

## Notice of Meeting

# Overview & Scrutiny Committee

**Date:** Wednesday, 20 September 2017

**Time:** 17:30

**Venue:** Conference Room 1, (Beech Hurst), Beech Hurst, Weyhill Road,  
Andover, Hampshire, SP10 3AJ

**For further information or enquiries please contact:**

Caroline Lovelock - **01264 368014**  
email [clovelock@testvalley.gov.uk](mailto:clovelock@testvalley.gov.uk)

**Legal and Democratic Service**

Test Valley Borough Council,  
Beech Hurst, Weyhill Road,  
Andover, Hampshire,  
SP10 3AJ

[www.testvalley.gov.uk](http://www.testvalley.gov.uk)

The recommendations contained in the Agenda are made by the Officers and these recommendations may or may not be accepted by the Committee.

**PUBLIC PARTICIPATION SCHEME**

*If members of the public wish to address the meeting they should notify the Legal and Democratic Service at the Council's Beech Hurst office by noon on the working day before the meeting.*

## Membership of Overview & Scrutiny Committee

### MEMBER

Councillor C Lynn

Councillor I Jeffrey

Councillor D Baverstock

Councillor P Boulton

Councillor J Cockaday

Councillor C Dowden

Councillor B Few Brown

Councillor A Finlay

Councillor K Hamilton

Councillor I Hibberd

Councillor P Hurst

Councillor J Lovell

Councillor J Neal

Councillor P Mutton

Councillor B Page

Councillor T Preston

Councillor I Richards

Councillor C Thom

Chairman

Vice-Chairman

### WARD

Winton

Dun Valley

Cupernham

Broughton and Stockbridge

St Mary's

North Baddesley

Amport

Chilworth, Nursling and  
Rownhams

Harroway

Romsey Extra

Tadburn

Winton

Millway

Penton Bellinger

Harroway

Alamein

Abbey

Valley Park

# Overview & Scrutiny Committee

Wednesday, 20 September 2017

## AGENDA

The order of these items may change as a result of members of the public wishing to speak

- 1 Apologies
- 2 Public Participation
- 3 Declarations of Interest
- 4 Urgent Items
- 5 Minutes of the meeting held on 26 July 2017
- 6 Call in Items
- 7 Urgent decisions taken since last meeting
- 8 **Corporate Action Plan** 5 - 6  
This report and presentation reviews how the Council is delivering on its ambitions as set out in the Corporate Plan 2015-19. (Councillor North) (30 minutes)
- 9 **Annual Report on Complaints** 7 - 64  
This report gives a summary of complaints dealt with under the Council's formalised procedure 2016/17. (Rebecca Rodford) (20 minutes)
- 10 **Programme of Work for the Overview and Scrutiny Committee** 65 - 77  
To enable Members to keep the Committee's future work programme under review. (15 minutes)

## 11 **Briefing Notes - Previously Circulated**

- The Licensing Function
- Public Art

Briefing Notes and Update Papers are short papers that quickly and effectively inform the Committee members about an issue or topic, outside of the formal Overview and Scrutiny Committee meeting.

Should the Committee wish to consider any of the matters in more detail they can request for it to be put on a future agenda. These documents are available to the public and can be viewed online at the bottom of the agenda under meeting documents or by contacting the Senior Democratic Services Officer on the front of the agenda.

## ITEM 8

## Corporate Action Plan

Report of the Leader

### Recommended:

**That OSCOM endorse the progress made against the Corporate Plan 2015-19's ambitions in year two of the Corporate Action Plan and recommend that the update be published on the Council's website.**

#### SUMMARY:

- This report will be accompanied by a presentation that the Leader of the Council will make to OSCOM. The presentation will review how the Council is delivering on its ambitions as set out in the Corporate Plan 2015-19, *Investing in Test Valley*. This will include a review of the second year of the Corporate Action Plan for 2015-19 and will brief OSCOM on the projects coming forward in year three.

### 1 Introduction

- 1.1 This report will provide an overview of the projects taken forward in the second year of the Corporate Action Plan. The report will also brief OSCOM on the projects coming forward in year three which were approved by Cabinet in June 2017.
- 1.2 The contents of this report will form the basis of the presentation being made by the Leader of the Council at OSCOM.

### 2 Background

- 2.1 The Corporate Plan is underpinned by a Corporate Action Plan which runs for the lifetime of the plan and is updated annually. It shows in detail how the Council will make progress against its priority aims.
- 2.2 Each year a review is undertaken to update the Corporate Action Plan to ensure it continues to highlight the significant projects that the Council is taking forward in pursuit of its four corporate aims.
- 2.3 In year 2, the CAP consisted of twenty-one projects. A full list of the projects that formed the CAP in year two can be accessed via the following link.  
<https://www.testvalley.gov.uk/aboutyourcouncil/corporatedirection/corporateplan/>

- 2.3 The four year term of the Corporate Action Plan means that the majority of the projects included in year two of the Plan will remain a corporate focus in year three. The Leader’s presentation will provide an update on each of these projects in relation to the Corporate Plan’s four ambitions. It will also outline the new projects coming forward that will continue to deliver on the Council’s ambitions.

### 3 Looking forward

- 3.3 The Leader’s Corporate Action Plan presentation to OSCOM in 2018 will take place earlier in the year in order to bring together the report of year 3 activity alongside the proposals for year 4 which Cabinet will consider in June 2018.
- 3.4 In 2019 the current Corporate Plan will come to an end and Council will consider a new plan for 2019-2023. To enable this to happen, preparatory work on gathering the evidence to inform the development of the next corporate plan will begin in mid 2018.
- 3.5 As discussed at the recent OSCOM Away Day, the Leader would like to work with OSCOM on councillor involvement in the development of the next Corporate Plan, the annual review of the Corporate Action Plan and the renewal of the Corporate Indicator set. It is proposed that initial discussions could take place as part of an OSCOM roundtable in late 2017.

### 4 Conclusion

- 4.1 The Corporate Action Plan shows in detail how the Council intends to make progress by focusing on the actions it will take forward against each of the priorities of the Corporate Plan. As a result it informs decision making and allocation of resources across the Council.
- 4.2 A review of the second year of the Corporate Action Plan 2015-19 will be published on the Council’s website following the presentation to OSCOM.

<u>Background Papers (Local Government Act 1972 Section 100D)</u>			
<u>Confidentiality</u>			
It is considered that this report does not contain exempt information within the meaning of Schedule 12A of the Local Government Act 1972, as amended, and can be made public.			
No of Annexes:	None	File Ref:	
(Portfolio: Leader) Councillor North			
Officer:	Sophie Tyldesley	Ext:	8123
Report to:	Overview & Scrutiny	Date:	20 September 2017

## ITEM 9 Annual Report on Complaints

Report of the Chief Executive (Portfolio: Corporate)

### Recommended:

**That the annual report on complaints be noted.**

#### SUMMARY:

- The Chief Executive and Services together dealt with 266 complaints under the Council's formal procedure, in the year 2016/17.
- The Local Government Ombudsman (LGO) made preliminary enquiries about 12 complaints relating to TVBC and began an investigation into 3 of these for the year ended 31 March 2017.

### 1 Background

To facilitate the periodic monitoring of complaints and review by this Committee each year, Services are required to prepare an annual summary of complaints dealt with under the Council's formalised procedure (the year runs from 1 April 2016 to 31 March 2017).

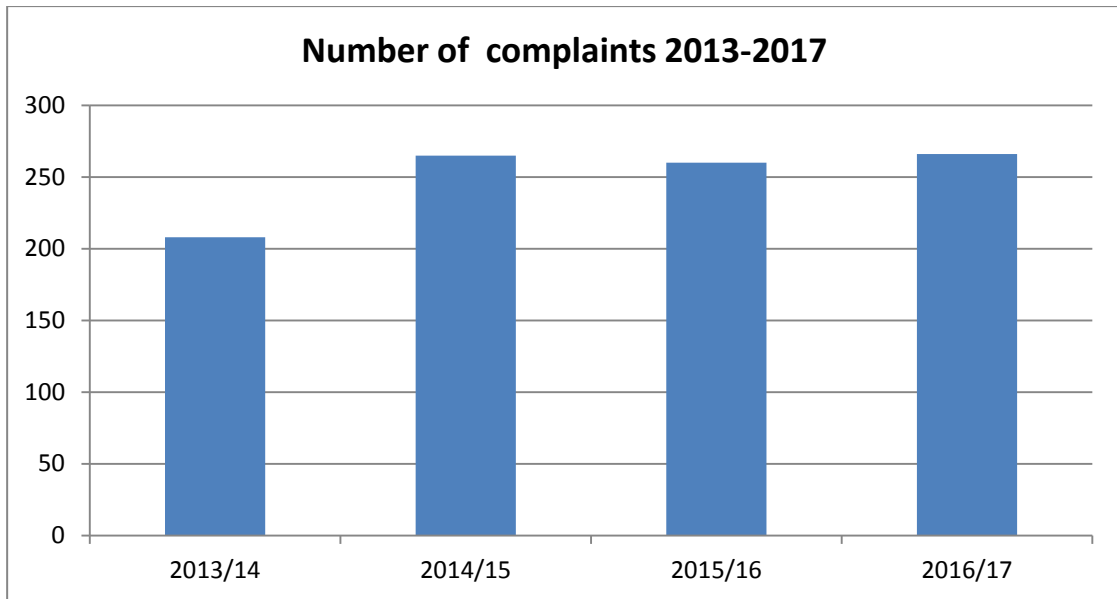
- 1.1 A complaint is defined within the Council as: *"an expression of dissatisfaction, however made, about the standard of service, action or lack of action by the Council, or its staff, affecting an individual customer or group of customers."*

Complaints recorded under the formal procedure (and dealt with in this summary report) do not include those 'first time' representations which were effectively requests for a service and dealt with as such. Accordingly, a new report of a missed bin, or a broken swing, for example, would not be registered and dealt with as a complaint, but as a request for action. Of course, in the event that we failed to respond to the 'request' appropriately, then that may generate a complaint. Appeals against the level of Housing Benefit or Council Tax Support awarded are not treated as complaints but are dealt with under a separate appeals route.

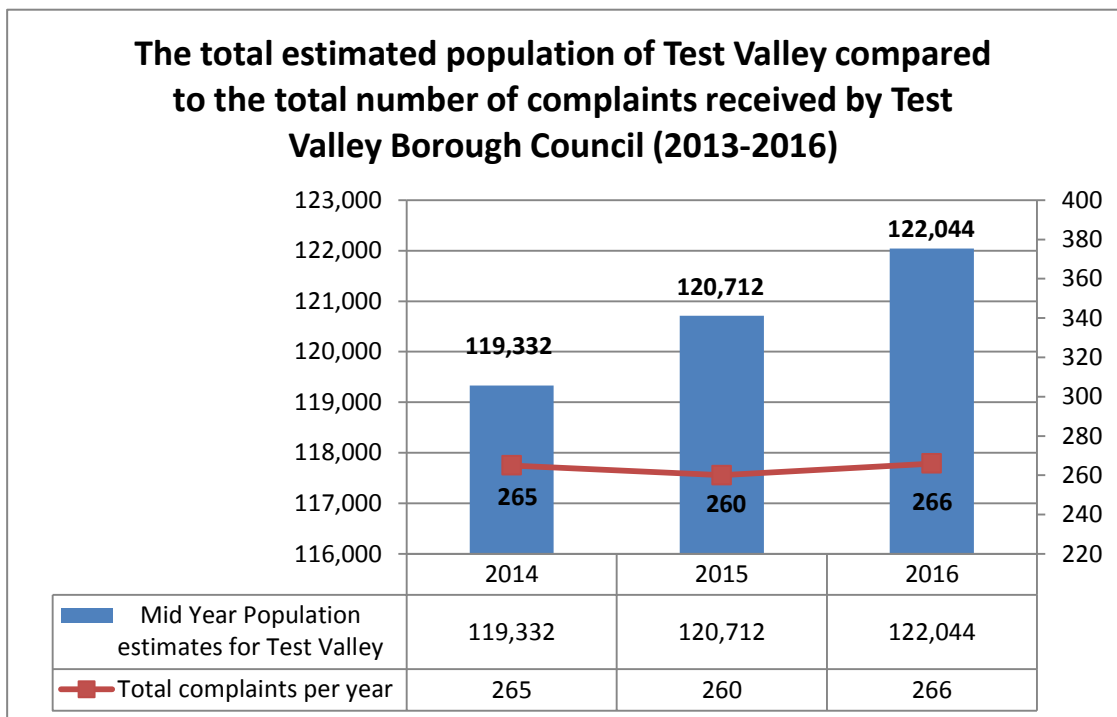
### 2 Complaints 2016/17

- 2.1 In the year 2016/17 there were 266 service level complaints (those dealt with by more than one service at the same time are counted as one complaint). From these 266 complaints, 24 were escalated to the Chief Executive and 12 were the subject of LGO enquiries.

This year sees a small increase of 6 complaints in the number of complaints received from the previous year (260 in 2015/16).



