

Scrutiny & Audit Committee – Appendix 1

Vibrant Communities

	Service	Status	Lessons Learned
1.	Housing – Arbroath/Carnoustie/Monifieth	Partially Upheld	Failed to meet customer expectations
2.	Housing – Arbroath/Carnoustie/Monifieth	Partially Upheld	Service improvement required
3.	Housing – Arbroath/Carnoustie/Monifieth	Partially Upheld	Communication failure
4.	Housing – Arbroath/Carnoustie/Monifieth	Partially Upheld	Communication failure
5.	Housing – Arbroath/Carnoustie/Monifieth	Partially Upheld	Communication Failure
6.	Housing – Arbroath/Carnoustie/Monifieth	Partially Upheld	Failed to meet customer expectations
7.	Housing – Community	Not a corporate complaint	
8.	Housing – Arbroath/Carnoustie/Monifieth	Partially Upheld	Communication failure
9.	Housing – Arbroath/Carnoustie/Monifieth	Partially Upheld	Failed to meet customer expectations
10.	Housing – Arbroath/Carnoustie/Monifieth	Partially Upheld	Communication failure
11.	Housing – Community	Partially Upheld	Delay in responding to enquiries and request
12.	Housing – Brechin/Montrose	Partially Upheld	Delay in responding to enquiries and request
13.	Housing – Brechin/Montrose	Partially Upheld	Delay in responding to enquiries and request
14.	Housing – Brechin/Montrose	Partially Upheld	Delay in responding to enquiries and request
15.	Housing – Brechin/Montrose	Partially Upheld	Delay in responding to enquiries and request
16.	Housing – Brechin/Montrose	Partially Upheld	Delay in responding to enquiries and request
17.	Housing – Brechin/Montrose	Not Upheld	Dissatisfaction with council policy
18.	Housing – Forfar/Kirriemuir	Not Upheld	Delay in responding to enquiries and request
19.	Housing – Brechin/Montrose	Partially Upheld	Delay in responding to enquiries and request
20.	Housing – Brechin/Montrose	Not Upheld	Repeat complaint
21.	Housing – Brechin/Montrose	Partially Upheld	Communication failure
22.	Housing – Brechin/Montrose	Service Request/Comment	Delay in responding to enquiries and request
23.	Housing – Brechin/Montrose	Partially Upheld	Delay in responding to enquiries and request
24.	Housing – Brechin/Montrose	Not Upheld	Service request/comment
25.	Housing – Forfar	Not Upheld	Disagreement with a decision where a customer cannot use another procedure
26.	Housing – Forfar/Kirriemuir	Not Upheld	Inadequate standard
27.	Housing – Forfar/Kirriemuir	Upheld	Inadequate standard
28.	Housing – Forfar/Kirriemuir	Partially Upheld	Delay in responding to enquiries and request
29.	Housing – Forfar/Kirriemuir	Partially Upheld	Delay in responding to enquiries and request
30.	Housing – Forfar/Kirriemuir	Not Upheld	Failure to meet customer expectations
31.	Housing – Forfar/Kirriemuir	Partially Upheld	Failure to meet customer expectations
32.	Housing – Forfar/Kirriemuir	Upheld	Failure to meet customer expectations
33.	Housing	Partially Upheld	Communication failure
34.	Housing	Not Upheld	Disagreement with a decision where a customer cannot use another procedure
35.	Housing – Brechin/Montrose	Not Upheld	Communication failure
36.	Planning	Not Upheld	Dissatisfaction with council policy

Infrastructure & Environment

	Service	Status	Lessons Learned
37.	Assets	Not Upheld	Delay in responding to enquiries and request
38.	Parks	Upheld	Failed to meet Customer Expectations
39.	Roads	Upheld	Delay in responding to enquiries and request
40.	Roads	Upheld	Delay in responding to enquiries and request
41.	Roads	Upheld	Delay in responding to enquiries and request
42.	Roads	Not Upheld	Delay in responding to enquiries and request
43.	Roads	Repeat Complaint	Delay in responding to enquiries and request
44.	Roads	Resolved	Delay in responding to enquiries and request
45.	Roads	Resolved	Delay in responding to enquiries and request
46.	Roads	Resolved	Delay in responding to enquiries and request

47.	Roads	Not Upheld	Misunderstanding of Council Policies
48.	Waste	Resolved	Communication Failure
49.	Waste	Not Upheld	Dissatisfaction with Council Policy
50.	Waste	Not Upheld	Dissatisfaction with Council Policy
51.	Waste	Resolved	Delay in responding to enquiries and request
52.	Waste	Upheld	Failure to provide service
53.	Waste	Not Upheld	Dissatisfaction with council policy
54.	Waste	Resolved	Failed to meet customer expectations
55.	Waste	Resolved	Delay in responding to enquiries and request
56.	Waste	Resolved	Failure to provide service
57.	Waste	Upheld	Treatment or attitude of staff member
58.	Waste	Not Upheld	No address or information provided
59.	Waste	Upheld	Inadequate Standard
60.	Waste	Upheld	Inadequate Standard
61.	Assets	Not Upheld	Legal Requirement

Legal & Democratic

	Service	Status	Lessons Learned
62.	Licensing	Partially Upheld	Service Improvement required

Children, Families & Justice

	Service	Status	Lessons Learned
63.	Arbroath Locality Team	Partially Upheld	Communication Failure
64.	Arbroath Locality Team	Not Upheld	Communication Failure
65.	Arbroath Locality Team	Not Upheld	Communication Failure
66.	Forfar/Kirriemuir Locality Team	Partially Upheld	Communication Failure
67.	Arbroath Locality Team	Upheld	Communication Failure
68.	Investigations Team	Not Upheld	Not Corporate Complaint
69.	Justice	Partially Upheld	Communication Failure
70.	Arbroath Locality Team	Partially Upheld	Communication Failure
71.	Child Protection & Review	Partially Upheld	Communication Failure
72.	Arbroath Locality Team	Partially Upheld	Communication Failure

Angus Health & Social Care Partnership

	Service	Status	Lessons Learned
73.	Care at Home	Partially Upheld	Communication Failure
74.	Care Homes & Accommodation	Partially Upheld	Failed to meet Customer Expectations

Schools & Learning

	Service	Status	Lessons Learned
75.	Schools & Learning	Partially Upheld	Failed to meet Customer expectations
76.	Schools	Not Upheld	Council not at Fault
77.	Early Years	Partially Upheld	Service Improvement Required

Finance

	Service	Status	Lessons Learned
78.	Revenue & Benefits	Upheld	Failed to meet Customer Expectations