

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	<p>Multi-service complaint C&L/PAM</p> <p>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.</p>	<p>There was an issue determining the boundary which has fallen between a number of council services and apology given for lack of communication.</p> <p>It has been arranged for the tree to be pruned away from the boundary and reduced to around hedge height.</p>		19 Aug 19
5 Aug 19	<p>Multi-service complaint PAM/CSU</p> <p>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.</p>	<p>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.</p> <p>The councillor to whom a handwritten letter was sent to regarding the service you received while trying to report the fly-</p>	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</p> <p>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

	Complaint escalated as the bank notified the complainant that it wasn't their issue and the complainant is requesting an increased compensation.	resident's council tax account. Reiterated that this was a third party issue.		
3 May 19	<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>	CEX response reiterating previous responses and that the Council must adhere to Council Tax billing regulations.		11 Apr 19

	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

	temporary use of a shop which they allege is a deliberate breach of planning control.	Head of Service's professional judgement to be correct in this case and that there was not a breach of planning control.		
19 Dec 19	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>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>		23 Dec 19