

Notice of Meeting

Overview and Scrutiny Committee

Date: Wednesday 14 October 2020

Time: 5.30 pm

Venue: Being held virtually by Microsoft Teams. The public can listen to a live stream here:

<http://www.audiominutes.com/p/player/player.html?userid=tvbc>

For further information or enquiries please contact:

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Legal and Democratic Service

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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 and Scrutiny Committee

MEMBER

WARD

Councillor Z Brooks (Chairman)	Andover Millway
Councillor N Lodge (Vice-Chairman)	Andover Downlands
Councillor G Bailey	Blackwater
Councillor D Baverstock	Romsey Cupernham
Councillor C Borg-Neal	Andover Harroway
Councillor T Burley	Andover Harroway
Councillor D Coole	Anna
Councillor C Dowden	North Baddesley
Councillor N Gwynne	Romsey Cupernham
Councillor K Hamilton	Andover Harroway
Councillor V Harber	Andover St Mary's
Councillor N Matthews	Andover Romans
Councillor K North	Andover Romans
Councillor J Parker	Romsey Tadburn
Councillor R Rowles	Andover Winton
Councillor A Ward	Mid Test
Councillor A Warnes	North Baddesley

Overview and Scrutiny Committee

Wednesday 14 October 2020

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 16 September 2020**
- 6 Call in Items**
- 7 Urgent decisions taken since last meeting**
- 8 Updates on Panels**

Lead Members to update the Committee on the progress of their Panels (10 minutes)

- 9 Corporate Portfolio Holder Presentation**

To receive a presentation from the Corporate Portfolio Holder on her portfolio (30 minutes)

- 10 Annual Report on Complaints**

5 - 60

To consider the Annual Report on Complaints (20 minutes)

ITEM 10

Annual Report on Complaints

Report of the Chief Executive (Portfolio: Corporate)

Recommended:

That the annual report be considered and endorsed.

SUMMARY:

- The Chief Executive and Services together dealt with 171 complaints under the Council's formal procedure, in the year 2019/20.
- The Local Government and Social Care Ombudsman (LGSCO) made preliminary enquiries about 8 complaints relating to TVBC and began an investigation into 2 of these for the year ended 31 March 2020.

1 Background

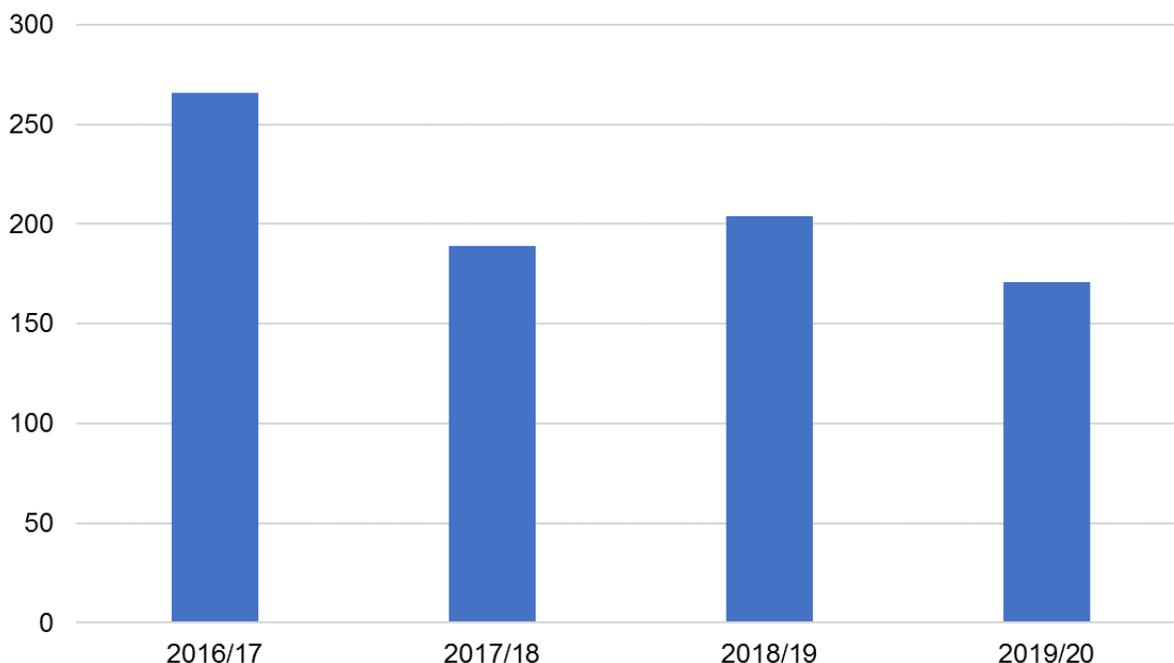
- 1.1 To facilitate the periodic monitoring of complaints and review by this Committee each year, Services are required to prepare an annual summary of complaints dealt with under the Council's formalised procedure (the year runs from 1 April 2019 to 31 March 2020).
- 1.2 A complaint is defined within 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."*
- 1.3 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 the Council 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 2019/20

- 2.1 In the year 2019/20 there were 171 service level complaints (those dealt with by more than one service at the same time are counted as one complaint). From these 171 complaints, 18 were escalated to the Chief Executive and 8 were the subject of LGSCO enquiries.

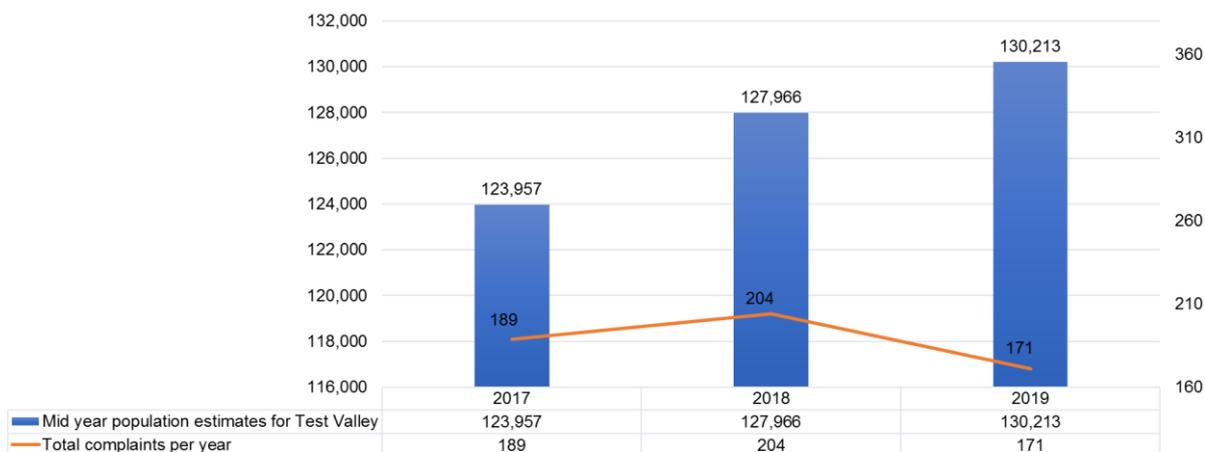
2.2 This year sees a decrease of 33 complaints against the number received in the previous year (204 in 2018/19).

Total number of complaints 2016 - 2020



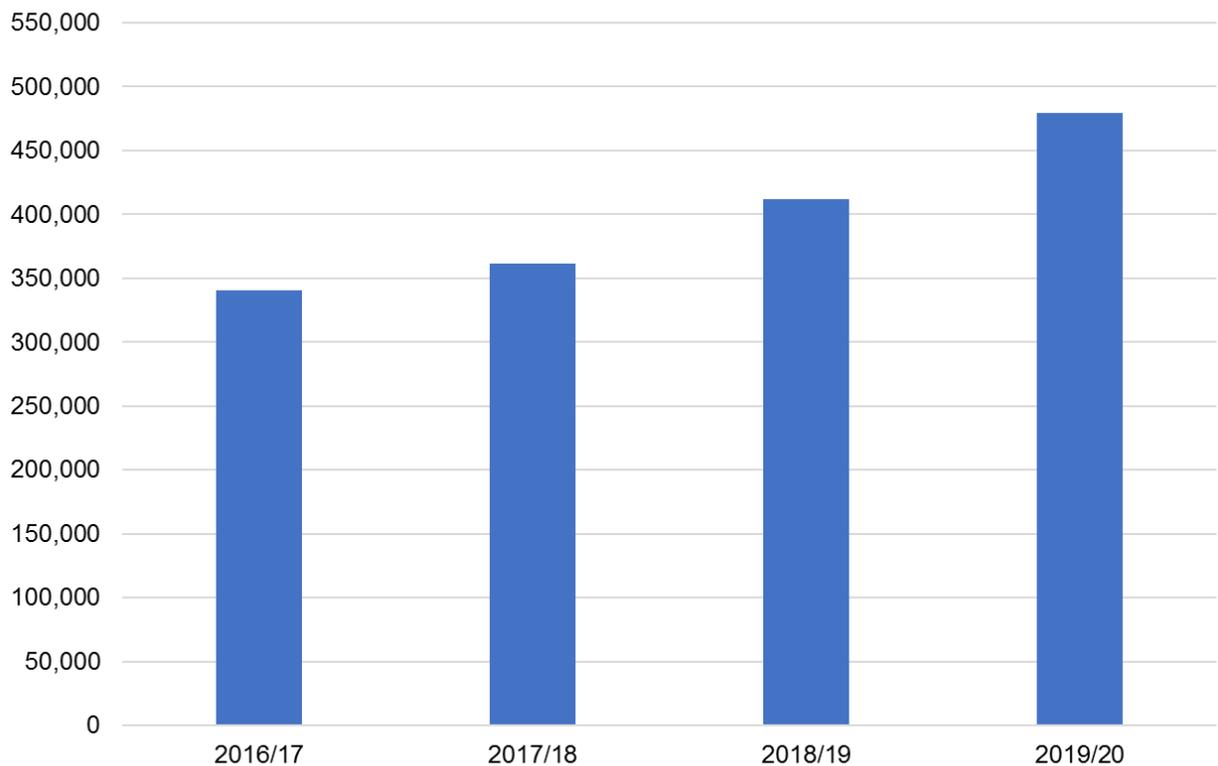
The number of complaints decreased slightly this year after an increase last year. The number remains relatively stable, despite the increase in housing and population in the borough, as shown below.

