

Scrutiny & Audit Committee – Appendix 1

Vibrant Communities

Service	Status	Lessons Learned
CU - Planning and Communities (CU - Planning and Communities)	Partially upheld	None
CU - Planning and Communities (CU - Planning and Communities)	Upheld	Failed to respond to enquiry within published service standard timescales. Failure in part due to staff vacancies, but a review of monitoring and reporting arrangements will be undertaken to reduce potential for excessive delay in the future.
CU - Planning and Communities (CU - Planning and Communities)	Partially upheld	Council failed to meet published service standards and apology offered. Failure to meet service standard due to staff vacancies and inability to recruit replacement officers. Substance of complaint regarding decision made by officers not upheld.
CU - Planning and Communities (CU - Planning and Communities)	Upheld	Service improvement required
CU - Planning and Communities (CU - Planning and Communities)	Not upheld	Resolved
CU - Planning - Confidential (CU - Planning - Confidential)	Not upheld	Council not at fault so no Lessons Learnt
Contact Us - Building Standards (Contact Us - Building Standards)	Not upheld	Council not at fault so no Lessons Learnt, Misunderstanding of Council policies
Contact Us - Parks (Contact Us - Parks)	Resolved - Stage 1	Resolved - Stage 1
Contact Us - Parks (Contact Us - Parks)	Not upheld	Council not at fault so no Lessons Learnt
Contact Us - Parks (Contact Us - Parks)	Upheld	Service improvement required.
Contact Us - Parks (Contact Us - Parks)	Partially upheld	Communication failure
Contact Us - Parks (Contact Us - Parks)	Not upheld	Council not at fault so no Lessons Learnt
CU - Vibrant Communities - Parks (CU - Vibrant Communities - Parks)	Not upheld	Council not at fault so no Lessons Learnt
Contact Us - Parks (Contact Us - Parks)	Not upheld	Council not at fault so no Lessons Learnt
CU - Housing - Stage 2 Investigations (CU - Housing - Stage 2 Investigations)	Not upheld	Council not at fault so no Lessons Learnt
CU - Housing - Stage 1 - Forfar, Kirrie Locality (CU - Housing - Stage 1 - Forfar, Kirrie Locality)	Upheld	Service improvement required, Failing to meet customer expectations, Communication failure
CU - Housing - Stage 1 - Forfar, Kirrie Locality (CU - Housing - Stage 1 - Forfar, Kirrie Locality)	Not upheld	Failing to meet customer expectations
CU - Housing - Stage 1 - Forfar, Kirrie Locality (CU - Housing - Stage 1 - Forfar, Kirrie Locality)	Not upheld	Council not at fault so no Lessons Learnt
CU - Housing - Stage 1 - Forfar, Kirrie Locality (CU - Housing - Stage 1 - Forfar, Kirrie Locality)	Partially upheld	Failing to meet customer expectations, Unacceptable standard of property maintenance/upgrade

Vibrant Communities (Continued)

Service	Status	Lessons Learned
CU - Housing - Stage 1 - Non-Locality (CU - Housing - Stage 1 - Non-Locality)	Upheld	Communication failure.
CU - Housing - Stage 1 - Brechin, Montrose Locality (CU - Housing - Stage 1 - Brechin, Montrose Locality)	Partially upheld	Communication failure
CU - Housing - Stage 1 - Brechin, Montrose Locality (CU - Housing - Stage 1 - Brechin, Montrose Locality)	Not upheld	Failing to meet customer expectations
CU - Housing - Stage 1 - Arb, Carn, Monifieth Locality (CU - Housing - Stage 1 - Arb, Carn, Monifieth Locality)	Not upheld	Communication failure.
CU - Housing - Stage 1 - Arb, Carn, Monifieth Locality (CU - Housing - Stage 1 - Arb, Carn, Monifieth Locality)	Upheld	Communication failure, Contactor exceeded the scope of Works issued
CU - Housing - Stage 1 - Arb, Carn, Monifieth Locality (CU - Housing - Stage 1 - Arb, Carn, Monifieth Locality)	Not upheld	Failing to meet customer expectations, matter not resolved as quickly as customer would like.
CU - Housing - Stage 1 - Arb, Carn, Monifieth Locality (CU - Housing - Stage 1 - Arb, Carn, Monifieth Locality)	Upheld	Failure to provide a service
CU - Housing - Stage 1 - Arb, Carn, Monifieth Locality (CU - Housing - Stage 1 - Arb, Carn, Monifieth Locality)	Partially upheld	Service improvement required
CU - Housing - Stage 1 - Arb, Carn, Monifieth Locality (CU - Housing - Stage 1 - Arb, Carn, Monifieth Locality)	Partially upheld	Communication failure
CU - Housing - Stage 1 - Arb, Carn, Monifieth Locality (CU - Housing - Stage 1 - Arb, Carn, Monifieth Locality)	Upheld	Unacceptable standard of property maintenance / upgrade. Defects not completed timeously by new build contractor
CU - Housing Confidential (CU - Housing Confidential)	Partially upheld	Communication failure