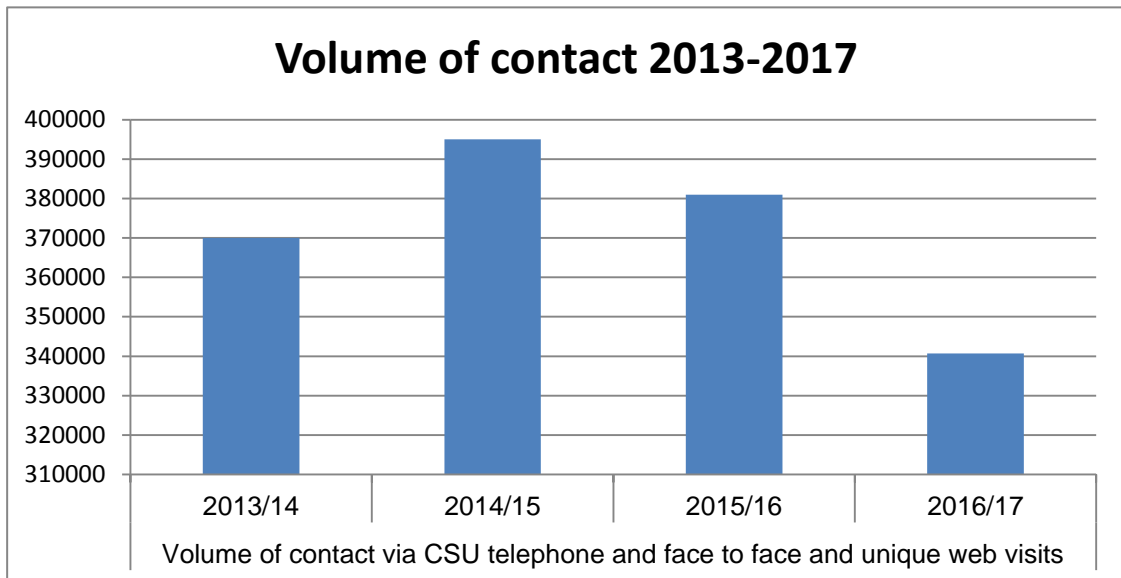
The number of complaints has remained relatively stable over the last three years, despite the increase in housing and population in the borough, as shown below.



Customer Service unit figures for the year indicate that they received over 93,200 telephone calls which has significantly decreased from 124,000 the previous year. The new Time Manager system was put in place in July 2016 and the number of face to face contacts since then has been 17,995. The website received over 229,500 unique visitors for 2016/17. However, the number of sessions, that is, the number of times the site was entered, better illustrates the use of the website and these totalled 465,198 sessions for 2016/17.



The number of telephone contacts continues to decrease from the previous years, and this can be attributed to the new self serve processes put in place, to enable and encourage customers to contact the council electronically. Overall, the total number of contacts for 2016/17 has reduced from the previous year: 381,000 in 2015/16 to just below 340,700 in 2016/17. However it should be noted that the figure for face to face contacts is not complete for the year due to the system upgrade. Nevertheless, it still indicates a decline in contacts made to the Customer Service unit.



The number of complaints continues to account for significantly less than 1% of overall transactions, and falls well within accepted customer service industry standards.

Stage of complaints process	Number of complaints
Service level	266
Chief Executive escalations	24 (from the 266 above)
Members' Panel	0
Local Government Ombudsman	12

- 2.2 The annual complaints logs contain personal information that should not be published. This corresponds with the Ombudsman's view that it is neither necessary, nor desirable, for the Council to make such details public. As a result the information provided in this report is largely statistical in nature. Councillors should refer to the Complaints and Communications Officer if they require more details about a specific case.

## 2.3 Specific Service Considerations

### Environmental Services

The Environmental Service receives the highest number of complaints but these are very low when considering the volume of services they provide. For example, in 2016/17, the Environmental Service provided waste and recycling collections to 53,500 properties within Test Valley each week. This totals 2,782,000 collections a year. Using this example, the number of complaints received equates to only 0.005% of collections.

### Planning and Building Service

For 2016/17, the Planning and Building Service dealt with over 3200 planning applications, 386 pre-app enquiries and just over 500 tree applications. In addition to this, they also dealt with 820 planning enforcement cases. Against this background, the figures show that the number of complaints received against the volume of work undertaken by the Planning and Building Service is very low and equates to approximately 0.5% of the work carried out.

This year also saw a period of significant staff churn within the service, which unfortunately led to unavoidable vacancies, resulting in delays in responding to a small number of cases. A number of the vacancies have now been filled with new staff and as a consequence, delays in dealing with cases have significantly improved, as demonstrated with the Service's Key Performance Indicators. This should result in a reduction in complaints.

### Community and Leisure Services

The Council received approximately 275 enquiries from residents over the replacement of the Andover Leisure Centre and the alternative provision for classes and clubs. This included feedback relating to the planning application submitted for this development. These enquiries, received through social media, email and via the public exhibition were all logged, acknowledged and dealt with by officers throughout the Council. They are not logged in this report as formal complaints, with the exception of one complaint which was escalated to the Chief Executive and the Ombudsman. The Ombudsman's decision on this complaint was received after March 2017 and is not detailed in the LGO decision table in this report. However, their decision exonerated the Council finding that there was no fault in the way the Council reached the decision to replace Andover Leisure Centre with a new facility on the same site.

### Estates and Economic Development Services

Transport and Parking Teams have now been placed within Estates and Economic Development Services. Complaints for them will be included in next year's OSCOM report under this service but for the purposes of this report, they remain separate as this change occurred after March 2017.

The number of complaints and compliments received can be broken down across the services as follows:

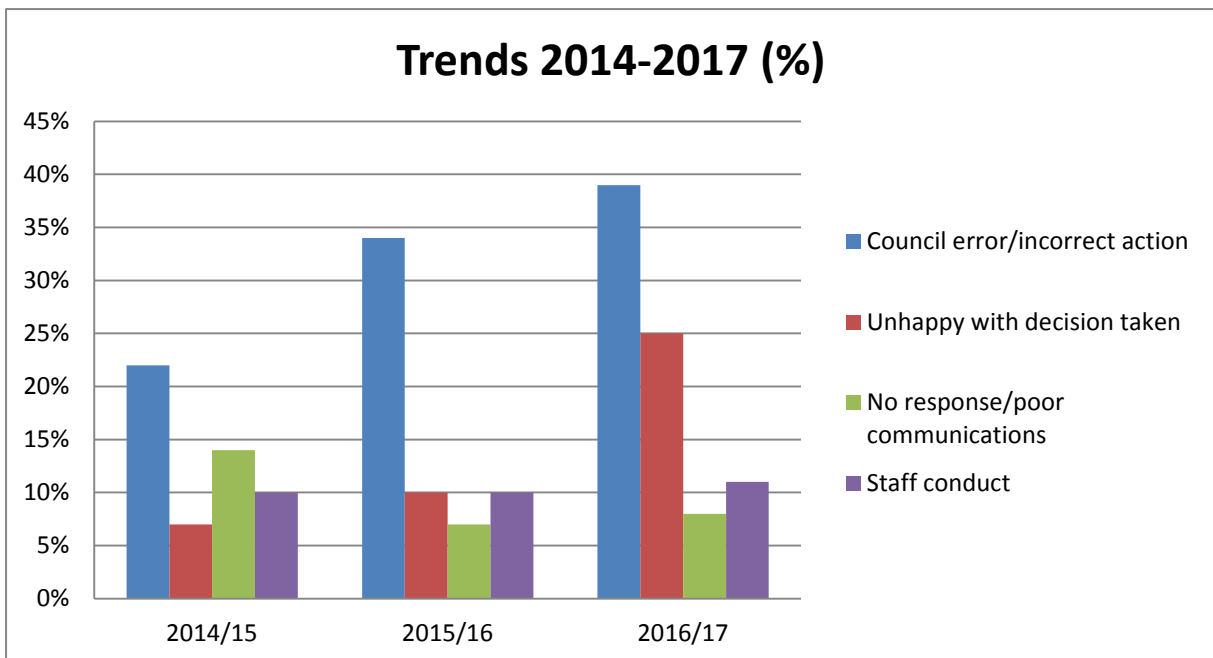
<b>Service</b>	<b>Number of complaints</b>	<b>As a % overall</b>	<b>Compliments</b>
<b>Communities &amp; Leisure</b>	15	5.6	27
<b>Environmental</b>	137	51.5	160
<b>Housing &amp; Environmental Health</b>	17	6.4	12
<b>Planning &amp; Building</b>	28	10.5	44
<b>Planning Policy &amp; Transport</b>	44	16.4	11
<b>Revenues (incl CSU)</b>	18	6.8	13
<b>Estates and Economic</b>	2	0.8	Not logged
<b>Legal &amp; Democratic</b>	2	0.8	Not logged
<b>Cross Service</b>	1	0.4	n/a
<b>Chief Executive</b>	2	0.8	Not logged
<b>CEX escalations from the 260 service level complaints</b>	24	9	n/a

It should be noted that the number of complaints per service does not necessarily provide a direct correlation with the standard of customer service provided, and that these overall results cannot be treated in isolation.

Each of these service results are heavily influenced by the type of business transacted by that service, for example, the number of customer facing transactions carried out, the public profile of the actions carried out by that service, and whether the customer has alternative formal routes for redress or appeal.

2.4 An analysis of the root cause of complaints received has shown that the majority of complaints can be categorised into four main types:

Type of complaint	Percentage
Council error/incorrect action	39
Unhappy with decision taken by Council	25
No response received/poor communication	8
Staff conduct	11



## 2.5 Learning points

The Council treats every complaint received as an opportunity to identify learning outcomes and improve service provision.

These complaints are valuable not only in identifying service improvements but in improving public perception and satisfaction with the Council as a whole. Each complaint can be an opportunity to make changes or service improvements on a small or greater scale.

Annexes 3 – 11 are reports that provide specific detail on a selection of complaints within each service as examples to illustrate this. The report on the escalated complaints to the Chief Executive (Annex 3) details every complaint that progressed to Stage 2.

Examples of some of the learning points and improvements made as a result of complaints during 2016/17 include:

- Managers using the trends identified in the learning outcomes to resolve core issues and examples of these complaints used for training and discussion in team meetings.
- Review of, and amendments to, the Council's out of hours manual.
- Amendments to the correspondence template regarding clinical waste to provide clear advice that resident details will be removed from the database should there not be a collection for a specified period of time.
- Guidance for officers regarding lists of outstanding work to ensure matters are being dealt with in a timely fashion.

## 2.6 Time taken to respond

The Council's service standard is to respond in full to a complaint within 10 working days of receipt, or if this is not possible within that time (for example, because of the complexity of the complaint; the number of third parties involved or awaiting additional information), a holding response is sent to the customer. Against that target, the overall average length of time taken to respond to the customer at service level remains stable at approximately 7 days.

When a complaint is escalated to stage 2, the Chief Executive has 15 days to respond. Against that target, the overall average length of time taken to respond to the customer was 14 days.

## 2.7 Unreasonable or unreasonably persistent complainants

There are currently no complainants determined as vexatious, and no new vexatious complainants have been determined during 2016/17.

# 3 The Local Government and Social Care Ombudsman

## 3.1 The Local Government and Social Care Ombudsman (LGO) produce an annual letter which is attached as Annex 1. Annex 2 contains a guide to understanding the statistics provided. The number of complaints or enquiries received by the LGO does not necessarily match with the number of complaints progressed to the LGO by the Council. This is because in some cases, complainants approaching the LGO directly may be given advice or be referred to another organisation and the Council may not be aware of this.

The LGO has undergone a series of organisational and procedural changes over the past three years, including the recent change of name in July this year. Last year, the Government committed to a review of all public service Ombudsmen during their term, including the possibility of merging them into one body. It is anticipated that draft legislation will be produced detailing the creation of a single ombudsman for public services in England, and therefore the LGO may be subject to changes in the future.

- 3.2 During the year 2016/17 the Council received 12 initial complaint enquiries from the LGO. During this year, only 3 complaints were investigated. One complaint was not upheld and two were upheld, with fault found but no injustice caused.

One of the complaints upheld had been noted on the 2015/16 report as it was under investigation but it was not completed within that year. The outcome of that investigation is now noted below and is recorded on the LGO report as a decision for 2016/17.