The total estimated population of Test Valley compared to the total number of complaints received by Test Valley Borough Council (2017-2019)



- 2.2 Customer Service unit figures for the year indicate that they received 76,799 telephone calls, which has increased from 75,740 the previous year. However, the number of calls does appear to be decreasing when we compare our monthly 2019 figures with monthly call figures for 2020. The number of face to face contacts for the year was 11,671, a decrease from 12,599 the previous year.
- 2.3 The website received 390,710 unique visitors for 2019/20. A unique visitor is an individual that uses the website, however an individual may use the website numerous times. Therefore, the number of times the site was entered better illustrates the use of the website and these totalled more than 725,200 sessions for 2019/20. This has increased by 15% from 629,770 sessions in 2018/19.
- 2.4 Although the number of telephone contacts has increased slightly from last year, we have seen a further reduction in the number of face to face contacts. This can be attributed to self-serve processes put in place to enable and encourage customers to do their business with the Council electronically.

Volume of Contact 2016 - 2020



Volume of Contact via CSU telephone and face to face and unique web visits

- 2.5 The following table gives a breakdown of the number of complaints. At seminars arranged by the LGSCO, representatives of the Institute of Customer Service have previously advised on the Customer Satisfaction Index and accepted customer service industry standards. The number of complaints account for less than 1% of overall transactions and this falls well within these industry standards.

Stage of complaints process	Number of complaints
Service level	171
Chief Executive escalations	18 (from the 170 above)
Local Government and Social Care Ombudsman	8 (the LGSCO went on to investigate 2 of these)

2.6 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. Full details of all the complaints are available and these can be provided to committee members on request. However, this information is strictly confidential.

2.7 Specific service considerations

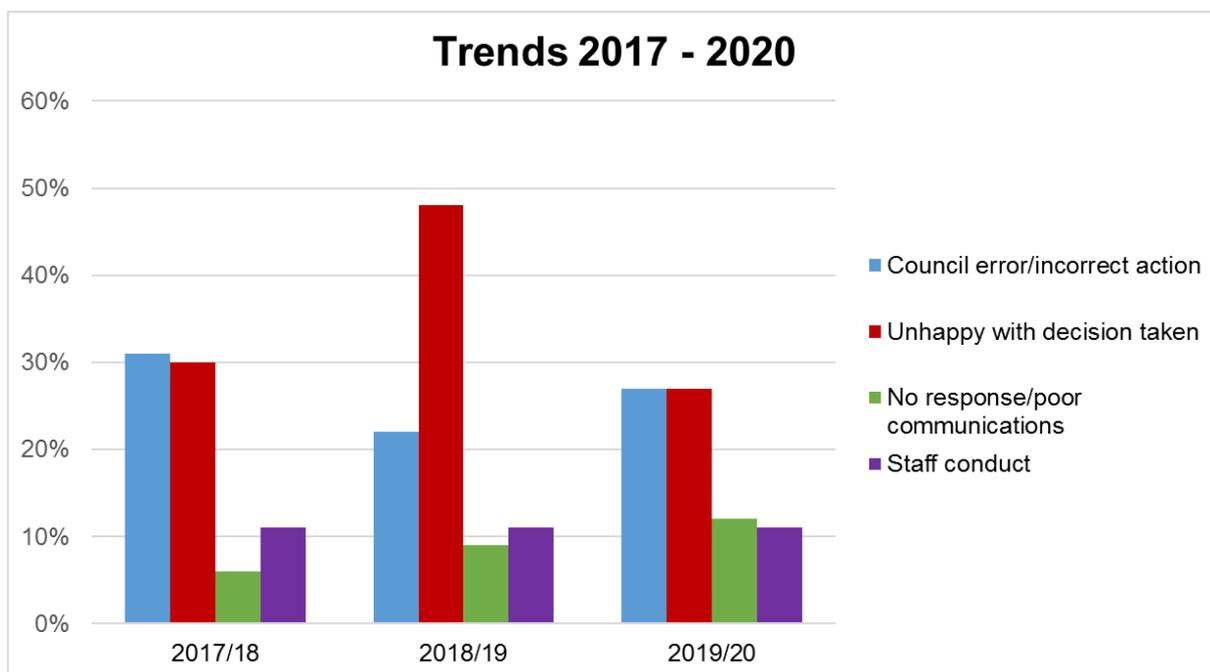
The number of complaints and compliments received can be broken down by service as follows:

Service	Number of complaints	As a % overall	Compliments
Environmental	71	41.5	141
Planning and Building	25	14.6	64
Property and Asset Management	19	11.1	23
Revenues (incl CSU)	21	12.3	7
Community and Leisure	12	7.0	5
Housing and Environmental Health	15	8.8	9
IT	1	0.6	

Legal and Democratic	0	0	Not logged
Chief Executive	0	0	Not logged
Finance	0	0	Not logged
Multi-service	7	4.1	n/a
CEX escalations from the 171 service level complaints	18	10.5	n/a

- 2.8 The number of complaints for each service does not, of course, necessarily provide a direct correlation with the standard of customer service provided, and 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.
- 2.9 The Environmental Service receives the highest number of complaints but these are very low when considering the number of interactions it has with the public. For example, in 2019/20, the Environmental Service provided waste and recycling collections to around 55,000 properties within Test Valley each week. This totals almost 2,900,000 collections a year. Using this example, the number of complaints received equates to just 0.002 per cent of collections alone.
- 2.10 In 2019/20, the Planning and Building Service dealt with 3,635 planning related matters, comprising of 1,227 planning applications, 338 pre-app enquiries, 739 condition discharge applications, 630 tree applications and 701 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 equates only to approximately 0.7% of the work carried out.
- 2.11 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	27
Unhappy with decision/action taken by Council	27
Staff conduct	11
No response received/poor communication	12
Other	23



3 Learning points

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

- 3.2 Annexes 1 to 7 are reports that provide specific detail on a selection of complaints within different services as examples to illustrate this. The report on the complaints escalated to the Chief Executive (Annex 8) details every complaint that progressed to Stage 2 of the complaints process.
- 3.3 Examples of some of the learning points and improvements made as a result of complaints during 2019/20 include:
- Ensuring continuity in communication for ongoing complaints and keeping the complainant informed on updates.
 - Ensure that all conditions are included on planning Decision Notices.
 - Giving neighbours and the local parish council the opportunity to comment on amended planning application plans.
 - Updated the procedure for determining settlements in relation to Rural Rate Relief.
 - Rolled out further training for staff to deal with changes of address in relation to Council Tax.

4 Time taken to respond

- 4.1 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. This standard was met in 87% of service complaints, with 148 out of 171 complaints answered in this time frame.
- 4.2 When a complaint is escalated to stage 2, the Chief Executive has 15 working days to respond. This standard was met in 78% of escalated complaints with 14 out of 18 complaints answered in this time frame. Where it is not possible to respond within this time frame, the complainants are made aware that there will be a delay.

5 Unreasonable or unreasonably persistent complainants

- 5.1 There are currently no complainants determined as vexatious.

6 The Local Government and Social Care Ombudsman

- 6.1 The Local Government and Social Care Ombudsman (LGSCO) produces an annual letter which is attached as Annex 9. Annex 10 contains a guide to understanding the statistics provided. The number of complaints or enquiries received by the LGSCO does not necessarily match with the number of complaints progressed to the LGSCO by the Council. This is because in some cases, complainants approaching the LGSCO directly may be given advice or be referred to another organisation and the Council may not be aware of this. The LGSCO will also refer a complainant back to the Council if the complaint

has not completed the local authority's complaints procedure and in some cases, the complainant may choose not to come back to the Council.

- 6.2 During the year 2019/20 the Council received 8 initial complaint enquiries from the LGSCO of which the LGSCO opted to investigate only 2.

