

Complaints & Compliments Performance Quarter 2 2020/21

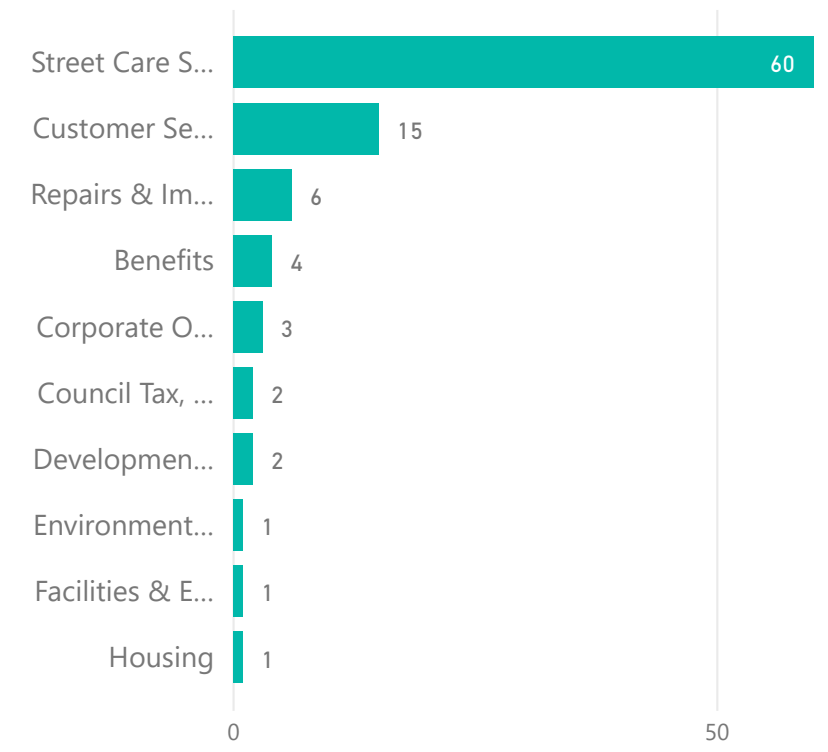
Complaints By Service April-September 20/21

Service Area	Value
Benefits	2
Chief Executive	1
Corporate Operations	2
Council Tax, Recovery & Enforcement, Rents	5
Development Management & Implementation	13
Environmental Health, Licensing & Neighbourhoods	6
Facilities & Estates	1
Finance, Accountancy & Risk	1
Housing	30
HR	1
Legal, Democratic & Elections	3
Repairs & Improvements	12
Spatial & Economic Growth	1
Street Care Services	197
Total	275

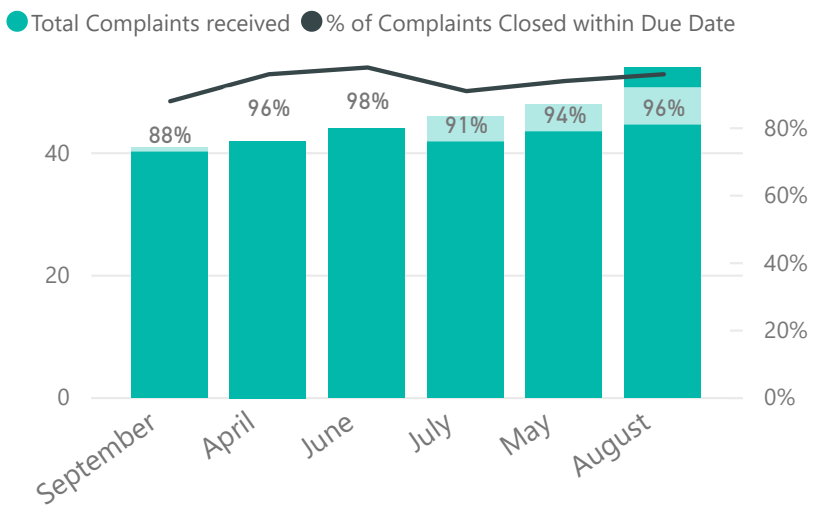
Complaints By Service April-September 19/20

Service	Complaints
Benefits	2
Building Control	1
Council Tax, Recovery & Enforcement, Rents	2
Customer Services	1
Development Management & Implementation	26
Environmental Health, Licensing & Neighbourhoods	1
Housing	21
ICT	1
Legal, Democratic & Elections	2
Repairs & Improvements	21
Reputation & Comms	2
Street Care Services	166
Venues & Facilities	10
Total	256

Compliments By Service April-September 2020/21



Complaints By Month 2020/21



Comments & Implications

Total complaints for Q2 increased 7% from 256 in 19/20 to 275 in 20/21. Of the 275 complaints received the highest volume is from Street Care service at 72% of the total complaints (197 complaints). This service has the highest frequency of transactions through customer service. This volume seems high at first, until you consider the amount of interactions customers have with SKDC for this service. Complaints for Street Care services have increased by 6% compared to Q2 last year.

Street Care services also continues to receive the highest level of compliments with 63% of the compliments for Q2. 60 out of 95.

The complaints monitoring process is under review with the aim to provide more comprehensive feedback data on themes to highlight areas for improvements. The complaints data shown here includes figures for simple calls for service, and omits data relating to stages 2 and 3 of the complaints process. This is being reviewed for future performance reporting.