INVESTIGATED			
Date	Subject Matter	Action Taken	LGO outcome
23-Dec-2015	<p>Complaint regarding lawn maintenance and a footpath installed.</p> <p>Complainant believed footpath was put in without consent and Council Officer showed unprofessional behaviour.</p>	<p>CEX response letter clarifying process of putting in pathway, and confirmation that CEX investigation into complaint showed no inappropriate or unprofessional conduct.</p> <p>This was escalated to the LGO. Letter received notifying of investigation on 24 February 2016.</p> <p>Investigation completed on 7 June 2016 with final decision issued.</p>	<p><b>Decision:</b> Upheld with a finding of no fault in the substantive part of this complaint, but fault in relation to the Council's failure to keep a record of an alleged meeting between the involved officer and the complainant.</p>
18-Apr-2016	<p>Complaint about the Council's decision to approve a retrospective planning application on a neighbouring property and the way the Council dealt with the matter.</p>	<p>CEX response letter clarifying procedure and no evidence of maladministration; nor was there evidence to support allegations of impropriety made by the complainant.</p> <p>Investigation completed on 2 August 2016 with final decision issued.</p>	<p><b>Decision:</b> Upheld with some fault found in the way the Council made its decision but it did not cause a significant injustice to the complainant.</p> <p>The case officer report should have taken into consideration the impact on local wildlife as a material planning consideration.</p> <p>However, this would not have changed the outcome and there is</p>

			therefore no injustice caused to the complainant or the wider public.
15-Dec-2016	Complaint that the Council has refused to take further action to deal with the nuisance caused by overgrown trees and vegetation at their neighbour's home.	<p>CEX response reiterating the Council's actions and explaining why enforcement under legislation is not appropriate at this time.</p> <p>Investigation completed on 14 March 2017 with final decision issued.</p>	<b>Decision: Not Upheld.</b> The Council has properly considered use of its discretionary powers to deal with problems caused by the poor condition of the garden of a private home. It has taken practical action to help those affected. There is no fault in the Council's actions.
<b>NOT INVESTIGATED</b>			
<b>Date</b>	<b>Subject Matter</b>	<b>Action Taken</b>	<b>LGO outcome</b>
20-Apr-2016	Complaint alleging the Council did not help with housing need.	<p>Referred from LGO as premature complaint.</p> <p>CEX response clarifying the assistance provided and referring to housing association.</p>	<b>Decision:</b> Not investigated as premature complaint.
5-Sept-2016	Complaint that the Council wrongly sent them a warning letter for allegedly causing a noise nuisance.	<p>CEX response reiterating the officers followed correct procedure.</p> <p>Investigation closed after initial enquiries, on 4 October 2016 with final decision issued.</p>	<b>Decision:</b> The Ombudsman will not investigate because an investigation is unlikely to find the Council was at fault.
6-Dec-2016	Complaint regarding the Council's handling of resident's housing benefit which has result in two overpayments.	<p>CEX response reiterating HOS apology and explanation of how the error occurred and the steps taken to remedy the matter with the resident, prior to the complaint being made.</p> <p>Investigation closed after initial enquiries, on 20 Dec 2016.</p>	<b>Decision:</b> Not investigated as there is insufficient evidence of fault by the Council.



7-Dec-2016	Complaint about the Council's misinformation about their council tax account.	CEX response reiterating apology and providing clarification and rectification.	<b>Decision:</b> Not investigated as Council apologised and rectified the error.
13-Jan-2017	Complaint concerns the Council's alleged lack of action regarding the nuisance they suffered as a result of their neighbour's wood burner.	Referred from LGO as premature complaint.  CEX response, explaining that a further EH investigation will be conducted as complaint refers to two wood burners. Investigation undertaken with no resulting enforcement action.	<b>Decision:</b> Not investigated as premature complaint.
16-Jan-2017	Complaint regarding delay in processing planning application and the alleged failure of the Council to properly apply Government policy about infrastructure contributions.  The complainant appealed the refused planning application to the Planning Inspector, who allowed the appeal and an infrastructure payment was not therefore required.	CEX response provided clarification and explained how the application had been determined in accordance with due process. The delays were a result of continued discussion over whether an infrastructure payment was required.  The Council took legal advice and lodged an appeal against the Planning Inspector's decision as the authority had not yet adopted a CIL scheme. This was not pursued by the Council.  Investigation closed after initial enquiries, on 16 Jan 2017.	<b>Decision:</b> Not investigated as the complainant had a right of appeal on non-determination grounds when the Council had taken longer than 8 weeks to decide their application. In addition, as the Council took legal advice before deciding to challenge the Planning Inspector's decision, the Ombudsman could not say that decision was made with fault.
23-Feb-17	Complaint alleging that there were failings in the way the Council determined their neighbours' planning application for an extension.	CEX reviewed the information and found no evidence of maladministration regarding this application.	<b>Investigation not completed in 2016/17.</b>
28-Feb-	Complaint regarding the	Complaint referred from	<b>Decision:</b> to not



17	consultation process for the re-build of the Andover Leisure Centre.	LGO who are not investigating it as it is a premature complaint that has not yet completed complaints process.  CEX response as Stage 2.	investigate as premature.  After the stage 2 response, this complaint then returned from the Ombudsman as an enquiry. The Ombudsman's decision on this complaint was received after March 2017 and is not detailed in this decision table. However, their decision exonerated the Council finding that there was no fault in the way the Council reached the decision to replace Andover Leisure Centre with a new facility on the same site.
14-Mar-2017	Further complaint about the Council's decision to approve a retrospective planning application on a neighbouring property and expanding on the lack of enforcement.	This is a previous complaint investigated by the LGO in April 2016. The LGO is investigating the additional enforcement element of the complaint but not the matters that have already been addressed.	<b>Investigation not completed in 2016/17.</b>
24-Mar-17	Historic complaint re access to land.	CEX responded and complaint escalated to LGO.	<b>Decision:</b> The Ombudsman has stopped investigated this complaint about land access rights because it has been made late, and there are no good reasons to exercise discretion to investigate.

3.3 The LGO publish the statistics for all local authorities each year. This enables a comparison to be made between comparable authorities based on the CIPFA (Chartered Institute of Public Finance and Accountancy) 'Nearest Neighbours Model'. The model provides a "family group" of local authorities that are comparable for bench-marking purposes. However, it is important to note that this is not an exact comparison due to the unique nature and services provided by each authority, as well as the geographical area and related issues. It can therefore only be used for ascertaining an approximate and informal bench-mark.

<b>Authority Name</b>	<b>Total complaints assessed</b>	<b>Decision: Complaint not upheld</b>	<b>Decision: Complaint upheld</b>
<b>Test Valley Borough Council</b>	<b>12</b>	<b>1</b>	<b>2</b>
Ashford Borough Council	20	2	4
East Hampshire District Council	21	8	2
Vale of White Horse District Council	19	4	1
South Oxfordshire District Council	18	3	1

#### **4 Other matters**

- 4.1 The reporting of complaints is embedded in the Council's performance management process, giving further opportunity for issues to be raised throughout the year, and for wider corporate trends to be identified should they arise.

#### **5 Conclusion**

Complaints at service level have remained largely static over the past three years, with a slight increase in complaints recorded in 2016/17. However, the number of complaints escalated to the Chief Executive has increased significantly this year from 8 in 2015/16 to 24 in 2016/17. This undoubtedly reflects to a certain extent the change in approach aimed at preventing "repeat" correspondence between Heads of Services and complainants. Heads of Services have been encouraged to escalate the complaint to the Chief Executive in the interests of efficiency.

- 5.1 Complaints raised via social media, including Twitter and Facebook, continue to be monitored by the Communications Team with both CSU and the Communication Team responding to Twitter enquiries and monitoring Facebook messages.
- 5.2 The consistency of complaints reporting suggests that the complaints process continues to work effectively. Where necessary, trends are identified and managed by individual Services. The Complaints and Communications Officer will continue to work closely with Services to identify ways to effectively manage and resolve complaints.
- 5.3 The Committee is requested to consider the annual complaints report for 2016/17.

<u>Background Papers (Local Government Act 1972 Section 100D)</u>			
<u>Confidentiality</u>			
It is considered that this report does not contain exempt information within the meaning of Schedule 12A of the Local Government Act 1972, as amended, and can be made public.			
No of Annexes:	11		
Author:	Rebecca Rodford	Ext:	8109
File Ref:			
Report to:	Overview and Scrutiny Committee	Date:	20 September 2017

20 July 2017

*By email*

Roger Tetstall  
Chief Executive  
Test Valley Borough Council

Dear Roger Tetstall,

### **Annual Review letter 2017**

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman (LGO) about your authority for the year ended 31 March 2017. The enclosed tables present the number of complaints and enquiries received about your authority and the decisions we made during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

The reporting year saw the retirement of Dr Jane Martin after completing her seven year tenure as Local Government Ombudsman. I was delighted to be appointed to the role of Ombudsman in January and look forward to working with you and colleagues across the local government sector in my new role.

You may notice the inclusion of the '*Social Care Ombudsman*' in our name and logo. You will be aware that since 2010 we have operated with jurisdiction over all registered adult social care providers, able to investigate complaints about care funded and arranged privately. The change is in response to frequent feedback from care providers who tell us that our current name is a real barrier to recognition within the social care sector. We hope this change will help to give this part of our jurisdiction the profile it deserves.

### **Complaint statistics**

Last year, we provided for the first time statistics on how the complaints we upheld against your authority were remedied. This year's letter, again, includes a breakdown of upheld complaints to show how they were remedied. This includes the number of cases where our recommendations remedied the fault and the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. In these latter cases we provide reassurance that your authority had satisfactorily attempted to resolve the complaint before the person came to us.

We have chosen not to include a 'compliance rate' this year; this indicated a council's compliance with our recommendations to remedy a fault. From April 2016, we established a new mechanism for ensuring the recommendations we make to councils are implemented, where they are agreed to. This has meant the recommendations we make are more specific, and will often include a time-frame for completion. We will then follow up with a council and seek evidence that recommendations have been implemented. As a result of this new process, we plan to report a more sophisticated suite of information about compliance and service improvement in the future.

This is likely to be just one of several changes we will make to our annual letters and the way we present our data to you in the future. We surveyed councils earlier in the year to find out, amongst other things, how they use the data in annual letters and what data is the most useful; thank you to those officers who responded. The feedback will inform new work to

provide you, your officers and elected members, and members of the public, with more meaningful data that allows for more effective scrutiny and easier comparison with other councils. We will keep in touch with you as this work progresses.

I want to emphasise that the statistics in this letter comprise the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, but who may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

### **The statutory duty to report Ombudsman findings and recommendations**

As you will no doubt be aware, there is duty under section 5(2) of the Local Government and Housing Act 1989 for your Monitoring Officer to prepare a formal report to the council where it appears that the authority, or any part of it, has acted or is likely to act in such a manner as to constitute maladministration or service failure, and where the LGO has conducted an investigation in relation to the matter.

This requirement applies to all Ombudsman complaint decisions, not just those that result in a public report. It is therefore a significant statutory duty that is triggered in most authorities every year following findings of fault by my office. I have received several enquiries from authorities to ask how I expect this duty to be discharged. I thought it would therefore be useful for me to take this opportunity to comment on this responsibility.

I am conscious that authorities have adopted different approaches to respond proportionately to the issues raised in different Ombudsman investigations in a way that best reflects their own local circumstances. I am comfortable with, and supportive of, a flexible approach to how this duty is discharged. I do not seek to impose a proscriptive approach, as long as the Parliamentary intent is fulfilled in some meaningful way and the authority's performance in relation to Ombudsman investigations is properly communicated to elected members.

As a general guide I would suggest:

- Where my office has made findings of maladministration/fault in regard to routine mistakes and service failures, and the authority has agreed to remedy the complaint by implementing the recommendations made following an investigation, I feel that the duty is satisfactorily discharged if the Monitoring Officer makes a periodic report to the council summarising the findings on all upheld complaints over a specific period. In a small authority this may be adequately addressed through an annual report on complaints to members, for example.
- Where an investigation has wider implications for council policy or exposes a more significant finding of maladministration, perhaps because of the scale of the fault or injustice, or the number of people affected, I would expect the Monitoring Officer to consider whether the implications of that investigation should be individually reported to members.
- In the unlikely event that an authority is minded not to comply with my recommendations following a finding of maladministration, I would always expect the Monitoring Officer to report this to members under section five of the Act. This is an exceptional and unusual course of action for any authority to take and should be considered at the highest tier of the authority.

The duties set out above in relation to the Local Government and Housing Act 1989 are in addition to, not instead of, the pre-existing duties placed on all authorities in relation to Ombudsman reports under The Local Government Act 1974. Under those provisions, whenever my office issues a formal, public report to your authority you are obliged to lay that report before the council for consideration and respond within three months setting out the action that you have taken, or propose to take, in response to the report.

I know that most local authorities are familiar with these arrangements, but I happy to discuss this further with you or your Monitoring Officer if there is any doubt about how to discharge these duties in future.

### **Manual for Councils**

We greatly value our relationships with council Complaints Officers, our single contact points at each authority. To support them in their roles, we have published a Manual for Councils, setting out in detail what we do and how we investigate the complaints we receive. When we surveyed Complaints Officers, we were pleased to hear that 73% reported they have found the manual useful.