INVESTIGATED			
Date	Subject Matter	Action Taken	LGSCO outcome
21 May 19	Complaint that the Council did not take prompt or proportionate planning enforcement action against a developer following 18 alleged breaches of planning control, impacting on the complainant, their family and other local residents. The complainant stated they had to move house as a result of the issues.	Information and clarification provided as requested. Decision provided 5 September 2019	Decision: there was no fault by the Council.
2 July 2019	Complaint about the Council's decision to approve a detached garage in the grounds of a neighbouring house. The complainant stated that the Council acted with fault in approving the garage due to incorrect measurements, failure to consult with the complainant on an amendment to the garage design, failure to take account of the garage's impact on the complainant's property. They felt that but for this fault the Council would have refused planning permission or insisted on a smaller garage.	Information and clarification provided as requested. Decision provided 21 October 2019	Decision: the Ombudsman found that there was fault in procedures followed by the Council, which the Council recognised. They considered that the Council remedied any injustice caused by its fault through giving the complainant an apology. They advised that the Council did not need to provide any further remedy as they considered that the Council would still have approved the development despite the fault.
NOT INVESTIGATED			

Date	Subject Matter	Action Taken	LGSCO Outcome
1 March 19	Complainant says that a tree situated on unregistered land fell onto their property. They made a claim against the Council for the cost of the damage caused. Complainant states that the Council accepted that it was responsible for maintaining the tree but denied liability for the damage.	Information and clarification provided as requested. Decision provided 10 April 2019.	Decision: The Ombudsman did not investigate the complaint. They stated that the matter was, in effect, an allegation that the Council has been negligent and that this negligence had caused the damage to the complainant's property. The courts can determine negligence and liability for damage. The Ombudsman cannot. They advised that it would therefore be reasonable for the complainant to take the matter to court.
18 April	Complaint received by LGSCO. The LGSCO referred the complainant back to the Council on the same day for a local resolution. The LGSCO did not contact us about this complaint and thus we have no further information.	Not applicable	Decision: The Ombudsman did not investigate and referred the complainant back to the Council for a local resolution.
2 July 19	The complainant alleged that the Council was failing in its duty to prevent illegal, dangerous and inconsiderate heavy good vehicle (HGV) parking on an industrial estate.	Information and clarification provided as requested. Decision provided 30 August 2019.	Decision: The Ombudsman did not investigate the complaint due to insufficient evidence of fault by the Council.
11 June 2019	Complainant advised that they suffered stress from the Council's decision to send them a business rates bill for a property for which the complainant was not liable.	Information and clarification provided as requested. Decision provided 29 July 2019.	Decision: The Ombudsman determined not to investigate the complaint because the matter had been resolved and there was no evidence of fault by the Council to warrant investigation.

<p>30 September 2019</p>	<p>Complaint regarding the quality of adaptations made to the customer's property using Disabled Facilities Grant funding provided by the council. They stated that the council did not arrange for the issues to be rectified and offered to award a further Disabled Facilities Grant and an interest free loan.</p>	<p>Information and clarification provided as requested. Decision provided 18 November 2019.</p>	<p>Decision: the Ombudsman referred the complainant back to the council as the issue had not completed the Council's internal complaints process.</p>
<p>13 March 2020</p>	<p>Complaint about the Council's approval of a planning application for a development in 2018, which the complainant says has affected their property.</p>	<p>Decision provided 17 September 2020</p>	<p>Decision: the Ombudsman determined not to investigate the complaint because it concerned matters which the complainant was aware of outside the 12-month timescale for receiving complaints.</p>

6.3 The LGSCO publishes 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 of each authority and the services they provide, as well as the geographical area and related issues. It can therefore only be used for ascertaining an approximate and informal bench-mark.

In previous years, the LGSCO has published the total number of complaints assessed for each authority. They have not published these figures for each authority for 2019/20 and therefore we can only benchmark against the number of complaints upheld or not upheld. However, these are the most relevant when comparing performance.

<p>Authority name</p>	<p>Total complaints assessed</p>	<p>Decision: Complaint not upheld</p>	<p>Decision: Complaint upheld</p>
<p>Test Valley Borough Council</p>	<p>8</p>	<p>1</p>	<p>1</p>

Ashford Borough Council	No longer published	0	3
East Hampshire District Council	No longer published	1	2
South Oxfordshire District Council	No longer published	3	1
Vale of White Horse District Council	No longer published	3	2

7 Other matters

- 7.1 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.

8 Conclusion

- 8.1 Complaints at service level have slightly decreased this year, after a slight increase last year, a significant decrease in 2017/18 and a largely static previous three years. The number of complaints escalated to the Chief Executive has also slightly decreased from 14 in 2018/19 to 11 in 2019/20. Heads of Service continue to be encouraged to escalate a complaint to the Chief Executive if required, in the interests of efficiency and the Council continues to signpost complaints to the LGSCO as recommended.
- 8.2 Complaints are also occasionally raised via social media channels, including Twitter and Facebook, which continue to be monitored by both CSU and the Communication Team. They respond to Twitter enquiries and monitor Facebook messages, directing complainants to the complaints process where necessary.
- 8.3 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.
- 8.4 The Committee is requested to consider the annual complaints report for 2019/20.

<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:	10		
	Annex 1: Annual report on complaints – Planning and Building		
	Annex 2: Annual report on complaints – Housing and Environmental Health		
	Annex 3: Annual report on complaints – Environmental Services		
	Annex 4: Annual report on complaints – Community and Leisure		
	Annex 5: Annual report on complaints – Property and Asset Management		
	Annex 6: Annual report on complaints – Revenues and CSU		
	Annex 7: Annual report on complaints – IT		
	Annex 8: Annual report on complaints – Chief Executive’s Service		
	Annex 9: Annual report on complaints – LGSCO annual review letter		
	Annex 10: Annual report on complaints – LGSCO annual complaints letter – interpreting LGSCO complaints data		
Author:	Kathryn Binfield	Ext:	8108
File Ref:			
Report to:	Overview and Scrutiny Committee	Date:	14 October 2020

Planning and Building Services Annual Complaints Log 2019/20

Complaints summary

Total Service level complaints	25
Multi-service complaints	2
<i>Of these complaints:</i>	
Escalations to Chief Executive	8
Escalations to the LGSCO	2
Council error / incorrect action	5
Unhappy with decision taken	9
No response / poor communications	4
Staff conduct	1
Other	6

Example of complaint that resulted in explicit learning points or service improvements (7)

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
7 May 19	<p>Complaint that the council granted planning permission for a development, given the proximity to the complainant's home address and resulting in the loss of privacy and value. Resident requested that photos be reviewed of the site next door to property as they have queried if it was within the boundaries.</p> <p>Further email received from complainant to advise that opening windows have been fitted with no glazing to obscure the view. They stated that was not what was advised previously.</p>	<p>HoS response to apologise and clarify that unfortunately the condition referred to in the report was omitted in error on the decision notice. However, the neighbouring amenity was fully considered in the assessment and the bedroom windows will be obscurely glazed to protect the amenity of the properties.</p> <p>Hos sent further email to advise that he will pursue the matter with the agent and apologised for the delay while seeking legal advice.</p>	Need to ensure that all conditions are included on the Decision Notice	28 May 19

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
29 May 19	Complaint that the resident's objections to a planning application were not considered and that there was no attempt to reduce the impact of a large development close to their boundary. The complainant also stated that they were not informed of design changes and the planning application was misleading and inaccurate.	HoS response providing clarification and an apology. Confirmed that the planning permission would not be revoked or amendments sought from the applicant to relocate the garage to an alternative position within the plot. Apologies given that the resident and the Parish Council were not given an opportunity to make further comment on the scheme. An apology was also given regarding the error in identifying the distance from the carriageway as 6m. Nevertheless the case officer fully understood the location and effect of the proposal on the area. This has been discussed with officers so that this can be avoided in the future.	Neighbours and the Parish Council should have opportunity to comment on amended plans and officers should ensure measurements are accurately quoted.	12 June 19

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
18 Jul 19	Complaint regarding a six month delay in processing their planning application.	HoS response to apologise and explain reasons for the delay in this complex case. Rather than refuse the application, clarification and further evidence was sought from the agent. Some evidence was provided which was ambiguous or inconsistent. Apology given as communication with the agent could have been better.	To ensure communication with agents continues, particularly when handing over to another case officer.	24 Jul 19
14 Aug 19	Complaint regarding various planning and enforcement issues at White Chapel, King's Somborne.	Development Manager response to explain that sufficient information was presented with the application to understand the proposal and grounds for the decision was sound. The extension of a boundary wall received no objections from Conservation and Highways and condition requirements were met, so this did not justify enforcement action.	Comments around publicity notices noted.	28 Aug 19

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
18 Oct 19	Complaint regarding alleged maladministration of Tree Protection Orders.	HoS response to confirm that correct procedure was followed and that the officers concerned acted with professionalism in re-appraising the tree protection orders.	To ensure that local members, parish councillors and agents are also informed of new TPOs.	31 Oct 19
28-Jan-2020	Thinks that parts of an enforcement notice are vague and the local authority had failed in its duty under the Equality Act 2010, to have regard to the need of an individual's disability.	Clarification given	There will be occasions where the Public Sector Equality Duty would be relevant when making a decision to serve a enforcement notice.	12-Mar-2020
14-Mar-2020	Complaint regarding unauthorised advertisements in the bus shelter on Bridge St.	Clarification given	Enforcement Officer did not share with the complainant the reasons why there was no breach of planning control concerning the bus shelter or advertisements within the shelter. Clarification to be provided in future.	23-Mar-2020

