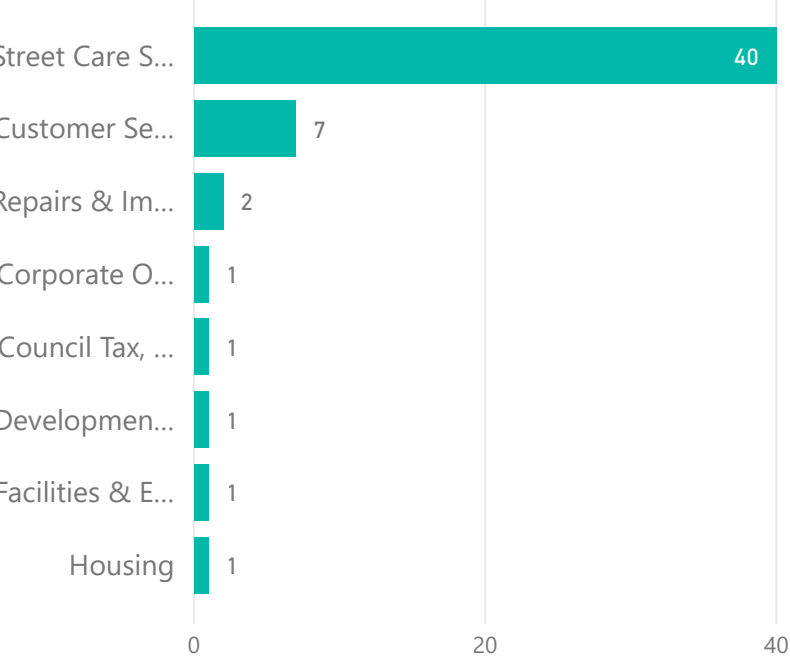
Complaints By Service Q1 2020/21

Service Area	Value
Benefits	1
Chief Executive	1
Corporate Operations	1
Council Tax, Recovery & Enforcement, Rents	4
Development Management & Implementation	7
Environmental Health, Licensing & Neighbourhoods	2
Facilities & Estates	1
Housing	10
Legal, Democratic & Elections	1
Repairs & Improvements	6
Spatial & Economic Growth	1
Street Care Services	99
Total	134

Complaints By Month 2020/21



Compliments By Service Q1 2020/21



Complaints By Service Q1 2019/20

Service	Value
Street Care Services	99
Development Management & Implementation	17
Repairs & Improvements	16
Venues & Facilities	8
Housing	7
Building Control	1
Environmental Health, Licensing & Neighbourhoods	1
ICT	1
Legal, Democratic & Elections	1
Total	151

Commentary/Implications

- Total complaints for Q1 SKDC declined to - 11% from 151 in 19/20 to 134 in 20/21
- Of the 134 complaints received the highest volume is from Street Care service at 74% of the total complaints
- This service has the highest frequency of transactions through customer services with 22% of total customer contacts
- This is the same volume of Street Care complaints received for Q1 last year.
- The level of compliments received for Street Care are the highest with 74% of total compliments for Q1 of all compliments received (40 out of 54 received). Reflective of the positive response over the lockdown.

Repeat complaint feedback to be now be reviewed to establish recommendations for process improvement, modernisation

As part of the next phase (post lockdown) we are reviewing the process of developing a new complaints system solution more detail feedback and applied learnings