The manual is a practical resource and reference point for all council staff, not just those working directly with us, and I encourage you to share it widely within your organisation. The manual can be found on our website [www.lgo.org.uk/link-officers](http://www.lgo.org.uk/link-officers)

### **Complaint handling training**

Our training programme is one of the ways we use the outcomes of complaints to promote wider service improvements and learning. We delivered an ambitious programme of 75 courses during the year, training over 800 council staff and more 400 care provider staff. Post-course surveys showed a 92% increase in delegates' confidence in dealing with complaints. To find out more visit [www.lgo.org.uk/training](http://www.lgo.org.uk/training)

Yours sincerely



Michael King  
Local Government and Social Care Ombudsman for England  
Chair, Commission for Local Administration in England

For further information on how to interpret our statistics, please visit our website:  
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

## Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
0	3	1	0	3	0	1	6	0	14

## Decisions made

Decisions made				Detailed Investigations			
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Uphold Rate	Total
1	1	3	4	1	2	67%	12

### Notes

Our uphold rate is calculated in relation to the total number of detailed investigations.  
 The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

### Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement
0	0

## ANNEX 2

### Interpreting local authority statistics

#### Complaints and enquiries received 2013/14, 2014/15, 2015/16 and 2016/17

This information covers the statistics included in the annual reviews to councils for 2013/14, 2014/15, 2015/16 and 2016/17. For previous years see note on interpreting local authority statistics 2008 - 2012.

LGO has published statistics for each of the authorities within its jurisdiction for many years. In April 2014, we changed how we classified the results of complaints. We now describe our decisions in terms of upholding and not upholding complaints, which brings us closer in practice with how other Ombudsman schemes and many local authorities describe their decisions.

It must be remembered the bare numbers of complaints against an authority do not prove that it is a 'bad' or 'good' council. The larger the population an authority serves, the more likely we will receive complaints about it. A significant uplift in complaint numbers again does not necessarily show that a council has become worse at what it does. We may have received several complaints about the same issue from different residents, for example a controversial planning decision or application. An authority may have a 50% uplift in complaints against it, but when we received two complaints against it last year, and four this year, this cannot lead to the conclusion the service the council provides has significantly worsened.

How complaints and enquiries were dealt with is explained below:

- **Upheld:** These are complaints where we have decided that an authority has been at fault in how it acted and that this fault may or may not have caused an injustice to the complainant, or where an authority has accepted that it needs to remedy the complaint before we make a finding on fault. If we have decided there was fault and it caused an injustice to the complainant, usually we will have recommended the authority take some action to address it.
- **Not upheld:** Where we have investigated a complaint and decided that a council has not acted with fault, we classify these complaints as not upheld.
- **Advice given:** These are cases where we give advice about why LGO would not look at a complaint because the body complained about was not within the LGO's scope or we had previously looked at the same complaint from the complainant, or another complaints handling organisation or advice agency was best placed to help them.
- **Closed after initial enquiries:** These complaints are where we have made an early decision that we could not or should not investigate the complaint, usually because the complaint is outside LGO's jurisdiction and we either cannot lawfully investigate it or we decide that it would not be appropriate in the circumstances of the case to do so. Our early assessment of a complaint may also show there was little injustice to a complainant that would need an LGO investigation of the matter, or that an investigation could not achieve anything, either because the evidence we see shows at an early stage there was no fault, or the outcome a complainant wants is not one we could achieve, for example overturning a court order.



- **Incomplete/invalid:** These are complaints where the complainant has not provided us with enough information to be able to decide what should happen with their complaint, or where the complainant tells us at a very early stage that they no longer wish to pursue their complaint.
- **Referred back for local resolution:** We work on the principle that it is always best for complaints to be resolved by the service provider wherever possible. Furthermore, the Local Government Act 1974 requires LGO to give authorities an opportunity to try and resolve a complaint before we will get involved. Usually we tell complainants how to complain to an authority and ask them to contact it directly. In many instances, authorities are successful in resolving the complaint and the complainant does not recontact us.

### **Complaints Remedied**

For the years 2015/16 and 2016/17 we provide information about complaints remedied. Where we find that an authority has acted with fault and this has caused an injustice to a complainant, we will make a recommendation about the action an authority should take to remedy that injustice. An Ombudsman's recommendations are not binding however most authorities comply with our recommendations without the need for any further action by the Ombudsman. We will also uphold a complaint that has come to us where the authority has already accepted during its own complaints processes that it acted with fault and it has offered what we consider to be a suitable remedy. The figures for 'complaints remedied satisfactorily by Authority before LGO involvement' demonstrate the number of times we have received complaints against an authority but it has already taken all the steps it needed to.

Chief Executive escalations and cross service complaints 2016/17

Across service complaints summary

<b>CEX service complaints:</b>	<b>2</b>
<b>Total number of cross service complaints:</b>	<b>1 (C&amp;L and FIN)</b>
<b>Total number of escalations:</b>	<b>24</b>
<b><i>Of these 24 escalated complaints:</i></b>	
Escalations to the LGO	12, of which the LGO declined to investigate 9
<b>Escalated complaints breakdown:</b>	
Planning enforcement	3
Planning applications	10
Environmental Health matters	2
Benefits and Council Tax	2
Leisure facilities and green spaces	3
Other	4

**CEX service complaints and/or cross service complaints**

Date	Subject Matter	Response	Lessons Learnt/Changes made	Date of Closure
8-Aug-16	<p><b>Cross-service complaint with C&amp;L and FIN:</b>                      Complainant had a number of heavy branches fall from one of the trees on property owned by the Council. It fell onto their garden fence and in to their garden during Storm Katie. Complainant is unhappy at the length of time taken to get the branches removed and insurance claim processed.</p>	<p>The Council was not liable for the damage because it had not breached its statutory duty.</p> <p>However, the insurance claim was not dealt with in a timely manner. An apology was given in addition to a payment of £100 as a gesture of goodwill.</p>	<p>Additional controls added to the Council's claims handling system to ensure that all claims are resolved in a timely fashion.</p>	17-Aug-16
14-Jan-17	<p><b>CEX complaint:</b>                      Complaint that a Councillor dismissed, on TVBC's behalf, the population growth methodology of the Department of Communities and Local Government as "Political".</p>	<p>Response from Chief Executive clarifying that in order to inform its Borough Local Plan housing requirement, the Council has used the figures from both the Government's (a) 'Household Projections' (Department for Communities and Local Government) and (b) 'Sub-National Population Projections' (Office for National Statistics), for England. These have been used in line with Government planning policy.</p>	<p>Not to make assumptions about the level of knowledge of complainants.</p>	13-Feb-17

24-Mar-17	<b>CEX complaint (Communications):</b> Complaint about the design and distribution of Test Valley News and why paper copy is necessary.	Response from Communications Manager clarifying reasons for publication and distribution of Test Valley News.	To continue to periodically review the estimated readership against expense and consider if there are other viable options.	4-Apr-17
-----------	--	---	---	----------

### Escalated complaints

Date	Subject Matter	Response	Lessons Learnt/Changes made	Date of Closure
4-May-16	Complainant is not satisfied with HoS response to their complaint, where they stated they were unhappy with the officer's report at committee for a planning application. Complaint escalated to CEX.	Response from CEX reiterating HoS clarification. Investigated but found the planning application was dealt with properly and fairly.	Importance of paying attention to small details in Committee Reports.	23-May-16
9-Jun-16	Complainant is unhappy with the way a planning application has been dealt with and complaint made against the planning officers involved.	CEX response provided clarification to demonstrate that the application was dealt with properly.	Better to manage the difficulty of reconciling our legal positions with the expectations of the public.	30-Jun-16
2-July-16	Complainant is unhappy with the stage 1 response regarding the nuisance complaint made about them.	CEX response explaining why the Council dealt with the alleged noise nuisance complaint in the way that it did.	Sufficient detail of the complaint made should be provided in the letter issued to notify a resident that they are	25-July-16

Date	Subject Matter	Response	Lessons Learnt/Changes made	Date of Closure
			the subject of a noise nuisance complaint.	
14-Jul-16	Escalated complaint regarding parking issues from school drop-off along Floral Way. The complainant's car was damaged by another driver.	Corporate Director response reiterated previous information given by transport and engineering officers. The Council is aware of the problems around Floral Way and has undertaken a review of the restriction in Floral Way. Changes will be implemented to improve the situation.	The Council will implement changes identified by the review.	25-Jul-16
19-July-2016	Complainant is unhappy with the decision on a planning application and the way in which the application was handled.	Complaint escalated to CEX who provided further clarification. Correspondence continued and in response to the threat of legal proceedings, it was referred to the Council's Head of Legal. Nothing further heard from the complainant.	Officers were reminded to not make assumptions when undertaking calculations for the projection of any extension and to consider the ground level in such cases.	4-Aug-2016 10-Aug-2016 19-Aug-2016
14-Sept-16 28-Sep-16 29-Sep-16 4-Oct-16 5-Oct-16 13-Oct-16 18-Oct-16	Complaint regarding Council's response a resident's concern over their neighbour's poorly maintained garden and how this is affecting them.	CEX response reiterated previous agreed time frame for works and clarified the Council's position in response to enforcing legislation suggested by the complainant. Complainant advised of next step to LGO. Complainant continues to correspond regarding the matter. The LGO investigated the complaint but	The importance of balancing all material considerations in cases involving disputes between residents.	29-Sept-16 30-Sept-16 4-Oct-16 6-Oct-16 18-Oct-16 20-Oct-16

Date	Subject Matter	Response	Lessons Learnt/Changes made	Date of Closure
		<p>did not uphold it, providing a decision that the Council has properly considered use of its discretionary powers and that there is no fault in the Council's actions.</p>		
<p>19-Sept-16</p>	<p>Complaint was escalated to CEX as complainant is unhappy with HoS response. Complainant believes they were poorly advised on instalments needed / status of their Council Tax account balance. Asking for part write off and a goodwill payment of £500.</p>	<p>Response reiterating HoS apology and clarification around the lack of clarity in communication. Response explained that the final notices were properly served because the account was in arrears. Compensation declined.</p> <p>Complainant signposted to LGO, who declined to investigate the complaint as the Council had apologised and rectified the error.</p>	<p>Training undertaken with member of staff involved.</p>	<p>17-Oct-16</p>
<p>18-Oct-16 4-Nov-16</p>	<p>Complainant requested compensation for distress caused, following a decision to recover an overpayment of benefits, which was overturned on appeal.</p> <p>Second letter as complainant is unhappy with CEX response which declined to pay compensation.</p>	<p>CEX response reiterating HOS apology and explanation of how the error occurred and the steps taken to remedy the matter with the resident, prior to the complaint being made.</p> <p>Further CEX response clarifying the history of the matter, reiterating that compensation would not be justified in this case and signposting complainant to LGO.</p>	<p>To ensure that pension calculations are accurately completed with sensitivity when there is a change of circumstances.</p>	<p>4-Nov-16 22-Nov-16</p>

Date	Subject Matter	Response	Lessons Learnt/Changes made	Date of Closure
24-Oct-16	<p>Complaint about resident's experience at Andover Leisure Centre. Complainant was unhappy with:</p> <ul style="list-style-type: none"> <li>• how it was managed by the leisure provider.</li> <li>• how the Council dealt with the matter when the complainant contacted them.</li> <li>• how the Council undertook the H&amp;S assessment.</li> <li>• the outcome of the H&amp;S assessment.</li> <li>• Complaint on how the Council managed the situation.</li> </ul>	<p>CEX response to clarify points of complaint.</p> <p>CEX response to reiterate that the H&amp;S assessment was undertaken correctly. Directed complainant to VL.</p>	<p>To direct complaints to the relevant provider in the first instance to resolve their complaint.</p>	<p>3-Nov-16 22-Nov-16</p>
14-Nov-16	<p>Complainant is unhappy with the HoS response re maladministration in the handling of a planning application.</p> <p>Complaint also alleges lack of visibility and poor record keeping of some data relevant to the application.</p>	<p>CEX reviewed the information and found no evidence of maladministration regarding this application.</p>	<p>To remind case officers to include all relevant information gathered from their assessment of the planning application in the case officer report.</p>	<p>1-Dec-16</p>

Date	Subject Matter	Response	Lessons Learnt/Changes made	Date of Closure
20-Nov-16	Complaint regarding the housing allocation policy. Complainant alleges that the Council discriminates against applicants with disabilities and who are unable to work.	CEX response reiterating the HOS response and providing clarification regarding the housing allocation policy.	The importance of ensuring that the Council's policies are well explained.	7-Dec-16
23-Nov-16	Escalated complaint regarding various business properties and planning applications in Andover.  Complainant alleges shortcomings in the P&B enforcement team.	CEX response supporting previous responses by HoS.	The importance of dealing with complaints as promptly as possible.	7-Dec-16
28-Nov-16 10-Jan-17	Complaint of alleged maladministration in dealing with a historic land ownership complaint.	Legal advice received for CEX to respond, confirming that the allegation is not factually or legally accurate and clarifying the matter.  Second response sent to second letter, reiterating the previous letter and signposting to LGO.  LGO did not investigate the complaint with the decision that it had been made too late and there were no good reasons to exercise discretion to investigate.	Reinforcing the difficulties of dealings with the Charity Commission and other parties whose actions are beyond our control.	23-Dec-16 7-Feb-17