Housing & Environmental Health Services Annual Complaints Log 2019/20

Complaints summary

Total Service level complaints	15
Multi-service complaints	3
<i>Of these complaints:</i>	0
Escalations to Chief Executive	1
Escalations to the LGSCO	0
Council error / incorrect action	2
Unhappy with decision taken	12
No response / poor communications	1
Staff conduct	0
Other	0

Example of complaint that resulted in explicit learning points or service improvements (2)

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
10 Apr 19	Complaint regarding a derelict house. The house has been empty for many years and over that time the property has had vermin in the garden and squatters staying. The resident feels that TVBC has allowed the situation to continue for too long.	HoS response explaining that we were unable to answer fully due to data protection but TVBC have been trying to get the property brought back into use and are in weekly contact with the owner.	Ongoing work with the owner of the property to address the issues. Reports pending setting out the route forward for TVBC in bringing the property back into use.	11 Apr 19
2 Aug 19	Complaint that the Council has been avoiding its responsibilities in dealing with an alleged rodent issue stemming from the neighbouring garden.	HoS response to explain actions taken and what the council is able to do.	HEH continue to respond to service requests and act on the evidence in each instance to respond appropriately.	14 Aug 19
11 Nov 19	Complainant is unhappy with the classification of three bedroom parlour houses on Hampshire Home Choice.	HoS response confirming the Council will review the circumstances as they relate to TVBC's housing processes after a visit can be made. Contact will then be made to set out how the council might be able to assist a move forward.	Ensure that anomalies impacting families of a certain size on the Housing Register are kept under review with RP partners.	20 Nov 19

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
26 Nov 19	Complainant is unhappy at actions taken by pest control. There are currently dead rats in their loft as bait had been put down by pest control who were to return but didn't, when the customer stayed in.	Environmental Health Manager investigated and apologised. Pest control contacted the complainant to visit as soon as possible and the issue was resolved.	Actively ensure Pest Control is responsive and meeting customer expectations (wherever practicably possible).	2 Dec 19

Environmental Services Annual Complaints Log 2019/20

Complaints summary

Total Service level complaints	71
Multi-service complaints	1
<i>Of these complaints:</i>	
Escalations to Chief Executive	0
Escalations to the LGSCO	0
Council error / incorrect action	31
Unhappy with decision taken	0
No response / poor communications	7
Staff conduct	16
Other	17

Example of complaint that resulted in explicit learning points or service improvements (14)

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
6 May 19	Customer contacted TVBC three times regarding a missed bin and was told to leave the bin out to be collected the next day. The bin has still not been emptied and rubbish has now started to pile up. Resident now has to go to the dump and has asked for compensation for incompetence.	Waste Collection Supervisor contacted resident and arranged for the bin to be emptied. Apology given.	Collection staff updated on the situation and asked to be more diligent in future.	7 May 19
18 May 19	Customer complained that both their own and their neighbour's bins have been missed for the second time.	Waste and Recycling Manager apologised to the customer and explained that due to the volume of waste presented that day, the round had been unable to complete the collection. An additional resource is being introduced to assist. Collection was arranged for 9am the next working day (Monday).	Additional summer round commenced on 3 June 2019.	20 May 19
29 May 19	Complainant's wife was driving behind [TVBC] vehicle, and witnessed many items 'flying' off the top of the vehicle onto the carriageway, causing her to swerve.	Apology given for the incident. Transport Manager contacted the customer to apologise and to reassure them that the driver had been made aware and will be required to repeat his training covering load security. The wider team will also be updated.	Driver to be re-trained. All to be updated regarding load security, during ream brief etc.	29 May 19

17 Jun 19	A number of requests have been submitted over the last few years regarding hedge maintenance. The area was adopted in 2017, the customer has frequently been advised that twice yearly maintenance will be scheduled, but this does not happen. No response to customer's request last week, therefore asking for a manager to pick this up.	Street Scene Supervisor (South) explained to the resident that the hedges aren't usually cut until the nesting season has finished; however, this hedge has now been cut (after checking for nests). Customer is happy and now understands why it had been left.	To communicate, when asked, the reasons why there is an appropriate time for work to be undertaken.	27 Jun 19
26 Jun 19	Complaint that the waste operative was rude when asked if they could empty the bin, as it had been put out just after they had gone past.	Waste Services Manager apologised to customer and gave assurance that this had been discussed with the operative. Site checks to be carried out.	To ensure operatives are undertaking their duties in a professional and helpful manner.	3 Jul 19
1 Jul 19	Customer has had their green bin missed on two occasions, despite putting it out in good time. Unhappy with the service they are receiving.	Waste Collection Supervisor visited site and discussed the problem with the customer. The bin is being left at a different collection point, leading to the confusion. The matter has now been resolved and the customer is happy.	Agreed and confirmed new collection point with customer - crew informed.	3 Jul 19

17 Jul 19	Customer complained that their bin had not been emptied and alleged that the operator was on their mobile phone, not concentrating on the job.	Waste Services Manager investigated further. Waste Collection Supervisor arranged for bin to be emptied the following morning. Customer asked to present their bin, before 7.00am.	Operative will be spoken to regarding use of mobile phone. Team Brief will remind that mobile phones are not to be used while working behind vehicles.	18 Jul 19
19 Jul 19	Customer unhappy that the grass verge outside their home is regularly missed when the rest of the road is cut. There are also brambles and nettles extending across the footpath which need to be managed.	Grounds Maintenance Supervisor (South) arranged for the work to be undertaken. Recent roadworks/new road layout has made it difficult in recent times to access.	Staff now aware of the need to cut more frequently, in line with the other verges nearby.	24 Jul 19
19 Aug 19	Customer has reported that their bins have been missed on a number of occasions since moving into their property. They again contacted the council on 26 August to chase, unhappy that this had not been resolved and waste is mounting.	Waste Collection Supervisor visited customer and agreed a collection point, which was clearly visible to crew. Arrangements also made for the bins to be emptied. Customer happy with the action taken.	Alternative collection point, which is more visible to the collection crew, has been agreed with customer.	28 Aug 19
7 Sept 19	Repeated damage to plants and edging of on boundary of customer's property.	Waste Services Manager contacted customer to apologise. Waste Collection Supervisor (South) visited property and left contact details to discuss directly.	Driver responsible has been advised of the complaint and reminded that care must be taken.	17 Sept 19

16 Sept 19	Customer, registered for assisted bin collection, has complained, whilst renewing their arrangement, that the service they receive is sporadic and that they have had to contact the council on a number of occasions to have their bins returned. Customer's bin was left on the kerbside today.	Waste Collection Supervisor (South) spoke to crew and discovered that the issue arose when the permanent driver, who would collect this particular bin, left the round.	The crew on this round have been reminded of their responsibility regarding assisted bin collections.	17 Sept 19
14 Nov 19	Customer has complained that bins are never collected, despite being put out every week.	Three missed bins were reported by the customer in November. Waste Collection Supervisor contacted the resident. The bins had not been collected due to a misunderstanding, on both sides, regarding collection point, which has now been resolved. Customer happy with outcome.	Crew and customer now aware of collection point.	14 Nov 19
19 Nov 19	The customer has reported that their garden waste has not been emptied for the fourth time since joining the scheme.	Waste Collection Supervisor arranged for the bin to be emptied and apologised.	Level of service reviewed. Currently bins are being collected as usual. However this is a private road, therefore plans are in place for residents to be required to bring their bins to the kerbside.	19 Nov 19
29 Nov 19	Customer has called, on more than one occasion, to complain about the recycling lorry which has gone over the corner of a neighbour's verge.	Supervisor contacted customer to explain that unfortunately it is necessary for the waste collection vehicle to mount the kerb in this area to get through, due to parked cars. Damage caused during the winter months has been repaired and turf replaced.	Crew instructed not to drive up this road if there are vehicles obstructing which will require them to mount the kerb in order to pass.	2 Dec 19

15 Jan 20	Bins not being returned to collection point, blocking access for mobility scooter – reported on a number of occasions.	Waste Collection Supervisor (North) visited customer to discuss. Customer agreed for spray paint to be used to identify the point that the bin will be collected from.	Agreed collection point marked with spray paint. Photo taken and passed to Driver Chargehand.	17 Jan 20
15 Jan 20	Complaint regarding quality of hedge cutting. Large section cut away, some of the hedge left uncut.	Grounds Maintenance Supervisor (Technical) met with residents and agreed to clear debris caused by hedge cutting.	Team instructed to be exercise more care when trimming the hedge outside this property.	20 Jan 20
04 Feb 20	Refuse lorry has again damaged grass area. Damage caused previously had only recently been repaired.	Waste Collection Supervisor (South) visited the customer. Arrangement made for damage caused by garden waste collection vehicle to be repaired.	Both crews, waste and garden waste, are now aware of the issue.	04 Feb 20
17 Feb 20	Resident unhappy that vehicles repeatedly drive over the verge, causing damage.	Waste Services Manager contacted resident to apologise. The driver responsible was not a staff member of TVBC. Regular driver and crew have been made aware of the issue. Arrangements have been made for damage to be repaired. Customer happy with the outcome.	Driver and crew advised of alternative manoeuvre in order to avoid damage.	19 Feb 20