Infrastructure & Environment

Service	Status	Lessons Learned
Contact Us - Waste (Contact Us - Waste)	Resolved - Stage 1	Resolved - Stage 1
Contact Us - Waste (Contact Us - Waste)	Partially upheld	Service improvement required.
Contact Us - Waste (Contact Us - Waste)	Upheld	Service improvement required. To ensure response received in future
Contact Us - Waste (Contact Us - Waste)	Not upheld	Council not at fault so no Lessons Learnt
Contact Us - Waste (Contact Us - Waste)	Not upheld	Council not at fault so no Lessons Learnt

Infrastructure & Environment (Continued)

Service	Status	Lessons Learned
Contact Us - Waste (Contact Us - Waste)	Upheld	Resolved.
Contact Us - Waste (Contact Us - Waste)	Upheld	Communication failure

Contact Us - Waste (Contact Us - Waste)	Upheld	Failure to provide a service Request did not feed through from Dash to Flare - referred to IT for investigation to try and prevent happening again.
Contact Us - Waste (Contact Us - Waste)	Upheld	Service improvement required, failing to meet customer expectations, Lack of support provided to the customer, Repeat Complaint
Contact Us - Waste (Contact Us - Waste)	Upheld	Failing to meet customer expectations, Lack of support provided to the customer, Failure to provide a service, Resolved
Contact Us - Waste (Contact Us - Waste)	Upheld	Service improvement required
Contact Us - Waste (Contact Us - Waste)	Partially upheld	Resolved
Contact Us - Waste (Contact Us - Waste)	Not upheld	Resolved
Contact Us - Assets (Contact Us - Assets)	Upheld	Communication failure
Contact Us - Community Enforcement (Contact Us - Community Enforcement)	Resolved - Stage 1	Resolved - Stage 1
Contact Us - Community Enforcement (Contact Us - Community Enforcement)	Not upheld	Council not at fault so no Lessons Learnt
Contact Us - Community Enforcement (Contact Us - Community Enforcement)	Not upheld	Council not at fault so no Lessons Learnt
Contact Us - Roads and Transportation (Contact Us - Roads and Transportation)	Upheld	Communication failure
Contact Us - ECP - Environmental Protection (Contact Us - ECP - Environmental Protection)	Not upheld	Council not at fault so no Lessons Learnt

Legal & Democratic

Service	Status	Lessons Learned
Contact Us – Legal Democratic – Licensing (Contact Us – Legal Democratic – Licensing)	Not upheld	Council not at fault so no Lessons Learnt
Contact Us – Legal Democratic – Licensing (Contact Us – Legal Democratic – Licensing)	Not upheld	Council not at fault so no Lessons Learnt
Contact Us – Legal Democratic – Licensing (Contact Us – Legal Democratic – Licensing)	Not upheld	None

HR, Digital Enablement & Business Support

Service	Status	Lessons Learned
Contact Us - Accessline (Contact Us - Accessline)	Not upheld	Failing to meet customer expectations
Contact Us - Accessline (Contact Us - Accessline)	Not upheld	Council not at fault so no Lessons Learnt
Contact Us - Accessline (Contact Us - Accessline)	Not upheld	No address or information provided

Contact Us - Accessline (Contact Us - Accessline)	Not upheld	Failing to meet customer expectations
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Education & Lifelong Learning

Service	Status	Lessons Learned
Contact Us – Children Learning Support (Contact Us – Children Learning Support)	Upheld	Service improvement required.
Contact Us – Children Learning Support (Contact Us – Children Learning Support)	Upheld	Service improvement required
Contact Us – Children Learning Support	Not upheld	Failing to meet customer expectations
CU - S and L - ASN (CU - S and L - ASN)	Partially upheld	Service improvement required
CU - Schools and Learning (CU - Schools and Learning)	Not upheld	Council not at fault so no Lessons Learnt. Measures put in place to keep young people safe where appropriate
CU - Schools and Learning (CU - Schools and Learning)	Partially upheld	Misunderstanding of Council policies

Angus Health & Social Care Partnership

Service	Status	Lessons Learned
CU - AHSCP- Care Homes and Accommodation (CU - AHSCP - Care Homes and Accommodation)	Not upheld	Communication failure
CU - AHSCP - Legal Advice Confidential (CU - AHSCP - Legal Advice Confidential)	Not upheld	Council not at fault so no Lessons Learnt
CU - AHSCP - Older People and OT (CU - AHSCP - Older People and OT)	Not upheld	Failing to meet customer expectations

Children, Families & Justice

***Note these figures may under-represent the number of complaints for this quarter**

Service	Status	Lessons Learned
CU - CFJ Triage (CU - CFJ Triage)	Partially upheld	To ensure all paperwork is up-to-date on a regular basis to ensure errors such as this are not made in the future.