Date	Subject Matter	Response	Lessons Learnt/Changes made	Date of Closure
9-Dec-16	Complaint escalated as complainant believes a planning application and related applications have had an unacceptable impact on their house. They remain unhappy with HoS's response regarding a Flood Risk Assessment.	CEX response reiterating HoS response, and that the EA were content to accept the FRA at the time, providing a "no objection".	The need to communicate the extent of our reliance upon EA advice.	4-Jan-17
22-Dec-16	Complainant believes legislation should be implemented to stipulate that dogs remain on lead on all cycle paths.	CEX response reiterating Council's position with regards to implementing legislation but that clearer signage will be erected.	Signs to be erected asking cyclists to be aware of others and dog owners to maintain control of their dog on the path.	19-Jan-17
2-Jan-17	Complaint about two mobile homes that remain on site at a property. The complainant states both are being occupied in breach of planning control. Additional concerns that as yet, both mobile homes have been free from enforcement action and the complainant is unhappy with the P&B Service.	Email from Corporate Director clarifying situation and reasons for Council's actions.	The importance of keeping complainants up to date.	12-Jan-17
6-Jan-17	Complaint regarding a SAPC meeting.	CEX response clarifying matters discussed at SAPC and related points of concern.	Importance of paying attention to small details in Committee Reports.	13-Jan-17

Date	Subject Matter	Response	Lessons Learnt/Changes made	Date of Closure
8-Jan-17	Complaint regarding a SAPC meeting.	CEX response clarifying matters discussed at SAPC and related points of concern.	Importance of paying attention to small details in Committee Reports.	13-Jan-17
9-Jan-17	Complaint regarding a SAPC meeting.	CEX response clarifying matters discussed at SAPC and related points of concern.	Importance of paying attention to small details in Committee Reports.	13-Jan-17
25-Jan-17	Environmental Health complaint referred from LGO as premature. Complainants feel that the Council has not acted regarding the nuisance they suffer from their neighbour's wood burner.	CEX explanation that a further EH investigation will be conducted as complaint refers to two wood burners. This will mean the normal timescales for response will be extended. CEX holding response to confirm investigation will close end of April should no further evidence of a nuisance be found. Complaint then closed and LGO updated with copies of correspondence. No further enquiries received from the LGO regarding this case.	A second further EH investigation was undertaken as the situation had changed (complaint referred to a second wood burner.)	27-Jan-17 6-Apr-17 12-May-17
12-Feb-17 4-Mar-17	Escalated complaint regarding the consultation process for the Andover Leisure Centre re-build as the resident is unhappy with HoS response.  Complainant also approached LGO	CEX response clarifying procedure and reiterating HoS response. Signposted back to LGO as it had completed the Council's complaints procedure.  LGO investigated and provided a decision in August 2017 stating there was	A "lessons learned" stage is part of the Council's Project Management methodology. Further, OSCOM has taken responsibility for	3-Mar-17 21-Mar-17

Date	Subject Matter	Response	Lessons Learnt/Changes made	Date of Closure
	before CEX investigation and was referred back to Council as a premature complaint.	no fault in the way the Council reached the decision to replace Andover Leisure Centre with a new facility on the same site.	identifying whether any lessons from the Leisure Contract project and communications can be learnt for application to future projects/ contracts.	
27-Feb-17	Complainant remains unhappy with the decision of a planning application and the HoS response.	CEX response confirming HoS response and that application was dealt with correctly.	To ensure all measurements are accurately noted when undertaking a site visit.	16-Mar-17
2-Mar-17	Complainant is unhappy with HoS response to their complaint regarding the way their planning application has been handled. Request for refund of planning application fee.	CEX response reiterating apology for delays and explaining how the delays had resulted from the staffing changes and shortages in the department but clarifying external matters also played a part. Refund paid. Complainant satisfied.	Fault attributed to operation of the process, rather than the process itself.	24-Mar-17
27-Mar-17	Complainant is unhappy with HoS response regarding the acoustic fencing along the A303 at Andover Airfield.	CEX response reiterating apology and confirmation that this is being progressed. Clarification around funding provided.	Reminder to staff to keep complainants up to date with steps taken to resolve their complaints.	13-Apr-17

Community & Leisure Services Annual Complaints Log 2016/17

Complaints summary

<b>Total number of complaints</b>	<b>15</b>
<b>Of these 15 complaints:</b>	
Escalations to Chief Executive	3
Escalations to the LGO	1 - not investigated as premature complaint
Unhappy with Council decision	12
Delay/ Lack of response	1
Other	2

Example of complaint that resulted in explicit learning points or service improvements (1)

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
10-May-16	Complaint regarding the advertising for a show booked at The Lights Theatre. Complainant requested that the Council prosecutes.	The company hiring the venue was spoken to and advised that the advertisements were illegally posted and they should remove the unauthorised advertisements. The complainant was informed of this action.	To ensure that the T&C's are met by companies hiring the venue. These state they must " <i>Manage and conduct all performances in such a manner that nothing shall be done which shall lower the reputation of the premises or breach any act of parliament or regulation or order</i> ".	10-May-16

Estates and Economic Development Annual Complaints Log 2016/17

Estates and Economic Development Complaints summary

<b>Total number of complaints</b>	<b>2</b>
<i>Of these 2 complaints:</i>	
Escalations to Chief Executive	0
Escalations to the LGO	0
Staff conduct	2

Examples of complaints that resulted in explicit learning points or service improvements (2)

Date	Subject Matter	Response	Lessons Learnt/Changes made	Date of Closure
30-Jun-16	Complaint about an operative's driving when overtaking the complainant on a blind bend.	Investigation carried out, vehicle tracker report checked. No evidence could be established to confirm complaint however member of staff has been formally spoken to. Apology given.	There is a current project assessing the viability of installing 360° cab cameras and dash-cams in the Council's fleet of vehicles. This project is being managed by Environmental Services but it is anticipated that subject to consultation, these devices will be installed in every vehicle owned by the Council, including those used by Estates. The project outcome is expected by March 2018.	12-Jul-16

Date	Subject Matter	Response	Lessons Learnt/Changes made	Date of Closure
30-Jun-16	Complainant alleged that the operative drove through a red light on the Tesco roundabout.	Investigated but no evidence could be established to confirm complaint. Apology given to complainant.	There is a current project assessing the viability of installing 360° cab cameras and dash-cams in the Council's fleet of vehicles. This project is being managed by Environmental Services but it is anticipated that subject to consultation, these devices will be installed in every vehicle owned by the Council, including those used by Estates. The project outcome is expected by March 2018.	12-Jul-16

## Environmental Services Annual Complaints Log 2016/17

## Complaints summary

<b>Total number of complaints</b>	<b>137</b>
<b>Of these 137 complaints:</b>	
Escalations to Chief Executive	0
Escalations to the LGO	0
Bin collections	43
Assisted collection	11
Garden Waste scheme	9
Lack of response/action	9
Damage to property	3
Crew/Officer conduct	29
Grass cutting/grounds maintenance	13
Other	20

## Examples of complaints that resulted in explicit learning points or service improvements (51)

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
4-Apr-16	Complainant was driving behind a TVBC vehicle when an item flew off the back. Complainant alerted the driver and was unhappy with their response.	SESO spoke to driver. Driver explained a cross wind caught the canopy of the item and swept it out onto the slip road. They then stopped the vehicle to retrieve it.	Driver reminded that an unsafe load is illegal and could have consequences.	5-Apr-16

		<p>Didn't want to open back of vehicle as fully loaded, risk of dropping items causing further hazard, so put item into verge for retrieval later. Difficult to communicate with the other driver as they would not wind down window/noisy environment.</p> <p>Tried to call customer, no response - answerphone message left.</p>	<p>Advised to check the load each time driving away from a site and to use the netting where appropriate. File note put onto record.</p>	
4-Apr-16	<p>Complainant repeatedly having bins missed and has not had a collection for a month.</p>	<p>WCTL(S) emptied bins, reminded crews.</p>	<p>Crews spoken to.</p>	16-Apr-16
6-Apr-16	<p>Contacted TVBC 22.03.16 to report green waste bin had been missed. No progress and customer called again 10 days later to chase collection. Still waiting but received an email stating original request has been closed.</p>	<p>WCS(S) Completed. Informed the crew. Customer contacted and satisfied.</p>	<p>Crews spoken to.</p>	11-Apr-16
6-Apr-16	<p>Complaint regarding vehicle 'tailgating'. Once vehicle stopped, customer drove up behind to ask the driver if there was any need to drive in that way. Customer stated the driver was rude in response.</p>	<p>W&amp;R Manager investigated. WCTL(S) spoke to driver, who felt driver was driving erratically, assured they did not swear at resident.</p> <p>W&amp;R Manager contacted resident, apologised, assured that appropriate action would be taken with records kept of the incident.</p>	<p>File note put onto driver's record.</p>	6-Apr-16



		Resident was happy with the outcome.		
3-May-16	Complaint that grass was cut but not properly as there are still daisies, dandelions and nettles 3ft high. Cut has not been cleared from footpaths. Complainant spoke to Street Scene Manager last year.	SSS(S) tidied the area and left message with customer assuring the area will be monitored in the future.	SSS(S) to monitor the area.	5-May-16
4-May-16	Several green waste collections have been missed but subscription is up to date.	WCTL(N) Completed. Crew made aware.	Crew spoken to.	7-May-16
5-May-16	Customer and family were sat on grass at Anton Lakes Adventure play park, when the grass cutting crew came to mow very close to where they were sat. They did not ask the customer to move and just drove close to the complainant's children.	SSS(N) reprimanded crew and called customer to apologise.	Crew reminded to be aware of people around them whilst working.	6-May-16
17-May-16	Complaint regarding the mess left after a grass cut. Complainant had to tidy up grass cuttings. Today the bank has been strimmed which has left the car covered in grass - would like to speak to supervisor.	SSS/(S) spoke to customer and apologised - customer happy.	Crew advised to be more careful when strimming.	24-May-16

26-May-16	Complainant's bins were emptied this morning but the operatives knocked one of the bins over and left nappies, food waste and other items all over the pavement.	WCTL(S) cleared the area. Spoke to the resident and confirmed that the mess would be cleared that afternoon and they would speak to crew.	Crew spoken to - ensure any spillage is cleared before leaving in future.	26-May-16
23-May-16	Missed bin and logged.  Email received further to missed bin above. This has been closed twice without either resolution or contacting the customer:  Complainant unhappy with how the complaint has been handled.	Supervisor visited customer and apologised as it looks like we had emptied another bin in the first instance. This property is a new build, so not found by the crew.	Customer happy with final result and crew now aware of the property.	24-May-16
14-Jun-16	Complaint about the waste collection lorry using a resident's driveway to turn the vehicle around when collecting waste. The resident has said it is damaging their driveway and parking area.	WCTM advised the driver to not use resident's property to turn round the RCV and to find an alternative space.	Crew spoken to.	14-Jun-16
21-Jun-16	Resident moved their vehicle so the street sweeper could clean. They spoke to the operative to let them know so they could clean but the operative just smiled and carried on and went elsewhere.	SS(S) spoke to resident. There was an issue regarding the sweeper driver, they have been spoken to. The resident was happy that the sweeper will return to try and clear more of the cul de sac.	Operative spoken to.	12-Jul-16

2-Jul-16	Complainant initially emailed ENV regarding fly-tipping incident near their property and that the grass had not been cut. They did not receive a response and so emailed again to complain about the process.	Apology given for delay. Explanation given that during the initial investigation there was some confusion as to the ownership of the land. The housing association's contractor had been maintaining this area. The fly-tipped branches and leaves will be cleared whilst ownership of the land is ascertained.	To ensure acknowledgments are made in the time detailed on the website.	5-Jul-16
6-Jul-16	Complainant alleged that they were driving behind a council van when the driver leaned out the window and shouted at them whilst driving.	SSS(N) spoke to complainant who admitted to the supervisor that they were tailgating the van. However, although they did not hear what was said, the driver was shouting loud which they found upsetting. Customer happy for Supervisor to speak to the crew.	SSS(N) Spoke to driver/crew.	6-Jul-16
12-Jul-16	Ongoing issue, reported 16 June, still happening. Garden Waste lorry drives up the lane, has to continue up to the car park to turn around which is damaging the surface of the car park (which private residents have to pay for to repair). Can smaller lorry be deployed to this area so that it can reverse back down. The refuse lorry does not have any issues.	WCS(S) spoke to crew. Aware of the issue customer has and will endeavour to find another turning area.	To identify different turning area to minimise damage to car park surface.	21-Jul-16

21-Jul-16	Signed up to Garden Waste 28 June 2016 and initially purchased bin, then felt not practical. Rang immediately to cancel the bin and arrange for two sacks instead. Complainant was told £25 for bin would be refunded straight away. Paid two subscriptions on 1 July, not yet refunded for bin so called CSU who said they would investigate and call back. No call. Few days later tried again - same conversation. 18 July tried for third time, again promised call back - nothing. Wrote to Chief Exec.	W&R Manager instigated refund and investigated delay. Ticket requesting bags was printed and passed for action. Refund authority unfortunately not forwarded. W&R Manager contacted customer to explain and apologise for delay. Refund organised.	To process refunds correctly and in timely manner.	25-Jul-16
26-Jul-16	Customer is on an assisted collection and the crew come and collect the bin but fail every time to return it.	WCTL(S) spoke to waste collection crew, reminded them of importance of returning bin once emptied. Contacted customer and assured bin would be returned correctly.	To ensure assisted collection bins are returned to correct area.	26-Jul-16
28-Jul-16	The customer has an assisted collection and the crew have not been returning the bin to where they find it. Further complaint received - service category changed to lack of response.	WCS(S) spoke to crew. Now aware where bin should be returned to - with handle placed on the outside.	To ensure assisted collection bins are returned to correct area.	5-Aug-16