21 Feb 20	Waste collection vehicle has been driving over the grass verge for a number of weeks, which is leaving mud on the road.	Waste Collection Supervisor (South) visited customer. Agreed to address the issue with the driver. Customer happy for this to be monitored.	Issue addressed with current driver by Waste Collection Supervisor.	21 Jan 20
26 Feb 20	Bins missed on a number of occasions over the past two months. Customer has called TVBC several times and has been reassured this will be addressed and will not happen again.	Waste Services Manager responded to customer's email, apologising. Construction work had been taking place in the area, preventing access to the bins on collection day. Bins were emptied the following day.	Supervisor agreed to contact site manager to ensure access on bin collection day.	27 Feb 20
9 Mar 20	Postcard received to advise that customer's recycling bin had been incorrectly filled. The bin with the label on in fact belonged to a neighbour.	Waste Services Manager apologised to the customer for the error. Assurance was given that measures have been put in place to improve accuracy.	Driver Chargehand notified of the issue and reminded of the importance of accuracy when recording information.	10 Mar 20

Community & Leisure Services Annual Complaints Log 2019/20

Complaints summary

Total Service level complaints	12
Multi-service complaints	2
<i>Of these 12 complaints:</i>	
Escalations to Chief Executive	0
Escalations to the LGSCO	0
Council error / incorrect action	0
Unhappy with decision taken	4
No response / poor communications	1
Staff conduct	0
Other	7

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

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
10 Apr 19	Complaint as tree leaning very close to property and tree roots would not allow resident to replace a perimeter fence. Garden is adjacent to public footpath and they want to secure the property as they are often troubled by youths who loiter in that area.	HoS response confirming a site inspection was done on 4 June 2019. Tree was not showing any signs of ill health and officer had severed ivy but felt there was no reason to fell tree.		29 Apr 19
14 Apr 19	Complaint regarding the fair at Roman Way due to the noise and rubbish.	Responded to advise that the comments made will be shared with HEH colleagues and the ward councillors to discuss.	Consultation undertaken with Ward members in advance of any such proposed events	18 Apr 19

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
8 May 19	Complaint regarding antisocial behaviour in the new play park at Picket Twenty. Children are climbing across tunnels and sitting on top. Resident believes the structure needs to be assessed before an accident happens.	Responded to explain that the site is subject to final snagging before being opened to the public. The tower was favoured by the public during a consultation process in 2018. The Community Safety Team is monitoring the area to prevent further antisocial activity. The play area location has been on the plan since 2008, which after public consultation was deemed acceptable. Complainant advised to call 101 if they witnessed any further antisocial behaviour.	Alterations made to equipment design to prevent climbing on the outside of the unit.	9 May 19
24 Jul 19	Complaint that branches from a tree were hanging over into the resident's garden, reaching down to the shed and growing towards the house. The tree is starting to lean towards the house with the weight of these branches. There has also been a delay and no response to this complaint.	There was an issue determining the boundary which has fallen between a number of council services and apology given for lack of communication. It was arranged for the tree to be pruned away from the boundary and reduced to around hedge height.		19 Aug 19

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
14 Jan 2020	Complaint regarding antisocial behaviour occurring at the play area in Colenzo Drive. The complainant does not believe the council has assisted properly in this matter. The Council had been corresponding with the complainant before they submitted this formal complaint, hence the reference to a meeting in November 2019 in the response column.	<p>HoS response to detail the actions the Council had taken and clarification around what is able to be done. Advised that it can be referred as a Community Trigger review, for a multiagency response.</p> <p>This was taken up and the meeting held in November 19. Advised complainant of the outcome.</p> <p>Resident remained unhappy with the response received. The matter was reviewed and there was no change in circumstance. The response letter reflected this.</p>		13-Feb-2020

Property and Asset Management Services Annual Complaints Log 2019/20

Note: For Q1, this service was Estates and Economic Development

Complaints summary

Total Service level complaints	19
Multi-service complaints	3
<i>Of these complaints:</i>	
Escalations to Chief Executive	2
Escalations to the LGSCO	1, which the Ombudsman declined to investigate.
Council error / incorrect action	2
Unhappy with decision taken	13
No response / poor communications	0
Staff conduct	0
Other	4

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

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
20 May 19	Complaint about parking in Dances Close as they state that too many permits have been issued and there is an overcrowding of vehicles. The parking is poor and people are parking using a visitor permit when they live in a different road.	Response to advise that the enforcement team regularly patrols the area but that extra enforcement has been requested. Advised that obstructive vehicles on a footpath are not in contravention to any prohibitions. Also advised that some properties in a different street are eligible for permits.	Extra enforcement in Dances Close.	24 May 19
20 Feb 2020	Tried to use three separate car parking ticket machines in Asda car park but each one said payment interrupted. No ticket produced but had been charged each time. Would like £6 refund for the charges (no ticket).	Investigated cause of payment interruption. Responded to advise that the transactions may have been charged at a later date. Investigated payment interrupted message. Asked customer to reconcile bank statements with parking charges.	Reviewed payment interrupted message.	28 Feb 20

Revenues (Including Customer Services) Annual Complaints Log 2019/20

Complaints summary

Total service level complaints	21
Multi-service complaints	1
<i>Of these complaints:</i>	
Escalations to Chief Executive	5
Escalations to the LGSCO	1, which the Ombudsman declined to investigate.
Council error / incorrect action	7
Unhappy with decision taken	5
No response / poor communications	2
Staff conduct	4
Other	3

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

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
9 May 19	Complaint escalated as they believe they should be compensated for their time as they believe they received a bill in error and that the Council should have established liability for the bill before it was sent.	CEX response to clarify that the bill was not sent in error, but sent based on the information provided to the Council at the time and that compensation is not warranted in this case.	Team to be reminded that complaints must be escalated when they come in.	29 May 19
14 Aug 19	Complaint regarding discretionary housing payments and advice given that is incongruent with the information.	HoS response sent to apologise for not being clear regarding reviews in the decision letter and for providing advice that may not relate directly to the resident. Confirmation given that the original decision for the DHP application has been reviewed and sent.	To ensure that letter templates are reviewed in light of the matters raised in this complaint.	3 Sept 19

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
4 Oct 19	Complainant was unhappy with the way they were treated by a member of staff regarding a Housing Benefit query.	HoS response to clarify that customers are encouraged to use the online facility but it is understood that this may not be suitable for everyone. Apology given.	The matter was discussed with the member of staff and it was considered how it could have been handled differently and what could be done differently in future.	17 Oct 19 9 days
28 Oct 19	Complainant felt discriminated against and was unhappy with their treatment by the Benefits and Council Tax department. They are also unhappy with the service received in connection with their claim.	HoS response to apologise for mistakes made, that the officer did not act on their received email and to confirm that all outstanding matters are now resolved. Reassurance given that that no discrimination was made in these human errors.	To ensure changes of address are updated promptly.	1 Nov 19
4 Nov 19	Complainant moved to a new build property and notified the Council that they required a Council Tax assessment. They emailed three times without a response and are concerned that they will receive a large bill in the future.	Response from Revenues and Welfare team leader to apologise as a new account was set up and a bill was raised on the same day. However, due to an error, the bill was not sent. A copy of the bill was sent along with the apology.	To ensure new accounts are set up correctly and completely.	5 Nov 19

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
29 Nov 19	Complainant was unhappy with how their call was dealt with by customer services.	Response from Customer Services Manager to apologise and confirm that it was discussed with the member of staff.	Discussed with member of staff.	9 Dec 19
6 Dec	Complaint that new Council Tax bill was sent to an old address.	Response from Revenues and Welfare Team Leader to apologise for the error. Confirmation given that the address has been updated and all future bills will be sent to the email address as requested.	Currently running training for a number of staff to deal with changes of address for Council Tax.	9 Dec 19
29 Jan 20	Complaint that a pub should have been exempt from receiving a Business Rates bill several years ago (rural rate relief). Feels that the money they paid should be reimbursed.	Balance to be written off and our systems will be updated to reflect this.	Updated procedure for determining settlements in relation to rural rate relief.	12 Feb 20

IT Annual Complaints Log 2019/20

Complaints summary

Total service level complaints	1
Multi-service complaints	0
<i>Of these complaints:</i>	
Escalations to Chief Executive	0
Escalations to the LGSCO	0
Unhappy with council decision/action	1

Chief Executive escalations and cross service complaints 2019/20

Across service complaints summary

CEX service complaints:	0
Number of multi-service complaints:	7
Number of escalations to the Chief Executive:	18
<i>Of these escalated complaints:</i>	
Referrals to the LGSCO	4, of which the LGSCO declined to investigate 2.

