

Scrutiny & Audit Committee – Appendix 2

1 July – 30 September 2023

Vibrant Communities

	Status	Outcome/Actions	
1	Housing – Forfar/Kirriemuir	Partially upheld	Failing to meet customer expectations, communication failure
2	Housing – Forfar/Kirriemuir	Partially upheld	Failing to meet customer expectations. Communication failure
3	Housing – Forfar/Kirriemuir	Upheld	Failing to meet customer expectations. Unacceptable standard of property maintenance/upgrade
4	Housing – Forfar/Kirriemuir	Upheld	Communication failure
5	Housing – Forfar/Kirriemuir	Not upheld	Misunderstanding of Council policies
6	Housing – Forfar/Kirriemuir	Upheld	Service improvement required
7	Housing – Forfar/Kirriemuir	Not upheld	Misunderstanding of Council policies
8	Housing – Forfar/Kirriemuir	Upheld	Delay in responding
9	Housing – Forfar/Kirriemuir	Not upheld	Resolved
10	Housing – Forfar/Kirriemuir	Upheld	Delay in responding
11	Housing – Brechin/Montrose	Upheld	Unacceptable standard of property maintenance/upgrade due to circumstances out with our control
12	Housing – Brechin/Montrose	Not upheld	Failing to meet customer expectations, however this is due to policy rather than staff or service.
13	Housing – Brechin/Montrose	Upheld	Treatment or attitude of a member of staff
14	Housing – Brechin/Montrose	Partially upheld	Unacceptable standard of property maintenance/upgrade
15	Housing – Brechin/Montrose	Not upheld	Failing to meet customer expectations
16	Housing – Brechin/Montrose	Upheld	Communication failure
17	Housing – Brechin/Montrose	Not upheld	Council not at fault so no lessons learnt
18	Housing – Brechin/Montrose	Partially upheld	Communication failure
19	Housing – Brechin/Montrose	Not upheld	Council not at fault so no lessons learnt

20	Housing – Brechin/Montrose	Upheld	Failing to meet customer expectations
21	Housing – Brechin/Montrose	Not upheld	Failing to meet customer expectations
22	Housing – Brechin/Montrose	Upheld	Delay in responding
23	Housing – Brechin/Montrose	Not upheld	Resolved
24	Housing – Brechin/Montrose	Not upheld	Misunderstanding of Council Policies
25	Housing – Arbroath, Carnoustie, Monifieth	Partially upheld	Communication failure
26	Housing – Arbroath, Carnoustie, Monifieth	Partially upheld	Service Improvement required. Communication failure
27	Housing – Arbroath, Carnoustie, Monifieth	Partially upheld	Communication failure
28	Housing – Arbroath, Carnoustie, Monifieth	Not upheld	Council not at fault so no lessons learnt
29	Housing – Arbroath, Carnoustie, Monifieth	Upheld	Communication failure. Lack of support provided to the customer
30	Housing – Arbroath, Carnoustie, Monifieth	Upheld	Failing to meet customer expectations. Communication failure
31	Housing – Arbroath, Carnoustie, Monifieth	Partially upheld	Misunderstanding of Council Policies
32	Housing – Arbroath, Carnoustie, Monifieth	Upheld	Delay in responding
33	Housing – Non-Locality	Partially upheld	Failing to meet customer expectations
34	Housing	Upheld	Unacceptable standard of property
35	Housing – Forfar/Kirriemuir	Not upheld	Misunderstanding of Council Policies
36	Planning	Partially upheld	Failing to meet customer expectations.
37	Planning	Not upheld	Council not at fault so no lessons learnt
38	Planning	Upheld	Communication Failure
39	Housing – Montrose/Brechin	Partially upheld	Communication Failure
40	Planning and Communities	Upheld	Communication Failure
41	Planning and Communities	Upheld	Communication Failure

Infrastructure & Environment

42	Waste	Not upheld	Council not at fault so no lessons learnt
43	Waste	Not upheld	Resolved
44	Waste	Upheld	Service improvement required
45	Waste	Partially upheld	Failing to meet customer expectations. Communication failure, Treatment or attitude of a member of staff
46	Waste	Upheld	Service improvement required
47	Waste	Partially upheld	Failing to meet customer expectations. Communication failure, Treatment or attitude of a member of staff
48	Waste	Not upheld	Council not at fault so no lessons learnt
49	Roads	Not upheld	Council not at fault so no lessons learnt
50	Waste	Not upheld	Misunderstanding of Council policies
51	Waste	Not upheld	Resolved
52	Roads	Not upheld	Council not at fault so no lessons learnt
53	Waste	Upheld	Resolved
54	Roads	Not upheld	Council not at fault so no lessons learnt. Failing to meet customer expectations
55	Roads	Partially Upheld	Failing to meet customer expectations
56	Waste	Upheld	Failure to provide a service
57	Waste	Upheld	Resolved
58	Parks	Upheld	Unacceptable standard of property maintenance/upgrade
59	Roads	Upheld	Failing to meet customer expectations
60	Roads	Partially upheld	Misunderstanding of Council policies
61	Parks	Partially upheld	Failing to meet customer expectations
62	Parks	Upheld	Unacceptable standard of property maintenance/upgrades
63	Waste	Not upheld	Misunderstanding of Council policies
64	Roads	Upheld	Communication failure
65	Waste	Partially upheld	Resolved