29-Jul-16	Customer is missing their garden waste sacks. Put out two for collection, was working in the front garden when the crew came - they took them and then didn't return.	WCTL(S) delivered two new bags. Spoke with customer - customer happy.	To return garden waste bags to property.	29-Jul-16
3-Aug-16	Assisted collection. Repeat complaint. Keeps reporting bin is not left back in the designated area. Reported the issue previously and yet today it has happened again.	WCTL(S) contacted customer. Advised had spoken to crew to ensure bin returned correctly in future. Resident happy.	To ensure that assisted collection is done correctly.	17-Aug-16
5-Aug-16	Assisted collection but the bin is not being returned with the lid positioned towards the step so the complainant can access it. The garden waste bin is also not being returned to the position it is collected from. Complainant is disabled and has mobility problems and failing to return bins as requested causes great difficulty for them.	WCS(S) spoke with crew. Aware of issues and will ensure bins returned as required in future.	To ensure assisted collection bins are returned in the correct way and to the correct area.	8-Aug-16
12-Aug-16	Black bin has still not been collected from designated collection point. Complainant put both bins in the bin collection point. Have further two full black bags in garage. Brown bin is also full of recycling.	WCS(S) emptied both bins. Contacted resident (left message) leaving contact details should there be future issues. Customer happy.	To ensure bins are collected when appropriate.	18-Aug-16

13-Aug-16	Complaint regarding an area of land that was not being maintained by the Council. Complainant cleared the area and laid membrane and pebbles but wishes the Council to pave over this area. Complainant also received no response from a previous contact made concerning the land.	Apology given for not responding to the previous enquiry. Clarified that the land is TVBC land and therefore the resident is not allowed to alter it.  Arrangements will be made for the reinstatement of the land to green space at the council's expense. Maintenance will be monitored in future.	To ensure work requests are correctly put on to the system and actioned before they are closed off.	24-Aug-16
17-Aug-16	Resident has assisted collection but the operative has not returned bin to starting point. Elderly complainant has now had to move bin back which is difficult for them. This is an on-going issue.	WCS(S) spoke to resident and crew and updated the resident who is happy.	To ensure assisted collection bins are returned to correct area.	18-Aug-16
22-Aug-16	Complaint re waste refuse collection lorry where the driver was seen throwing rubbish out of the window.	WCS(S) spoke to driver. Litter was a piece of blue roll which was used to clean the mirrors. Apologised for dropping. Driver was reminded of implications of littering. File note made. W&R Manager responded to customer, apologising for incident. Resident thanked W&R Manager for response/action.	Collection staff reminded of their duties/responsibilities regarding littering during team brief.	23-Aug-16
23-Aug-16	Complaint about the attitude/actions of van driver (litter picker) in connection with learner driver.	W&R Manager passed to SSS(N). Happy to contact customer if required.	SSS (N) spoke to driver who described it differently but they are aware they need to be mindful of their behaviour.	25-Aug-16

		Email sent to SSS(N) re closure GC 31.08.16. SSS(N) spoke to customer and assured the driver would be assessed if we have any further complaints.		
23-Aug-16	Customer had called several times and had been promised the missed bin would be collected. Unfortunately it didn't happen due to staff shortages this week.	Bin collected 23.08.16. W&R manager contacted Customer. Thanked BSO for arranging emptying of bin.	Supervisors to remind crews.	23-Aug-16
24-Aug-16	Complaining that bins were not emptied. Not out by 7.00am, however were put out before collection team arrived. This has happened before and the complainant feels victimised. Customer has taken rubbish to the tip and so wanted to make official complaint.	WCS(S) spoke with resident and apologised. Both crew and driver will keep an eye out for an issue - may be due to bin being on its own.	Spoke to crew to ensure bins are collected.	23-Aug-16
30-Aug-16	Letter received by HoS with 26 recycling bin hangers enclosed and bin hangers were left on the bin. Would like to know the reason for this.	WCS(S) discussed issue with customer, agreed unacceptable. Enquiries made with crew, unable to offer explanation. Apology given to customer. Assured crew would be spoken to, ensuring no further repeat. Customer happy, helpful and could not praise crew enough for their work.	Spoke to crew to ensure this is not repeated.	1-Sept-16

2-Sept-16	Vehicle was travelling at excessive speed in a residential area. The complainant feels the driver should be reported to the Police as they are driving without due care and attention.	WCS(S) spoke with driver. Asked to slow their driving down. Phoned customer, explained that this will be monitored.	Spoke with driver to ensure safe driving.	2-Sept-16
5-Sept-16	Bin went missing at last collection 2 weeks ago and has not been returned. Crew take the bins from outside properties but do not return them. This is not the first time this has happened.	WCTL(S) replaced bin, assured customer that they would speak to crew regarding returning bin correctly.	To ensure bins are returned to correct area.	7-Sept-16
8-Sept-16	Caller has reported frequently that the crew do not return bins to garden, leave them in the middle of footpath, making it very difficult for parents with pushchairs who are walking into road to get past. Advised will contact Councillor if it continues.	WCS(S) spoke with crew all made aware of issue.	To ensure bins are returned to correct area.	9-Sept-16
12-Sept-16	Repeat complaint as the refuse team placed neighbour's bin in complainant's spot, who had to struggle in pain to remove bins. Moving two very large black bins around is very difficult and would like bins returned to correct property.	Apology given and bins collected.	To ensure bins are returned to correct area.	4-Nov-16



19-Sept-16	Complaint that operatives 'fling' bins towards fence after emptying. The resident has approached the crew but it has not been resolved. The issue was raised previously, and seemed to improve however it is happening again, resulting in a split bin.	WCTL(S) contacted customer. Apologised for actions of operative. Assured crew would be spoken to. Bin replaced. File note placed on operative's personal record.	Spoke to crew to ensure professional behaviour. File note placed on operative's personal record.	27-Sept-16
28-Sept-16	Complaint regarding the garden waste collection crew throwing the garden waste sacks onto live flower beds.	WRM contacted resident to apologise. The use of agency staff to cover annual leave was a factor in this complaint.	Matter raised with garden waste collection team.	29-Sept-16
5-Oct-2016	Bulky waste was arranged and paid for by the previous owner but the crew did not collect. Gate was open on both occasions.	Gate was locked on first attempt to collect. Property changed hands, new owner called to re-book but system issue resulted in notes not being sent through, therefore unaware of collection requirement. WCS(S) arranged for collection, apologies to customer.	Issue regarding notes has been resolved to ensure they are forwarded through in future.	5-Oct-2016
12-Oct-2016	The complainant has previously complained about the grass not being cut properly at Valley Park. Areas around trees and lamp posts and under benches are constantly being missed.	SSS(S) spoke to customer. Area strimmed. Customer happy with the outcome.	Operative given map to clarify areas to be cut.	18-Oct-2016

19-Oct-2016	Customer removed from Clinical list following review. Last collection Sept 2014. Was not happy with our process and that we did not contact them before removing from the list. Did not want to call surgery to obtain new referral form and wanted to complain.	Doctor contacted and collection will continue as requested. Advised file note would be made as next collection may be more than 2 years away. Resident happy with resolution.	Clinical Waste Approval Letter amended to include wording to advise resident address will be removed from our database should there not be a collection for two years.	19-Oct-2016
3-Nov-16	Crew not collecting bin. Assumption made that it was 'holiday let'.	W&R Manager contacted customer to discuss. Agreed that collections should take place. WCS(S) and WCTL(N) to undertake site visit and agree collection/return point.	Crew made aware of agreement to collect from residence.	8-Nov-16
9-Nov-16	Resident complained that operatives using a leaf blower have blown grit and dirt all over their new car. Parking areas have been cleaned but footpaths have been left.	Supervisor spoke with customer who was happy with explanation and action taken.	To ensure agency staff are mindful of what is around them when leaf blowing.	10-Nov-16
14-Nov-16	Complaint that vehicle driver pointed at them to move forward. When complainant spoke to driver, they alleged the driver swore at them.	WCTL(S) spoke to driver. Driver adamant they did not swear at the customer at any time. W&R Manager sent email to customer regarding action taken. Advised information would be kept on record should there be another incident in the future. No response from customer.	Advised information would be kept on record should there be another incident in the future.	18-Nov-16

5-Dec-16	The resident was taking a child to a taxi but the WCV was parked obstructing access and the taxi could not get in or out. Asked for lorry to be moved, and alleged that one crew member was threatening. Complainant admitted verbal abusive in response but did not retaliate any further. Not first occasion, resulting in bins not being emptied.	Driver completed violent/abusive incident form. WCS(S) contacted customer.	WCS(S) Agency loader will not be used again - agency notified.	6-Dec-16
19-Dec-16	Moved into property seven weeks ago, bins have only been collected one week out of the seven. Reports weekly.	WCTL(S) spoke to both crews. Whoever gets to this area first should empty bin, however neither bin had been emptied. Situation now resolved. Spoke to customer, confirmed bins would be emptied in future.	WCTL(S) spoke to both crews.	21-Dec-16
20-Dec-16	Bins left on grass verge, but not returned. Instead they are left on the roadway/pavement causing obstruction.	WCTL(S) visited resident and returned bins, apologised and assured bins will be returned in future.	Crew spoken to.	20-Dec-16
18-Jan-17	Joined the garden waste scheme in November, has not received regular collections. Called three times.	WCS(S) spoke to customer, apologised. Offered second hand green bin in exchange for current small 140l brown. This could be the problem if the crew are not aware.	Crew aware to empty new 240L bin	18-Jan-17

		Supervisor spoke to the crew, arranged for bin to be delivered and second hand 240 to remedy the issue.		
23-Jan-17	Crew not reversing into parking area as agreed previously, only taking bins at the entrance and not returning to their collection point but leaving them together. Houses at the top are being missed - ongoing issue, raised before. Further letter received as bins are still not being collected/returned as agreed.	Crew spoken to. Bin emptied. Team Leader spoke with the customer and crew. Supervisor also spoke with the crew following week.	Crew spoken to.	1-Feb-17
30-Jan-17	Caller has assisted collection. Bin has not been returned to front of property again. All neighbouring bins are returned correctly, caller is unable to move bin on their own.	WCTL(S) spoke to customer. Reassured they would speak to crew regarding return of bin.	Crew to be spoken to.	2-Feb-17
20-Feb-17	Crew initially refused to collect the neighbour's recycle bins as it was contaminated and then after a dispute the crew emptied the neighbours bin.	W&R Manager spoke to customer.	WRO/RDO asked to spot check bin before next collection - opportunity to discuss/educate resident.	20-Feb-17
28-Feb-17	Black bin has been left unemptied. Cleared leaves blown into the doorway from surrounding area and placed in black bin (does not have a	SESO arranged for bin to be emptied. WCTL(N) spoke to customer who is happy with outcome. Will now purchase a new 240L brown bin to help with excess	SESO discussed with SSS(N) regarding possible extra sweeping of the area.	1-Mar-17

	green bin). Bin has now not been emptied and tagged regarding garden waste.	recycling created in household.		
24-Mar-17	Customer reported incident today where a waste collector refused to take garden waste due to contaminated materials that were in the sack. This prompted an argument.	HoS discussed incident with resident. Clarified points and passed to W&R Manager to deal with complaint. W&R Manager discussed incident with driver. W&R Manager then contacted resident to discuss. No further action to be taken on this occasion. Contamination removed and bag will be emptied as usual on next collection day. Customer happy with outcome.	File note made to refer to if required in future. Staff advised that common sense should prevail where customers may have got it wrong and they should always be courteous to residents.	29-Mar-17
31-Mar-17	Witnessed driver of RCV using their mobile phone whilst driving.	W&R Manager spoke to customer. Driver was agency - no longer using this agency driver with immediate effect.	Business Support/Agency notified that this driver is not to be used by TVBC.	31-Mar-17

Housing & Environmental Health Annual Complaints Log 2016/17

Complaints summary

<b>Total number of complaints</b>	<b>17</b>
<i>Of these 17 complaints:</i>	
Escalations to Chief Executive	4
Escalations to the LGO	4 – 3 of these were not investigated
Unhappy with Council decision	8
Delay/ Lack of response	2
Staff conduct	1
Other	6

Examples of complaints that resulted in explicit learning points or service improvements (2)

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
16-Aug-16	Complaint regarding caravan site licensing and lack of response.	Complaint was embedded within an FOI. Letter of clarification sent including apology for delay in response. Apology for lack of response to previous email.	Officers reminded of the need to respond to each individual email, even when email covers the same content dealt with in recent correspondence.	16-Aug-16
23-Dec-16	Complainant was told they would receive a refund of the charge that they paid by direct debit for a visit from a pest control officer, which was	HoS response confirming that the refund was requested but unfortunately there was a breakdown in communications. Apology given and confirmation that the refund had been processed that day.	Officer receiving the request to follow the process from start to finish.	