CEX service complaints and/or cross service complaints

Date	Subject Matter	Response	Lessons Learnt/Changes made	Date of Closure
23 Apr 19	<p>Multi-service complaint P&B/ HEH Complaint that they have had insufficient response from TVBC's Planning and Enforcement teams to health and safety breaches and legal breaches by Barrett David Wilson Homes at Doris Bunting road, Ampfield.</p> <p>Complaint previously answered by enforcement manager so CEX to respond.</p> <p>Advised by LGSCO they were assessing the complaint on 26 June 19.</p>	CEX response clarifying what action was taken and that the action taken by the Council, in working with BDW to remedy the reported breaches and respond to their complaints, has been proportionate and prompt.		14 May 19
3 Jul 19	<p>Multi-service complaint C&L/ HEH Complaint regarding homeless people living in Millstream Park Andover. The resident feels it is unsafe for children and dogs and food is left all over the area. They are unhappy that TVBC does not seem to be doing anything about it.</p>	Community and Leisure HoS responded and apologised for delay. Advised that the Council works with the police and other partners to assist and support the homeless. An order was recently obtained after attending court to clear the site. Patrols of the area will be made and targeted clear ups will be scheduled if		22 Jul 19

		needed.		
24 Jul 19	Multi-service complaint C&L/PAM Complaint that branches from a tree were hanging over into the resident's garden, reaching down to the shed and growing towards the house. The tree is starting to lean towards the house with the weight of these branches. There has also been a delay and no response to this complaint.	There was an issue determining the boundary which has fallen between a number of council services and apology given for lack of communication. It has been arranged for the tree to be pruned away from the boundary and reduced to around hedge height.		19 Aug 19
5 Aug 19	Multi-service complaint PAM/CSU Complaint regarding the lack of response received to emails to councillors about permit parking in Alexandra road. In addition, the complainant never received a response from their contact regarding a fly-tipping. They also did not want to provide their address in making the fly-tipping request and they were told this was necessary. However they do not see it as relevant to the request.	Response from CEX service on behalf of PAM / CSU explaining that the Council asks for such details so that those colleagues responsible for investigating the fly-tip have a point of contact should they require any further information. It also enables the colleagues to register customers on the My Test Valley system, which provides updates on how the case is progressing. However, if a customer is unhappy to share those details then we are still able to log the report and so apologies given for this. The councillor to whom a handwritten letter was sent to regarding the service you received while trying to report the fly-	Logging anonymous fly-tip reports raised with Customer Services Manager and team reminded of this.	16 Aug

		tip offered their profuse apologies and confirmed that they did receive the letter but was unable to make out the email address in order to respond. The councillor advised that they would be more than happy to speak with the customer about the matter and provided contact details.		
12 Nov 19	<p>Multi-service PAM/ ENV The first complaint was that they could not get hold of the parking enforcement team as there is no one in the office to speak to and they do not receive call backs as requested.</p> <p>They are also unhappy that they have submitted frequent reports via My Council Services for maintenance to be done on the overgrown hedges and bushes in the area. They are unhappy that this isn't done and nobody contacts them back as requested.</p>	<p>Senior Parking Officer contacted the complainant to apologise and gave direct number to call should there be issues in the future. Advised that the team is carrying out as much enforcement of the road as possible.</p> <p>Grounds Maintenance Manager contacted complainant separately to advise that the areas for maintenance may be Hampshire County Council and so a site visit will be carried out and the resident updated.</p>		14 Nov 19

19 Dec 19	<p>Multi-service P&B/ HEH Historic complaint regarding noise in private residential flat above a supermarket. The complainant feels that the Council has not assisted them as they believe it should.</p>	<p>Response from Chief Executive to reiterate previous information given by Planning and Building HoS. Provided the Chief Executive email as requested and clarified matter around homelessness.</p>		23 Dec 19
14 Jan 20	<p>Multi agency complaint Complaint regarding antisocial behaviour occurring at the play area in Colenzo Drive. The complainant does not believe the council has assisted properly in this matter. The Council had been corresponding with the complainant before they submitted this formal complaint, hence the reference to a meeting in November 2019 in the response column.</p>	<p>HoS response to detail the actions the Council had taken and clarification around what is able to be done. Advised that it can be referred as a Community Trigger review, for a multiagency response.</p> <p>This was taken up and the meeting held in November 19. Advised complainant of the outcome.</p> <p>Resident remained unhappy with the response received. The matter was reviewed and there was no change in circumstance. The response letter reflected this.</p>		13 Feb 20

Complaints escalated to the Chief Executive

Date	Subject matter	Response	Lessons learnt / changes made	Date of closure
2 Apr 19	Complaint regarding the manner in which a planning application was determined. Complainant unhappy with HoS response, believing the planning report to have been misleading and inadequate and alleging that there has been a failing of governance within the TVBC planning function.	CEX response explaining that there were factors that could have been improved, but that the report was satisfactory in providing Members with adequate information to make their decision.	Officers to ensure that comprehensive photographs are included in the report where necessary.	28 Jun 19
5 Apr 19	Complaint regarding enforcement on the Nursling Estate escalated as complainant doesn't believe the Council to be doing enough regarding the lorries parking on the pavements and yellow lines.	CEX response reiterating that the council is working with businesses and Hampshire County Council. It also advised on the frequency and reason for PCNs and patrols and that the council is taking appropriate and proportionate action.		30 Apr 19
9 Apr 19	Complaint regarding the	HoS spoke on the phone to		30 Apr 19

	suspension of Housing Benefit.	detail the benefit calculations, offered advice seeking cheaper accommodation and apologised for error overpayment of Housing Benefit and Council Tax Support written off. CEX response reiterating that the Housing Benefit has now been calculated at the correct level and will therefore not be reinstated at the previous higher level.		
23 Apr 19	Complaint that they had received insufficient response from the Council planning and enforcement teams regarding alleged health and safety breaches on a housing development.	CEX response clarifying what action the Council had taken. CEX advised that they had been working with the developer to remedy the reported breaches and respond to their complaints and that the Council's actions had been proportionate and prompt.		14 May 19
26 Apr 19	Complaint that the online system to pay Council Tax was not working. Request for compensation for time spent.	CEX response clarifying that as payment was successfully made the following day and there have been no adverse consequences for the		29 Apr 19

	<p>Complaint escalated as the bank notified the complainant that it wasn't their issue and the complainant is requesting an increased compensation.</p>	<p>resident's council tax account. Reiterated that this was a third party issue.</p>		
<p>3 May 19</p>	<p>Complainant believes the council to have made insufficient communication and correspondence related to Council Tax and as a result of non-payment (due to not having received the correspondence), a debt collection agency has been involved.</p> <p>Further letter sent as although they did not notify Council of address change, the Council should have attempted to contact them via alternative methods and that correspondence should have been sent to the address of the property.</p> <p>Complainant unhappy with</p>	<p>CEX response reiterating previous responses and that the Council must adhere to Council Tax billing regulations.</p>		<p>11 Apr 19</p>

	previous response and requesting waiver of half the recovery agent's fees.			
9 May 19	<p>Complainant was incorrectly billed for business rates. Request for compensation due to distress. They are also unhappy that the complaint wasn't escalated when requested.</p> <p>Complaint escalated as complainant believes they should be compensated for their time and that the Council should have established liability for the bill before it was sent.</p>	CEX response to clarify that the bill was not sent in error, but sent based on the information provided to the Council at the time and that compensation is not warranted in this case.	Team to be reminded that complaints must be escalated when then come in.	29 May 19
13 June 19	Complaint that the resident's objections to a planning application were not considered, nor was there any attempt to reduce the impact of a large development close to their boundary. Stated that the council did not inform	CEX response with further apology regarding the error and clarification provided regarding the boundary planting, with photograph attached. Advised that the permission will not be revoked.	Neighbours and the Parish Council should be given opportunity to comment on amended plans.	28 Jun 19

	<p>them of design changes.</p> <p>Complainant was unhappy with HoS response.</p>			
12 Jul 19	<p>Complaint that planning permission was granted to an application, resulting in the alleged loss of privacy and value.</p> <p>Complainant was unhappy with HoS response and raised further enforcement issues around the window glazing.</p>	<p>CEX response reiterating the apology for the errors in processing the application and confirming that the relevant planning issues were properly considered as part of the application. The enforcement matters raised in the correspondence were passed to the enforcement team.</p>	<p>Need to ensure that all conditions are included on the Decision Notice.</p>	29 Jul 19
12 Aug 19	<p>Complaint regarding a planning application, which they believe was not dealt with correctly. Unhappy with HoS response.</p>	<p>CEX response to confirm that all procedures were followed and clarification provided on points raised.</p>		4 Sep 19
22 Aug 2019	<p>Complaint regarding overpayment of housing benefit and subsequent recovery. The complainant was unhappy with the HoS response and asked to escalate the matter.</p>	<p>CEX response reiterating apology for the error made but that the error was very quickly rectified.</p>		6 Sept 19
26 Sep 19	<p>Escalated complaint as they are unhappy with how</p>	<p>CEX response to reiterate previous response from</p>		17 Oct 19