66	Assets	Upheld	Unacceptable standard of property maintenance/upgrade
67	Waste	Not upheld	Resolved
68	Roads	Not upheld	Delay in responding
69	Roads	Upheld	Delay in responding

Legal & Democratic

70	Licensing	Not upheld	Council not at fault so no lessons learnt
71	Licensing	Partially upheld	Miscommunication of procedures

Children, Families & Justice

72	Arbroath Locality	Partially upheld	Service Improvement required
73	Arbroath/Carnoustie Locality	Not upheld	Misunderstanding of Council policies
74	Arbroath Locality	Upheld	Service Improvement required
75	Arbroath Locality	Partially upheld	Service Improvement required
76	Forfar/Kirriemuir Locality	Not Upheld	Council not at fault so no lessons learnt
77	Arbroath Locality	Not Upheld	Miscommunication of procedures
78	Forfar/Kirriemuir Locality	Partially upheld	Unhappy with service meeting to be arranged to improve communication

Angus Health & Social Care Partnership

79	AHSCP- Mental Health	Partially upheld	Communication failure
80	AHSCP – Older People and OT	Not upheld	No change/no findings
81	AHSCP – Older People and OT	Not upheld	Misunderstanding of AHSCP policies

Schools and Learning

82	Schools and Learning	Not upheld	Resolved
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83	Schools and Learning	Not upheld	Council not at fault so no lessons learnt
84	Schools and Learning – ASN 17 July	Not upheld	Resolved
85	Schools and Learning – ASN 17 July	Not upheld	Resolved

Finance

86	Revs & Benefits	Not upheld	Council not at fault so no lessons learnt
87	Revs & Benefits	Not upheld	Council not at fault so no lessons learnt
88	Revs & Benefits	Not upheld	Resolved
89	Revs & Benefits	Not upheld	Council not at fault so no lessons learnt

HR, Digital enablement, IT & Business Support

90	Blue Badge Administration	Not upheld	Council not at fault so no lessons learnt
91	Accessline	Not upheld	Resolved
92	Accessline	Not upheld	Failing to meet customer expectations

Payroll

93	Payroll	Upheld	Failed to meet customer expectations
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ECP – Environmental Protection

94	Environmental Protection	No upheld	No response from customer
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Scrutiny & Audit Committee – Appendix 2

1 October – 31 December 2023

Vibrant Communities

	Outcome	Actions/learning	
1	Housing – Forfar/Kirriemuir	Upheld	Repeat complaint
2	Housing – Forfar/Kirriemuir	Upheld	Service Improvement required
3	Housing – Forfar/Kirriemuir	Upheld	Apology Offered
4	Housing – Brechin/Montrose	Not upheld	Housing – Brechin/Montrose 6 Oct
5	Housing – Brechin Montrose	Partially Upheld	Delay in responding
6	Housing – Brechin/Montrose	Upheld	Treatment or attitude of a member of staff
7	Housing – Brechin/Montrose	Upheld	Apology Offered. Staff training provided
8	Housing – Brechin/Montrose	Not upheld	Communication failure
9	Housing – Brechin/Montrose	Upheld	Apology offered
10	Housing – Brechin/Montrose	Upheld	Apology offered, poor communication, ensuring more effective communication between our own departments and tenant
11	Housing – Brechin/Montrose	Not upheld	Misunderstanding of council Policies
12	Housing – Brechin/Montrose	Not upheld	Resolved
13	Housing – Brechin/Montrose	Upheld	Resolved
14	Housing – Brechin/Montrose	Upheld	Delay in responding
15	Housing – Arbroath/Carnoustie	Not upheld	Resolved
16	Housing – Arbroath Carnoustie	Upheld	Apology offered
17	Housing Arbroath Carnoustie	Upheld	Apology offered
18	Housing – Arbroath/Carnoustie	Partially upheld	Delay in responding
19	Housing – Arbroath, Carnoustie, Monifieth	Upheld	Communication failure
20	Housing – Arbroath, Carnoustie, Monifieth	Upheld	Service improvement required
21	Housing – Arbroath, Carnoustie, Monifieth	Upheld	Service improvement required