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
	subsequently cancelled. This has not yet been refunded.			

Legal and Democratic Annual Complaints Log 2016/17

Legal and Democratic Complaints summary

<b>Total number of complaints</b>	<b>2</b>
<i>Of these 2 complaints:</i>	
Escalations to Chief Executive	1
Escalations to the LGO	1
Elections	1
Land	1

Example of complaint that resulted in explicit learning points or service improvements (1)

Date	Subject Matter	Response	Lessons Learnt/Changes made	Date of Closure
13-Jul-16	Complainant registered their proxy vote for the EU Referendum. Correspondence, including the proxy poll card was sent incorrectly to the complainant's home address, instead of the appointed proxy voter's address. As the complainant was away, their vote by proxy was not completed.	Apology given.  The proxy vote was set up but an error was made during the processing of the form and their address was not set up correctly as the correspondence address. This resulted in the confirmation letter and subsequent proxy poll card not being sent to the correct place.	There are strict controls in place when processing all absent vote applications. This was an isolated incident and will be used as a learning point.	15-Jul-16



**Planning & Building Annual Complaints Log 2016/17**

**Complaints summary**

<b>Total number of complaints</b>	<b>28</b>
<i>Of these 28 complaints:</i>	
Escalations to Chief Executive	13
Escalations to the LGO	3
Unhappy with planning application decision	21
Delays/ lack of response	6
Other	1

**Examples of complaints that resulted in explicit learning points or service improvements (8)**

<b>Date</b>	<b>Subject Matter</b>	<b>Response</b>	<b>Lessons Learnt/ Changes made</b>	<b>Date of Closure</b>
27-Apr-16	Unhappy with the way in which a high hedge complaint had been dealt with.	Letter sent with apology and offer of compensation.	Officers advised to ensure that they review all information submitted with an application, prior to making any decisions.	10-May-16
16-May-16	Dissatisfied that the information they requested from the case officer has not been provided.	Apology and information emailed as requested.	Officers reminded of the importance of responding to correspondents promptly.	16-May-16

13-Jun-16	Complaint requesting an audit into the Section 106 relating to the development of Land at West Portway, Andover	HoS response clarifying process and agreeing that deed of variation could have been done prior to approval granted, however this did not impact the outcome.	Reminder to case officers of the importance of checking the site planning history.	1-Jul-16
7-Oct-16	Complaint about a pre-application service and the lack of contact with Officers, the failure to respond to email/telephone calls, and the failure to re-allocate work at the complainant's request to another officer whilst the identified Officer was on leave.	HoS email sent explaining that advice was given over the phone regarding timescales and information necessary for the pre-app services, as well as the Officer's leave and expected response. HoS acknowledged the delay and as this was below the standard of service expected, a full refund of the pre-application fee was given.	Officers reminded of the importance of responding to correspondents promptly.	17-Oct-16
8-Nov-16	Complainant emailed for advice on increasing the amount of space available for car parking outside their property. Followed up with a phone call and still did not receive a response.	Officer visited the complainant's property to advise and apologised for the late reply to their enquiry.  Officer enquired with Estates Surveying Technician to ascertain ownership of land. Recommended to contact HCC Highway re the possibility of changing their verge into a car parking area. Details for HCC provided.	Officers reminded of the importance of responding to correspondents promptly.	10-Nov-16 18-Nov-16 24-Nov-16

18-Jan-17	Complainant unhappy with the way their planning application has been handled.	Contact made and meeting held asking for clarification. Email then sent apologising for the delays which resulted from staff changes and shortages in the department.	Fault attributed to operation of the process rather than the process itself.	21-Feb-17
7-Feb-17	Complaint regarding the acoustic fencing along the A303 at Andover Airfield. Complainant claimed that TVBC failed to require the developer to comply with the conditions of the application.	HoS email clarifying current position and apologising for delay in response with reasons given. Confirmation that this will progress and offer given to meet to discuss.	Reminder to staff to keep complainants up to date with steps taken to resolve their complaints.	27-Mar-17
14-Feb-17	Complainant emailed in numerous times, regarding a refusal for tree works, with no response. Complainant has compared their refused application to others that have been approved.	Officer emailed to apologise for delay and explain that every case is taken on its individual merits.	Officers reminded of the importance of properly utilising lists of outstanding applications to ensure matters are being dealt with in a timely fashion.	15-Feb-17

Planning Policy & Transport Annual Complaints Log 2016/17

Planning Policy & Transport Complaints summary

<b>Total number of complaints</b>	<b>44</b>
<i>Of these 44 complaints:</i>	
Escalations to Chief Executive	1
Escalations to the LGO	1 review of previous LGO decision.
Unhappy with decision/ parking fine/ yellow lines	24
Lack of response	1
Staff conduct	6
Other	13

Examples of complaints that resulted in explicit learning points or service improvements (3)

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
12-Sept-16	Complaint regarding the parking restrictions put in place at Valley Park.	E&T Manager contacted complainant to apologise for the delay in responding and to provide an update. Informed complainant that the public car park will be extended.	Failure to respond to previous email. To ensure that all responses are given in a timely manner.	30-Sept-16

10-Jan-17	Complaint about damage to property caused by HGVs used by a nearby business.	Email to resident explaining what steps TVBC are doing to eliminate problems in the future.	Working with the business to restrict their postcode so it is not the same as the residents. (Highways England also involved).	23-Jan-17
21-Jun-16	<p>Complaint regarding the lawn and footpath put in place at the complainant's property. Complainant believed footpath was put in without consent and Council Officer showed unprofessional behaviour.</p> <p>This was initially escalated to the LGO in February 2016. <b>Decision notice given 7 June 2016:</b>                      “There was no fault in the Council’s handling of the installation of a footpath or in its dealings with the complainant. The failure to have a written record of the meeting in September 2014 is fault but this is not significant and does not warrant any further action or remedy.”</p>	<p>LGO review requested by complainant on 21 June 2016. <b>Review decision notice given 18 July 2016: Previous decision to stand.</b></p> <p>Complainant continued to correspond. Final letter from the Council sent 22 September 2016 and complaint closed.</p>	Written records must be made of any scheme meetings.	22 September 2016

Revenues (Including Customer Services) Annual Complaints Log 2016/17

Revenues (including Customer Services) complaints summary

<b>Total number of complaints</b>	<b>18</b>
	(Revs 5, Benefits 11, CSU 2)
<b><i>Of these 18 complaints:</i></b>	
Escalations to Chief Executive	2
Escalations to the LGO	2 – assessment stage – not investigated
Unhappy with decision	9
Delay/Lack of response	3
Other	6

Examples of complaints that resulted in explicit learning points or service improvements (8)

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
17-May-16 & 1-June-16	Complainant unhappy that personal information was given out to a third party.	Full DPA investigation undertaken and results sent to Corporate Director. Letter of apology sent to customer by HOS.	Reminder to all benefits staff about the relevant security procedures when taking telephone calls.	3-June-16
19-May-16	Complainant unhappy with delay in responding to appeal and the Council's response and interpretation of the regulations.	HOS has researched the Regulations and believes that they have been applied correctly. Complainant advised that they would need to appeal if they	Reminder to all benefits staff regarding the interpretation of the regulation concerned.	14-June-16

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
	The complainant felt the officers were not confident in the regulations that would apply.	are not happy with the decision. Apologised for the delay in responding, and explained that appeals generally do take longer to respond to and this was actioned within one day of the Council being notified that a notice of eviction had been issued.		
2-June-16	Complainant unhappy with out of hours service and subsequent telephone conversations with CSU Manager.	A telephone call was made to the complainant from HOS discussing issues, and advised the Council will look to improve the information held by the out of hours service.	The out of hours manual has been reviewed.	9-June-16
16-June-16	Complainant unhappy with questions asked in relation to a Discretionary Housing Payment application and the delays in dealing with the claim.	Letter sent by manager to confirm assessments had been amended and apologising for the delay and any distress caused. DHP claim assessed.	Backlogs continue to be monitored.	20-June-16
5-Sept-16 8-Sept-16	Complainant was unhappy with the delay in processing change of address and they were advised that the form was lost and requested a new form to be completed. Further follow up complaint as requested payment for Housing Benefit in respect of previous address should have been made to them not the landlord. Complainant also e-	Form was found but had not been scanned to work queue. A new form was therefore given priority and an apology was given. HoS e-mailed a response clarifying position and that all outstanding benefit had been sent. Previous landlord was contacted to make sure there was no credit on the rent account and advised one weeks rent remained outstanding.	Review of scanning process and confirmation that this is a genuine error that may happen from time to time, relevant checks appear to be working.	7-Sept-16 19-Sept-16

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
	mailed Chief Executive regarding Romsey office and stress caused.			
14-Sept-16	Complainant claims they were poorly advised on instalments needed / status of account balance. Asking for part write off and goodwill payment of £500.	Apology for lack of clarity in communication. Compensation declined.	Training with member of staff involved.	19-Sept-16
26-Sept-16	Complainant unhappy with a Housing Benefit overpayment.	Clarification given.	E-mail response to MP and customer, late notification of changes in circumstances so overpayment correctly raised.	28-Sept-16
9-Feb-17	Account incorrectly closed.	Written apology for error in closing account incorrectly.	Team to check change of address notifications have been allocated to the correct property.	10-Feb-17



**ITEM 10**

**Programme of Work for the  
Overview & Scrutiny Committee**

Report of Head of Legal and Democratic Services

**Recommended:**

**The Committee is requested to:**

- 1. Review the outcomes on the work programme and recommendations update.**
- 2. Approve the future work programme.**

**SUMMARY:**

- The purpose of this report is to enable members to keep the Committee’s future work programme and recommendations update under review.

**1. Background**

- 1.1 The OSCOM Work Programme is presented at Annex 1 for review and approval.
- 1.2 The OSCOM Task and Finish Panels update is presented at Annex 2 for the Committee’s review and comments.
- 1.3 The Cabinet Work Programme is attached at Annex 3 for the Committee to consider.
- 1.4 Annex 4 tracks the recommendations to Cabinet and Council.

Background Papers (Local Government Act 1972 Section 100D)

None

Confidentiality

It is considered that this report does not contain exempt information within the meaning of Schedule 12A of the Local Government Act 1972, as amended, and can be made public.

No of Annexes:

2

Author:

Caroline Lovelock

Ext:

8014

File Ref:

Report to:

Overview and Scrutiny  
Committee

Date:

26 July 2017

**OVERVIEW & SCRUTINY WORK PROGRAMME 2017/18**

	*Scrutiny Indicator	Requested by	Purpose of Report (Responsible Officer/ Member)	Expected Outcome
<b>2017</b>				
<b>20 SEPTEMBER (ANDOVER)</b>				
Annual Review of Corporate Action Plan	2	Committee	To receive an update on the Key Performance Indicators <b>(Policy Manager) (20 mins)</b>	Look at what is being proposed, how this is going to work and costings. What more do we expect to do during the next 12 months.
Complaints Handling	2	Committee	To look at the trends within the complaints to TVBC, ascertain whether complaints are increasing or decreasing if so why and to detail the areas of largest complaints and why <b>(Complaints and Communications Officer) (20 mins)</b>	Make sure TVBC is working within the set boundaries for complaints and make sure that complaints are kept to a minimum.
<b>25 OCTOBER (ANDOVER)</b>				
Round table discussion Web Strategy	2	Committee	Look at the TVBC Web site and look at the strategy that is being applied to the site, decide if the web site is up to date and if it is fit for purpose and consider any other ideas that could be incorporated within the Web site_ <b>(Head of Communications)</b>	Check the Web Site is fit for purpose, is offering the public a meaningful method of accessing the information required and look at the various other ideas that could come forward to help enhance the web site.
CIL	2	Committee	To look at the new CIL arrangements and how its working <b>(Planning Policy Manager) (20 mins)</b>	Ensure the new CIL scheme is working properly and ascertain any problems that are there unforeseen or otherwise.