	the Planning Service has dealt with various planning and enforcement issues.	HoS but confirmed that the new concerns raised will be reviewed by the enforcement team. Advised that the HoS will respond once this has been investigated. HoS response 13/12/19 to clarify and advise of further progress.		
5 Nov 19	Complaint regarding rodent activity in their garden. In addition to the request for the complaint to be escalated, they also provided webcam footage of rodent activity taken from their property boundary and referred to tree works in the neighbouring garden.	CEX response to confirm two of the pieces of footage show a field mouse. Reiterated previous response and that there is insufficient evidence to warrant further action. An Environmental Health investigation took place and the Council has taken proportionate action regarding the vegetation.		26 Nov 19
6 Nov 19	Escalated complaint concerning advice given by planning and enforcement officers concerning fencing. Accusation of maladministration.	CEX response to reiterate apology for the error where incorrect advice was given regarding temporary fencing and that this has now been clarified. No evidence found		26 Nov 19

		of maladministration.		
26 Nov 19	Escalated complaint regarding planning permission given which they believe will impact them. Unhappy with response given from HoS and allege errors and incompetence allowed the permission to be granted and that the Committee's decision on this application is invalid.	CEX response to each point of complaint, clarifying and reiterating HoS response. CEX considered that no fault had been identified.		14 Jan 20 (complainant notified of delay due to size and complexity of complaint.)
26 Nov 19	Complaint escalated as the complainant believes they were unfairly treated in the recovery collection of a parking penalty charge notice that was not paid and so was referred to a debt collection agency.	CEX response to confirm that it was reasonable to instruct agents to commence recovery action due to the non-payment of the charge. The Council acted appropriately, following procedures and provided numerous opportunities payment to be made.		16 Dec 19
16 Dec 19	Unhappy with HoS response regarding the	CEX response to confirm that he considered the		20 Dec 19

	<p>temporary use of a shop which they allege is a deliberate breach of planning control.</p>	<p>Head of Service's professional judgement to be correct in this case and that there was not a breach of planning control.</p>		
<p>19 Dec 19</p>	<p>Historic complaint regarding noise in private residential flat above a supermarket. The complainant feels that the Council has not assisted them as they believe it should</p>	<p>Response from Chief Executive to reiterate previous information provided by the Planning and Building HoS, that the Council granted planning permission, but the Planning and Building Service has no authority under planning laws to take action against any noise from an existing business.</p> <p>Also clarified the support that can be provided by the Environmental Health team relating to noise complaints.</p>		<p>23 Dec 19</p>

Local Government & Social Care OMBUDSMAN

22 July 2020

By email

Mr Ferrier
Chief Executive
Test Valley Borough Council

Dear Mr Ferrier

Annual Review letter 2020

I write to you with our annual summary of statistics on the decisions made by the Local Government and Social Care Ombudsman about your authority for the year ending 31 March 2020. Given the exceptional pressures under which local authorities have been working over recent months, I thought carefully about whether it was still appropriate to send you this annual update. However, now, more than ever, I believe that it is essential that the public experience of local services is at the heart of our thinking. So, I hope that this feedback, which provides unique insight into the lived experience of your Council's services, will be useful as you continue to deal with the current situation and plan for the future.

Complaint statistics

This year, we continue to place our focus on the outcomes of complaints and what can be learned from them. We want to provide you with the most insightful information we can and have made several changes over recent years to improve the data we capture and report. We focus our statistics on these three key areas:

Complaints upheld - We uphold complaints when we find some form of fault in an authority's actions, including where the authority accepted fault before we investigated. A focus on how often things go wrong, rather than simple volumes of complaints provides a clearer indicator of performance.

Compliance with recommendations - We recommend ways for authorities to put things right when faults have caused injustice. Our recommendations try to put people back in the position they were before the fault and we monitor authorities to ensure they comply with our recommendations. Failure to comply with our recommendations is rare. An authority with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.

Satisfactory remedies provided by the authority - We want to encourage the early resolution of complaints and to credit authorities that have a positive and open approach to resolving complaints. We recognise cases where an authority has taken steps to put things right before the complaint came to us. The authority upheld the complaint and we agreed with how it offered to put things right.

Finally, we compare the three key annual statistics for your authority with similar types of authorities to work out an average level of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

This data will be uploaded to our interactive map, [Your council's performance](#), along with a copy of this letter on 29 July 2020, and our Review of Local Government Complaints. For further information on how to interpret our statistics, please visit our [website](#).

Resources to help you get it right

There are a range of resources available that can support you to place the learning from complaints, about your authority and others, at the heart of your system of corporate governance. [Your council's performance](#) launched last year and puts our data and information about councils in one place. Again, the emphasis is on learning, not numbers. You can find the decisions we have made, public reports we have issued, and the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

I would encourage you to share the tool with colleagues and elected members; the information can provide valuable insights into service areas, early warning signs of problems and is a key source of information for governance, audit, risk and scrutiny functions.

Earlier this year, we held our link officer seminars in London, Bristol, Leeds and Birmingham. Attended by 178 delegates from 143 local authorities, we focused on maximising the impact of complaints, making sure the right person is involved with complaints at the right time, and how to overcome common challenges.

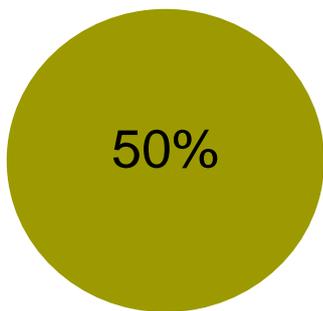
We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. During the year, we delivered 118 courses, training more than 1,400 people. This is 47 more courses than we delivered last year and included more training to adult social care providers than ever before. To find out more visit www.lgo.org.uk/training.

Yours sincerely,



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

Complaints upheld



50% of complaints we investigated were upheld.

This compares to an average of **45%** in similar authorities.

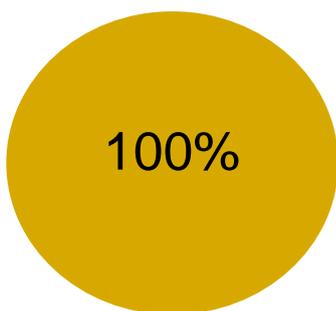
1
upheld decision

Statistics are based on a total of 2 detailed investigations for the period between 1 April 2019 to 31 March 2020

Compliance with Ombudsman recommendations

No recommendations were due for compliance in this period

Satisfactory remedies provided by the authority



In **100%** of upheld cases we found the authority had provided a satisfactory remedy before the complaint reached the Ombudsman.

This compares to an average of **20%** in similar authorities.

1
satisfactory remedy decision

Statistics are based on a total of 2 detailed investigations for the period between 1 April 2019 to 31 March 2020

Interpreting LGSCO complaints data

Received cases

This is the number of complaints and enquiries we received within a given period. You should be cautious when using these statistics to monitor the performance of organisations within our jurisdiction. This is because the number of new cases we receive doesn't simply depend on the number of problems people have with local services. There are lots of other factors to consider. For example:

- **Demographics.** An organisation that serves a large population is likely to see more complaints reach us. This could also influence the kind of complaints that are made to us. For example, a community that includes a high proportion of older people may raise more complaints about adult social care services.
- **Local conditions.** Sometimes, one-off events can generate multiple complaints about the same organisation. For example, we might receive several complaints from people who oppose a council's decision to grant planning permission for a large housing development.
- **Expectations.** Not everyone who receives a poor service goes on to raise a complaint with us and some people are less likely to complain than others. So a fall in the number of received complaints may reflect lower expectations rather than an improvement in services.
- **Signposting.** A high number of received complaints might reflect an organisation that is good at letting people know they can ask us for an independent investigation.

Decided cases

This is the number of decisions we make on the cases we see. It is important to know that not all complaints and enquiries are appropriate to investigate. We report our decisions by the following outcomes:

- **Invalid or incomplete.** We were not given enough information to consider the issue.
- **Advice given.** We provided early advice, or explained where to go for the right help.
- **Referred back for local resolution.** We found the complaint was brought to us too early because the organisation involved was not given the chance to consider it first.
- **Closed after initial enquiries.** We assessed the complaint but decided against completing a full investigation. This might be because the law says we're not allowed to investigate it, or because it would not be an effective use of public funds if we did.
- **Upheld.** We completed a detailed investigation and found evidence of fault, or we found the organisation accepted fault early on.
- **Not upheld.** We completed a detailed investigation but did not find evidence of fault.

Our uphold rate shows how often we find organisations get things wrong. It is expressed as a percentage of the detailed investigations we complete.

Remedied cases

When we find fault in the way an organisation carries out its duties, we consider whether this caused an injustice to the person who was affected. If so, we make recommendations about what the organisation should do to put things right.

- **Complaints remedied by authority.** This is the number of cases in which we decided that, while it did get things wrong, the organisation took satisfactory action to remedy the injustice caused.
- **Complaints remedied by LGO.** This is the number of cases which required our direct intervention to put things right for the person who was affected.