22	Housing – Arbroath, Carnoustie, Monifieth	Partially upheld	Unacceptable standard of property maintenance/upgrade
23	Housing – Arbroath, Carnoustie, Monifieth	Not upheld	Resolved
24	Housing – Arbroath, Carnoustie, Monifieth	Upheld	Delay in responding
25	Housing – Arbroath, Carnoustie, Monifieth	Upheld	Delay in responding
26	Housing – Non-Locality	Not upheld	Council not at fault so no lessons learnt
27	Housing – Non Locality	Not upheld	Resolved
28	Housing	Upheld	We recognise the importance of dealing with reports of damp and mould effectively, guidance will be put in place to address these delays and ensure a better service moving forward. Remind Housing Officers and Team Leaders of the need to monitor timescales and escalate any delays to ensure a better service moving forward.
29	Housing	Upheld	Delay in responding
30	Housing	Not upheld	Remind all staff involved in the assessment process to ensure recommendations are clear for allocating officers.
31	Housing	Upheld	Delay in responding
32	Planning	Not upheld	Repeat Complaint
33	Planning	Partially upheld	Service Improvement required
34	Planning	Not upheld	Dissatisfaction with council policy
35	Planning	Not upheld	Dissatisfaction with council policy
36	Housing	Partially upheld	Delay in responding
37	Housing	Partially upheld	Communication failure

Infrastructure & Environment

38	Assets	Upheld	Apology offered
39	Waste	Upheld	Failing to meet customer expectations

40	Parks	Not upheld	Misunderstanding of Council Policies
41	Waste	Partially upheld	Resolved
42	Waste	Not upheld	Failing to meet customer expectations. Misunderstanding of Council policies
43	Assets	Upheld	Resolved
44	Waste	Not upheld	Failing to meet customer expectations
45	Waste	Not upheld	Failing to meet customer expectations
46	Waste	Partially upheld	Failing to meet customer expectations. Failure to provide a service
47	Waste	Not upheld	Council not at fault so no lessons learnt
48	Waste	Not upheld	Misunderstanding of Council policies
48	Waste	Partially upheld	Failing to meet customer expectations, Communication failure, Resolved
50	Parks	Partially upheld	Resolved
51	Waste	Not upheld	Resolved
52	Roads	Partially upheld	Communication failure
53	Waste	Not upheld	Resolved
54	Waste	Partially upheld	Failing to meet customer expectations, Lack of support provided to the customer, Failure to provide a service, Resolved
55	Waste	Partially upheld	Website does advise customers to check their collection dates however text to be added to ensure customers understand their collection could fall in the last two weeks of November
56	Roads	Partially upheld	Communication failure
57	Parks	Not upheld	Communication failure

Legal & Democratic

58	Licensing	Not upheld	Council not at fault so no lessons learnt
59	Licensing	Not upheld	Misunderstanding of Council policies
60	Community Enforcement	Not upheld	Council not at fault so no lessons learnt
61	Legal and Democratic – Contracts	Not upheld	Misunderstanding of Council policies

62	Legal and Democratic Team 1	Upheld	Apology offered
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Children, Families & Justice

63	Localities – Montrose	Not upheld	Communication failure
64	CFJ	Partially upheld	Service Improvement required
65	Arbroath Locality	Not upheld	Communication Issue
66	CFJ	Partially Upheld	Failing to meet customer expectations
67	CFJ	Partially upheld	Communication failure and Service Improvement required
68	Children with Disabilities Team	Partially upheld	Communication failure
69	Forfar/ Kirriemuir Locality	Not upheld	Failing to meet customer expectations
70	Children with Disabilities Team	Not upheld	Communication failure
71	Forfar/Kirriemuir Locality	Partially upheld	Resolved

Angus Health & Social Care Partnership

72	AHSCP – Older People and OT	Partially upheld	Failing to meet customer expectations
73	AHSCP – Mental Health	Upheld	Disagreement with a decision where a customer cannot use another procedure
74	AHSCP – Older People and MHO Team	Upheld	Failing to meet customer expectations. Lack of support provided to the customer
75	AHSCP – Learning and Physical Disability Services	Upheld	Council not at fault so no lessons learnt. Misunderstanding of council policies
76	AHSCP – Older People	Partially upheld	Communication failure

Schools and Learning

77	Schools and Learning 26 Oct	Partially Upheld	Disagreement with a decision where a customer cannot use another procedure
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Finance

78	Revs & Benefits	Upheld	Resolved
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HR, Digital enablement, IT & Business Support

79	IT	Upheld	Resolved
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**At the time of going to publish the above details are not in line with the data in Appendix 1– this is due to the difference in time in running the data and compiling the complaints per service