\* Scrutiny Indicator Key:

1 : Holding to Account	2 : Performance Management	3 : Policy Review	4 : Policy Development	5 : External Scrutiny
------------------------	----------------------------	-------------------	------------------------	-----------------------

Test Valley Borough Council – Overview and Scrutiny Committee – 20 September 2017

	*Scrutiny Indicator	Requested by	Purpose of Report (Responsible Officer/ Member)	Expected Outcome
Communications and Procurement Panel	3	Committee	To consider lessons learnt from the Leisure Centre Contract process. To look at the way the contract was allocated with a view to localism and finances etc. <b>(Lead Member Cllr Cockaday) (20 mins)</b>	Make sure the contract was allocated professionally with the best outcome for Test Valley and staff of the Leisure Centres.
Annual Audit Report	2	Committee	To receive the report <b>(Head of Finance/Auditor Manager) (20 mins)</b>	To comment and make recommendations as appropriate
Draft Budget Fees and Charges	4	Committee	To consider the draft Budget Panel report <b>(Vice Chairman) (20 mins)</b>	Comment and make recommendations as appropriate.
<b>22 NOVEMBER (ROMSEY)</b>				
Waste Strategy	3	Committee	A general update on waste and recycling in the Borough, <b>(Head of Environmental Services)</b>	To consider performance and initiatives and ask questions and make comments.
Budget Panel Report Draft Budget	4	Committee	To consider the draft Budget Panel report <b>(Vice Chairman) (20 mins)</b>	Comment and make recommendations as appropriate.
<b>20 DECEMBER (ROMSEY)</b>				
Update on the Council Tax Support Scheme	3	Committee	To receive an update on the Council Tax Support Scheme <b>(Acting Head of Revenues, Benefits and Customer Services) (20 mins)</b>	To comment and make recommendations

\* Scrutiny Indicator Key:

1 : Holding to Account	2 : Performance Management	3 : Policy Review	4 : Policy Development	5 : External Scrutiny
------------------------	----------------------------	-------------------	------------------------	-----------------------

Test Valley Borough Council – Overview and Scrutiny Committee – 20 September 2017

	*Scrutiny Indicator	Requested by	Purpose of Report (Responsible Officer/ Member)	Expected Outcome
<b>2018</b>				
<b>22 JANUARY (ROMSEY)</b>				
Budget Strategy Update	1	Committee	To check the results of the Budget Panel chaired by the Vice Chairman and make sure all is satisfactory <b>(Vice-Chairman) (20 mins)</b>	Make sure the budget is fit for purpose and no large increases unless justified
<b>21 FEBRUARY (ANDOVER)</b>				
Round table discussion Romsey Future update				
<b>21 MARCH (ROMSEY)</b>				
Presentation on Local Policing	5	Committee	Chief Inspector to attend to discuss progress with local policing in Test Valley.	Look at figures for crime and disorder within Test Valley and look for any change in percentages and if so why.
<b>25 APRIL (ANDOVER)</b>				
Chairman's Draft Annual Briefing	2	Committee	To consider the Chairman's draft Annual Briefing prior to being submitted to Council <b>(Cllr Lynn) (15 mins)</b>	Check the draft letter from the Chairman is detailing the actions of the Committee and the outcomes.
<b>23 MAY (ANDOVER)</b>				
Safeguarding Children & Vulnerable Adults	3	Committee	To look at the policy of safeguarding adults and children <b>(Head of Community and Leisure) (20 mins)</b>	Check on the progress that the policy is having in the borough and look at any shortfalls etc.
Chairman's Final Annual Briefing	2	Committee	To consider the Chairman's final Annual Briefing prior to being submitted to Council. <b>(Cllr Lynn) (15 mins)</b>	Finalise and agree the Chairman's Annual Briefing.
Andover Vision	3	Committee	Look at the Andover Vision and how far it has developed. <b>(Chief Executive) (20 mins)</b>	What impact will the Vision have on Andover and it's economy and finances and how will it affect the public of the town.

\* Scrutiny Indicator Key:

1 : Holding to Account	2 : Performance Management	3 : Policy Review	4 : Policy Development	5 : External Scrutiny
------------------------	----------------------------	-------------------	------------------------	-----------------------

Test Valley Borough Council – Overview and Scrutiny Committee – 20 September 2017

	*Scrutiny Indicator	Requested by	Purpose of Report (Responsible Officer/ Member)	Expected Outcome
<b>DATE TO BE AGREED</b>				
Round table discussion on Tourism	3	Committee	To explore opportunities and ideas for increasing tourism	To consider ideas and opportunities
Housing Strategy (including Homelessness Strategy and Homes Energy Conservation Act Action Plan (full report)	4	Committee	To present the position of these three Housing strategies ( <b>Head of Housing and Environmental Health</b> ) (20 mins)	To comment and make recommendations
Briefing on Devolution (full report)	5	Committee	Presentation on Devolution (20 mins)	To comment and make recommendations

**BRIEFING NOTES**

2016		Date Circulated
<b>12 October</b>	Outcomes of the Hampshire Safeguarding Children Board Audit (Community Engagement Manager)	22 September 2016
<b>8 November</b>	Cemetery Rules and Regulations Review (Head of Community and Leisure) Andover Levy (Accountancy Manager)	24 October 2016 27 October 2016
<b>2017</b>		
	The use of the Rendezvous in Andover (Head of Estates)	6 April 2017
<b>March</b>	Car Park Management (Engineering and Transport Manager) Affordable Housing Update (Head of Housing)	18 May 2017 3 March 2017
<b>April</b>	Ways in which the vibrancy of the Town Centre can be measured (Economic Development Manager)	31 March 2017

\* Scrutiny Indicator Key:

1 : Holding to Account	2 : Performance Management	3 : Policy Review	4 : Policy Development	5 : External Scrutiny
------------------------	----------------------------	-------------------	------------------------	-----------------------

Test Valley Borough Council – Overview and Scrutiny Committee – 20 September 2017

<b>June</b>	Risk Management (Principal Auditor) Equalities Scheme (Corporate Director) Art Strategy including Public Art Commissions (Head of Community and Leisure)	12 June 2017 25 July 2017
<b>July</b>	Andover Magistrates Court (Corporate Director) Community Toilet Scheme (Corporate Director) The role of Licensing in Test Valley (Licensing Manager)	25 July 2017
<b>August</b>	Supporting families update (Community Manager) Crime and Disorder update (Community Engagement Manager – Community Safety)	12 June 2017 13 June 2017
<b>October</b>	Shared Services Update (Corporate Director) Community Engagement (Community Engagement Manager)	
<b>2018</b>		
<b>January</b>	Accommodation Review (Corporate Director) Recycling (Head of Environmental Services)	
<b>March</b>	Affordable Housing Update (Head of Housing and Environmental Health)	
<b>April</b>	Glass Recycling (Head of Environmental Services)	
<b>June</b>	Test Valley Partnership Annual Review Risk Management (Principal Auditor)	
<b>July</b>	Complaints Handling (Complaints and Improvements Officer)	
<b>Date to be agreed</b>		
	Hampshire County Waste Strategy	

\* Scrutiny Indicator Key:

1 : Holding to Account	2 : Performance Management	3 : Policy Review	4 : Policy Development	5 : External Scrutiny
------------------------	----------------------------	-------------------	------------------------	-----------------------

Panel	Lead Member	Progress Update	Report back to OSCOM
Community Safety Panel	Councillor Baverstock	Phase 1 complete Phase 2 final report in July	3 August 2016
Planning Panel	Councillor Hibberd	Meeting to review where the previous panel got to and discuss any other work that may be required and produce a scoping report.	Membership to be agreed on 24 May 2017
Public Involvement Panel	Councillor Baverstock	Meeting arranged for Tuesday 4 September 2017	
Review of Call In Process	Councillor C Dowden	Recommendations to Cabinet on 19 April 2017	26 June 2017 recommendations to Council 6 September 2017
Communications and Procurement Panel	Councillor J Cockaday	<p>There are now five councillors on the panel for the leisure contract, Cllr P Hurst, Cllr T Preston, Cllr I Richards, Cllr P Mutton and myself.</p> <p>The review will consider.</p> <ol style="list-style-type: none"> <li>1 Pre-procurement communication.</li> <li>2 What the legal constraints of the procurement process will allow in terms of communications.</li> <li>3 Communication to Borough Councillors and specifically what communication/opportunities for involvement occurred.</li> <li>4 The topic for review be amended to include major projects.</li> <li>5 The role of contractors in communication be added to the key areas of focus.</li> </ol>	25 October 2017



# Cabinet Work Programme

## Further information

1. This is a formal notice under Regulation 9 of The Local Authorities (Executive Arrangements)(Meetings and Access to Information)(England) Regulations 2012. This edition supersedes all previous editions.
2. Documents submitted to the Cabinet or Cabinet Member(s) for decision will be in the form of a formal report, which if public and non-urgent, will be available for public inspection on this website at least 5 clear working days before the date that the decision is due to be made.
3. Background papers for such reports are listed in this Programme where their identity is known in advance of the report being written
4. Documents shown will be available from the Democratic Services Manager at Test Valley Borough Council, Beech Hurst, Weyhill Road, Andover, Hants, SP10 3AJ. They can also be contacted at [admin@testvalley.gov.uk](mailto:admin@testvalley.gov.uk).
5. Please note that additional documents relevant to those matters mentioned in the Work Programme may be submitted to the decision maker.
6. Whilst the majority of the Cabinet's business at the meetings listed in this Work Programme will be open to the public and media organisations to attend, this is formal notice under the above regulations that part of the Cabinet meetings listed in this Work Programme may be held in private because the agenda and reports for the meeting will contain exempt information under Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 (as amended) and that the public interest in withholding the information outweighs the public interest in disclosing it.
6. To view details of the members of the Council's Cabinet who will be making these decisions, please click the link below:  
[Cabinet Members](#)



## **KEY DECISIONS**

A key decision is one which is likely

1. to result in the local authority incurring expenditure which is, or the making of savings which are, significant having regard to the local authority's budget for the service or function to which the decision relates;

or

2. to be significant in terms of its effect on communities living or working in an area comprising two or more wards or electoral divisions in the area of the local authority.

The Council's thresholds are

- |    |   |   |                  |
|----|---|---|------------------|
| a. | Decisions on spending which are within the annual budgets approved by the Council                         | NO THRESHOLD  | NOT KEY DECISION |
| b. | Decisions on cash flow, investments and borrowings.   | NO THRESHOLD  | NOT KEY DECISION |
| c. | Decisions for spending or savings outside the budget, or included in the annual budget with reservations. | SPENDING EXCESS OF £50,000 PER ITEM IS A KEY DECISION |                  |

### **Arrangements for making representations to the cabinet regarding decisions contained within the work programme**

A member of the public may address the Cabinet in accordance with the Public Participation Scheme. Notice must be given to the Democratic Services Manager by noon on the day before the meeting.

Members of the public are welcome to write to the appropriate Head of Service as listed in the last column of the Work Programme on any matter where a decision is to be made.

Date of Decision (Location)	Item	Key Decision	Decision maker	May include information which is not to be made public*	Documents to be Submitted for Consideration	Head of Service	Notice of proposed decision first published
13 Sep 2017 (R)	Statement of Community Involvement in Planning Matters	No	Cabinet	No	Report of the Planning Portfolio Holder	Head of Planning Policy	14 August 2017
13 Sep 2017 (R)	Land Disposal	Yes	Cabinet	Yes	Report of the Finance Portfolio Holder	Head of Estates and Economic Development	14 August 2017
13 Sep 2017 (R)	Corporate Financial Monitoring	No	Council	No	Report of the Finance Portfolio Holder	Head of Finance	14 August 2017
13 Sep 2017 (R)	Discretionary Business Rates Relief Scheme	No	Cabinet	No	Report of the Finance Portfolio Holder	Acting Head of Revenues (Local Taxation and Project Enterprise)	14 August 2017
18 Oct 17 (A)	Sustainability Appraisal Scoping Report	No	Cabinet	No	Report of the Planning Portfolio Holder	Head of Planning Policy	6 June 2017

Date of Decision (Location)	Item	Key Decision	Decision maker	May include information which is not to be made public*	Documents to be Submitted for Consideration	Head of Service	Notice of proposed decision first published
18 Oct 17 (A)	Section 106 approval of funds	No	Cabinet	No	Report of the Planning Portfolio Holder	Head of Planning and Building	22 August 2017
18 Oct 17 (A)	HECA Update	No	Cabinet	No	Report of the Housing and Environmental Health Portfolio Holder	Head of Housing & Environmental Health	14 August 2017
18 Oct 17 (A) / 15 Nov 17 (R)	Fees and Charges	No	Cabinet	No	Report of the Finance Portfolio Holder	Head of Finance	14 August 2017
18 Oct 17 (A) / 15 Nov 17 (R)	Asset Management Update	No	Cabinet	No	Report of the Finance Portfolio Holder	Head of Finance	14 August 2017
18 Oct 17 (A) / 15 Nov 17 (R)	Second Quarter Corporate Financial Monitoring	No	Council	No	Report of the Finance Portfolio Holder	Head of Finance	14 August 2017

Date of Decision (Location)	Item	Key Decision	Decision maker	May include information which is not to be made public*	Documents to be Submitted for Consideration	Head of Service	Notice of proposed decision first published
15 Nov 17 (R)	Medium Term Financial Strategy	No	Cabinet	No	Report of the Finance Portfolio Holder	Head of Finance	14 August 2017
15 Nov 17 (R)	Capital Programme Update	No	Council	No	Report of the Finance Portfolio Holder	Head of Finance	14 August 2017
15 Nov 17 (R)	Sustainability Framework	No	Cabinet	No	Report of the Environmental Portfolio Holder	Head of Planning Policy	14 August 2017

\* Members of the public will be excluded from the discussion during the consideration of these reports in the event that they contain information which is not to be made public in accordance with the relevant legal provisions.

#### DELAYED/DELETED ITEMS

Original Date Of Decision	Item	Delayed/Deleted	Reason For Delay/Deletion	Informed By	Date Informed

Original Date Of Decision	Item	Delayed/Deleted	Reason For Delay/Deletion	Informed By	Date Informed