ITEM 11

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:

4

Author:

Caroline Lovelock

Ext:

8014

File Ref:

Report to:

Overview and Scrutiny
Committee

Date:

14 October 2020

OVERVIEW & SCRUTINY WORK PROGRAMME 2020/21

	*Scrutiny Indicator	Requested by	Purpose of Report (Responsible Officer/ Member)
14 OCTOBER (ANDOVER)			
Complaints	2	Committee	To receive the Annual Review report (Complaints and Improvements Officer) (20 mins)
Corporate Portfolio Holder Presentation	4	Committee	To receive a presentation from the Corporate Portfolio Holder (Councillor Tasker) (30 mins)
10 NOVEMBER (ANDOVER)			
Climate Emergency Workshop			
Work of the Community Safety Management Group	2	Committee	To understand the work of the Community Safety Management Group (Community Safety Manager) (20 mins)
Community and Leisure Portfolio Holder Presentation	4	Committee	To receive a presentation from the Community and Leisure Portfolio Holder (Councillor Jeffrey) (30 mins)
9 DECEMBER (ROMSEY)			
Economic Development Portfolio Holder	4	Committee	To receive a presentation from the Economic Development Portfolio Holder including tourism (Councillor Drew) (30 mins)
Review of Economic Development Action Plan	4	Cabinet	To review the Economic Development Action Plan. (Economic Development Officer) (20 mins)
Portfolio Holder Presentation	2	Committee	To receive a presentation from a Portfolio Holder (Portfolio to be confirmed) (30 mins)
20 JANUARY 2021 (ROMSEY)			
Budget Strategy Update	1	Committee	To check the results of the Budget Panel chaired by the Vice Chairman and make sure all is satisfactory (Vice-Chairman) (20 mins)
Portfolio Holder Presentation	2	Committee	To receive a presentation from a Portfolio Holder (Portfolio to be confirmed) (30 mins)
17 FEBRUARY 2021 (ANDOVER)			
17 MARCH (ROMSEY)			

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Test Valley Borough Council - Overview and Scrutiny Committee - 14 October 2020

* Scrutiny Indicator Key:

1 : Holding to Account	2 : Performance Management	3 : Policy Review	4 : Policy Development	5 : External Scrutiny
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DATE TO BE CONFIRMED	*Scrutiny Indicator	Requested by	Purpose of Report (Responsible Officer/ Member)
Hampshire Fire and Rescue	5	Committee	To update the Committee on how the new structure is working
Review of the Area Planning Committee pilot	2	Committee	To update the Committee on how the Area Planning Committees pilot is working.
Review of the Council's Key Performance Indicators	2	Cabinet	Policy Manager
New Neighbourhoods Review	Cabinet	3	Community Engagement Manager
Cemetery Rules and Regulations Review	TBC	TBC	Head of Community and Leisure
Review Procedure for selection of Chairman	3	Council	To review the procedure for selection of the Chairman of Overview and Scrutiny Committee
Review Outside Bodies	5	Council	To review Outside Bodies and their appointments.

* Scrutiny Indicator Key:

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

2020		
March	Affordable Housing Update (Head of Housing and Environmental Health)	
June	Test Valley Partnership Annual Review Risk Management Report	27 July 2020
September	Shared Services Update	
October	Andover Levy	
Nov/Dec	Review of Outside Bodies	
2021		
March	Affordable Housing Update (Head of Housing and Environmental Health)	

* Scrutiny Indicator Key:

1 : Holding to Account	2 : Performance Management	3 : Policy Review	4 : Policy Development	5 : External Scrutiny
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Panel	Lead Member	Progress Update	Report back to OSCOM
Armed Forces Covenant	Councillor Matthews	<p>Scoping report to be produced.</p> <p>Councillor Borg Neal liaising with relevant organisations. Panel would commence following the Borough Elections in May 2019.</p> <p>Members have been invited to sit on the panel.</p> <p>The panel consists of Councillors Borg Neal, Burley, Coole, Donnelly, Hamilton, Matthews and Rowles.</p> <p>Meetings have been held with 11 Brigade's Army Civilian Liaison Officer and a scope will be considered at the next Overview and Scrutiny Committee meeting.</p> <p>The scoping document will be considered at OSCOM on 11 December 2019</p> <p>The next meeting was due to be held on Monday 23 March however this was cancelled due to the Coronavirus emergency.</p> <p>The last meeting had been cancelled due to the current situation however a remote meeting was planned in the near future. A questionnaire would be circulated to gather ideas.</p> <p>The panel had recently met to discuss and agree the way forward. The Panel had drafted a planned overview and distributed a questionnaire to all members to gather wider information. The results of the questionnaire would be reviewed by the end of July.</p> <p>The first phase of the Panel would be to familiarise the Panel with the Covenant and gather survey data.</p>	<p>16 October 2019</p> <p>11 December 2019</p>

		<p>Councillor Matthews would like members to let him have any questions so that he can involve the relevant officers. A workshop will be held during the second week of August to look at the information gathered.</p> <p>The Panel had had two meetings and a discussion since the last meeting where they had received an informative brief from the Head of Housing and Community Development and would be followed up with a meeting to clarify a number of points. It is anticipated that by the end of September they would be in a position where they would have enough information on housing and community engagement to discuss and suggest recommendations for improvement. The discussions will continue once a fortnight to discuss two more topics. The next two topics will be education and health. Councillor Matthews will update the Committee at its next meeting on housing and community engagement.</p>	
<p>Budget Panel</p>		<p>The Budget Panel met on 29 June where the panel considered the Revenue Outturn 2019/2020. The variance between the budgeted and actual expenditure for the year was positive. The Panel also considered a report on the impact of Covid-19 on the Council's budget and reserves and looked at the additional expenditure, lost income and grant income. The next meeting will be held on 19 October to consider the monthly return for September, the budget for 2020/21 and fees and charge. The Head of Finance explained that things have moved on significantly since the meeting in June and was currently compiling a claim to the Government for loss of income.</p>	

Cabinet Work Programme

October 2020

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.
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 £75,000 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 Work Programme on any matter where a decision is to be made.

Date of Decision	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
4 Nov 2020 Andover	Draft Calendar of Meetings	No	Council	Open	Report of the Corporate Portfolio Holder	Head of Legal and Democratic	25 Feb 2020
4 Nov 2020 Andover	Social Inclusion Services	No	Cabinet	Open	Report of the Housing and Environmental Health Portfolio Holder	Head of Housing and Environmental Health	28 Sep 2020
4 Nov 2020 Andover	Sustainability Appraisal Scoping Report	No	Cabinet	Open	Report of the Planning Portfolio Holder	Head of Planning Policy and Economic Development	4 Aug 2020
4 Nov 2020 Andover	Medium Term Financial Strategy	No	Cabinet	Open	Report of the Finance Portfolio Holder	Head of Finance	6 Apr 2020
4 Nov 2020 Andover	Corporate Financial Monitoring (6 months)	No	Cabinet	Open	Report of the Finance Portfolio Holder	Head of Finance	6 Apr 2020
4 Nov 2020 Andover	Fees and Charges	No	Cabinet	Open	Report of the Finance Portfolio Holder	Head of Finance	6 Apr 2020

4 Nov 2020 Andover	Asset Management Plan Update	No	Council	Open	Report of the Finance Portfolio Holder	Head of Finance	6 Apr 2020
4 Nov 2020 Andover	Capital Programme Update	No	Council	Open	Report of the Finance Portfolio Holder	Head of Finance	6 Apr 2020
13 Jan 2021 Andover	Budget Forecast Update	No	Cabinet	Open	Report of the Finance Portfolio Holder	Head of Finance	24 Jul 2020
13 Jan 2021 Romsey	Council Tax Reduction Scheme 2021/22	No	Council	Open	Report of the Finance Portfolio Holder	Head of Finance	28 Sep 2020
10 Feb 2021 Romsey	Revenue Budget & Council Tax Proposals	No	Cabinet	Open	Report of the Finance Portfolio Holder	Head of Finance	24 Jul 2020
10 Feb 2021 Romsey	Capital Programme Update	No	Council	Open	Report of the Finance Portfolio Holder	Head of Finance	24 Jul 2020
10 Feb 2021 Romsey	Treasury Management Strategy	No	Council	Open	Report of the Finance Portfolio Holder	Head of Finance	24 Jul 2021
10 Mar 2021 Romsey	Write off of uncollectable debts	No	Cabinet	Open	Report of the Finance Portfolio Holder	Head of Revenues	21 Sep 2020

14 Apr 2021 Andover	Carry Forward of Unspent Revenue Budget	No	Cabinet	Open	Report of the Finance Portfolio Holder	Head of Finance	24 Sep 2020
14 Apr 2020 Andover	Annual Governance Statement	No	Council	Open	Report of the Finance Portfolio Holder	Head of Finance	24 Sep 2020

Part 5 – Action Tracking

Climate Emergency						
Recommendation	Agreed			Start Date	Action	Progress Update
	OSCOM 18.3.20	Cabinet	Council 10.06.20			
<p><u>Recommended to Council:</u></p> <p>That the draft Climate Emergency Action Plan annexed to the report be agreed.</p>	√		√		<p><u>Resolved at Council</u></p> <ol style="list-style-type: none"> 1. That the Climate Emergency Action Plan (Annex 1 to the report) be approved. 2. That the Head of Planning Policy and Economic Development, in consultation with the Environment Portfolio Holder, be authorised to make changes of a minor nature to improve the presentation of the Climate Emergency Action Plan and correct typographical errors prior to publication. 	<p>The change in work practices brought on by the COVID 19 pandemic have provided an opportunity to implement certain actions earlier than anticipated, such as the greater use of virtual meetings. Officers have also set in place internal monitoring measures and review mechanisms</p>